



Indian Chamber of Commerce

## ICC'S TRAINING PROGRAMMES

The Environment Management Centre, Indian Chamber of Commerce, and 'Verde' jointly provide consulting and advisory services in the field of business management. We offer our services in the areas like Environment Protection, Management Systems, Corporate Social Responsibility, Training and Human Capital Development.

All services are focused towards one single purpose - '*Improvement in Business Performance.*'

We create powerful business solution tailored to the client's need. By intimately understanding each client's business, it converts information into insights to uncover hidden opportunities to improve client efficiency and performance. These help clients improve performance and make decisions that strengthen their business.

We make topics and knowledge areas relevant and alive.

The courses are involving and stimulating. Our trainers are consultant technical experts in their fields, who when not tutoring, are working with customers. This ensures they are bringing relevant and up to date experience to the courses with real life examples. We know challenges our clients are facing to take management systems and risk management to new heights, and become a truly sustainable company with due concern for the environment.

All our courses can be held in-house and if they do not meet your exact needs they can be tailored to include your specific requirements. The courses may also be held in the ICC's own auditorium or in hotels depending on the number of participants and the industries where they come from. It is important to us that your learning objectives are met and therefore we welcome discussion about course content and individual needs.

If you cannot find what you are looking for in this brochure please call us and we will be glad to discuss your needs.

### TRAINING TECHNIQUES

[ACCELERATED LEARNING  
TECHNIQUE BASED ON THE  
4PS:

- PREPARATION
- PRESENTATION
- PRACTICE
- PERFORMANCE

TRAINING:

- EXPERIENTIAL  
LEARNING
- ACTIVITY ORIENTED  
LEARNING APPROACH
- BRAINSTORMING  
SESSIONS

INDIVIDUAL & GROUP

PRESENTATIONS:

- GROUP EXERCISES
- PICTOGRAMS

**For further details, please contact:**

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Sl.	Course title	Who should attend	Objective of this training	Training Content
1	<b><u>Accident / Incident Investigation</u></b> (1 Day)	Safety Professionals / Managers / All staff that have responsibility for and are involved in accident and incident investigations.	<p>This course will enable you to carry out effective accident and incident investigation to help you to avoid accidents in the first place or to prevent their recurrence and to be in a position to prove that you have effectively evaluated basic causes.</p> <p>The main aim of a safety management system is to prevent accidents from happening. However, if they do happen, you need to understand where the system has failed and how you can both improve the system and prevent a recurrence of the accident.</p>	<p>It will provide you with the knowledge necessary to create the reports you need to show that an effective investigation has been carried out. By the end of the course, the participants will understand and be able to demonstrate:</p> <ul style="list-style-type: none"> <li>• How to identify and assess risks on a day-to-day basis</li> <li>• Which part of the safety management system has failed and how it might be strengthened</li> <li>• Which elements and activities are effective for managing risk and controlling loss, and which provide a basis for continuous improvement</li> <li>• How to apply specific investigation techniques</li> </ul>

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2	<u>Process Mapping</u> (1 Day)	All HODs / Process Owners / Executives / Management System Professionals / Managers	This course will give you the tools you need to map/establish the existing processes of your organisation - a fundamental step in building effective management systems, allowing the production of efficient procedures. This will provide the basis for a management system which really works for your organisation and helps maximise your business success.	This high-participation workshop will demonstrate how to map the main processes of your organisation. You will also learn how to build a connection between these processes and your existing procedures and how to identify and define missing procedures. After our Process Mapping workshop participants will be able to: <ul style="list-style-type: none"> <li>• Identify inefficiencies</li> <li>• Evaluate shortfalls</li> <li>• Develop a structured, process oriented system</li> <li>• Start integrating different aspects of your management systems</li> <li>• Gain buy-in from all staff</li> <li>• Clear bottle necks and reduce re-work</li> <li>• Simplify existing procedures</li> <li>• Reduce wasted management effort</li> <li>• Demonstrate management commitment</li> </ul>
3	<u>Customer Satisfaction Survey</u> (1 Day)	This course is for key staff in contact with customers and those responsible for enhancing customer satisfaction.	You will learn how to apply effective models and methods for monitoring customer satisfaction and how to translate the results of surveys into organisational improvements.	<ul style="list-style-type: none"> <li>• The importance of satisfied customers</li> <li>• The 7 Step model for measuring customer satisfaction</li> <li>• Initial decisions 'Who? Why? When? How?</li> <li>• Questionnaire development</li> <li>• Conducting the survey</li> <li>• Avoiding the pitfalls</li> <li>• Implementing results to increase satisfaction</li> </ul>

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4	<u>Social Accountability Fundamentals</u> (1 Day)	All HR Personnel / Managers / HODs	SA 8000 standard is a multidimensional tool for managing the social and compliance issues of the workforce. It involves compliance to national and international laws, rules and regulations, international conventions, and industry best practices. It is a proactive management system based on Deming's PDCA cycle.	<ul style="list-style-type: none"> <li>• Introduction</li> <li>• Description, interpretation, implementation, auditing of all 9 clauses of SA 8000 covering Child Labour, Forced Labour, Health and Safety, Freedom of Association and Collective Bargaining, Discrimination, Disciplinary Practices, Working Hour, Remuneration, Management System.</li> <li>• Understanding of audit and auditing SA 8000 system.</li> <li>• Certification issues.</li> </ul>
5	<u>Competence Management</u> (1 Day)	All HODs / Process Owners / HR Professionals	<p>The main objectives of the Competence Management System Development is</p> <ul style="list-style-type: none"> <li>• Talent Management</li> <li>• Improvement in process efficiency which facilitates organizational development</li> <li>• Proper identification of training and Training Budget</li> <li>• To identify 'Right people for right Role' <ul style="list-style-type: none"> <li>• Help in Succession Planning</li> <li>• Proper resource allocation</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Identification of All Roles / Designations in the organization</li> <li>• Finalization of Job Descriptions (JD) for each role / designation</li> <li>• Identification of Competence Criteria for all Roles / Designations</li> <li>• Skill Gap Assessment for the individuals</li> <li>• Training Need Identification</li> <li>• Training Effectiveness Evaluations</li> </ul>
6	<u>OHSAS 18001: 2007 Implementation Techniques</u> (3 Days)	HODs, Managers, Executives, EHS professionals	Based on proven principles of risk and safety management, this course provides participants with the fundamental concepts, techniques and applications for a practical, proactive approach to managing risk and controlling loss.	<ul style="list-style-type: none"> <li>• Understanding Risk: the key to successful safety management</li> <li>• The causes, effects and control of loss</li> <li>• Group risk assessment</li> <li>• Emergency planning and preparedness</li> <li>• Managing the occupational health system - OHSAS 18001:2007</li> <li>• Communications</li> <li>• Managing contractor safety</li> <li>• Accident/incident investigation</li> <li>• Measuring and monitoring safety</li> </ul>

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7	<u>Environmental Management Systems ISO14001 Familiarisation and Application</u> (1 Day)	HODs, Managers, Executives, EHS professionals	You will understand the EMS certification process and it aims. You will review ISO 14001 and learn how to interpret its requirements and how to apply them to your organisation.	<ul style="list-style-type: none"> <li>• Overview of ISO 14001 clauses and the relationship between ISO 14001 certification and environmental risk management</li> <li>• Environmental impacts recognition and evaluation</li> <li>• Management of environmental impacts</li> <li>• Environmental legislation awareness</li> <li>• Training, awareness &amp; competence</li> <li>• Organisational Structure</li> <li>• Contractor &amp; supply management</li> </ul>

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