

Swanage & District Chamber of Trade



Doing business is always a challenge, but one way that we can do better business in Swanage is by developing the local skillsbase. The Swanage & District Chamber of Trade and Commerce is canvassing which areas of training local business would benefit from, and will then support the delivery of accessible and affordable training courses in Swanage.. Please take a few moments to complete the sections below and return the form to S.&D.C.T.&C., 3 Jubilee Road, Swanage, Dorset BH19 2SE. Thank you.

Computer Skills & Training: Spreadsheets and Databases Accounts & money management Email Web sites Desktop publishing and graphics Microsoft Office, Word and PowerPoint skills General office skills

Communication Skills: Effective Communication Assertiveness Skills Presentation Skills Successful Business Planning Negotiation skills Building Customer Relations

HR and employment: Employment Contract Managing disputes Successful Appraisals and Reviews Recruitment and Selection Essential Discrimination Law Disability Discrimination Act compliance Data Protection Paternity and Maternity Law Payroll and VAT essentials

Business Development: Branding and marketing your business Time Management Developing a culture for change Setting goals and achieving them Building a team with your staff Directors Responsibilities

Health and Safety: Safe Moving and Handling of Objects Risk Assessment Fire Safety Environmental Issues Working from home First Aid Food Hygiene

Other Training areas or subjects you would like further information about: please add any other subjects you would like to be made available:

Name

Business name.....

Telephone number.....

Email

Swanage & District Chamber of Trade



“Better Business in Purbeck Event”

Thursday May 15th 9:15 - 12.00

Swanage Caravan Park

The Swanage and District Chamber of Trade and Commerce is supporting the Purbeck Business Advice and Information Event at the Swanage Caravan Park on the 15th May 2008. In association with the Federation of Small Businesses the Swanage Chamber of Trade & Commerce are hosting a morning of short presentations on essential business Practice and Law matters where you can get answers to any questions you may have, find the latest information and the most recent developments, find out about free local training, network and find others with similar issues.

If you need more information or have questions about:

Employment and HR issues - contracts, minimum wage, employee rights.....

Training and getting ahead - invest in the future with free training.

Health and Safety at work - what should you do to stay safe.

Developments and training in the Health and Social Care sector.

More....

Come and make sure you are keeping up-to-date and support local business! It is never easy to be in business, and staying ahead of the latest legislation and compliance issues is essential to avoiding serious and expensive pitfalls!

Other events include a presentation by the **Retail SkillShop on the 8th April** at the Vista Bar between 6 - 8 pm. Many retailers think that adding a ramp and a bell is sufficient to comply with the **Disability Discrimination Act**, but few realise how easy it is to fail to treat all your customers equally under the Act; 'Beyond bells and ramps' looks at how to ensure customers have the best experience. This is just £10 (subsidised) to the retail sector, and £35 for other businesses, and an excellent opportunity to gain some understanding of the issues - if you have had no training, you will have no defence!

To help S.& D.C.T.& C. please complete the form overleaf and return to 3 Jubilee Rd Swanage BH19 2SE to assist the Chamber to provide the resources you want locally and to promote a positive business culture for all the local traders and businesses.



theRetailSkillShop

