

Circular No. DBI-02/2019/02

Dated: 12-01-2019

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

Dear Sir/Madam,

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

Sl.	Training Courses	Fees	Duration
1	Rules & Procedures of VAT & Income Tax	5,500/-	01-02 February (Friday & Saturday) 10:00 a.m.- 05:30 p.m.
2	Agribusiness Supply Chain Management	5,500/-	08-09 February (Friday & Saturday) 10:00 a.m.- 05:30 p.m.
3	Key Performance Indicator (KPI) & Performance Appraisal	5,500/-	15-16 February (Friday & Saturday) 10:00 a.m.- 05:30 p.m.
4	Guide to Export, Import & Indenting Business	5,500/-	22-23 February (Friday & Saturday) 10:00 a.m.- 05:30 p.m.
Sl.	Workshops	Fees	Duration
1	Customer Behaviour and Excellent Customer Services	5,500/-	01-02 February (Friday & Saturday) 10:00 a.m.- 05:30 p.m.
2	Effective Communication and Presentation Skills	5,500/-	08-09 February (Friday & Saturday) 10:00 a.m.- 05:30 p.m.
3	Effective Warehousing and Distribution Management	5,500/-	15-16 February (Friday & Saturday) 10:00 a.m.- 05:30 p.m.
4	Managerial Competencies Master Class	5,500/-	22-23 February (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. Rules & Procedures of VAT & Income Tax; 01-02 February, 2019

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.

2. Agribusiness Supply Chain Management; 08-09 February, 2019

Contents: Evaluate how the changes in the competitive environment, influence the formation and management of agribusiness supply chains; understand the basic concepts which underpin the formation, operation and performance of supply chain management; evaluate performance of selected agribusiness supply chains in terms of value creation and sustainable competitive advantage; **Test of learning through group presentation.**

Who Can Attend: Senior Executives of various agro-based organizations involved in managing operations of the company and Government officials in relevant ministries and departments focusing on value addition in agriculture sector.

3. Key Performance Indicator (KPI) & Performance Appraisal; 15-16 February, 2019

Contents: Performance measurement vs performance management, Objective of performance management system (PMS), Methods of PMS, Tools for PMS, Organizational performance Vs team performance vs individual performance, Challenges of PMS in Bangladesh perspective, KPI terminology like: Result Area (RA), Key Result Area (KRA), Performance Indicator (PI), KPI, Result Indicator (RI), Goal, DNA of KPI, Types of KPI, Characteristics of KPI based PMS, Benefits of KPI in Business, Awareness of KPI based PMS, KPI for personal, Social and professional life, Buy in for KPI Project, KPI for individual, Team and organization, Competency framework for KPI professional, KPI designing, KPI selection, Goal setting against KPI, KPI analysis, KPI project implementation; **Test of Learning through Group Presentation.**

Who Can Attend: Personnel of HR Department, Functional Head, Top Management, Consultants and any other interested.

4. Guide to Export, Import & Indenting Business; 22-23 February, 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 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.

Brief of the Workshops

1. Customer Behaviour and Excellent Customer Services; 01-02 February, 2019

Contents: Customer behavior and its importance, Customer and consumer insight analysis; Types of customers and their Behavior Model? Understanding the Psychology of Customers' & their expectations; Organization design for Customer Behaviour, Importance of uncovering and developing customers' need; What is customer value and how to create customer value; Customers' expectation vs satisfaction? Way of capturing value

from customers. Building profitable customer relationship and customer relationship management. Way of development customer relationship and managing customer relationship. Organization design for customer behaviour, Customer disposition funnel to meet up objectives; Key to improve customer service and negotiation skills; Characteristics of customer service; Impression over phone and physically for right image in terms of customer service; Key elements/skills of quality customer service; Customer service gap and bridging the gap.

Who Can Attend: Potential entrepreneurs, Office administrators, Customer service & front office Executives/ Managers, Supervisor of administrative staff, Executive Secretaries, Personal assistants and other persons having special interest in customer service job, specially those who are interested to develop interpersonal and professional skills to develop customer relationships to satisfy customers for enhancing profit.

2. Effective Communication and Presentation Skills; 08-09 February, 2019

Contents: Communication in International Business and its Types – Written and Oral Communication; making more effective communication, E-mail and written communication, their importance in business; Introduction & learning objectives of presentation, 5 W's and H of Technical Presentation, General Principles for the Technical Presentation, Planning and Design considerations of Technical Presentation, Preparing Technical 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 Technical Presentation; Test of Learning through Group Presentation.

Who Can Attend: IT Professionals, Engineers, Executives, Managers, Sales People, and Trainers who want to learn how to present complex technical subjects and build their confidence for public speaking.

3. Effective Warehousing and Distribution Management; 15-16 February 2019

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.

4. Managerial Competencies Master Class; 22-23 February 2019

Contents: Powerful Force for Executing Results: Middle Management—Magic or Mayhem?; **Managerial Competencies [MC] for 21st Century:** Harvard Business Review for Managerial Mindset, Area of Contribution for Managers, Developing MC Matrix, Multi-dimensional holistic Model for MC, Self-Assessment: Managerial Competencies; **Managerial Role in Day-to-Day Execution:** Organizational Alignment: Ensuring That the Department Delivers Results, High-Impact Leaders Are Unstoppable! Wiping Out Limitations to Results, 11 Problems that reduce throughput, 6 Solutions to solve throughput problem, Using High-Impact Middle Management to Make the Most of Your Busy Day; **Performance Leadership: Ensuring That Team Members Excel in Execution:** Performance Management Myths: What Not to Do' 5 Performance Principle, Competencies for Performance Leadership, Link among individual-functional-organizational performance, Manager as Performance Catalyst, Coaching: Helping Others Achieve Breakthroughs; **Communication that Matters for Manager:** How to Read, Write, Speak, Think & Listen Like a Manager; **Power Strategy for effective Managers:** Your Management A-B Boxes, Mind Your Metrics!, The Art of Planning, Results-Oriented Responses, Mastering Your Time, Right Decision Making for business excellence, Aligning Your Department for Success; **Delegation & its Recipe:** 4W of Delegation, Steps/ Stages of Delegation Process, Design Delegation Matrix, Competencies for proper delegation, Impact of improper delegation; **Lead the Workforce:** Leadership Competency, Self-Assessment, Role Profiling: Leader vs Manager, 5 Qualities of Leader who are winning the WAR of Talent, Approaches of Corporate Leadership, See the Leader, Be the Leader; **Coaching: One of the Best approaches to ensure Employee Performance:** Five-Step Employee Performance Process, Conduct Effective Performance Reviews, Performance Consultancy: Competencies & Impact, Retain Your Best.

Who Can Attend: First Line Supervisor, Manager, Successor of Supervisor/ Manager, Functional Head and any other person interested for developing managerial competencies.

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 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.



The first ISO certified
Chamber in Bangladesh

For Details & 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,
DCCI Gulshan Centre, Taj Casilina, Flat # 3C, Plot # SW (I)4, 25 Gulshan Avenue, Gulshan-1, Dhaka-1212,
Phone: 9852245-6