

Scheduled Courses	Location	Dates	Time	Cost (Members)	Cost (Non members)
Leadership and Management					
Managing Conflict in the Workplace	Worcester	15 th April 2026	9.00 – 16.00	£175 + VAT	£220 + VAT
Managing People in the Team	Worcester	29 th April 2026	9.00 – 16.00	£175 + VAT	£220 + VAT
Train the Trainer	Virtual	13 th May 2026	9.00 – 16.00	£175 + VAT	£220 + VAT
Conducting Effective Team Appraisals	Worcester	19 th May 2026	9.00 – 16.00	£175 + VAT	£220 + VAT
Role of the Team Leader	Virtual	2 nd June 2026	9.00 – 16.00	£175 + VAT	£220 + VAT
Managing Performance in the Team	Virtual	18 th June 2026	9.00 – 16.00	£175 + VAT	£220 + VAT
Managing People in the Team	Virtual	7 th July 2026	9.00 – 16.00	£175 + VAT	£220 + VAT
Introduction to Project Management	Virtual	12 th August 2026	9.00 – 16.00	£175 + VAT	£220 + VAT
Managing Performance in the Team	Worcester	2 nd September 2026	9.00 – 16.00	£175 + VAT	£220 + VAT
Managing Conflict in the Workplace	Virtual	14 th October 2026	9.00 – 16.00	£175 + VAT	£220 + VAT
Managing People in the Team	Worcester	22 nd October 2026	9.00 – 16.00	£175 + VAT	£220 + VAT
Role of the Team Leader	Worcester	19 th November 2026	9.00 – 16.00	£175 + VAT	£220 + VAT
Train the Trainer	Worcester	26 th November 2026	9.00 – 16.00	£175 + VAT	£220 + VAT
Managing Performance in the Team	Worcester	9 th December 2026	9.00 – 16.00	£175 + VAT	£220 + VAT
Conducting Effective Team Appraisals	Worcester	17 th December 2026	9.00 – 16.00	£175 + VAT	£220 + VAT
Introduction to Project Management	Worcester	4 th February 2027	9.00 – 16.00	£175 + VAT	£220 + VAT
Managing People in the Team	Virtual	11 th February 2027	9.00 – 16.00	£175 + VAT	£220 + VAT
Managing Performance in the Team	Worcester	3 rd March 2027	9.00 – 16.00	£175 + VAT	£220 + VAT
Role of the Team Leader	Worcester	11 th March 2027	9.00 – 16.00	£175 + VAT	£220 + VAT
Developing People					
Effective Time Management	Worcester	6 th May 2026	9.00 – 16.00	£175 + VAT	£220 + VAT
Assertiveness and Confidence	Worcester	23 rd July 2026	9.00 – 16.00	£175 + VAT	£220 + VAT
Effective Time Management	Virtual	19 th August 2026	9.00 – 16.00	£175 + VAT	£220 + VAT
Assertiveness and Confidence	Worcester	10 th December 2026	9.00 – 16.00	£175 + VAT	£220 + VAT
Effective Time Management	Worcester	28 th January 2027	9.00 – 16.00	£175 + VAT	£220 + VAT
Assertiveness and Confidence	Virtual	25 th March 2027	9.00 – 16.00	£175 + VAT	£220 + VAT
Sales & Customer Service					
Communicating for Success	Worcester	4 th June 2026	9.00 – 16.00	£175 + VAT	£220 + VAT
Sales Techniques to Close the Deal	Virtual	15 th July 2026	9.00 – 16.00	£175 + VAT	£220 + VAT
Delivering Exceptional Customer Service	Worcester	13 th August 2026	9.00 – 16.00	£175 + VAT	£220 + VAT
Professional Telephone Techniques	Worcester	16 th September 2026	9.00 – 16.00	£175 + VAT	£220 + VAT
Using the Telephone and Virtual Platforms in Selling	Virtual	21 st October 2026	9.00 – 16.00	£175 + VAT	£220 + VAT
Communicating for Success	Virtual	12 th November 2026	9.00 – 16.00	£175 + VAT	£220 + VAT
Sales Techniques to Close the Deal	Worcester	7 th January 2027	9.00 – 16.00	£175 + VAT	£220 + VAT
