

PERFORMANCE

	FEB	MAR	APR	MAY	JUN
Making Time Count		18			20

SALES, MARKETING & COMMUNICATIONS

	FEB	MAR	APR	MAY	JUN
Customer Service Skills				9	
Essential Sales Skills	10				9
Power Pitching Your Business		11			
Successful Business Communication			21		
Integrated Marketing	14				13

MANAGING PEOPLE

	FEB	MAR	APR	MAY	JUN
Employment Essentials					
Employment & Interview Skills					
Managing & Retaining Staff					
Discipline & Dismissal					

STRATEGY

	FEB	MAR	APR	MAY	JUN
Business Planning	4				

ACCOUNTING & FINANCE

	FEB	MAR	APR	MAY	JUN
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Accounting for Non-Accountants				2	
Taxation Toolkit		14			

TECHNOLOGY

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Microsoft Excel III					
Mastering Microsoft Word		28			
Powerful Powerpoint Presentations				16	

Corporate Training

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VITAL TRAINING CALENDAR 2014



Bringing you a series of training programmes from our expert facilitators to help you and your staff upskill so you're doing business better.

PERFORMANCE: Set goals and develop processes to make sure your business is performing at its best.

SALES, MARKETING AND COMMUNICATIONS: Exceptional customer service and sales skills, create a strategic marketing plan and learn how to communicate effectively with your customers.

MANAGING PEOPLE: Recruit and motivate staff; effective ways to deal with conflicts or issues and keep on top of the latest employment law.

STRATEGY: Create your organisation's vision and objectives, develop policies and plans to achieve these objectives and learn how to allocate resources to implement these policies and plans.

ACCOUNTING & FINANCE: Learn how to interpret accounting statements and financial information to help you make good business decisions. Discover the key concepts of financial accounting and keep on top of your tax requirements.

TECHNOLOGY: Use technology effectively to increase the speed of your business processes, keep your staff up-to-date and increase the productivity of your business. Courses include Word, Excel and Powerpoint.

Performance

Making Time Count: Time management skills are a critical component in your business toolkit. Add these time management skills to Outlook and you can use technology to save time, increase your business productivity and manage your life work balance.

Sales, Marketing and Communications

Essential Sales Skills: How much of your business success hangs on your selling techniques? This course provides strategies and techniques that will inject confidence into your pitch. You'll gain tools to build relationships and loyalty, as well as improving your ability to create business value. Ideal for newcomers to the sales role.

Success with Sales Skills: Are you getting

the sales results you need? This course will provide an overlay of ideas that will make any sales process more effective. You will learn how to adapt existing sales processes by adding a fresh look and feel that you can apply very quickly in every day sales situations for instant top-line results.

Creating Centres of Influence: What if we told you how easy it is to develop a continuous stream of qualified business leads? This business-centred tool will allow you to create relationships from scratch that will grow and deepen to become a constant source of business for you. You will learn how to handle all the relationship pitfalls and problems that so often impede success.

Successful Business Communication: The ability to communicate well is one of the biggest factors in business success. This one day course offers a practical introduction to Successful Business Communication in the workplace and focuses on positive

communication techniques that will help to avoid misunderstandings and increase effectiveness.

Power Pitching Your Business: Creating a powerful first impression is often the difference between gaining the sale, getting investment or gaining support from your bank. Whether it's the message on your website, your elevator pitch at networking functions, the next big sales presentation or gaining investment or support from your bank – no matter what, the better your pitch the more likely your business will prosper.

Marketing Your Business: An integrated marketing plan is essential to drive sales and run an effective business. This workshop will make sure you create marketing plans that deliver an effective and integrated approach to your business marketing.

Customer Service Skills: Exceptional customer service is a crucial competitive advantage that has benefits for everyone. This course will help you understand or reinforce why customer service is so important to your business, and your customer, by focusing on customer behaviour and expectations.

Managing People

Employment Essentials: The effective management of your staff will ensure that your business runs smoothly and can increase your business productivity. This is a course for all business owners and managers with responsibility for staff management.

Employment and Interview Skills: Using the recruitment processes you will learn on this course, you can increase your chances of getting the right person from 8 per cent to 60 per cent. Designed not only to enhance your techniques but also to

help you feel more confident throughout the recruitment process, this course will help you to get the right person into your business.

Managing and Retaining Staff: Do you need an effective performance management system? This course will be beneficial to business owners and managers of all sized companies. You will learn how to manage and motivate staff effectively at all stages of the employment relationship and the impact of communication on the employment relationship.

Discipline and Dismissal: Managing non-performing teams and individuals is critical to gain the best possible results in your business. This course will help business owners and managers to understand the legalities of managing poor performance and dismissing people whilst minimising the risk of personal grievance claims.

Strategy

Business Planning: This is an opportunity to step back from your business and take in the whole picture. Learn the art of effective planning and shed new light onto your approach towards growing your business. You will learn how to identify business opportunities; about creating and focusing your business vision and how to take a systematic approach to planning.

Building a Business Case: Creating and selling a compelling investment case is an essential skill and discipline required by most businesses. This course is for all business managers and key staff who are involved in proposing and approving major business expenditure. Leave with a business case template and techniques to improve your chances of getting your business case approved, based on a smart investment case.

Accounting and Finance

Accounting for Non-Accountants: A good understanding of the numbers will enhance your business decision-making. Gain confidence through understanding the principles of accounting that are needed to be credible and successful in your role. Includes Financial Reporting; Cash flow; Analysis; Budgets/Forecasting – all in plain language.

Budgeting and Cashflow Management: Learn practical techniques to produce better budgets that are aligned with your overall business strategy. Plus you'll also receive a Cash Flow Budget Template for use in your own business.

Taxation Toolkit: Managing Tax, GST and Payroll issues are a headache in every business. Learn how to reduce your tax bill and how to avoid the common pitfalls by attending this interactive practical tax workshop.

Technology

Upgrading to Microsoft Office 2010: A hands-on introduction to the new interface and features in Microsoft® Office 2010. You will gain an understanding of the new interface and enhanced features of the Office 2010 applications Outlook, Word, Excel and PowerPoint. You need to already be familiar with previous versions of Microsoft® Office but may be a non-technical user.

Microsoft Excel I: An introduction to creating Microsoft® Excel worksheets to ensure you gain a good grounding in all skills needed to create worksheets that are both professional in look and design. This course is designed for the non-technical user, the complete novice and those

people who currently have a very basic understanding of Excel.

Microsoft Excel II: This course introduces Excel features that save you time. It is designed primarily for those who spend many hours formatting and updating data in spread sheets. You should be proficient in the fundamentals of using Excel before you take this course.

Microsoft Excel III: Building on what you have learnt in Excel I and II, this course introduces the features used to save time formatting, referencing and reporting on large data lists, and aims to give you a good grounding in the more advanced data manipulation tools.

Mastering Microsoft Word: Do you understand the fundamentals of working with Microsoft® Word but need an introduction to the Word features that will make you more efficient and save you time? Then this course is for you.

Powerful PowerPoint Presentations: Master the power within PowerPoint and gain the knowledge and technical expertise to create persuasive presentations. Learn not only to create great presentations but also how to enhance presentations with key technical knowledge.

