

Circular No. DBI-08/2019/71

Subject: Short Training Courses & Workshops Scheduled to be organized by DBI in August 2019

Dear Sir/Madam,

The following short training courses & workshops are scheduled to be organized by DCCI Business Institute (DBI) in August 2019:

Sl.	Title of Training Courses	Fees	Duration
1.	Guide to Export, Import & Indenting Business	5,500/-	02-03 August (Friday & Saturday) 10:00 a.m.- 05:30 p.m.
2.	Conflict Management in Workplace	5,500/-	23-24 August (Friday & Saturday) 10:00 a.m.- 05:30 p.m.
3.	Team Building and Team Work	5,500/-	30-31 August (Friday & Saturday) 10:00 a.m.- 05:30 p.m.
Sl.	Title of Workshops	Fees	Duration
1.	Essential Skills of Office Secretary & Personal Secretary	5,500/-	02-03 August (Friday & Saturday) 10:00 a.m.- 05:30 p.m.
2.	Effective Communication and Presentation Skills	5,500/-	23-24 August (Friday & Saturday) 10:00 a.m.- 05:30 p.m.
3.	Customer Relationship Management (CRM)	5,500/-	30-31 August (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. Guide to Export, Import & Indenting Business; 02-03 August 2019

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 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.

2. Conflict Management in Workplace; 23-24 August 2019

Contents: Defining conflict, Conflict generation exercise, Causes of conflict at work and society, Finding common ground, stages in conflict, Establishing the 5 stages of conflict; How can we stop conflict escalating? Changing our understanding of the situation, Personal conflict handling, How others view our conflict handling style, Using the styles to minimize conflict; Conflict Management Techniques, Reviewing our current conflict situations, The need to become more assertive, Learning to say 'No! Personal Power, Transactional analysis, Seeing conflict from various point of view; Personal improvement plan, Review of our previous approaches, Review of the key messages on conflict management, Plan a different approach with actions for the future; Test of learning through presentation.

Who Can Attend: Potential entrepreneurs, Office administrators, Supervisor of administrative staff, Executive Secretaries, Personal assistants, other persons having special interest in conflict management and acquiring interpersonal and professional skills.

3. Team Building and Team Work; 30-31 August 2019

Contents: Team Building: 5 W's of Team Building, Steps of Team Building Development, Characteristics of Effective Team, Team Building through Communication; 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; Test of learning through 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.

Brief of the Workshops

1. Essential Skills of Office Secretary & Personal Secretary; 02-03 August 2019

Contents: Introduction, Roles and Functions of the Office Secretary; Essentials' for Communication Skills: Avoiding Communication Breakdown, Listening Skills, Assertiveness, Managing Requests, Managing Conflict; Board/Committee Meeting Procedures, Taking Notes, Preparation of Minutes and Resolutions; Report & Letter Writing; Desk Management: Office Layout and Ergonomics, Information System, Managing the Paper Load, E-mail and Office Technology; Communication Etiquette: Using the telephone & E-mail as effective procedures in Internal & External Business Communication. Test of learning through presentation.

Who Can Attend: Office Secretary/Personal Secretary for MDs & CEOs, Entrepreneurs, Potential entrepreneurs, Office administrators, Supervisor of administrative staff, Executive secretaries, Personal Assistants (PA) and other persons having special interest in office management, specially to develop interpersonal and professional skills

2. Effective Communication and Presentation Skills; 23-24 August 2019

Contents: Introduction, Business Communication; Aspects of Business Communication, the importance of communication in an organization, Communication Channel for business and organization, Business and work place, forms of communication in Context, Communication flows in an organization, Communication strategies for business and Organization, Communication Skills for Business and Organization; The Principles of 7C's of Communication, Reading Skills, Listening Skills, Oral Communication Skills, Telephonic skills, Business writing Skills, Non Verbal Skills, Visual Communication skills, Feedback Communication Skills, Communication Technological skills, Presentation Skills; 5 W's and H of Presentation; General Principles for the Presentation, Planning and Design considerations of Presentation, Preparing Presentation, Organizing Presentation Materials; Composing Presentation, Working with Audio-Visual aids, Delivering and Presenting; Dealing with questions; Tips on Power-Point Presentation and common Mistakes of Presentation. Learning Checks & Group Presentation.

Who Can Attend: Director/Managers, Asst managers and executive of organization, Marketing and Sales People, IT Professional, Entrepreneurs, students of various academic institutions and those who are interested to develop their communication and presentation skills.

3. Customer Relationship Management (CRM); 30-31 August 2019

Contents: What is CRM & its importance: Different types of CRM model, exchange space & roles, CRM frame work; Definition of a customer: Value of customers, Customer & their expectations, Business needs by group, customers value potential; What is relationship & strategy: Development of relationship, Organization design for CRM, How to implement the CRM in enterprises, Measurement of CRM performance; E-Business & its importance: Relation with e-Business & CRM, CRM in relation to strategy; Change management: How to execute change, How to measure performance, Critical success factors; Test of learning through presentation.

Who Can Attend: Potential entrepreneurs, Office administrators, Front office managers, Supervisor of administrative staff, Executive secretaries, Personal assistants and other persons having special interest in CRM, specially those who are interested to develop interpersonal and professional skills to develop customer relationships to satisfy customers for enhancing profit.

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). This includes cost of lunch, tea, snacks, course materials & certificate and Excludes VAT & Tax.

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 appropriate courses. For registration, please contact: DBI at Mobile: 01766018659/ 01718972656/ 01913745062.




Md. Joyanal 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.



The first ISO certified
Chamber in Bangladesh

For Registration, Please Contact: DBI, Dhaka Chamber Building (11th fl.), 65-66 Motijheel C/A, Dhaka-1000. **Tel:** 9552562 (Hunting) Ext. 281/137, **Mobile:** 01718-972656/01913-745062 **Fax:** 9560830, **E-mail:** dbi@dhakachamber.com
Website: www.dcci-dbi.edu.bd,  [facebook.com/dcci.dbi](https://www.facebook.com/dcci.dbi)
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