



Business Awareness Training for Regulators

9.15 - 9.30	Registration
9.30	Introduction to Better Business for All Hertfordshire – James Blake. Chief Executive at St Albans City and District Council
9.45	Background information and where we are now - John Boulter, Chair BBfA Steering Group
9.50	Effectively communicating with Business - Karmjit Gill, EHO
10.10	Exercise 1 “Round the table” discussion Session – Considering the positives and negatives about the current regulatory culture within Hertfordshire.
10.40	View from the Business Perspective – DVD
11.05	Break
11.20	Business guest speaker regarding their perspective on BBfA , regulation, current challenges that businesses face and Q and A - Graham Lane, Cheeky Munkey Ltd.
12.00	Exercise 2 How can we turn the negatives into positives.
12.35	Lunch
13.05	Regulator guest speakers. Raising awareness of different Regulators, a general over view of roles and departments and current priorities. (Tea and coffee provided during these sessions)
16.00 – 16.30	Refresh on what has been covered during the day. In groups and individually, delegates to complete action plans for discussion with managers. Review and Close