

2022 Training Calendar

Enhancing the expertise,
productivity and performance
of your teams; giving your
business a competitive
advantage

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Aberdeen & Grampian Chamber of Commerce 2022 training calendar

Business Development	Jan	Feb	Mar	Apr	May	Jun
Business Development Accelerator Develop a powerful strategy to drive sales					5	
Sales and Account Management Develop a structured approach to selling			7			
Social Media - Developing Your Recruitment Profile See the importance of a personal and corporate brand using social media			4			

Finance	Jan	Feb	Mar	Apr	May	Jun
Budgeting and Planning - An Introduction Learn how to establish and maintain budgets	27					
Finance - The Basics Develop a broad understanding of business finance		18				
Finance for Non-finance Managers Gain an understanding of many aspects of finance and how it impacts business			30-31			

Management and Leadership	Jan	Feb	Mar	Apr	May	Jun
Advanced Management Skills Grow as a manager and improve the performance of your team			22-23			
Building Effective Teams Understand what makes a great team and learn how to build one		22				
Essential Management Skills Become equipped with the knowledge and skills required of a manager			14-15			
Essential Supervisory Skills Bridge the gap between doing and supervising		9		19		28
HR for Non-HR Managers Understand responsibilities and techniques in relation to HR requirements						16
Motivation and Delegation Create a motivational environment and use effective delegation	14					
Reviews and Appraisals Assess performance constructively and increase reviewee's motivation		4				
Stakeholder Engagement and Relationship Management Identify and engage with stakeholders to build effective and lasting relationships			21			
Supervisors Next Steps Improve techniques and add new areas of awareness and understanding			3			

International Business and Exporting	Jan	Feb	Mar	Apr	May	Jun
A Beginners Practical Guide to Exporting Gain a high level overview of the exporting process		3				
Understanding Export and Export Documentation Demystify what is involved to save time and money		17				
Customs Procedures and Documentation Learn how to navigate the various customs systems, procedures and documentation		23				
Import Procedures, Inward and Outward Processing Avoid pitfalls when importing, understanding methods of claiming relief			2			
Incoterms 2020 Benefits of International Commercial Terms for buyers and sellers			8			
Methods of Payment and Letters of Credit Ensure your Letter of Credit is not rejected and compare payment methods				28		
Preference Rules of Origin Understand the importance and rules of Preference Rules of Origin					18	
Understanding Commodity Codes Guidance through the international coding process and the paperwork involved						9

Management and Leadership	Jan	Feb	Mar	Apr	May	Jun
Assertiveness at Work Learn to communicate your point of view without causing conflict		17				
Communication and Interpersonal Skills Develop effective communication techniques					24	
Customer Service Excellence Discover the techniques to excel at customer service						
Dealing with Difficult Situations Understand the variety of personalities and determine how to alter your approach	18					
Emotional Intelligence Develop situational awareness and manage emotion in self and others						7
Improve your Professional Confidence Promote a positive and confident self-image in a professional manner						8
Negotiating and Influencing Skills Learn tactics and skills of persuasion that lead to success		8				
Personal Effectiveness Improve your self-management by changing the way you work				20		
Presentation Skills Deliver a dynamic and motivational presentation confidently					4	
Project Management - The Fundamentals Understand the principles of project management and the complexities of scale					6	
Report Writing Learn to produce clear, concise and effective reports				21		
Taking Notes and Minutes (half day) Record meetings effectively and accurately with high quality minutes				6		
Time Management Identify time wasting activities and manage your day more effectively						22
Train the Trainer Feel confident whilst developing and presenting different types of training	13					

Chamber members* save on all training courses

*Silver level membership and above

Training delegate fees

Course	*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

Content correct at the time of printing.
For a full and up to date list of courses
visit agcc.co.uk/training for full details.

Contact us: **01224 343902** or training@agcc.co.uk

We also offer a range of other topics including:

- Diversity, inclusion and bias in the workplace
- Change management
- GDPR essentials
- Resilience, survive and thrive
- Personal branding

Tailored in-house training

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

If you are interested in any of these or there are other courses you believe your staff would benefit from, please contact training@agcc.co.uk to arrange a discussion.

“We joined – and the Chamber has provided valuable training support to our growing workforce as well as opportunities to make new business connections as we increase our presence in the region.”

Jamie John, base manager, NHV Helicopters LTD

“We have been regular participants in various Chamber of Commerce training courses for developing the skills of our employees (at all levels). We would have no hesitation in recommending them to others looking for staff development training programmes”.

Aberdeen Football Club and AFC Community Trust