

2021 Training Calendar

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

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2021 training calendar

Business Development	Aug	Sep	Oct	Nov	Dec
Business Development Accelerator Develop a powerful strategy to drive sales		10			
Sales and Account Management Develop a structured approach to selling	13			5	

Finance	Aug	Sep	Oct	Nov	Dec
Budgeting and Planning - An Introduction Learn how to establish and maintain budgets			21		
Cash Flow Management Maximise cash flow with effective cash collection techniques		28			
Finance - The Basics Develop a broad understanding of business finance				26	
Finance for Non-finance Managers (2 days) Gain an understanding of many aspects of finance and how it impacts business		7-8			8-9

Management and Leadership	Aug	Sep	Oct	Nov	Dec
Essential Management Skills (2 days) Become equipped with the knowledge and skills required of a manager	19-20				1-2
Essential Supervisory Skills Bridge the gap between doing and supervising and become confident in delegating tasks				10	
HR for Non-HR Managers Understand responsibilities and techniques in relation to HR requirements				4	
Motivation and Delegation Create a motivational environment and use effective delegation			27		
Performance Management Establish processes to improve employee performance in line with organisation objectives		9			
Reviews and Appraisals Assess performance constructively and increase reviewee's motivation			6		
Stakeholder Engagement and Relationship Management Identify and engage with stakeholders to build effective and lasting relationships		2			
Supervisors Next Steps Improve techniques and add new areas of awareness and understanding				3	

International Business and Exporting	Aug	Sep	Oct	Nov	Dec
Beginners Practical Guide to Exporting Gain a high level overview of the exporting process	19				
Customs Declaration Training Learn how to complete customs requirements accurately and efficiently	10	21	26		
Customs Procedures and Documentation Explore the various customs systems, procedures and documentation		23			9
Understanding Export & Export Documentation Understand what is involved in exporting and export documentation to save time and money		15		18	
Import Procedures Avoid the obvious pitfalls in importing to reduce complexities and errors				24	
INCOTerms 2020 (half day) Benefits of International Commercial Terms for buyers and sellers		21			2
Letters of Credit - Methods of Payment Ensure your Letter of Credit is not rejected and compare payment methods			5		
Preference Rules of Origin (half day) Learn about the difference between Preference and Non-Preference Origin; understand the rules and how to apply the percentage rule.		16			

Critical Skills for Business	Aug	Sep	Oct	Nov	Dec
Communication and Interpersonal Skills Develop effective communication techniques		30			
Customer Service Excellence Discover the techniques to excel at customer service				16	
Dealing with Difficult Situations Understand the variety of personalities and determine how to alter your approach for each				17	
Emotional Intelligence for Business Develop situational awareness and influence outcomes				18	
Improve your Professional Confidence Promote a positive and confident self-image in a professional manner	31				
Negotiating and influencing Learn tactics and skills of persuasion that lead to success				24	
Personal Effectiveness Improve your self-management by changing the way you work			7		
Presentation Skills Deliver a dynamic and motivational presentation confidently			5		
Project Management - The Fundamentals Understand the principles of project management and the complexities of scale		22			
Renewable Energy and the UK (half day) Gain an understanding of the basics of the UK renewable energy industry	24			30	
Taking Notes and Minutes (half day) Record meetings effectively and accurately with high quality minutes	24			23	
Time Management (half day) Identify time wasting activities and manage time more effectively	18			9	
Train the Trainer Feel confident whilst developing and presenting different types of training	17			2	
Train the Trainer Advanced Improve training delivery techniques				30	
Understanding the Oil & Gas Industry (half day) Gain an understanding of the basics of oil and gas production and processing	24			30	

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

International Trade

Course	*Members	Savings	Non-members
Half day	£245 +VAT	£125	£370 +VAT
Full day	£280 +VAT	£145	£425 +VAT
Customs Declaration Training	£336 +VAT	£84	£420 +VAT

We also offer a range of other topics including:

- Advanced management skills
- Assertiveness at work
- Building effective teams
- 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

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

