

“Management Training for Managers from Trade Support Institutions”

Joint Vienna Institute: 6 to 11 November 2016

Day	Time	Content
Sunday 6 November	19:00 - 22:00	Welcome Reception
Monday 7 November	09:00 - 09:20	Housekeeping and Logistics
	09:20 - 10:30	Fundamentals of Trade Finance
		SMEs and International Trade: global and regional statistics <ul style="list-style-type: none"> Global Economic Themes in 2016 / 2017 Long Term Growth Trends in Merchandise Trade Recent Developments in Trade Policy Improving SME participation in International Trade: constraints and success factors <ul style="list-style-type: none"> Market access, certifications and licensing, foreign currency regulations / restrictions, tax compliance, transparency, KYC/AML requirements, cultural elements, language issues, aftermarket support etc.
	10:30 - 10:50	<i>Coffee Break</i>
	10:50 - 12:20	Short participant presentations on the characteristics of their home markets <ul style="list-style-type: none"> SWOT analysis of the local SME business environment.
	12:20 - 13:30	<i>Lunch Break</i>
	13:30 - 15:00	Developing a strategic vision <ul style="list-style-type: none"> Vision, mission, values, purpose, goal setting, strategic focus. Exercise: Share your companies vision
	15:00 - 15:20	<i>Coffee Break</i>
	15:20 - 16:50	Leadership and Management – are they the same? <ul style="list-style-type: none"> Leadership perceptions, principles, manager vs. leader leadership competencies -styles, Exercise: self-assessment People engagement, compensation and rewards
	16:50 - 17:00	Feedback and Recap of the Day
	Tuesday 8 November	09:00 - 10:30
10:30 - 10:50		<i>Coffee Break</i>
10:50 - 12:30		Risks in International Trade and Incoterms 2010 <ul style="list-style-type: none"> Overview of typical economic and political risks in International trade and a summary of the four groups of Incoterms 2010.
12:30 - 13:30		<i>Lunch Break</i>
13:30 - 15:00		Communication skills, <ul style="list-style-type: none"> Effective communication, communication phases, analysing messages, communication styles, pitfalls, self-assessment, case discussion
15:00 - 15:20		<i>Coffee Break</i>
15:20 - 16:50		Practising critical thinking skills, analyse thinking, assess thinking, results, tools

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		<ul style="list-style-type: none"> Components of critical thinking: self-guided, team-guided, self-disciplined thinking, components, methods, creative team exercise with checklist and action plan.
	16:50 - 17:00	Feedback and Recap of the Day
Wednesday 9 November	09:00 - 10:30	Documentary Credits and Documentary Collections
		<ul style="list-style-type: none"> Types and use of import and export LCs. Common terms, risks and costs. Documentary Collections – appropriate uses, risks and costs. Bank Payment Obligations (BPOs).
	10:30 - 10:50	<i>Coffee Break</i>
	10:50 - 12:30	Case Studies on LCs and Documentary Collections
		<ul style="list-style-type: none"> Highlight how LCs and collections split the risks among importer/exporter / banks and what can still go wrong, common pitfalls.
	12:30 - 13:30	<i>Group Photo followed by Lunch Break</i>
	13:30 - 15:00	Guarantees and Standby Letters of Credit
		<ul style="list-style-type: none"> Basic types, applications, costs, risks, access issues for SMEs. Case studies and examples.
	15:00 - 15:20	<i>Coffee Break</i>
	15:20 - 16:20	EBRD Guest speakers - Kaori Ishimaru and Maria Mogilnaya
		<ul style="list-style-type: none"> Trade Ready, an initiative to strengthen SME's capacity to access trade finance and know-how
	16:20 - 16:50	Guest speaker - Elena Boutrimova, Chief of the Office for Eastern Europe and Central Asia at the International Trade Centre.
		<ul style="list-style-type: none"> Presentation of a trade analysis tools available by ITC
16:50 - 17:00	Feedback and Recap of the Day	
19:00 - 22:00	<i>Group Dinner</i>	
Thursday 10 November	09:00 - 10:30	How do international payments work?
		<ul style="list-style-type: none"> Correspondent banking model versus central bank payments clearing, SEPA. Foreign currency payments and forex regulations, controls etc. Currency regimes (IMF de facto classification) and foreign currency risk. Typical costs of international clean payments.
	10:30 - 10:50	<i>Coffee Break</i>
	10:50 - 11:40	Basics of Documentary Transactions
		<ul style="list-style-type: none"> Most common commercial and financial documents explained. Where do we stand on e-docs and straight through processing across the supply chain?
	11.40 -12.30	Dealing with change and transition by leadership
		<ul style="list-style-type: none"> Reinventing management and leadership drivers of change transition and transformation Time to change: empower and cultural change Critical success factors
	12:30 - 13:30	<i>Lunch Break</i>
	13:30 - 15:00	Dealing with change and transition by leadership
		<i>Case study on leadership, change, communication, negotiation</i>
	15:00 - 15:20	<i>Coffee Break</i>
15:20 - 17:00	Dealing with change and transition by leadership	
	<ul style="list-style-type: none"> Case study: Role play Negotiation: Skills and elements of negotiation, strategies and tactics, best practice, pit falls 	

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Friday 11 November	09:00 - 11:00	Short-Term Trade Financing for SMEs
		<ul style="list-style-type: none"> • Pre-trade, post trade credit products, factoring, warehouse finance, supply chain finance.
	11:00 - 11:20	<i>Coffee Break</i>
	11:20 - 12:30	Presentation Skills
		<ul style="list-style-type: none"> • Different steps, voice, dress code, materials, success factors • Summary: The core exercise: Self presentation
12:30 - 13:00	Wrap Up, Evaluations and Closing Ceremony	