

Circular No. DBI-02/17/04

Dated: 22-01-2017

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

Dear Sir/Madam

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

Sl. No.	Training Courses	Fees	Duration
1	Human Resource Development (HRD)	4,500/-	10-11 February (Friday & Saturday) 10:00 a.m.- 05:30 p.m.
2	International Business Communication in English	4,500/-	17-18 February (Friday & Saturday) 10:00 a.m.- 05:30 p.m.
3	Corporate Etiquette & Grooming for Professionals	4,500/-	24-25 February (Friday & Saturday) 10:00 a.m.- 05:30 p.m.
4	Leadership Strategies for 21 st Century Managers	4,500/-	24-25 February (Friday & Saturday) 10:00 a.m.- 05:30 p.m.
Sl. No.	Workshops	Fees	Duration
1	Effective Warehousing and Distribution Management	4,500/-	10-11 February (Friday & Saturday) 10:00 a.m.- 05:30 p.m.
2	Procurement Strategies for Competitiveness	4,500/-	17-18 February (Friday & Saturday) 10:00 a.m.- 05:30 p.m.
3	Team Building Skills for Productivity Development	4,500/-	24-25 February (Friday & Saturday) 10:00 a.m.- 05:30 p.m.
4	Customer Behaviour and Excellent Customer Services	4,500/-	24-25 February (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. Human Resource Development (HRD)

Course Contents: Introduction and Brief History of Human Resource Development (HRD), Modern HR Management Functions, Job Analysis, Recruitment and Selection Policies, Human Resource Plan, HR Management System, Motivation of HR, Compensation & Benefit Packages; Staff Development and Succession Planning, Industrial Relations and CBA, Managing Grievances and Conflicts, Disciplinary hearings; **Learning Checks & Group Presentation.**

Who Can Attend: Entrepreneurs & Would-be Entrepreneurs, Line Managers and HR Management Professionals; Would-be HR Professionals; job seekers and others interested.

2. International Business Communication in English

Course Contents: An Introduction: Communication in International Business and Its Types – Written and Oral Communication; How to make communication more effective? E-mail and written communication, its importance in business; **Banking correspondence in good business:** Correspondence with customers – for different kinds of accounts; Correspondence with customers – for loans and advances; **Correspondence with customers** – for handling complaints and adjustments; **Various types of written communication:** Internal office communication (Memo, Notice, Minutes); International business correspondence; How to make your writing more effective, Short report writing, Importance of report writing in

business, Press release & how to prepare it; **Oral communication** – How to make a successful presentation? Using the telephone, effective telephonic procedure; Internal Business Communication; **Role of Meeting in Business**-Techniques of conducting a successful meeting; **Effectiveness of different media:** Communication Processes of Local & International Trade Inquiry, Quotation, Order, Invoice and Correctness in writing; **Learning Checks & Group Presentation.**

Who Can Attend: Entrepreneurs, Executives/Officers from Banks, any other business firm and other persons with special interest in business communication.

3. Corporate Etiquette & Grooming for Professionals

Course Contents: Conceptions of corporate etiquette, Importance of personal grooming for promotions, The golden and platinum rules of etiquette, Corporate behaviors, manners and techniques of dealing with different types of colleagues, supervisors; Corporate Diplomacy, Customer service etiquette, Dress etiquette, Business meeting etiquette, Corporate social events etiquette, Telephone etiquette, E-mail etiquette, Business meals and table etiquette, Rest room etiquette; **Learning Checks & Group Presentation.**

Who Can Attend: 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 Corporate Etiquette.

4. Leadership Strategies for 21st Century Managers

Course Contents: **Definition of leadership**, Development of leadership, **Difference between leadership and management**, Confidence and trust building, Creating hope & raising aspiration, **Qualities of a leader**, Time management, Good governance, Effective Communication and Advantages of a good leader; **Learning Checks & Group Presentation.**

Who Can Attend: Entrepreneurs; Would be Entrepreneurs, New Entrants in Business; Senior and Mid-Level Executives of business organizations, NGOs and any other person interested for developing leadership & management skills.

