RETAIL RENAISSANCE PROGRAMME

FULLY FUNDED SUPPORT FOR LANCASHIRE RETAILERS

WORTH UP TO £3,000 PER PLACE!

Delivered by NWLCC and Customer Love in partnership with Boost Lancashire's Business Growth Hub

Whether you're looking to build your brand online, enhance customer experience, or increase sales, this programme delivers the how and why from retail experts who understand your challenges and can support you to unlock your potential.

The Retail Renaissance Programme is open to any high street retail business. Whether you're a retail service or sell physical products, you're invited to benefit from participation.

Whether you're looking to build your brand online, enhance customer experience, or increase sales, this programme delivers the how and why from retail experts who understand your challenges and can support you to unlock your potential. We'd strongly encourage participants to attend all elements of the programme (which also gives you official certification), but you can also attend individual sessions too.

BOOK YOUR PLACES FOR THE FOLLOWING WORKSHOPS IN 2025

Max 2 places per business. You can send different colleagues to different sessions, as part of the full programme.

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 29th September**
Time - **9.30-12.30**
Where - **Preston**
Book your place using QR code or 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 13th October**
Time - **9.30-12.30**
Where - **Preston**
Book your place using QR code or 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 20th October**
Time - **9.30-12.30**
Where - **Preston**
Book your place using QR code or 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 17th November**
Time - **9.30-12.30**
Where - **Preston**
Book your place using QR code or www.lancschamber.co.uk/retail-renaissance/

WORKSHOPS IN 2026 INCLUDE

Funding & Financial Guidance, Workforce Development, Business Resilience, Customer Journey Mapping, Customer Experience, Optimising Online Sales, Market Insights and Consumer Trends, Diversification, Innovation & Product Development and Regulatory Support

FOR FURTHER INFO AND DATES SCAN THE QR CODE BELOW

ALSO AVAILABLE WITH THIS PROGRAMME

DEVELOP YOUR BUSINESS EVEN FURTHER WITH 1-2-1 MENTORING SESSIONS TO WORK ON SPECIFIC AREAS OF YOUR BUSINESS OR JOIN THE GROUP PEER TO PEER SESSIONS TO BENEFIT FROM SHARED EXPERIENCE IN FACILITATED SESSIONS.

Lancashire County Council · North & Western Lancashire Chamber of Commerce · Preston City Centre Business Improvement District BID · Funded by UK Government · Customer Love · boost Lancashire's Business Growth Hub

2026 PROGRAMME

RETAIL RENAISSANCE PROGRAMME

BOOK YOUR PLACES FOR THE FOLLOWING WORKSHOPS IN 2026

Max 2 places per business. You can send different colleagues to different sessions, as part of the full programme.

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 19th January**
Time - **9.30-12.30**
Where - **Preston**
Book your place using QR code or 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 26th January**
Time - **9.30-12.30**
Where - **Preston**
Book your place using QR code or 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 23rd February**
Time - **9.30-12.30**
Where - **Preston**
Book your place using QR code or www.lancschamber.co.uk/retail-renaissance/

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 2nd March**
Time - **9.30-12.30**
Where - **Preston**
Book your place using QR code or 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 23rd March**
Time - **9.30-12.30**
Where - **Preston**
Book your place using QR code or 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 13th April**
Time - **9.30-12.30**
Where - **Preston**
Book your place using QR code or www.lancschamber.co.uk/retail-renaissance/

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