

Circular No. DBI-08/17/26

Dated: 19-07-2017

Subject: Short Training Courses & Workshops Scheduled to be held in DBI in August 2017

Dear Sir/Madam,

The following short training courses & workshops are scheduled to be held in DCCI Business Institute (DBI) in August, 2017:

Sl. No.	Training Courses	Fees	Duration
1	How to make the Project Sustainable	4,500/-	04-05 August (Friday & Saturday) 10:00 a.m.- 05:30 p.m.
2	Guide to Export, Import & Indenting Business	4,500/-	11-12 August (Friday & Saturday) 10:00 a.m.- 05:30 p.m.
3	Front Desk Behaviour and Receptionist Skills	4,500/-	18-19 August (Friday & Saturday) 10:00 a.m.- 05:30 p.m.
4	Understanding L/C Procedures for Export & Import Operation	4,500/-	25-26 August (Friday & Saturday) 10:00 a.m.- 05:30 p.m.
Sl. No.	Workshops	Fees	Duration
1	Management Skill Development for Administrative Professionals	4,500/-	04-05 August (Friday & Saturday) 10:00 a.m.- 05:30 p.m.
2	5-Steps Problem Solving Techniques	4,500/-	11-12 August (Friday & Saturday) 10:00 a.m.- 05:30 p.m.
3	Income Tax Planning to Minimize Tax Burden Legally	4,500/-	18-19 August (Friday & Saturday) 10:00 a.m.- 05:30 p.m.
4	Total Quality Management (TQM)	4,500/-	25-26 August (Friday & Saturday) 10:00 a.m.- 05:30 p.m.

Benefits: The courses and workshops develop knowledge, skill and positive attitude of forward-looking entrepreneurs, business managers and executives. *These courses/ workshops would help participants to apply advanced tools and techniques for intelligent decision-making, use modern strategic business management methods, cut costs, ensure customer satisfaction, etc so as to become competitive in global market and reach organizational goals.*

Brief of the Training Courses

1. How to make the Project Sustainable

Course Contents: Introduction to Project Management; Defining Projects; Role of a Project Manager; Project Planning; Vision and Goals of a Project; Project Life Cycle; Work Breakdown Structure; Activities required to achieve the desired results; Scheduling (PERT & Gantt Charts); Creating PERT & Gantt Charts; Using the PERT /Gantt Charts; Budgeting; Resource Planning for Projects; Implementation and Control by Microsoft Project; **Test of learning through group presentation.**

Who Can Attend: Entrepreneurs, Consultants, Planners, NGOs and others who prepare and handle projects or people involved in implementation of new project and any other interested persons could participate in the training program.

2. Guide to Export, Import & Indenting Business

Course Contents: General Steps for Import & Export Procedures; Import Procedures; Types of Importers; Different types of L/Cs and Obligations of Different Parties involved in L/C; Customs & Customs Clearance; Export Diversification and Quality Improvement; Export Procedures & Registration, Checking and Advising of Export L/C; EPC, ERF & Preparation of Export Documents and Negotiation of Export Documents, Export Incentives, Disputes and Settlement of Export Claims; Functions of C & F Agents; Negotiations for Commission and Realization thereof; Duties and Taxes for Importable Products in the Light of Latest Changes in National Budget; Indenting Business in Bangladesh; **Test of learning through group presentation.**

Who Can Attend: Directors, Managers, In-charges, Executives operating Imports & Exports business/ Manufacturing business as well as the new Entrants in such business could participate in the training program.

3. Front Desk Behaviour and Receptionist Skills

Course Contents: How to welcome clients in the right way, Making the first impression by presenting the right image, Right level of politeness to the visitor, Being a guide to the visitor, Beware of language and body language, Dealing with difficult people; Developing listening skills; Useful languages for the conversations at the front-desk; Basic rules for telephone conversation: making and receiving calls; Tips to make telephone conversations effective; Use of particular phrases considering the situation; Learning to read speaker's Body language, Feelings, Unspoken words; How to handle queries in telephone conversations that you are not prepared for; Dealing with problems: learn useful phrases to describe problems, warning and apologizing; **Test of learning through group presentation.**

Who Can Attend: Front-desk Executives, Receptionists and new entrants in such job, other persons having special interest in etiquettes and useful telephone conversation could participate in the training program.

4. Understanding L/C Procedures for Export & Import Operation

Course Contents: Letter of Credit Operation & Settlement Mechanism; Different types of L/Cs and Obligations of Different parties involved in L/C; Advising & Confirming Export L/Cs, Back to Back L/C & Exercise on Back-to Back L/C; Transport documentation; Bill of Exchange, UCPDC-600; Invoice & Other Documents; International Trade Policy and Procedures, Inco-terms; Scrutiny Lodgment, Retirement of Import Bills; Pre-shipment & Post-shipment Export Financing under L/C; Negotiation of Export documents; **Test of learning through group presentation.**

Who Can Attend: Exporters/Importers/Indenters/Suppliers/Manufacturers and Bank officers, preferably having one year's experience in International Trade/ Foreign Exchange Division of Commercial Banks and others interested could participate in the training program.

