

# TRAINING CALENDAR

# 2009

		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>Export Starter</b>	This course explores the four key areas of export practice: terminology, documentation, customs & payments.	21 – 22				12 – 13				23 – 24			
<b>Export Documentation</b>	Understand the documents you use, why they are created and their legal significance including export shipping processes.		11				23					11	
<b>Import Starter</b>	Learn how to administrate your import paperwork more efficiently & effectively.				29 – 30						13 – 14		
<b>Advanced Letters of Credit – ISBP Rules</b>	Understand UCP and give clarity on discrepancies and how international banks should interpret the UCP code.						10						
<b>Letters of Credit</b>	Outlines the main procedure & practice of handling Letters of Credit from the exporters' perspective.			11				7					1
<b>EU Custom Procedures &amp; Export Licences/Controls</b>	This course will provide an in-depth look into Custom procedures and regimes and what is required to comply by law.			18									
<b>Hazardous Goods – An Awareness workshop</b>	Designed to give you an awareness of the issues surrounding the movements of Dangerous Goods by air, road & sea.		25							29			
<b>Become a Successful Supervisor or Team Leader!</b>	Session 1 – 'Help' – What is my Role? Session 2 – 'Help' – How do I get the best out of my team? Session 3 – 'Help' – How do I deal with workload & change?	19		31		11		8		17		10	
<b>First Aid – Appointed Person</b>	Theoretical and practical aspects of first aid for taking charge at the scene of an accident at work.		6			15				18			8
<b>Basic Bookkeeping &amp; Accounts</b>	Learn how to organise and implement an effective accounts system including VAT, tax and manual accounts.			30								30	
<b>Introduction to Sage</b>	Compatible with users of both Instant and Sage 5 Accounts. This course will guide you through the basics of Sage accounts.			13							2		
<b>Credit Control &amp; Telephone Debt Recovery</b>	A systematic approach to how credit control can improve cash flow & sales & using the telephone to collect debts successfully.	29				20				16			
<b>Finance for Non-Financial Managers</b>	Learn a basic understanding of financial reporting, managing cash flow, budgeting & forecasting.						9					3	
<b>Getting the best from your people – appraising effectively</b>	Learn how to appraise staff effectively and ensure you get the best out of your team.				22							18	
<b>Terrific Telephone Techniques</b>	Improve your speaking & listening skills and learn effective questioning techniques. Tips on dealing with difficult callers!		24				25				7		
<b>Now that's what I call service!</b>	Learn principles, strategies and ideas to help you create the right impression with your customers & provide great service.				28							25	
<b>Presenting with Pizzazz!</b>	Come and build your confidence in delivering well-structured professional presentations.			25							21		
<b>Effective Time Management</b>	Learn how to best manage your time to maximise your efficiency and make the most of your working hours.			24								26	
<b>Confident Effective Networking</b>	A unique & fun workshop to improve and develop your networking skills, using forum (interactive) theatre. No role play!						19					13	
<b>Successful Selling Techniques – sales skills that deliver results</b>	Understand the principles of becoming a successful salesperson and increase your confidence and motivation.		26				2				8		

**PEOPLE ARE THE HEART OF BUSINESS.**  
It is enabling these people to develop that creates competitive advantages, improves staff morale and productivity and increases your profits.

The Southampton & Fareham Chamber of Commerce provides a range of high quality training courses and workshops for your business. With over 19 years experience Chamber Business Training is uniquely placed to identify and respond to changing training needs. Everyone accepts that training is important but knowing where to start can be a confusing business.

Our programmes are stimulating and our customer service and dedication to client care and attention to detail will enable you to feel confident in trusting the Southampton & Fareham Chamber of Commerce.

**Talk to the people you can trust...  
...Talk to Chamber Training**

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