

Circular No. DBI-07/16/20

Dated: 15-06-2016

Subject: Short Training Courses/ Workshops Scheduled to be held in DBI in July, 2016

Dear Sir/ Madam

The following short training courses/ workshops are scheduled to be held in DCCI Business Institute (DBI) in July, 2016:

S. No.	Training Courses	Fees	Duration
1	Rules & Procedures of VAT & Income Tax	4,500/-	15-16 July (Friday & Saturday) 10:00 a.m.- 05:30 p.m.
2	Effective Office Management and Filing System	4,500/-	22-23 July (Friday & Saturday) 10:00 a.m.- 05:30 p.m.
3	Front Desk Behaviour and Receptionist Skills	4,500/-	29-30 July (Friday & Saturday) 10:00 a.m.- 05:30 p.m.
S. No.	Workshops	Fees	Duration
1	Uniform Customs and Practice for Documentary Credits (UCPDC)	4,500/-	15-16 July (Friday & Saturday) 10:00 a.m.- 05:30 p.m.
2	Key to Successful Corporate Communications & Presentation Skills	4,500/-	22-23 July (Friday & Saturday) 10:00 a.m.- 05:30 p.m.
3	Key Leadership Techniques for Managers	4,500/-	29-30 July (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 globalised market and reach organizational goals.*

Brief of the Training Courses

1. Rules & Procedures of VAT & Income Tax

Course Contents: Introduction to the Value Added Tax (VAT) systems in Bangladesh: Registration and Record Keeping Procedures of VAT, Calculation of VAT (Valuation), Credit Mechanism of VAT System, Return Submission, Demand, Fine & Penalty; **Main Features of Income Tax:** Universal Self-Assessment System and Submission of Income Tax Return, Methods of Calculation of Different Head of Income, Salary Assessment, Deduction of Tax at Source, Tax and Rebate for CSR activities, Company Tax Assessment, Legal Exemption of Tax, use of Fiscal Incentives and more; **Learning Checks & Group Presentation.**

Who Can Attend: Entrepreneurs, Exporters, Importers, Suppliers, Manufacturers, Senior/Mid Level Business Executives of Import, Export and Industrial firms, VAT payers, Income Tax Payers and other interested persons.

2. Effective Office Management and Filing System

Course Contents: An introduction to the competence model and the competencies of effective Office Administrators, Executive Secretaries and Personal Assistants, Organizational structures and Customs, Managing working relationship; **Communication skills:** Avoiding communication breakdown, Listening skills, Assertiveness, Managing requests, Managing conflict, Giving & Receiving delegations, Constructive Criticism Skills; **Meetings, Report & Letter-writing:** Taking notes and writing minutes and Editing and proof-reading skills. **Desk Management:** Office layout and ergonomics, Information System,

Managing the paper load, and getting the best from e-mail and office technology. **Supervising administrative staff:** Motivating, Coaching and Training Staff, and Appraisal; **Managing time and stress:** Time stealers and personal style, Helping others manage time, Managing interruptions and access, Planning and priority setting, Daily routine, Understanding and managing stress in self and others, **Learning Checks & Group Presentation.**

Who Can Attend: Potential entrepreneurs, Office administrators, Supervisor of administrative staff, Executive secretaries, Personal assistants and other persons having special interest in office management, specially those who are interested to develop interpersonal and professional skills for having a better job/office environment.

3. Front Desk Behaviour and Receptionist Skills

Course Contents: Basic Rules of Front-desk Etiquettes: 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 speakers: 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; **Learning Checks & 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.

Brief of the Workshops

1. Uniform Customs and Practice for Documentary Credits (UCPDC)

Course Contents: Background, Definition, Interpretations, Applications of Different Articles of UCPDC–600; Uniform Rules for Reimbursement (URR-725); International Standard Banking Practices (ISBP-681) for Handling Documentary Credit; and Problems & Solutions through Case Study; **Learning Checks & Group Presentation.**

Who Can Attend: Exporters, Importers and Persons directly or indirectly related with Import and Export business through Documentary Credit, Employed in Banks, Non-Bank Financial Institutions, Firms, Companies.

2. Key to Successful Corporate Communications & Presentation Skills

Course Contents: Communication in International Business and its Types – Written and Oral Communication; making more effective communication, E-mail and written communication, their importance in business; Introduction & learning objectives of presentation, 5 W's and H of Technical Presentation, General Principles for the Technical Presentation, Planning and Design considerations of Technical Presentation, Preparing Technical Presentation, Organizing Presentation Materials, Composing Presentation, Working with Audio-Visual aids, Delivering and Presenting, Dealing with questions, Tips on Power-Point Presentation and common Mistakes of Technical Presentation; **Learning Checks & Group Presentation.**

Who Can Attend: IT Professionals, Engineers, Executives, Managers, Sales People, and Trainers who want to learn how to present complex technical subjects and build their confidence for public speaking.

3. Key Leadership Techniques for Managers

Course Contents: Leadership: Concepts of Leadership, Leadership styles; **Role of the Leader:** Differences between leader and manager; **Change Management:** Definition of Change Management, Managing Change, Best Practice 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; New Entrants; Importers/Suppliers, Manufacturers, Exporters, Senior and Mid-Level Executives of business organizations, NGOs and any other person interested for developing leadership & quality management.

Facilitators for all Courses: Highly qualified, professionally trained, reputed and experienced resource persons in the related areas, having ample 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

Yours Sincerely

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