

MARKETING & COMMUNICATION | COURSE BROCHURE

E-Commerce Strategy and Digital Sales Channels

5 days | Classroom training | English

SMART HORIZON

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2 Kingdom Street, Paddington
London W2 6BD, United Kingdom

Explore current programmes

https://smarthorizon.uk



Course content

Why attend

Online sales channels are essential for retailers, manufacturers and service providers. This course covers e-commerce strategy, business models, marketplaces, website and platform choices, digital marketing for e-commerce, conversion optimisation, fulfilment, payments and performance management.

Competition online is intense. This course helps you build or improve e-commerce operations that attract customers and convert them profitably.

Professional Problems This Course Is Designed to Solve

• Difficulty translating subject knowledge into practical workplace decisions.
• Inconsistent approaches to the activities covered in the course outline.
• Lack of a structured plan for applying and reviewing new skills.

Course methodology

The course uses case studies, site audits, conversion workshops and strategy planning.

Course objectives

By the end of this course, participants will be able to:
• Develop an e-commerce strategy
• Choose business models and platforms
• Use marketplaces effectively
• Drive traffic with digital marketing
• Improve conversion and customer experience
• Manage fulfilment, payments and performance

Target audience

This course is suitable for:
• E-commerce managers
• Retail and brand managers
• Digital marketers
• Business owners
• Sales managers



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Target competencies

Participants will develop competencies in:

- E-commerce strategy
- Platform selection
- Marketplace management
- Traffic generation
- Conversion optimisation
- E-commerce operations

Course outline

Day 1: E-Commerce Strategy

09:00–09:54	Market trends
09:54–10:48	Business models
10:48–11:00	Direct and marketplace channels
11:00–11:30	**Coffee break**
11:30–12:12	Direct and marketplace channels (continued)
12:12–13:06	Strategy development
13:06–14:00	Exercise: Channel assessment

Day 2: Platforms and Marketplaces

09:00–09:54	Platform options
09:54–10:48	Marketplace strategies
10:48–11:00	Product content
11:00–11:30	**Coffee break**
11:30–12:12	Product content (continued)
12:12–13:06	Pricing online
13:06–14:00	Workshop: Marketplace plan



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Day 3: Traffic and Acquisition

09:00–09:54	Search and paid media
09:54–10:48	Social commerce
10:48–11:00	Email and retention
11:00–11:30	**Coffee break**
11:30–12:12	Email and retention (continued)
12:12–13:06	Affiliates
13:06–14:00	Exercise: Acquisition plan

Day 4: Conversion and Experience

09:00–09:54	User experience
09:54–10:48	Product pages and checkout
10:48–11:00	Testing
11:00–11:30	**Coffee break**
11:30–12:12	Testing (continued)
12:12–13:06	Reviews and trust
13:06–14:00	Lab: Conversion audit

Day 5: Operations and Performance

09:00–09:54	Fulfilment and returns
09:54–10:48	Payments and fraud
10:48–11:00	KPIs
11:00–11:30	**Coffee break**
11:30–12:12	KPIs (continued)
12:12–13:06	Scaling
13:06–14:00	Capstone: E-commerce plan

The timings provided are estimates and may vary depending on the number of participants and the discussions taking place during the



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sessions. They are indicative only and do not constitute a binding commitment.

Dates, venues and fees

Current published course plans. Fees are per participant in GBP, excluding unconfirmed taxes.

Venue	Start date	End date	Fee (GBP)
Dubai Confirmed dates	9 Nov 2026	13 Nov 2026	**£3,150.–**
Online Confirmed dates	9 Nov 2026	13 Nov 2026	**£1,250.–**
Frankfurt Confirmed dates	23 Nov 2026	27 Nov 2026	**£2,650.–**
Online Confirmed dates	23 Nov 2026	27 Nov 2026	**£1,250.–**
Kuala Lumpur Confirmed dates	7 Dec 2026	11 Dec 2026	**£1,450.–**
Online Confirmed dates	7 Dec 2026	11 Dec 2026	**£1,250.–**
Paris Confirmed dates	14 Dec 2026	18 Dec 2026	**£2,860.–**
Online Confirmed dates	14 Dec 2026	18 Dec 2026	**£1,250.–**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (GBP)
Istanbul Confirmed dates	11 Jan 2027	15 Jan 2027	**£2,650.-**
Online Confirmed dates	11 Jan 2027	15 Jan 2027	**£1,250.-**
Rome Confirmed dates	18 Jan 2027	22 Jan 2027	**£2,450.-**
Online Confirmed dates	18 Jan 2027	22 Jan 2027	**£1,250.-**
Amsterdam Confirmed dates	25 Jan 2027	29 Jan 2027	**£2,540.-**
Online Confirmed dates	25 Jan 2027	29 Jan 2027	**£1,250.-**
Singapore Confirmed dates	8 Feb 2027	12 Feb 2027	**£2,820.-**
Online Confirmed dates	8 Feb 2027	12 Feb 2027	**£1,250.-**
London Confirmed dates	22 Feb 2027	26 Feb 2027	**£2,450.-**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (GBP)
Online Confirmed dates	22 Feb 2027	26 Feb 2027	**£1,250.–**
Dubai Confirmed dates	8 Mar 2027	12 Mar 2027	**£3,150.–**
Online Confirmed dates	8 Mar 2027	12 Mar 2027	**£1,250.–**
Rome Confirmed dates	15 Mar 2027	19 Mar 2027	**£2,450.–**
Online Confirmed dates	15 Mar 2027	19 Mar 2027	**£1,250.–**
Frankfurt Confirmed dates	22 Mar 2027	26 Mar 2027	**£2,650.–**
Online Confirmed dates	22 Mar 2027	26 Mar 2027	**£1,250.–**
Kuala Lumpur Confirmed dates	12 Apr 2027	16 Apr 2027	**£1,450.–**
Online Confirmed dates	12 Apr 2027	16 Apr 2027	**£1,250.–**



