

Circular No. DBI-03/16/05

Dated: 20-02-2016

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

Dear Sir/ Madam

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

S. No.	Training Courses	Fees	Duration
1	Logistics, Inventory and Store Management	4,500/-	04-05 March (Friday & Saturday) 10:00 a.m.- 05:30 p.m.
2	How to Operate Export and Import Business	4,500/-	11-12 March (Friday & Saturday) 10:00 a.m.- 05:30 p.m.
3	Introduction of Business Continuity Management (BCM)	4,500/-	18-19 March (Friday & Saturday) 10:00 a.m.- 05:30 p.m.
4	Finance Management Short Program	4,500/-	18-19 March (Friday & Saturday) 10:00 a.m.- 05:30 p.m.
S. No.	Workshops	Fees	Duration
1	Customer Behaviour and Excellent Customer Services	4,500/-	04-05 March (Friday & Saturday) 10:00 a.m.- 05:30 p.m.
2	Management Skills for Administrative Professionals	4,500/-	11-12 March (Friday & Saturday) 10:00 a.m.- 05:30 p.m.
3	Front Desk Behaviour & Telephone Etiquettes	4,500/-	18-19 March (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. Logistics, Inventory and Store Management

Course Contents: Concept of Logistic & Store Management; Production/ Operation Planning; Stores and Store Planning for Better Store Keeping, Safety, etc.; Store Handling Equipments; Material Management, Inventory Control, Materials Requirement Planning and Use of Computer; Make or Buy Decisions; Cost Associated with Inventory; Purchasing Principles and Procedures to Replenish the Inventory/Stock; and Other Models for Better and Effective way of Managing Inventory with a view to reducing cost and improving inventory system; **Learning Checks & Group Presentation.**

Who Can Attend: Persons with background in Material / Store Management; Purchase Managers/ Officers and Planning Managers and Production/ Operations Managers, employed in Private Sector, Govt. Semi-Govt. and Non-Govt. Organizations.

2. How to Operate Export and Import Business

Course Contents: **Current Export and Import Scenario of Bangladesh;** General Steps for Import & Export Procedures; Import Procedures; Types of Importers; **Letter of Credit (L/C) for Imports;** Different types of L/Cs and Obligations of Different Parties involved in L/C; Customs & Customs Clearance; **Export Policy, Export Performance and Economic Growth in Bangladesh;** Export Procedures & Registration, Checking and Advising of Export L/C; Export Procedures, EPC, ERF & Preparation of Export Documents and Negotiation of Export Documents, **Export Incentives,** Disputes and Settlement of Export Claims; **Learning Checks & Group Presentation.**

Who Can Attend: Directors /Managers/In-charges/Executives operating Imports & Exports business and also working as the Manufacturers' representatives; new Entrants in such business and persons having special interest in export & import business.

3. Introduction of Business Continuity Management (BCM)

Course Contents: Program Initiation and Management, Risk Evaluation and Control, Business Impact Analysis, Developing Business Continuity Strategies, Emergency Preparedness and Response, Business Continuity Plan Development and Implementation, Awareness and Training Programs, Plan exercise, audit and maintenance, Crisis Communications; Coordination with External Agencies, **Learning Checks & Group Presentation.**

Who can attend: Business continuity managers and consultants; Risk, information security, IT and operations managers and consultants; Those who want to improve business continuity through an independent audit.

4. Finance Management Short Program

Course Contents: The course contains the following topics: Introduction to Managing Finance, Concept of Costing; Deriving Financial Statements: Income Statement, Balance Sheet; Cash Flow Statement, Report and Interpretation – Analyzing Information System (I/S); Profit Planning & Break-even Analysis, Working Capital Management; Capital Budgeting & Tools of Investment Analysis; and Financial Information System & use of Information Technology, **Learning Checks & Group Presentation.**

Who Can Attend: Persons working in the Accounts and Finance Department of different organizations specially Banks, Leasing Companies and other financial institutions.

Brief of the Workshops

1. 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.

2. Management Skills for Administrative Professionals

Course Contents: Introduction: 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; **Learning Checks & 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.

3. Front Desk Behaviour & Telephone Etiquettes

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 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; **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.

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, 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 Additional Executive Director, DBI.

I 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

Lt Cdr A A M Asadullah,(G), psc (Retd)
Addl. 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.