

Circular No. DBI-09/2018/33

Dated: 02-08-2018

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

Dear Sir/Madam,

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

Sl.	Training Courses	Fees	Duration
1	Front Desk Behaviour and Receptionist Skills	4,500/-	07-08 September (Friday & Saturday) 10:00 a.m.- 05:30 p.m.
2	Understanding L/C Procedures for Export & Import Operation	4,500/-	14-15 September (Friday & Saturday) 10:00 a.m.- 05:30 p.m.
3	How to Participate in an International Trade Fair	4,500/-	21-22 September (Friday & Saturday) 10:00 a.m.- 05:30 p.m.
4	Rules & Procedures of VAT & Income Tax	4,500/-	28-29 September (Friday & Saturday) 10:00 a.m.- 05:30 p.m.
Sl.	Workshops	Fees	Duration
1	Income Tax Planning to Minimize Tax Burden Legally	4,500/-	07-08 September (Friday & Saturday) 10:00 a.m.- 05:30 p.m.
2	Emotional Intelligence for Greater Effectiveness in Business	4,500/-	14-15 September (Friday & Saturday) 10:00 a.m.- 05:30 p.m.
3	Strategic Procurement Skills	4,500/-	21-22 September (Friday & Saturday) 10:00 a.m.- 05:30 p.m.
4	How to Become a Dynamic Leader	4,500/-	28-29 September (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. Front Desk Behaviour and Receptionist Skills: 07-08 September, 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.

2. Understanding L/C Procedures for Export & Import Operation: 14-15 September, 2018

Contents: Letter of Credit Operation & Settlement Mechanism; Different types of L/Cs and Obligations of Different parties involved in L/C; Advising & Confirming Export L/Cs, Back to Back L/C & Exercise on Back-to Back L/C; Transport documentation; Bill of Exchange, UCPDC-600; Invoice & Other Documents; International Trade Policy and Procedures, Inco-terms; Scrutiny Lodgment, Retirement of Import Bills; Pre-shipment & Post-shipment Export Financing under L/C; Negotiation of Export documents; **Test of learning through group presentation.**

Who Can Attend: Exporters/Importers/Indenters/Suppliers/Manufacturers and Bank officers, preferably having one year's experience in International Trade/ Foreign Exchange Division of Commercial Banks and others interested.

3. How to Participate in an International Trade Fair: 21-22 September, 2018

Contents: An introduction to international trade fairs; Selecting an appropriate trade fair; Planning for an international trade fair; Best practices to participate in international trade fair, Successful trade fair strategies, Tips on working the show and Post-trade fair activities; **Test of learning through group presentation.**

Who Can Attend: The target group of participants of the training course will generally be the Business owners and Managers, Sales & Marketing Professionals, Consultants, and anyone who likes to participate in the International Trade Fair could participate in the training program.

4. Rules & Procedures of VAT & Income Tax : 28-29 September, 2018

Contents: Registration and Record Keeping Procedures of VAT, Calculation of VAT (Valuation), Credit Mechanism of VAT System, Return Submission, Demand, Fine & Penalty; Universal Self-Assessment System and Submission of Income Tax Return, Methods of Calculation of Different Head of Income, Salary Assessment, Deduction of Tax at Source, Tax and Rebate for CSR activities, Company Tax Assessment, Legal Exemption of Tax, use of Fiscal Incentives and more; **Test of learning through group presentation.**

Who Can Attend: Entrepreneurs, Exporters, Importers, Suppliers, Manufacturers, Senior/Mid Level Business Executives of Import, Export and Industrial firms, VAT payers, Income Tax Payers and other interested persons could participate in the training program.

Brief of the Workshops

1. Income Tax Planning to Minimize Tax Burden Legally: 07-08 September, 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.

2. Emotional Intelligence for Greater Effectiveness in Business: 14-15 September, 2018

Contents: Understanding Emotion & Emotional Intelligence, Components of Emotional Intelligence, Sharpen participants' awareness, application & management of Emotional intelligence, The relevance of mindfulness to Emotional Intelligence, Why we react the way we do? How to improve self-awareness, Self-regulations, self-motivations, empathy, social skills, etc.? Sign of people with high and low levels of emotional intelligence, Illustrate how to increase personal resilience, Circle of concern and circle of influence, How appraisal of different situations matters, How to be more effective in delivering results, and create the future; **Test of learning through group presentation.**

Who Can Attend: Entrepreneurs, Would be Entrepreneurs, New Entrants in Business, Senior and Mid-Level Executives of business organizations, Managers, Leaders, NGOs and any other person interested for developing leadership & management skills.

3. Strategic Procurement Skills: 21-22 September, 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. How to Become a Dynamic Leader: 28-29 September, 2018

Contents: Team Building: Five (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 Group Presentation.**

Who Can Attend: Entrepreneurs, Would be Entrepreneurs, New Entrants in Business, Importers/Suppliers, Exporters, Senior and Mid-Level Executives of business organizations, NGOs and any other person interested for developing leadership & management skills.

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 or more participants from one organization for same course; (v) Early bird package (payment 5 days before registration deadline).

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