Communicating for Success	Worcester	16 th March 2027	9.00 – 16.00	£175 + VAT	£220 + VAT
Information Technology					
Introduction to Microsoft Excel	Worcester	1 st April 2026	9.00 – 16.00	£175 + VAT	£220 + VAT
Intermediate Microsoft Excel	Worcester	12 th May 2026	9.00 – 16.00	£175 + VAT	£220 + VAT
Introduction to Microsoft Excel	Virtual	17 th June 2026	9.00 – 16.00	£175 + VAT	£220 + VAT
Advanced Microsoft Excel	Worcester	30 th June 2026	9.00 – 16.00	£175 + VAT	£220 + VAT
Intermediate Microsoft Excel	Virtual	9 th July 2026	9.00 – 16.00	£175 + VAT	£220 + VAT
Introduction to Microsoft Excel	Worcester	11 th August 2026	9.00 – 16.00	£175 + VAT	£220 + VAT
Intermediate Microsoft Excel	Worcester	9 th September 2026	9.00 – 16.00	£175 + VAT	£220 + VAT
Advanced Microsoft Excel	Worcester	22 nd September 2026	9.00 – 16.00	£175 + VAT	£220 + VAT
Introduction to Microsoft Excel	Virtual	7 th October 2026	9.00 – 16.00	£175 + VAT	£220 + VAT
Excel Masterclass	Worcester	20 th October 2026	9.00 – 15.45	£210 + VAT	£260 + VAT
Intermediate Microsoft Excel	Virtual	4 th November 2026	9.00 – 16.00	£175 + VAT	£220 + VAT
Advanced Microsoft Excel	Worcester	17 th November 2026	9.00 – 16.00	£175 + VAT	£220 + VAT
Introduction to Microsoft Excel	Worcester	2 nd December 2026	9.00 – 16.00	£175 + VAT	£220 + VAT
Intermediate Microsoft Excel-	Worcester	14 th January 2027	9.00 – 16.00	£175 + VAT	£220 + VAT
Introduction to Microsoft Excel	Virtual	3 rd February 2027	9.00 – 16.00	£175 + VAT	£220 + VAT
Advanced Microsoft Excel	Worcester	23 rd February 2027	9.00 – 16.00	£175 + VAT	£220 + VAT
Intermediate Microsoft Excel	Virtual	10 th March 2027	9.00 – 16.00	£175 + VAT	£220 + VAT
HR, Health & Safety, Legislation and Regulation					
IOSH Working Safely®	Worcester	8 th April 2026	9.00 – 16.00	£175 + VAT	£220 + VAT
Internal Auditor Training	Worcester	23 rd April 2026	9.00 – 16.00	£175 + VAT	£220 + VAT
HR for the Non-HR Manager	Worcester	28 th April 2026	9.00 – 16.00	£175 + VAT	£220 + VAT
Mental Health First Aid (2 day)	Worcester	30 th April-1 st May 2026	9.00 – 16.00	£375 + VAT	£325 + VAT
IOSH Managing Safely® (4 day)	Worcester	5 th May 2026	9.00 – 16.00	£495 + VAT	£595 + VAT
Emergency First Aid at Work	Worcester	14 th May 2026	9.00 – 16.30	£95 + VAT	£115 + VAT

Scheduled Courses	Location	Dates	Time	Cost (Members)	Cost (Non members)
Creating a Neuro-inclusive Workplace	Worcester	21 st May 2026	9.00 – 16.00	£175 + VAT	£220 + VAT
Sexual Harassment Training	Worcester	3 rd June 2026	9.00 – 12.30	£95 + VAT	£115 + VAT
Employment Law Update	Worcester	10 th June 2026	10.00 – 15.00	£175 + VAT	£220 + VAT
Fire Marshal Training	Worcester	25 th June 2026	9.00 – 16.00	£95 + VAT	£115 + VAT
Mental Health First Aid Champion (1 day)	Worcester	21 st July 2026	9.00 – 16.00	£210+ VAT	£260 + VAT
IOSH Managing Safely® Refresher (1day)	Worcester	28 th July 2026	9.00 – 16.00	£175 + VAT	£220 + VAT
HR for the Non-HR Manager	Worcester	18 th August 2026	9.00 – 16.00	£175 + VAT	£220 + VAT
Emergency First Aid at Work	Worcester	10 th September 2026	9.00 – 16.30	£95 + VAT	£115 + VAT
IOSH Managing Safely® (4 day)	Worcester	22 nd -25 th September 2026	9.00 – 16.00	£495 + VAT	£595 + VAT
