

**Subject: Short Training Courses & Workshops Scheduled to be organized by DBI in February 2020**

Dear Sir/Madam,

The following daylong (10:00 a.m.- 05:30 p.m.) short training courses & workshops are scheduled to be organized by DCCI Business Institute (DBI) in February 2020:

Sl.	Title of Training Courses	Fees	Duration
1	Front Desk Behaviour and Receptionist Skills	5,500/-	07-08 February 2020
2	Key Performance Indicator (KPI) & Performance Appraisal	5,500/-	14-15 February 2020
3	Guide to Export, Import & Indenting Business	5,500/-	28-29 February 2020
Sl.	Title of Workshops	Fees	Duration
1	Public Procurement and e-GP Tender Procedure	5,500/-	07-08 February 2020
2	Finance for Entrepreneurs and Non-Financial Business Leaders	5,500/-	14-15 February 2020
3	Managerial Competency Master Class	5,500/-	28-29 February 2020

**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 February 2020**

**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. Key Performance Indicator (KPI) & Performance Appraisal; 14-15 February 2020**

**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.

**3. Guide to Export, Import & Indenting Business; 28-29 February 2020**

**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. Public Procurement and e-GP Tender Procedure; 07-08 February 2020**

**Contents:** Definition of Procurement & Public Procurement, PPA-2006 & PPR-2008 and all amendment, Nature of Procurement (Goods, Works & Services), Preparation of APP (Annual Procurement Plan), 5 types of Procurement methods (for Goods & Works), 8 Types of Service Methods, 4 offences in Procurement sector, TEC & TOC formation, Tender Opening procedure, 4 Steps of Tender Evaluation, Introducing with STD (Standard Tender Documents), Section of Tender Documents, Preparation of IFT (Invitation for Tender), Procurement processing & Approval time table, Tender Security, Performance security & Retention Money misconception, Documents Preparation of Goods, Documents Preparation of Works, CMS (Contract Management Systems) for goods, e-GP (Electronic Government Procurement) Guideline & Procedure, Preparation of APP through e-GP system, Document Preparation & Submission of tender using e-GP system, Weakness & deficiency in procurement arena, Practical of e-GP Tender submission, modification & withdrawn.

**Who Can Attend:** This course is to be favors for Procurement management professional those who are working in Public & private organization, NGO, INGO, IDA, WB, JAICA with a view to develop their specific knowledge of public procurement procedure (means PPA-2006 & PPR-2008) as well as familiar with (Electronic Government Procurement) e-GP and all of the Tenderers /Suppliers/Contractors/Consultants are participated in Government Tender through e-GP will be much benefited. In addition, the fresher Engineer and procurement job hunted people can participate in this Workshop.

## 2. Finance for Entrepreneurs and Non-Financial Business Leaders; 14-15 February 2020

**Contents:** The structure and meaning of different parts of Financial Statements i.e. Income Statement, Financial Position, Cash flow statement etc.; Basic accounting concepts and terminology including accruals, depreciation, current and non-current assets & liabilities, Introduction to ratio analysis and significance thereof in understanding Financial Statements, Cost sheet and basic elements thereof, Budgetary Control including preparation techniques of budget, Analyzing variances, Break even analysis and its importance in enterprises, Differential Accounting: multiple decision making techniques, Importance of Net Present Value (NPV), Internal Rate of Return (IRR) etc. and their application in business, Share valuation under various approaches, Working Capital: profitability depends on its efficient management, What is Responsibility Accounting? How to implement in the business? Some important concepts for intelligent business management: ABC, Target Costing, JIT; Value Added Tax: Basic understanding to comply with VAT Law of Bangladesh, High-level overview on Income Tax for individual and corporate taxpayers; Ethics: Its must be considered in managing business. Test of learning through group presentation.

**Who Can Attend:** This workshop has been outlined for those who area aspirant to reach at the top of business. Prior knowledge in finance is never a matter for this workshop! You just need to have the passion to wear the shoes of Finance in taking the ladder of success in your career.

## 3. Managerial Competency Master Class; 28-29 February 2020

**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.

**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) for submitting to DBI after filling up duly. 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 tuition, 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 under-graduation & post-graduation); (iv) Ex-Trainees of DBI; (v) Three (3) or more participants from one organization for same course; (vi) 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 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](mailto:dbi@dhakachamber.com), Website: [www.dcci-dbi.edu.bd](http://www.dcci-dbi.edu.bd); [facebook.com/dcci.dbi](https://www.facebook.com/dcci.dbi)  
DCCI Gulshan Centre, Taj Casilina, Flat # 3C, Plot # SW (I)4, 25 Gulshan Avenue, Gulshan-1, Dhaka-1212, Phone: 9852245-6