



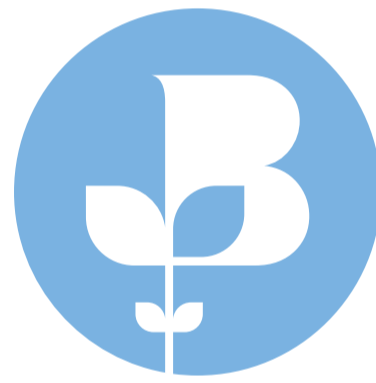
Third sector
members saved
£10,141



Food & drink
members saved
£20,230



Tourism
members saved
£8,931



Total members
savings Oct 18-19
£146,418

1007

Managers, supervisors
and leaders trained

(total member savings £65,825)

1012

Public course bookings



131

Supported exports
courses booked

(total member saving £13,810)

252

Delegates attended
a tailored course

(total saving £39,053)

2020-2021 training portfolio

Business Development	Nov	Dec	Jan	Feb	Mar
Business Development Accelerator Develop a powerful strategy to drive sales	5				
Maximise Your Sponsorship Revenue Maximise your sponsorship sales and obtain great results for your clients					
Sales and Account Management Develop a structured approach to selling	20				
Social Media Advanced (half day) Achieve maximum impact from your digital communications plan	27				
Social Media for the Uninitiated (half day) Gain a practical understanding of Facebook, Twitter and LinkedIn for business	27				
Winning More Tenders/Bids Produce professional proposals/tenders that stand out from your competition					

Finance	Nov	Dec	Jan	Feb	Mar
Budgeting and Planning - An Introduction Learn how to establish and maintain budgets			20		
Cash Flow Management Maximise cash flow with effective cash collection techniques			14		
Finance - The Basics Develop a broad understanding of business finance	25			16	
Finance for Non-finance Managers (2 days) Gain an understanding of many aspects of finance and how it impacts business		30 - 1			2 - 3

Management and Leadership	Nov	Dec	Jan	Feb	Mar
Advanced Management Skills (2 days) Grow as a manager and improve the performance of your team	18-19				
Building Effective Teams Understand what makes a great team and learn how to build one	11				
Diversity, Inclusion and Bias in the Workplace Explore the benefits of a diverse workforce				18	
Essential Management Skills (2 days) Become equipped with the knowledge and skills required of a manager		2 - 3			24
Essential Supervisory Skills Bridge the gap between doing and supervising	10	4	28		23
HR for Non-HR Managers Understand responsibilities and techniques in relation to HR requirements					10
Interview Skills Establish how to conduct effective interviews and hire the right candidate	3				
Motivation and Delegation Create a motivational environment and use effective delegation	3		27		
Performance Management Establish processes to improve employee performance in line with organisation objectives					18
Reviews and Appraisals Assess performance constructively and increase reviewee's motivation				25	
Stakeholder Engagement and Relationship Management Identify and engage with stakeholders to build effective and lasting relationships	24				
Supervisors Next Steps Improve techniques and add new areas of awareness and understanding	4			3	
The Effective Director Learn how to become an effective director and address responsibilities					

International Business and Exporting	Nov	Dec	Jan	Feb	Mar
Beginner's Practical Guide to Exporting Gain a high level overview of the exporting process			20		
Authorised Economic Operator (AEO) (half day) Understand the requirements and benefits to compliance					
Commodity Coding System for International Trade (half day) Guidance through the international coding process and the paperwork involved					
Customs Declaration Training Learn how to complete customs requirements accurately and efficiently	17	3	3	9	11
Customs Procedures and Documentation Understand how to navigate the various customs systems, procedures and documentation	25	8	14	24	
Understanding Export & Export Documentation Demystify what's involved to save time and money	19			17	
Import Procedures, Inward & Outward Processing Avoid pitfalls when importing, understand methods of claiming relief	24	2	28		3
INCOTerms 2020 (half day) Benefits of International Commercial Terms for buyers and sellers		3	26		
Letters of Credit - Methods of Payment Ensure your Letter of Credit is not rejected and compare payment methods				25	

Critical Skills for Business	Nov	Dec	Jan	Feb	Mar
Assertiveness at Work Learn to communicate your point of view without causing conflict	5				
Change Management Learn the tools to drive change and avoid challenging situations		8			
Communication and Interpersonal Skills Develop effective communication techniques	12			4	
Customer Service Excellence Discover the techniques to excel at customer service	18				17
Dealing with Difficult Situations Understand the variety of personalities and determine how to alter your approach	11		26		
Digital Transformation Learn how to future proof your business					25
Emotional Intelligence for Business Develop situational awareness and manage emotion in self and others		9	21		
GDPR General Data Protection Reform Essentials Ensure you comply with the regulation					
Improve your Professional Confidence Promote a positive and confident self-image in a professional manner	24				16
Marketing 101 Develop a successful integrated marketing strategy					
Negotiating and influencing Learn tactics and skills of persuasion that lead to success	12			10	
Personal Effectiveness Improve your self-management by changing the way you work					
Practical Contract Management Learn the skills needed to ensure contracts add value to your business	17				
Presentation Skills Deliver a dynamic and motivational presentation confidently	4			11	
Project Management - The Fundamentals Understand the principles of project management and the complexities of scale	10				
Renewable Energy and the UK Gain an understanding of the basics of the UK renewable energy industry	17			10	
Report Writing Learn to produce clear, concise and effective reports	25				
Resilience, Survive and Thrive (half day) Understand your strengths and increase your resilience score	26			23	
Taking Notes and Minutes (half day) Record meetings effectively and accurately with high quality minutes	26			23	
Time Management Identify time wasting activities and manage your day more effectively	17		19		
Train the Trainer Feel confident whilst developing and presenting different types of training	19		19		
Train the Trainer Advanced Improve training delivery techniques					
Understanding the Oil & Gas Industry (half day) Gain an understanding of the basics of oil and gas production and processing		3			

Chamber members save on all training courses

Training delegate fees

Course	Chamber members	Savings	Non-members
Half day	£245 +VAT	£125	£370 +VAT
Full day	£295 +VAT	£145	£440 +VAT
Two day standard	£560 +VAT	£280	£840 +VAT

International Trade Training

Course	Chamber members	Savings	Non-members
Half day	£195 +VAT	£130	£325+VAT
Full day	£250 +VAT	£145	£395+VAT
Customs Declaration Training - eLearning	£190+VAT	£40	£230+VAT

Tailored training programme with in-house training courses

We can tailor a training programme to your requirements, incorporating your company objectives and values along with any additional topics to complement the core delivery. We have standard programmes for graduates, business development and leadership.

There is a learning experience to satisfy every type of learner and requirement and we pride ourselves on quality service provision, adaptability and competitive pricing.

- Scheduled to suit you
- Focused, consistent and relevant to your business needs
- Reduce travel and accommodation expenses
- Tailored to exactly what your delegates need to know

"I found the content very good with a great overview and an excellent tutor who was very knowledgeable in her topic matter. This is the first training course I have undertaken via a full-day webinar and I felt the balance of breaks and productivity was perfect, something that's definitely needed when focussing on a screen for a sustained period."

UK service logistics lead, i-Tech division, Subsea 7

For full course details visit agcc.co.uk/training
Contact the training team: **01224 343917** or training@agcc.co.uk