Fire Marshal Training	Worcester	8 th October 2026	9.00 – 16.00	£95 + VAT	£115 + VAT
Employment Law Update	Worcester	13 th October 2026	10.00 – 15.00	£175 + VAT	£220 + VAT
Mental Health First Aid Champion (1 day)	Worcester	18 th November 2026	9.00 – 16.00	£210 + VAT	£260 + VAT
IOSH Managing Safely® Refresher (1day)	Worcester	11 th November 2026	9.00 – 16.00	£175 + VAT	£220 + VAT
Internal Auditor Training	Worcester	24 th November 2026	9.00 – 16.00	£175+ VAT	£220 + VAT
Creating a Neuro-inclusive Workplace	Worcester	3 rd December 2026	9.00 – 16.00	£175+ VAT	£220 + VAT
IOSH Working Safely®	Worcester	8 th December 2026	9.00 – 16.00	£175+ VAT	£220 + VAT
Sexual Harassment Training	Worcester	15 th December 2026	9.00 – 12.30	£115 + VAT	£95 + VAT
IOSH Managing Safely® (4 day)	Worcester	19 th – 22 nd January 2027	9.00 – 16.00	£495 + VAT	£595 + VAT
Mental Health First Aid (2 day)	Worcester	26 th -27 th January 2027	9.00 – 16.00	£325 + VAT	£375 + VAT
Employment Law Update	Worcester	2 nd February 2027	10.00 – 15.00	£175 + VAT	£220 + VAT
Emergency First Aid at Work	Worcester	10 th February 2027	9.00 – 16.00	£95 + VAT	£115 + VAT
Fire Marshal Training	Worcester	4 th March 2027	9.00 – 16.00	£95 + VAT	£115 + VAT
Digital Marketing and PR					
Google Analytics 4 - GA4 Workshop	Virtual	7 th April 2026	13.30 - 17 .00	£115 + VAT	£95 + VAT
An Introduction to Digital Marketing and PR	Virtual	14 th April 2026	9.00 – 11.00	FREE	£115 + VAT
Mailchimp & Email Marketing	Virtual	5 th May 2026	9.00 – 12.30	£95 + VAT	£115 + VAT
An Introduction to Digital Marketing and PR	Virtual	16 th June 2026	9.00 – 11.00	FREE	£115 + VAT
Search Engine Optimisation	Virtual	21 st July 2026	9.00 – 12.30	£95 + VAT	£115 + VAT
An Introduction to Digital Marketing and PR	Virtual	4 th August 2026	9.00 – 11.00	FREE	£115 + VAT
Mailchimp & Email Marketing	Virtual	15 th September 2026	9.00 – 12.30	£95 + VAT	£115 + VAT
An Introduction to Digital Marketing and PR	Virtual	13 th October 2026	9.00 – 11.00	FREE	£115 + VAT
Google Analytics 4 - GA4 Workshop	Virtual	10 th November 2026	13.30 - 17.00	£95 + VAT	£115 + VAT
An Introduction to Digital Marketing and PR	Virtual	15 th December 2026	9.00 – 11.00	FREE	£115 + VAT
Search Engine Optimisation	Virtual	19 th January 2027	9.00 – 12.30	£95 + VAT	£115 + VAT
An Introduction to Digital Marketing and PR	Virtual	9 th February 2027	9.00 – 11.00	FREE	£115 + VAT
Canva - Simple and effective designs for Digital Marketing	Virtual	2 nd March 2027	9.00 – 12.30	£95 + VAT	£115 + VAT
Leadership Development Series					
Leadership Development Series Workshop 1- Shifting from reactive to proactive leadership	Worcester/ Virtual	13 th May 2026	8.30 – 11.00	£70 + VAT	£90 + VAT
Leadership Development Series Workshop 2- Communicating effectively in the workplace	Worcester/ Virtual	15 th July 2026	8.30 – 11.00	£70 + VAT	£90 + VAT
Leadership Development Series Workshop 3-Speaking with confidence and meaningful impact	Worcester/ Virtual	16 th September 2026	8.30 – 11.00	£70 + VAT	£90 + VAT
Leadership Development Series Workshop 4- AI vs EI: understanding the differences	Worcester/ Virtual	11 th November 2026	8.30 – 11.00	£70 + VAT	£90 + VAT