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Dates, venues and fees (continued)

Venue	Start date	End date	Fee (GBP)
Paris Confirmed dates	26 Apr 2027	30 Apr 2027	**£2,860.-**
Online Confirmed dates	26 Apr 2027	30 Apr 2027	**£1,250.-**
Istanbul Confirmed dates	10 May 2027	14 May 2027	**£2,650.-**
Online Confirmed dates	10 May 2027	14 May 2027	**£1,250.-**
Cape Town Confirmed dates	17 May 2027	21 May 2027	**£1,890.-**
Online Confirmed dates	17 May 2027	21 May 2027	**£1,250.-**
Amsterdam Confirmed dates	24 May 2027	28 May 2027	**£2,540.-**
Online Confirmed dates	24 May 2027	28 May 2027	**£1,250.-**
Singapore Confirmed dates	14 Jun 2027	18 Jun 2027	**£2,820.-**



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Dates, venues and fees (continued)

Venue	Start date	End date	Fee (GBP)
Online Confirmed dates	14 Jun 2027	18 Jun 2027	**£1,250.–**
London Confirmed dates	21 Jun 2027	25 Jun 2027	**£2,450.–**
Online Confirmed dates	21 Jun 2027	25 Jun 2027	**£1,250.–**
Dubai Confirmed dates	12 Jul 2027	16 Jul 2027	**£3,150.–**
Online Confirmed dates	12 Jul 2027	16 Jul 2027	**£1,250.–**
Vienna Confirmed dates	19 Jul 2027	23 Jul 2027	**£2,940.–**
Online Confirmed dates	19 Jul 2027	23 Jul 2027	**£1,250.–**
Frankfurt Confirmed dates	26 Jul 2027	30 Jul 2027	**£2,650.–**
Online Confirmed dates	26 Jul 2027	30 Jul 2027	**£1,250.–**



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Dates, venues and fees (continued)

Venue	Start date	End date	Fee (GBP)
Kuala Lumpur Confirmed dates	9 Aug 2027	13 Aug 2027	**£1,450.-**
Online Confirmed dates	9 Aug 2027	13 Aug 2027	**£1,250.-**
Paris Confirmed dates	23 Aug 2027	27 Aug 2027	**£2,860.-**
Online Confirmed dates	23 Aug 2027	27 Aug 2027	**£1,250.-**
Cape Town Confirmed dates	6 Sept 2027	10 Sept 2027	**£1,890.-**
Online Confirmed dates	6 Sept 2027	10 Sept 2027	**£1,250.-**
Istanbul Confirmed dates	13 Sept 2027	17 Sept 2027	**£2,650.-**
Online Confirmed dates	13 Sept 2027	17 Sept 2027	**£1,250.-**
Amsterdam Confirmed dates	20 Sept 2027	24 Sept 2027	**£2,540.-**



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Dates, venues and fees (continued)

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Online Confirmed dates	20 Sept 2027	24 Sept 2027	**£1,250.-**
Singapore Confirmed dates	11 Oct 2027	15 Oct 2027	**£2,820.-**
Online Confirmed dates	11 Oct 2027	15 Oct 2027	**£1,250.-**
London Confirmed dates	25 Oct 2027	29 Oct 2027	**£2,450.-**
Online Confirmed dates	25 Oct 2027	29 Oct 2027	**£1,250.-**
Dubai Confirmed dates	8 Nov 2027	12 Nov 2027	**£3,150.-**
Online Confirmed dates	8 Nov 2027	12 Nov 2027	**£1,250.-**
Barcelona Confirmed dates	15 Nov 2027	19 Nov 2027	**£2,840.-**
Online Confirmed dates	15 Nov 2027	19 Nov 2027	**£1,250.-**



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Dates, venues and fees (continued)

Venue	Start date	End date	Fee (GBP)
Frankfurt Confirmed dates	22 Nov 2027	26 Nov 2027	**£2,650.–**
Online Confirmed dates	22 Nov 2027	26 Nov 2027	**£1,250.–**
Kuala Lumpur Confirmed dates	6 Dec 2027	10 Dec 2027	**£1,450.–**
Online Confirmed dates	6 Dec 2027	10 Dec 2027	**£1,250.–**
Paris Confirmed dates	13 Dec 2027	17 Dec 2027	**£2,860.–**
Online Confirmed dates	13 Dec 2027	17 Dec 2027	**£1,250.–**



Course content

Plan your next step

Dates, availability, exact venue, taxes, inclusions and payment terms require written confirmation. This brochure is not a quotation, registration, booking confirmation or visa invitation. Participants receive a Smart Horizon UK certificate of attendance; programmes are not externally accredited and do not award a professional qualification or designation. Confirm arrangements before booking travel.

For group or in-house training, contact our learning team to discuss your objectives and delivery arrangements.

Contact Smart Horizon

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View the latest course details online