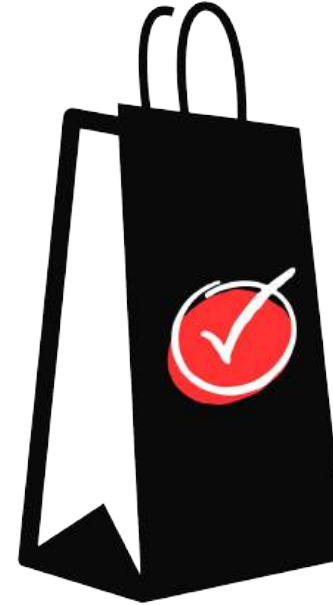


# RETAIL RENAISSANCE PROGRAMME



Funded by  
UK Government





# Who's it for?





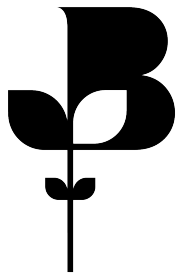
# Workshops



# Mentoring



# Peer Networks



North & Western  
Lancashire  
Chamber of Commerce

Customer  
love



# Workshops 2025

## CUSTOMER JOURNEY MAPPING



In this hands on interactive workshop you'll analyse each stage of the customer journey, before, during and after the sale. Ensuring that the customer journey is easy for the customer to navigate, increasing enquiries and sales.

Date - **Monday 29<sup>th</sup> September**

Time - **9.30-12.30**

Where - **Preston**

Book your place using QR code or  
[www.lancschamber.co.uk/retail-renaissance/](http://www.lancschamber.co.uk/retail-renaissance/)



## NETWORKING & COLLABORATION



How would you promote your business in sixty seconds? Learn from seasoned B2B, and B2C networkers, on how to boost brands and be remembered. Plus, two heads are better than one – this session will help you establish meaningful business connections and explore collaborations.

Date - **Monday 13<sup>th</sup> October**

Time - **9.30-12.30**

Where - **Preston**

Book your place using QR code or  
[www.lancschamber.co.uk/retail-renaissance/](http://www.lancschamber.co.uk/retail-renaissance/)



## CX IS NOT ABOUT THE WOW MOMENTS



In this hands on interactive workshop you'll work on developing a great customer experience, decreasing frustrations and increasing customer satisfaction. Included in this session is Customer Effort Scoring and collecting/using feedback.

Date - **Monday 20<sup>th</sup> October**

Time - **9.30-12.30**

Where - **Preston**

Book your place using QR code or  
[www.lancschamber.co.uk/retail-renaissance/](http://www.lancschamber.co.uk/retail-renaissance/)



## DIGITAL MARKETING, SEO AND CONTENT STRATEGY



Don't get left behind – to win, you have to be seen and heard. This session will guide you to unlocking growth. You'll master digital marketing, social media and SEO secrets to drive traffic & sales in this action-packed session.

Date - **Monday 17<sup>th</sup> November**

Time - **9.30-12.30**

Where - **Preston**

Book your place using QR code or  
[www.lancschamber.co.uk/retail-renaissance/](http://www.lancschamber.co.uk/retail-renaissance/)







# Workshops 2026

## DIVERSIFICATION, INNOVATION & PRODUCT DEVELOPMENT



Break free from retail uncertainty: we'll help you explore game changing ideas for new products, services, and markets, in a collaborative session with seasoned business owners, who've walked the walk and already 'got the T-Shirt'.

Date - Monday 19<sup>th</sup> January

Time - 9.30-12.30

Where - Preston

Book your place using QR code or  
[www.lancschamber.co.uk/retail-renaissance/](http://www.lancschamber.co.uk/retail-renaissance/)



## OPTIMISING ONLINE SALES, MARKET INSIGHTS AND CONSUMER TRENDS

What's hot and what's not. Our experts will help you maximise your presence online, help spot the next big trends, piggyback social sensations, and get ahead of your competition by looking on the horizon as to the 'next big thing'.

Date - Monday 26<sup>th</sup> January

Time - 9.30-12.30

Where - Preston

Book your place using QR code or  
[www.lancschamber.co.uk/retail-renaissance/](http://www.lancschamber.co.uk/retail-renaissance/)



## FUNDING & FINANCIAL GUIDANCE

Unlock Lancashire's hidden funding vaults: Get expert access to grants, loans and investment opportunities to help fuel your retail growth, scale up, and secure your future. We'll show you what's available and give you top tips when applying for financial support to take your business to next level.

Date - Monday 23<sup>rd</sup> February

Time - 9.30-12.30

Where - Preston

Book your place using QR code or  
[www.lancschamber.co.uk/retail-renaissance/](http://www.lancschamber.co.uk/retail-renaissance/)





# Workshops 2026



## **BUSINESS RESILIENCE**

Future-proof your retail business: This session will show you how to master crises in business. We'll also cover how to respond, when things don't go as planned, and give you top tips to weather storms, build resilience, and turn threats into triumphs.

Date - **Monday 2<sup>nd</sup> March**

Time - **9.30-12.30**

Where - **Preston**

Book your place using QR code or  
[www.lancschamber.co.uk/retail-renaissance/](http://www.lancschamber.co.uk/retail-renaissance/)



## **WORKFORCE DEVELOPMENT**

Forge a supercharged retail team: Unlock cutting edge training secrets to boost staff skills, bolster productivity, get better staff retention rates, and help you recruit your A-Stars. Our experts have years of experience in building winning teams; yours could be next!

Date - **Monday 23<sup>rd</sup> March**

Time - **9.30-12.30**

Where - **Preston**

Book your place using QR code or  
[www.lancschamber.co.uk/retail-renaissance/](http://www.lancschamber.co.uk/retail-renaissance/)



## **REGULATORY SUPPORT**

Doing It? Do it Right: Master retail regulations and general business rules and protocols with our experts – who'll ensure you won't fall foul of red tape, and your governance is tip top. If you're ever looking to scale and secure investment, this session will ensure you have strong foundations on which to build.

Date - **Monday 13<sup>th</sup> April**

Time - **9.30-12.30**

Where - **Preston**

Book your place using QR code or  
[www.lancschamber.co.uk/retail-renaissance/](http://www.lancschamber.co.uk/retail-renaissance/)





# Find out more

[www.lancschamber.co.uk/retail-renaissance/](http://www.lancschamber.co.uk/retail-renaissance/)





# Any Questions?

