

Circular No. DBI-11/2018/45

Dated: 08-10-2018

Subject: Short Training Courses & Workshops Scheduled to be organized by DBI in November 2018

Dear Sir/Madam,

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

Sl.	Training Courses	Fees	Duration
1	Filing and Records Management	5,500/-	02-03 November (Friday & Saturday) 10:00 a.m.- 05:30 p.m.
2	Guide to Export, Import & Indenting Business	5,500/	09-10 November (Friday & Saturday) 10:00 a.m.- 05:30 p.m.
3	Procurement Management	5,500/	16-17 November (Friday & Saturday) 10:00 a.m.- 05:30 p.m.
4	Front Desk Behaviour and Receptionist Skills	5,500/-	23-24 November (Friday & Saturday) 10:00 a.m.- 05:30 p.m.
Sl.	Workshops	Fees	Duration
1	Effective Business Negotiation	5,500/-	02-03 November (Friday & Saturday) 10:00 a.m.- 05:30 p.m.
2	Income Tax Planning to Minimize Tax Burden Legally	5,500/	09-10 November (Friday & Saturday) 10:00 a.m.- 05:30 p.m.
3	Agile HRM for Organizational Growth and Profit	5,500/	16-17 November (Friday & Saturday) 10:00 a.m.- 05:30 p.m.
4	Importance of Financial Analysis for Decision Making	5,500/-	23-24 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. Filing and Records Management; 02-03 November, 2018

Contents: Introduction, 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, Editing and proof-reading skills; Desk Management: Office layout and ergonomics, Information System, Managing the paper load, e-mail and office technology, Record keeping; **Test of learning through group presentation.**

Who Can Attend: Potential entrepreneurs, Office administrators, Supervisors of administrative staff, Executive secretaries, Personal assistants, other persons having special interest in office management and interpersonal and professional skills.

2. Guide to Export, Import & Indenting Business; 09-10 November, 2018

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.

3. Procurement Management; 16-17 November, 2018

Contents: Context, components, purpose and use of the corporate procurement plan; Formulating a Strategic Procurement Plan; Aligning Purchasing Decision with corporate goals & corporate governance; Implementation Strategy; Development of Strategic Design & Action Plan format; Develop the annual buying plan; Cost analysis and financial planning; Plan and Prepare for Strategic Procurement Negotiations; Contract Management plan, Managing relationships, Project management techniques including critical path method and PERT; Evaluate and Improve procurement performance; Co-ordinate risk management, Different legal systems; Measurement Techniques including Maturity Assessment, Case Analysis; **Test of Learning through 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.

4. Front Desk Behaviour and Receptionist Skills; 23-24 November, 2018

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.

Brief of the Workshops

1. Effective Business Negotiation; 02-03 November, 2018

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 likes to be a good negotiator to reach an Win-Win agreement and to win friends and influence people.

2. Income Tax Planning to Minimize Tax Burden Legally; 09-10 November, 2018

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. Agile HRM for Organizational Growth and Profit; 16-17 November, 2018

Contents: Introduction to HRM & HRD, strategic and functional HR nexus; organizational development and change management; edifice company value and culture; setting KPI and performance appraisal. Changing dynamics of business and challenges for HR professionals; Succession planning and talent management, job analysis, recruitment and selection processes; staff development planning, TNA and continuous learning for career growth; leadership development and team building; Best practices in employee relations, workplace conflict and mitigation techniques; good governance and employee motivation, compensation & benefits; managing grievances, complaint, abuse of authority and workplace harassment; HR practices in making company GREAT; **Test of learning through group presentation.**

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

4. Importance of Financial Analysis for Decision Making; 23-24 November, 2018

Contents: Introduction: Finance, financial management and financial analysis, major financial decisions taken in business; investment decisions, financing decision. **Statements of financial information:** Clear understanding on different parts of Financial statements i.e. balance sheet, Income Statement, cash flow statement, statement of changes in equity. **Financial ratio analysis:** Importance and nature of ratio analysis, liquidity ratios, leverage ratios, activity ratios, profitability ratios, comparative statement analysis. **Differential accounting for Decision making:** Make or buy, continue or shutdown of business operation, sell or further process etc. **Time value of money:** Concept and its usefulness in making financing and investment decisions, Net present value, internal rate of return, discounted cash flow, pack back. **Working capital management:** Concepts, determinants of working capital, danger of having too much or too little working capital, operating cycle and its impact; cash management-, speeding-up cash receipts, slowing down cash payments, working capital financing- short-term and long-term mix-maturity matching approach, practical application. **Investment appraisal/Capital budgeting:** Nature of investment decisions, techniques of capital budgeting and surrounding issues, estimating the share and Company's value. **Financial control:** Financing planning, profit planning, essentials of profit planning, financial/ budgetary control- judging performance and setting responsibility centres, break-even analysis, operating breakeven analysis, financial breakeven analysis, financial leverage, Cost-volume profit (CVP) analysis. **Question answer session and discussion on real life issues.**

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 analyzing financial information, identifying the true state of business, making sound business decisions, and thus generating additional revenues and attaining the overall goal of business.

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.

Registration 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% for (one option applicable): (i) DCCI Members; (ii) Women participants; (iii) Students (pursuing his/her undergraduation & post graduation); (iv) Three (3) or more participants from one organization for same course; (v) Early bird package (payment 5 days before registration deadline); and **15% corporate discount** for 10 (ten) or more participants from the same organization to one programme.

Registration Deadline: Two working days prior to the starting date. Seats are Limited.

Certificates: Certificates are awarded with 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/ 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 Registration, Please Contact: DBI, Dhaka Chamber Building (11th fl.), 65-66 Motijheel C/A, Dhaka-1000. **Tel:** 9552562 (Hunting) Ext. 281/137, **Mobile:** 01718972656/01913745062, **Fax:** 9560830, **E-mail:** dbi@dhakachamber.com, **Website:** www.dcci-dbi.edu.bd