

Circular No. DBI-11/17/39

Dated: 14-10-2017

Subject: Short Training Courses & Workshops Scheduled to be organized by DBI in November, 2017

Dear Sir/Madam,

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

Sl. No.	Training Courses	Fees	Duration
1	Managing Accounts – Best Practices	4,500/-	03-04 November (Friday & Saturday) 10:00 a.m.- 05:30 p.m.
2	Guide to Export, Import & Indenting Business	4,500/-	10-11 November (Friday & Saturday) 10:00 a.m.- 05:30 p.m.
3	Material Flow Cost Accounting & Waste Management in Manufacturing Concern	4,500/-	17-18 November (Friday & Saturday) 10:00 a.m.- 05:30 p.m.
4	Front Desk Behaviour and Receptionist Skills	4,500/-	24-25 November (Friday & Saturday) 10:00 a.m.- 05:30 p.m.
Sl. No.	Workshops	Fees	Duration
1	Effective Business Negotiation	4,500/-	03-04 November (Friday & Saturday) 10:00 a.m.- 05:30 p.m.
2	Income Tax Planning to Minimize Tax Burden Legally	4,500/-	10-11 November (Friday & Saturday) 10:00 a.m.- 05:30 p.m.
3	Importance of Financial Analysis for Decision Making	4,500/-	17-18 November (Friday & Saturday) 10:00 a.m.- 05:30 p.m.
4	Development of Employee Efficiency & Productivity	4,500/-	24-25 November (Friday & Saturday) 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. Managing Accounts – Best Practices

Course Contents: Introduction and brief history of Accounting, Conceptual Framework for Financial Accounting, GAAP-Users of Accounting Information, Process of Accounting, Recording System with Journal, Ledger, Trial Balance, Adjusting Entries etc.; Financial Statements as a Reporting Device: Preparation of Financial Reporting and Financial Statement Analysis, Practical Exercise; Introduction to Cost Accounting: Cost concepts and Classifications, CVP and Break-even analysis with chart and practical assignments; Effective Budgetary control and process of Budget preparation: Master Budget, Flexible Budget, Sales Budget, Purchase Budget, Production Budget, Practical Exercise; The Work of Management and Expanding Role of Management Accounting: in business decision making sector, Time Value of Money analysis with practical assignment, Impact of decision making process in business field, Standard Costing with variance analysis and management performance report analysis, Relevant costs for decision making analysis, Other decision making tools and techniques for business, Practical Exercise; **Test of learning through group presentation.**

Who Can Attend: Would be Entrepreneurs; Accounts Managers; Accounts Management Professionals; Non Accounting Professionals Persons; Accounts Officers, Controllers, Supervisors; Office Managers; Job Seekers and Other Suitable Candidates.

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 this training programme.

3. Material Flow Cost Accounting & Waste Management in Manufacturing Concern

Course Contents: Pre-Assessment, Introduction to circular economy? Why we need this? Principles and Components of a Circular Economy, Introduction to MFCA, Overview of MFCA and MFCA Characteristics, Development of ISO 14051 & 14052, Content of ISO 14051 and 14052, Overall aim of MFCA and Circular Economy, 7 Implementation steps of MFCA, Key Challenges, **Test of learning through group presentation.**

Who Can Attend: SME executives; managers of manufacturing, production flow, and/or waste management; environmental management professionals; and MFCA practitioners.

4. 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 programme.

Brief of the Workshops

1. Effective Business Negotiation

Course Contents: Introduction to Negotiation - Why Negotiate, Style and Outcome; The Negotiation Model: Phases of Negotiation – Detailed Investigation, Non-verbal communication, Creative Presentation, Effective Bargaining; Win-Win Agreement; Making of a Motivated Negotiator: Test to Determine the Motivation; The Areas of Negotiation & Cultural Negotiations; The Technique and Principles of Negotiation; Application and Relevance in Bangladesh. **Test of Learning through Group Presentation.**

Who Can Attend: Entrepreneurs, Business leaders, Managers /Sales Professionals, Teachers, Trainers, Consultants, Students and anyone who would like to be a good negotiator to convince people, reach a Win-Win agreement, win friends and influence people.

2. 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.

3. Importance of Financial Analysis for Decision Making

Course Contents: Business managers frequently face variety of questions and problems such as (i) How can you use your company's assets more productively? (ii) Are you at risk of running out of cash? (iii) Are you giving your shareholders the best value for their investments? and many more. "Financial Analysis and Decision Making" shows you how to use the tools of financial analysis to arrive at answers to these questions. This course expected to help the participants to develop their skills to look "inside" financial data for clues to past, current, and future performance, apply proven risk management principles to everyday business problems, control product costs and gain competitive advantage. **Test of Learning through Group Presentation.**

Who Can Attend: The executives involved with finance, accounting and general management and especially who are expected to develop their analytical skills and contribute towards decision making will be immensely benefited from this course. This course embraces a broad range of financial analyses and tools and techniques. We hope this course will give participants the confidence in analysing financial information, identifying the true state of business, making sound business decisions, and thus generating additional revenues and attaining the overall goal of business.

4. Development of Employee Efficiency & Productivity

Course Contents: Preliminary discussion on Employee efficiency and productivity, Importance of Recruitment and Selection in hiring performers and team members, creating ownership of organizational Vision and Mission among employees, Empower yourself with appropriate leadership style and management techniques in leading and managing employees, Working together as a team, Establishing Company policies and procedures and optimum workplace rules, Setting right company culture, Creating organizational citizenship among employees, Aspects of Ergonomics impacting employee efficiency and productivity, Establishing correct communication system and layout and ensuring proper flow of information among employees, Turning conflict into opportunity, Provide motivation and Training to grow and retain your performers, Shaping employee attitude, behaviour and performance using Reward and Punishment, Appropriate Performance Appraisal for building employee's career and development path, Aspects of time management and Stress management and Avoidance of zero-error syndrome in workplace and Work-Life Balance; **Learning Checks & Group Presentation.**

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

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. 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 (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