Brief of the Workshops

1. Management Skill Development for Administrative Professionals

Course Contents: What to manage, Job Description (JD) of Admin, Transport/Vehicle Management, Cleanliness/Courier Service, Maintain dispatch/Inward Register, Maintain Movement Register, Dress Code, Electrical/Sanitary; **Safety & Security:** Health & Hygiene, Handling Peon & Driver, Logistics & Purchase & Procurement, Over Time (OT), Labor Laws; **Payment of Bills:** Newspaper/Magazine bill, Telephone /Mobile Bill Payment, Fuel & Bill, Tour bill/Local Conveyance bill; **Entertainment/Arrangement of Meeting:** Receive the Local guest/Foreign guest/Ticketing & Visa, Letter to the Embassy for Visa, Passport Renewal/Protocol; **Secretarial Job:** Medical Facilities (Accident/Hospital), Insurance Life/General, Trade License/Company Registration; **Front Desk:** Trade Union, Motivation & Order, Behavior & Attitude, Threat & Good Behavior, HR behavior & Admin Behavior, Appreciation & Rewards, Development /Training; **Time Management:** Communication skill in the workplace, Discipline, Seven Habits of Highly Effective peoples, Skills for administration staff, Qualities of a True Admin Professional, Management skills list; **How to reach your maximum potentials:** 4 R's; **Test of Learning through Group Presentation.**

Who Can Attend: Company Secretary, Senior Executives, Executives, Asst. Managers, Supervisors, Officers/ Managers who lead the organization, any employee specially of HR & Admin dept.; any person who wants to gather knowledge on Administrative activities.

2. 5-Steps Problem Solving Techniques

Course Contents: Concept of problem and problem solving, Traditional -Vs.-5-steps problem solving technique, Formally identifying employee problem which affect production, compliance and industrial relations, Use of VIPP card and it's application in identifying problems. Organizing and clustering the identified problem. Finding out the potential or major problem, Analyzing the causes of specific problem, Determining individual and group goal, Finding the potential solution, Ultimately development of Action plan and its implementation. **Test of Learning through Group Presentation.**

Who Can Attend: HR, Admin Compliance, and Production related Executives in Garments & other manufacturing Industries, Those who are working in labour intensive factory this course will be very helpful for them. Those who want to prepare themselves as potential executives may also find this course very useful.

3. Income Tax Planning to Minimize Tax Burden Legally

Course Contents: An Overview of Income Tax; Different Heads of Income and Methods of Calculation of Taxes; Filing of Return; Hearing & Assessment; Appeal & References; Deduction at Source & Advance Payment of Tax; Fiscal Incentives and Use of them for Business; Double Taxation and How to Avoid it; Avoidance of Tax Penalties & Prosecution; Real World Case Study on Individual Tax Assessment and Open Floor Discussion; **Test of Learning through Group Presentation.**

Who Can Attend: Accounts & Finance Managers, Tax Managers, HR Managers, Tax Consultants, Entrepreneurs, would-be entrepreneurs and other persons who want to fill up their Income tax return by themselves.

4. Total Quality management (TQM)

Course Contents: Defining Total Quality Management (TQM): The concept of TQM, The philosophy behind TQM, Leading lights and their ideas; Principles of TQM: The core principles in achieving TQM, Prevention not correction, Customer focus; Techniques used in TQM: Process improvement, Benchmarking, Cause and effect, Measurement, Cost of quality; Implementing TQM: Principles of Leadership, Commitment and involvement, Organizational culture; Benefits of TQM: To the customer – improved quality; to employees – increased satisfaction; to the organization – better performance; **Test of Learning through Group Presentation.**

Who Can Attend: Entrepreneurs, business executives, engineers, managers and supervisors from quality assurance, production, maintenance, and engineering sectors.

Facilitators for all Courses: Highly qualified, professionally trained, reputed and experienced resource persons in the related areas, having adequate theoretical and practical knowledge from home and abroad, with current information on the subjects, are invited to conduct the training courses/workshops.

Selection Procedure: The intending participants may collect Registration Form from DCCI Business Institute (DBI) or download copy from www.dcci-dbi.edu.bd. Participants belonging to the target group will be registered on payment of requisite fees by Pay Order (PO)/Demand Draft (DD) or in Cash in favour of **Dhaka Chamber of Commerce & Industry** or pay with cost of payment through **bKash, Wallet number 01766018659** (Payment process: dial *247# and select option 3.Payment).

Discount (10%): Applicable for (i) DCCI Members; (ii) women participants; (iii) graduate students; (iv) 3 or more participants from one organization for same course and (v) early bird package (payment 5 days before registration deadline).

Registration Deadline: 3 working days prior to the starting date. **Seats are Limited.**

Certificates: Certificates are awarded under signature of the President, DCCI and the Acting Executive Director, DBI.

It would be a great pleasure for us if you could kindly nominate participants from your esteemed organization for the selected course. For registration, please contact: DBI at Mobile: 01766018659/ 01718972656/ 01913756587/ 01913745062.

With best regards



Md. Joynal Abdin
Executive Director

N.B. DBI also organizes tailor-made Training Courses/ Workshops and offer training venue with logistic support for any business related Training/workshop.



For Details & Registration, Please Contact: DBI, Dhaka Chamber Building (11th fl.), 65-66 Motijheel C/A, Dhaka-1000. **Tel:** 9552562 (Hunting) Ext. 281/124/137, **Mobile:** 01718972656/ 01913756587/ 01913745062, **Fax:** 9560830, **E-mail:** dbi@dhakachamber.com, **Website:** www.dcci-dbi.edu.bd