Brief of the Workshops

1. Effective Warehousing and Distribution Management

Course Contents: Scope & Importance of Warehouse & Distribution Management; Role & Functions of a store management; Physical Distribution & Material Cycle; **Integrated Approach to Material Management;** Development of sources of Supply; **Inventory Model or SAW Tooth Curve;** Service Level & Stocking Level; Order Quantity and Average Quantity; Determining Safety Stock ; Impact of stock out in sale; Economic Order Quantity; Replenishment Systems; Store's Layout, Location and Equipment; **Global Supply Chain Procurement and Distribution;** Logistics and Order Fulfillment; **Learning Checks & Group Presentation.**

Who Can Attend: Entrepreneurs, Supply Management and Distribution Management Directors/Managers; Supply Chain, Procurement, Warehousing & Distribution Executives; Head of Procurement and Operations; Logistics & Inventory Control Managers; Material & Production Managers, Professionals and job seekers in related departments.

2. Procurement Strategies for Competitiveness

Course Contents: An Overview of Elements of Strategic Procurement: Setting Priorities for Procurement planning, the supply positioning Model, Formulating a Strategic Procurement Plan, Strategy Formulation, Key requirement of ASPP, Aligning Purchasing Decision with Corporate Goal and Corporate Governance; **Implementation Strategy:** Development of Strategic Design and Action Plan Format; Procurement Reform Cycle, Reporting Format, **Multinational Supplier Development Strategy for Global Partnership:** Preparing & Managing Contract; Measurement Techniques including Maturity Assessment; Design and Development of Implementation strategy; Case Analysis with Participants' interactive participation; **Learning Checks & Group Presentation.**

Who Can Attend: Entrepreneurs, CEOs, CPOs, Head of Procurement and Operations, Supply Management and Procurement Directors; Supply Chain, Procurement and Production Planning Executives; Supplier Management Managers, Commodity Managers, Logistics Managers; Vendor Development Managers, Inventory Control Managers, Material Managers, Production Managers and professionals.

3. Team Building Skills for Productivity Development

Course Contents: Team Building: 5 W's of Team Building, Steps of Team Building Development, Characteristics of Effective Team, Team Building through Communication; **Leadership:** Concepts of Leadership, Leadership styles; **Role of the Leader:** Differences between leader and manager; **Change Management:** Definition of Change Management, Managing Change, Best Practices in Leading Change; **Negotiations & Conflict Management:** Characteristics of Negotiations, Conflict Management, Level of Conflicts, Style of Conflict Management, Key Steps in Negotiating Process; **Critical Thinking:** What is Critical Thinking, Common Decision Making Problems; **Learning Checks & Group Presentation.**

Who Can Attend: Entrepreneurs; Would-be Entrepreneurs, Manufacturers, Exporters, Importers, Managers, Senior and Mid-Level Executives of business organizations, NGOs and any other person interested for developing leadership & management skills.

4. Customer Behaviour and Excellent Customer Services

Course Contents: What is Customer Service & why need it? Who are the customers & their needs & expectations? Identifying & dealing with different types of customers: how to deal with challenging customers, managing your stress in tense situation, why do customers leave, the art of customer service. The power of effective customer communication: define effective communication, different communication styles, conflict management styles, listening. Effective use of customer service communication tools: customer service protocol; e-mail, voice mail, fax, non-verbal communication, know your audience, identifying personality styles; **Learning Checks & Group Presentation.**

Who Can Attend: Potential entrepreneurs, Office administrators, Supervisors of administrative staff, Executive secretaries, Personal assistants and other persons having interest in office management, specially those who are interested to develop interpersonal and professional skills to satisfy customers for enhancing profit.

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.

We would appreciate if you would like to participate and/ or nominate participants from your esteemed organization for the selected course/workshop. For registration, please contact: DBI at Mobile: 01766018659/ 01718972656/ 01913756587/ 01913745062.

With best regards


Kazi Md. Shafiqur Rahman
Acting Executive Director, DBI

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



The first ISO certified
Chamber in Bangladesh

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