

Circular No. DBI-05/2016/11

Dated: 17-04-2016

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

Dear Sir/ Madam

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

Sl. No.	Daylong Training Courses	Fees	Duration
1	Smart Negotiation Skills	4,500/-	06-07 May (Friday & Saturday) 10:00 a.m.- 05:30 p.m.
2	Bangladesh Labour Laws as amended in 2013 & Labour Rules 2015	4,500/-	13-14 May (Friday & Saturday) 10:00 a.m.- 05:30 p.m.
3	Shipping Procedures for Export, Import & Customs Formalities	4,500/-	27-28 May (Friday & Saturday) 10:00 a.m.- 05:30 p.m.
Sl. No.	Daylong Workshops	Fees	Duration
1	Key Leadership Techniques for Managers	4,500/-	06-07 May (Friday & Saturday) 10:00 a.m.- 05:30 p.m.
2	Material and Inventory Management	4,500/-	13-14 May (Friday & Saturday) 10:00 a.m.- 05:30 p.m.
3	Front Desk Behaviour & Telephone Etiquettes	4,500/-	27-28 May (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. Smart Negotiation Skills**

**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; **Learning Checks & 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 an Win-Win agreement, win friends and influence people.

#### **2. Bangladesh Labour Laws as amended in 2013 & Labour Rules 2015**

**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; **Learning Checks & 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.

### **3. Shipping Procedures for Export, Import & Customs Formalities**

**Course 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 Freight Unit, Bill of Entry, Valuation and Assessment, Calculation of Duties and Taxes and Pre-shipment Inspection (PSI); **Learning Checks & 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.

### **Brief of the Workshops**

#### **1. 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.

#### **2. Material and Inventory Management**

**Course Contents:** Introduction & Learning Objectives, Definition and Aim of Material Management; Four basic needs of Material Management: Material Procurement Process, Make or Buy Decision, Material Management and Profitability, Material Management and Transportation; Materials Handling and Equipment, Bill of Material (BOM), Warehouse Operation, Safety at Warehouse and related issues, Introduction to Inventory and related issues, Demand Management, Inventory Replenishment; How much to order; Lead time Management; Inventory Turnover; Green Concept in Inventory and Material Management and Inventory Valuation; **Learning Checks & Group Presentation.**

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

### **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](http://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.

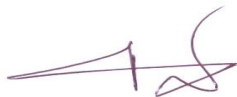
**Seats are Limited.**

**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.