Leadership Development Series Workshop 5-Building resilience for yourself and your team	Worcester/ Virtual	13 th January 2027	8.30 – 11.00	£70 + VAT	£90 + VAT
Leadership Development Series Workshop 6- Adapting leadership styles for evolving needs	Worcester/ Virtual	3 rd March 2027	8.30 – 11.00	£70 + VAT	£90 + VAT
Leadership Development Conference, in partnership with 3WH	Worcester/ Virtual	24 th March 2027	8.30 – 12.30	£60 + VAT	£80 + VAT
International Trade (Import Procedures including IP/OP)					
Import Procedures including IP/OP (1 Credit)	Virtual	23 rd July 2026	9:30-15:30	£250 + VAT	£350 + VAT
Import Procedures including IP/OP (1 Credit)	Virtual	21 st October 2026	9:30-15:30	£250 + VAT	£350 + VAT
Import Procedures including IP/OP (1 Credit)	Virtual	17 th February 2027	9:30-15:30	£250 + VAT	£350 + VAT
International Trade (A Beginners Practical Guide to Exporting)					
A Beginners Practical Guide to Exporting	Virtual	20 th May 2026	13:30-16:30	£180 + VAT	£280 + VAT
A Beginners Practical Guide to Exporting	Virtual	10 th November 2026	9:30-12:30	£180 + VAT	£280 + VAT
A Beginners Practical Guide to Exporting	Virtual	3 rd March 2027	9:30-12:30	£180 + VAT	£280 + VAT
International Trade (Understanding Export and Export Documentation)					
Understanding Export & Export Documentation (2 Credits)	Worcester	15 th July 2026	9:30-15:30	£250 + VAT	£350 + VAT
Understanding Export & Export Documentation (2 Credits)	Worcester	10 th December 2026	9:30-15:30	£250 + VAT	£350 + VAT
International Trade (A Beginners Practical Guide to Importing)					
A Beginners Practical Guide to Importing	Virtual	9 th April 2026	13:30-16:30	£180 + VAT	£280 + VAT
A Beginners Practical Guide to Importing	Virtual	9 th September 2026	13:30-16:30	£180 + VAT	£280 + VAT
A Beginners Practical Guide to Importing	Virtual	3 rd February 2027	9:30-12:30	£180 + VAT	£280 + VAT

Scheduled Courses	Location	Dates	Time	Cost (Members)	Cost (Non members)
International Trade (Understanding Commodity Codes)					
Understanding Commodity Codes (1 Credit)	Virtual	18 th August 2026	13:30-16:30	£180 + VAT	£280 + VAT
Understanding Commodity Codes (1 Credit)	Virtual	25 th February 2027	9:30-12:30	£180 + VAT	£280 + VAT
International Trade (Incoterms 2020)					
Incoterms 2020 (1 Credit)	Virtual	5 th May 2026	9:30-12:30	£180 + VAT	£280 + VAT
Incoterms 2020 (1 Credit)	Virtual	28 th October 2026	9:30-12:30	£180 + VAT	£280 + VAT
International Trade (Preference rules of origin)					
Preference Rules of Origin (1 Credit)	Virtual	30 th July 2026	9:30-12:30	£180 + VAT	£280 + VAT
Preference Rules of Origin (1 Credit)	Virtual	25 th November 2026	9:30-12:30	£180 + VAT	£280 + VAT
International Trade (Methods of payment and letters of credit)					
Methods of Payment and Letters of Credit (2 Credits)	Virtual	24 th September 2026	9:30-12:30	£250 + VAT	£350 + VAT
International Trade (An Overview of Export and Import Procedures)					
An Introduction to Export and Import Procedures	Worcester	3 rd June 2026	9:30-15:30	£250 + VAT	£350 + VAT
An Introduction to Export and Import Procedures	Worcester	27 th January 2027	9:30-15:30	£250 + VAT	£350 + VAT
