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BDC Nov - Dec 2009 Newsletter www.bdc.net.nz **Ph 545 6566**



Julie Varney – Manager
Ph 545 6555

Our Ear to the Ground

The evidence is clear – businesses want knowledge. For the year ending June 2009 10,815 individuals from 8,382 businesses across New Zealand utilised enterprise training services. That's a staggering increase in numbers on the previous year and an indication that small and medium businesses sought help to survive during the recession.

Here at BDC we've certainly been kept busy in providing our training programmes. We like to keep training fresh and up to date with business needs so we've implemented some new ideas. While we continue to provide fully funded training to all SMEs, we are also specifically targeting industry sectors. For example, we have delivered the Better Business Skills course to the horticulture sector and a Lean Manufacturing course for the engineering sector. We are now planning Digital Marketing course for the natural products industry and Productivity and Sales in conjunction with the Nelson Service Centre of Excellence. If you are part of a sector group and can identify training needs specific to your sector, then do let us know.

The other change you will notice is that we have introduced the concept of levels of training. The entry level for new businesses is at step one, moving up to step 4 for those SMEs who have been in business for some time and want to renew and keep abreast of information and trends.

You might be interested in courses on becoming investment ready and an introduction to exporting. Sure the dollar is high right now, but if you want to think ahead and be ready for exporting when the time is right, then contact us now.

And now's the time to apply for our Accelerated Business Growth Programme to be delivered in March 2010. This programme targets businesses that are ready to take that next step up and will be presented by the ever popular Craig Rust.

So keep checking the website for what's new at BDC.

Julie





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Enterprise Training Programme

This programme is for business owners and managers of small to medium sized businesses, fully funded by New Zealand Trade & Enterprise, to ensure that strategies and process are in place to develop and grow business.

We'd also like to introduce our new presenters - Robin Whalley who has extensive experience in accountancy and business growth; Sean Trengrove whose experience in the IT sector is well recognised and Phillipa Pattison from Radioworks.

To find out more visit our website www.bdc.net.nz and go to Enterprise Training. Workshops coming up are:

Workshop	Presenter	Time and Date
Marketing – Planning	Keith Coman	Tue, 3 Nov 6.00 – 9.00pm
Advertising for Small Business Budgets	Ali Hamblin and Angela Mockett	Tue, 10 Nov 6.00 – 9.00pm
Working with the Media	Ali Hamblin and Angela Mockett	Thur, 19 Nov 6.00 – 9.00pm
Performance Controls and Benchmarking	Tim Savill	Wed 25 Nov 6.00 – 9.00pm
Sustainability in the Workplace	David Francis	Tue, 1 Dec 6.00 – 9.00pm
Effective Budgeting and Cashflow	Robin Whalley	Thu 3 Dec 6.00 – 9.00pm

A new look at BDC

We're excited to be announcing a new, more streamlined service to our customers which we'll be implementing over the next few months. Previously you, our business customers, have worked with several different staff at BDC. In future you will be working with one staff member who will manage all of the services we offer to you. We believe this will make us more effective and customer focussed. And we hope it will help you with running a better business.





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BDC Courses Coming Up

The year will be over before you know it! Get in now for the last series of training courses this year. Then you can start the new year, energised and rearing to go.

Further details on our website or give us a call.

Discounts available for members of Nelson Tasman Chamber of Commerce

Course	Date	Investment
Leading Your Staff – Managing Performance and Conflict - Having Courageous Conversations - Improving Staff Performance and Attitude - Understanding your own Reactions - Conflict Resolution Presenter Cher Williscroft	All modules are from 12 – 2.30pm 5 November 12 November 19 November 26 November	\$140 + GST each session OR \$500 + GST for all 4 modules
0800 Customer Help Presenter – Sharon McGuire (for frontline & receptionists)	Tuesday 10 November Time: 2pm – 5pm	\$176 + GST
Exceptional Customer Service Presenter – Tim Maples (for waiting & retail staff)	Wednesday 4 November Time: 9am - 1pm	\$220 + GST

Information & Upcoming Events

NMIT EMPLOYMENT SCHOLARSHIP PROGRAMME?

This programme is like an apprenticeship where the employee attends class for 3 hours a week at NMIT to gain a relevant qualification while working in paid employment. The training lasts for one year and entry dates are very flexible.

NMIT has extended its Scholarships programme so that businesses can provide staff training for existing employees to up skill with the National Certificate in Business Administration.

- ✓ If you are in a position to offer an entry-level or more advanced office administration or customer service position to a highly motivated person, consider **NMIT Employment Scholarships**. Work can be part time or full time.

For more information contact Ellie Fijn at NMIT on 546 9175





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THE NEW BUSINESS HEALTH CHECK has now been launched and is an easy to use web-based tool which a business owner can use to assess the health of their business.

Check it out at <http://healthcheck.business.govt.nz/> or it can be found by clicking on the links at www.business.govt.nz.

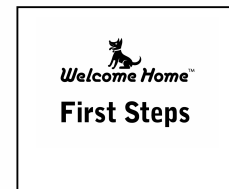
SUSTAINABLE BUSINESS ADVISOR

Want to improve your operational efficiency, reduce resource use and waste production, and save money in the process? David Francis has taken up the role as Sustainable Business Advisor at the EDA. The advisory service is free, impartial and non-binding. For more information contact David at:

Email: david@eda.co.nz
Mobile: 027 230 9942
Ph: 03 540 3221
Nelson Regional EDA, PO Box 370, Nelson

HOME OWNERSHIP EDUCATION PROGRAMME

We have planned another of our series of free workshops aimed at first home buyers. If someone in your workplace is hoping to buy their first home, let them know about this great course. The next series is on 4, 11 & 18 November. For more information go to www.newhomeowners.org.nz or contact us here at BDC on 545 6566



STRAIGHT TO WORK PROGRAMME

We've received a great response from BDC customers wanting to employ our Straight to Work candidates. Thank you so much for supporting this programme. Any other business owner or manager wanting to employ one of our candidates, please contact us. Di does a brilliant job of matching the person with the job and workplace. Contact Di Baumgart on 03 548 1363 or email s2w@commerce.org.nz

CHAMBER LUNCHEON IN ASSOCIATION WITH AIR NEW ZEALAND

Guest speaker: Grant Kerr, General Manager, Air Nelson
Date: Monday 23 November
Time: 12.00 – 1.30pm
Venue: The Tides Restaurant,
Trailways Hotel, Nelson.



All Welcome. Chamber Members \$30 (incl GST); Non-Members \$45 (incl GST). To register email info@commerce.org.nz or Ph. 548 1363

*Best wishes from the BDC team
Julie, Lesley and Erena*

