



**ICC Syria Proposal**  
**International & Professional Trainings for Business**



## International Trainings

### Incoterms®2020 Rules by International Chamber of Commerce Paris

Training Program: (2 Days – 6 Hours)

#### Training Outlines

- Incoterms® Rules.
- Changes between Incoterms®2010 and Incoterms®2020.
- Incoterms®2020 Rules for Any Mode or Modes of Transport (EXW-FCA-CPT-CIP - DAP-DPU-DDP).
- Incoterms®2020 Buyers and Sellers Responsibilities (EXW-FCA-CPT-CIP- DAP- DPU-DDP).
- Incoterms®2020 Rules for Sea and Inland Waterway Transport (FOB – FAS – CFR - CIF).
- Incoterms®2020 Buyers and Sellers Responsibilities (FOB – FAS – CFR - CIF).
- Exercises and Case Studies

### Introduction to Documentary Credits & ICC Uniform Customs and Practice UCP600

Training Program: (2 Days – 6 Hours)

#### Training Outlines

- General View on Documentary Credits.
- Rules and Practices.
- Transaction Flow.
- Risk Involved.
- Banking Systems.
- UCP 600
- eUCP

## Professional Trainings

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### Effective Administrative & Communication Skills for Business

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**Training Program: (3 Days – 9 Hours)**

#### Training Outlines

- **Sharpening the Communication Skills.**
- **Presentation Skills.**
- **Business Correspondences.**
- **Business Reports.**
- **Action Plans.**
- **Business Protocols.**
- **MOMs Writing Methods.**
- **Protocols of Business Meetings.**
- **Business Ethics.**

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## Customer Service

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**Training Program: (2 Days – 6 Hours)**

#### Training Outlines

- **Customer Service Definitions.**
- **Techniques to Deal with Different Types of Clients.**
- **Qualities of Employees working in Customer Service Department.**
- **The link between (Marketing - Customer service – Sales).**



## Specialized Trainer

# Mouna Kiwan

- Bachelor Degree in Economics, PMP - Damascus University - 2017.
- Degree in Sociology - Damascus University - 2008.
- Coordinator of International Affairs and ICC Syria Events.
- Incoterms®2020 Certified Trainer – ICC Syria.
- Trainer in the Field of Business Administration  
Customer Service in: Youth Empowerment Project /UNDP  
University of Kalamoon – Syrian Association of Financial and  
Accounting Professions.

## For Information & Registration



**+963 932 140 444**



**Management@icc-syria.com**