An Introduction to Export and Import Procedures	Virtual	11 th March 2027	9:30-15:30	£250 + VAT	£350 + VAT
International Trade (Customs Procedures and Documentation)					
Customs Procedures and Documentation (1 Credit)	Worcester	15 th September 2026	9:30-15:30	£250 + VAT	£350 + VAT
Customs Procedures and Documentation (1 Credit)	Worcester	17 th March 2027	9:30-15:30	£250 + VAT	£350 + VAT
International Trade (An Introduction to Licensing and Export Controls)					
An Introduction to Licensing and Export Controls	Virtual	16 th June 2026	9:30-12:30	£180 + VAT	£280 + VAT
An Introduction to Licensing and Export Controls	Virtual	7 th October 2026	9:30-12:30	£180 + VAT	£280 + VAT
An Introduction to Licensing and Export Controls	Virtual	24 th March 2027	9:30-12:30	£180 + VAT	£280 + VAT
International Trade (How to Export to Northern Ireland)					
How to Export to Northern Ireland	Virtual	11 th June 2026	13:30-16:30	£180 + VAT	£280 + VAT
International Trade (Trading with the EU: A Practical Guide to UK Businesses)					
Trading with the EU: A Practical Guide for UK Businesses	Virtual	8 th July 2026	9:30-12:30	£180 + VAT	£280 + VAT
Trading with the EU: A Practical Guide for UK Businesses	Virtual	14 th January 2027	9:30-12:30	£180 + VAT	£280 + VAT
International Trade (Dealing with USA Duties and Tariffs)					
Dealing with USA Duties and Tariffs	Virtual	28 th May 2026	9:30-12:30	£180 + VAT	£280 + VAT
Dealing with USA Duties and Tariffs	Virtual	21 st September 2026	9:30-12:30	£180 + VAT	£280 + VAT
International Trade (Bite-sized Learning)					
How to Use the UK Trade Tariff	Virtual	22 nd April 2026	13:00-14:30	£50 + VAT	£100 + VAT
How to Reduce Import Duties	Virtual	22 nd April 2026	15:00-16:30	£50 + VAT	£100 + VAT
Understanding The Changes To Regime 4	Virtual	7 th May 2026	9:30-12:30	£50 + VAT	£100 + VAT
How to Check a Customs Declaration	Virtual	24 th June 2026	9:00-10:30	£50 + VAT	£100 + VAT
Getting Commercial Invoices and Packing Lists Right	Virtual	24 th June 2026	11:00-12:30	£50 + VAT	£100 + VAT
How to Use the UK Trade Tariff	Virtual	15 th October 2026	9:00-10:30	£50 + VAT	£100 + VAT
How to Reduce Import Duties	Virtual	15 th October 2026	11:00-12:30	£50 + VAT	£100 + VAT
How to Check a Customs Declaration	Virtual	21 st January 2027	9:00-10:30	£50 + VAT	£100 + VAT
Getting Commercial Invoices and Packing Lists Right	Virtual	21 st January 2027	11:00-12:30	£50 + VAT	£100 + VAT

Please note, course dates and venues are subject to change, visit our website for the latest information.

The Chamber Business Training department is proud to offer all of our public training courses as bespoke days for in-house training to both Members and Non-members.

We offer a **BCC Foundation Award** for those who wish to gain a qualification through training. The award is given after 6 credits have been attained. If a delegate wishes to gain credits from attending a course they will be given assessment papers after each course they attend. Please let us know before a course if you would like to apply for the award.

For more information and bookings contact:

01905 673 600 **training@hwchamber.co.uk** **www.hwchamber.co.uk**