

Circular No. DBI-02/18/05

Dated: 17-01-2018

**Subject: Short Training Courses & Workshops Scheduled to be organized by DBI in February, 2018**

Dear Sir/Madam,

The following short training courses & workshops are scheduled to be organized by DCCI Business Institute (DBI) in February, 2018:

| Sl. No. | Training Courses  | Fees    | Duration   |
|---------|---|---------|--|
| 1       | Corporate Environment: An Essential Tools for Organizational Growth | 4,500/- | 02-03 February (Friday & Saturday)<br>10:00 a.m.- 05:30 p.m. |
| 2       | Front Desk Behaviour and Receptionist Skills                        | 4,500/- | 09-10 February (Friday & Saturday)<br>10:00 a.m.- 05:30 p.m. |
| 3       | Guide to Export, Import & Indenting Business                        | 4,500/- | 16-17 February (Friday & Saturday)<br>10:00 a.m.- 05:30 p.m. |
| 4       | Key Performance Indicator (KPI) & Performance Appraisal             | 4,500/- | 23-24 February (Friday & Saturday)<br>10:00 a.m.- 05:30 p.m. |
| Sl. No. | Workshops   | Fees    | Duration   |
| 1       | KAIZEN for Excellent Organizational Performance                     | 4,500/- | 02-03 February (Friday & Saturday)<br>10:00 a.m.- 05:30 p.m. |
| 2       | Domestic Enquiry and Disciplinary Action According to Labour Law    | 4,500/- | 09-10 February (Friday & Saturday)<br>10:00 a.m.- 05:30 p.m. |
| 3       | Income Tax Planning to minimize Tax Burden Legally                  | 4,500/- | 16-17 February (Friday & Saturday)<br>10:00 a.m.- 05:30 p.m. |
| 4       | Effective Warehousing and Distribution Management                   | 4,500/- | 23-24 February (Friday & Saturday)<br>10:00 a.m.- 05:30 p.m. |

**Benefits:** The Training and Workshop helps to develop knowledge, skill and positive attitude of forward-looking entrepreneurs, business managers and executives. Above 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 on the Training Courses**

**1. Corporate Environment: An Essential Tools for Organizational Growth**

**Course Contents:** What is corporate environment, Introductions to various elements of corporate environment; Vision, Mission and Goals; Corporate culture and its types; Corporate objectives; Corporate policies; Functions and processes; Structures, values and believes; How to eliminate bureaucracy in the Organization? How to empower employees? How to build a winning organization? How to involve everyone in an organization? Lead more and manage less; Various standards and benchmarking; Eight principles of ISO 9001:2008 quality management system; Case studies of a few world reputed corporations; **Test of learning through group presentation.**

**Who Can Attend:** Entrepreneurs, Would-be Entrepreneurs, Senior and/or mid-level executives/managers of any business organization interested in improving corporate environment to achieve organizational goals and higher growth.

**2. 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.

### **3. 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.

### **4. Key Performance Indicator (KPI) & Performance Appraisal**

**Course Contents:** Performance measurement vs performance management, Objective of performance management system (PMS), Methods of PMS, Tools for PMS, Organizational performance Vs team performance vs individual performance, Challenges of PMS in Bangladesh perspective, KPI terminology like: Result Area (RA), Key Result Area (KRA), Performance Indicator (PI), KPI, Result Indicator (RI), Goal, DNA of KPI, Types of KPI, Characteristics of KPI based PMS, Benefits of KPI in Business, Awareness of KPI based PMS, KPI for personal, Social and professional life, Buy in for KPI Project, KPI for individual, Team and organization, Competency framework for KPI professional, KPI designing, KPI selection, Goal setting against KPI, KPI analysis, KPI project implementation; **Test of learning through group presentation.**

**Who Can Attend:** Personnel of HR Department, Functional Head, Top Management, Consultants and any other interested.

### **Brief of the Workshops**

#### **1. KAIZEN for Excellent Organizational Performance**

**Course Contents:** Kaizen is a combination of 9 (nine tools). Every tool has different use to improve production, workplace & overall management efficiency. **Definition & Meaning of Kaizen & Short Description of Different tools & techniques of kaizen;** Practical Application of Kaizen (Key points); Introductory Study (Company Visit); Plant Observation (Points to be observed); Procedure of Kaizen; Integrated Activities of Kaizen and Expecting result when practiced properly, **Test of Learning through Group Presentation.**

**Who Can Attend:** Participants from any Manufacturing & Service Industry which are related with Production process, Management, Supervision, Store- keeping, etc.

#### **2. Domestic Enquiry and Disciplinary Action According to Labour Law**

**Course Contents:** Types of Enquiry; Procedures of an Enquiry; How to make a good draft of Show Cause Notice/Charge Sheet; Enquiry Notice; Enquiry Officer/Enquiry Committee; Proceedings of Enquiry; Enquiry Report; Steps for taking Disciplinary Action ; Award of Punishment; Drafting of Dismissal Letters, Warning Letters and Termination Letters; **Test of Learning through Group Presentation.**

**Who Can Attend:** Managers to General Managers who lead an organization; any employee who may be assigned to conduct an enquiry; any person who wants to be professional enquiry officer; specially for Admin & HR department and other interested persons.

### **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. Effective Warehousing and Distribution Management**

**Course Contents:** Why we have Warehouse; The objectives of Warehouse management. Warehouse layout & acquisition considerations; Warehouse design, physical control & safety, Inventory records. Inventory Categorization technique; Inventory Management Policy: Traceability & variety reduction 07 Steps of measuring Inventory & performance; Setting priorities & plan, Operational & Strategic planning for storage management. Measuring inventory movements, Inventory Replenishment technique; EOQ, Safety stock measurement. Drivers of Logistic system in Supply chain, JIT approach; Transportation cost, Cross Docking Operations & distribution management; Planning & Scheduling deliveries. Recap of Two sessions, **Test of Learning through 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.

**Facilitators for all Courses & Workshops:** 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](http://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 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 (11<sup>th</sup> 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](mailto:dbi@dhakachamber.com), **Website:** [www.dcci-dbi.edu.bd](http://www.dcci-dbi.edu.bd)