

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

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.

FOR FURTHER INFO AND DATES
SCAN THE QR CODE BELOW

