

Circular No. DBI-10/2018/39

Dated: 11-09-2018

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

Dear Sir/Madam,

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

Sl.	Training Courses	Fees	Duration
1	Small Business Management	5,500/-	05-06 October (Friday & Saturday) 10:00 a.m.- 05:30 p.m.
2	Organizational Behaviour and Corporate Etiquette	5,500/-	12-13 October (Friday & Saturday) 10:00 a.m.- 05:30 p.m.
3	Logistics, Inventory and Store Management	5,500/-	19-20 October (Friday & Saturday) 10:00 a.m.- 05:30 p.m.
4	Bangladesh Labour Laws as amended in 2013 & Labour Rules 2015	5,500/-	26-27 October (Friday & Saturday) 10:00 a.m.- 05:30 p.m.
Sl.	Workshops	Fees	Duration
1	Management Skill Development for Administrative Professionals	5,500/-	05-06 October (Friday & Saturday) 10:00 a.m.- 05:30 p.m.
2	Shipping Procedures for Export, Import & Customs Formalities	5,500/-	12-13 October (Friday & Saturday) 10:00 a.m.- 05:30 p.m.
3	Sales Skills and Techniques for Professionals	5,500/-	19-20 October (Friday & Saturday) 10:00 a.m.- 05:30 p.m.
4	Effective Warehousing and Distribution Management	5,500/-	26-27 October (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. Small Business Management; 05-06 October, 2018

Contents: Definition, Types of Business, Opening activities, Expectation and Course outline, Basic Business cycle, JOHARI window, Qualities of successful entrepreneurs, SWOT Analysis, Marketing strategy, Salesman ship, Decision Making Technique, Problem Solving Technique, Adding Value, Costing Pricing, Business Plan Briefing; **Test of learning through group presentation.**

Who Can Attend: Would be entrepreneurs, Owners of Enterprises, Business Managers, Financial Executives/ Accountants, Officials Engaged in Providing Counseling / Consultancy Services and Potential New Entrants in the Field of Industry/Business.

2. Organizational Behaviour and Corporate Etiquette; 12-13 October, 2018

Contents: What is organizational behavior and why is it important? Why do we need to study organizational behavior? Conceptions of corporate etiquette, Importance of personal grooming for promotions, The golden and platinum rules of etiquette, Corporate behaviors, manners and techniques of dealing with different types of colleagues, supervisors; Corporate Diplomacy, Customer service etiquette, Dress etiquette, Business meeting etiquette, Corporate social events etiquette, Telephone etiquette, E-mail etiquette, Business meals and table etiquette, Rest room etiquette; **Test of learning through group presentation.**

Who Can Attend: 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 Corporate Etiquette.

3. Logistics, Inventory and Store Management; 19-20 October, 2018

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; **Test of learning through 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.

4. Bangladesh Labour Laws as amended in 2013 & Labour Rules 2015; 26-27 October, 2018

Course Contents: Labor Laws: Introduction, Definition, Amendments of labor law in 2013, Conditions of Service & Employment, Employment of Adolescent, Maternity Benefit, Welfare, Working hours & Leave, Wages & Payment, Workers Compensation for Injury by Accident, Trade Unions & Industrial Relations, Workers Participation in Companies Profit, Provident Funds, Case study; Labour Rules: Introduction, Contracting, Misconduct & Awarding Punishment, Maternity Benefits, Health & Hygiene, Safety, Welfare, Working Hours & Leave, Payment of Wages, Bonus, Wages Board, Trade Union & Industrial Relations, Profit sharing, Provident Fund, Apprenticeship, Administration and Inspection, Miscellaneous, Forms; **Test of learning through group presentation.**

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

Brief of the Workshops

1. Management Skill Development for Administrative Professionals; 05-06 October, 2018

Contents: 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; **Test of learning through 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.

2. Shipping Procedures for Export, Import & Customs Formalities; 12-13 October, 2018

Contents: Banking Procedures for Import & Export, Shipping Procedures for Import & Export (Containerized), Shipping Procedures for Import & Export (Break & Bulk), Shipping Formalities for Multimodal Transport System; International Trade & Inco-Terms, Export Formalities and Import Formalities & Shipping Documentation, The Bills of Lading Act 1855. How to become an Exporter, Export Policy; Export Procedure, Custom Procedures for Import & Export, Air Freight Procedures for Import & Export, Air Fright Unit, Bill of Entry, Valuation and Assessment, Calculation of Duties and Taxes and Pre-shipment Inspection (PSI); **Test of learning through group presentation.**

Who Can Attend: Entrepreneurs, Chief Executive Officers (CEOs), Exporters/ Importers, Senior Executives/ Executives/ Managers of Import/ Export/ Shipping Firms, New Entrants in such Business, job seeker and other persons interested.

3. Sales Skills and Techniques for Professionals; 19-20 October, 2018

Contents: Introduction to Marketing, Difference between Marketing and Selling, About Personal Selling & Direct Marketing, Contemporary issues in Sales and Marketing, Short & Long Perspective of Sales Cycle, Sales Strategy and Sales Leadership, Market segmentation, Targeting & Positioning, Psychology of Selling and Customer Buying Behavior, Impact of NLP on sales and Marketing, Customer Relationship Management (CRM), Adding Value Through Customer Delight, Ethical Practices in Sales & Marketing, Components & importance of Emotional Intelligence for success, Handling Objections & Overcoming Customer Resistance, Qualities of a Successful Salesman, Importance of key Account Management, Impact of Behavioral competencies for competitive advantage; **Test of learning through group presentation.**

Who Can Attend: Entrepreneurs, Would be Entrepreneurs; Marketing Managers; Marketing Executives; Sales Persons, New Entrants in Business and any other interested persons.

4. Effective Warehousing and Distribution Management; 26-27 October, 2018

Contents: Why we have Warehouse; The objectives of warehouse management. Warehouse cost minimization. Warehouse design, layout, acquisition; 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; **Concept of distribution**, Myths of distribution; Channels of distribution, Nature of distribution Channels; Channel functions; Distribution strategies design and management; Physical distribution and logistics management; Total cost of distribution; Developing distribution network: Team management, Team work and combined report; Preparation of agreement; Monitoring development and building relationship; Planning, management, launching and monitoring a distribution system; The Case of successful distribution companies; **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.

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