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EMPLOYEE DEVELOPMENT MANAGEMENT COURSES

The most comprehensive training programs to improve efficiency and increase productivity.

The most practical and comprehensive training in an interactive classroom setting.

No.	CK	Duration	Course Name
1.	800	4 days	Customer Services, Marketing, Sales and Public Relations Management Procedures
2.	800A	4 days	Customer Service, Sales, Marketing and Public Relations Procedures for Utility Corporations
3.	900	4 days	Call Center and Contact Center Procedures for Private and Public-Sector Corporations
4.	900A	4 days	Call Center and Contact Center Management Procedures for Utility Corporations
5.	1000	4 days	Marketing and Public Relations Techniques for Hotel and Hospital Industry Managers and Supervisors
6.	1100	4 days	Marketing and Public Relation Management
7.	1100B	4 days	Advanced Marketing and Public Relation Management
8.	1200	4 days	Hotel and Hospitality Operations for the 21 st Century for Managers and Supervisors
9.	1300	4 days	Human Resources Management for Hotel and Hospitality Industry Managers and Supervisors
10.	1400	4 days	Human Resources Management
11.	1400B	4 days	Advanced Human Resources Management
12.	1600	4 days	Sexual Harassment and Discrimination Compliance for Hotel and Hospitality Industry for Managers and Supervisors
13.	1700	4 days	Sexual Harassment and Discrimination Compliance for Private and Public-Sector Organizations for Managers and Supervisors
14.	1800	4 days	Customer Service and Communication Techniques for Airport Front Line Staff, and Customs and Immigration Officers
15.	1900	4 days	Customer Service and Airport Security for Customs and Immigration Officers

No.	CK	Duration	Course Name
16.	2000	4 days	Supervisory Management Techniques for Public and Private Sector Corporations
17.	2000A	4 days	Supervisory Management Techniques for Utility Corporations
18.	2000B	4 days	Advanced Supervisory Management Techniques
19.	2000G	4 days	Supervisory Management Techniques for Government and Statutory Corporations
20.	2001	4 days	Supervisory Management Techniques for Hotel and Hospitality Industries
21.	2002	4 days	Stress and Time Management Techniques for Managers and Supervisors
22.	2003	4 days	Leadership and Communication Management
23.	2003B	4 days	Advanced Leadership and Communication Management
24.	2003G	4 days	Leadership and Communication Management for Government and Statutory Corporations
25.	2003L	4 days	Leadership and Communication Management for Law Enforcement Officers
26.	2004	4 days	Coaching and Mentoring Management
27.	2004B	4 days	Advanced Coaching and Mentoring Management
28.	2005	4 days	Recruitment and Selection Management
29.	2006	4 days	Career and Personal Development Techniques for Unemployed, Laid-off or Redundant Workers
30.	2007	4 days	Training Design and Presentation Delivery (Train-the-Trainer)
31.	2007B	4 days	Advanced Training Design and Presentation Delivery (Train-the-Trainer)
32.	2008	4 days	Organizational and Cultural Diversity Management for Organizations When Downsizing or Merged
33.	2009	4 days	Management Strategies and Techniques for Managers and Supervisors
34.	2009B	4 days	Advanced Management Strategies and Techniques for Managers and Supervisors
35.	2100	4 days	Project Management Procedures
36.	2100B	4 days	Advanced Project Management Procedures
37.	2200	4 days	Hotel Reservations and Customer Service Procedures for Front Line Staff
38.	2300	4 days	Housekeeping and Customer Service Procedures
39.	2400	4 days	Loss Prevention and Hotel Security Procedures
40.	2600	4 days	Team-Building and Empowerment Techniques for Team Leaders and Supervisors

No.	CK	Duration	Course Name
41.	2700	4 days	Administrative Assistant Procedures for Clerical Staff
42.	3200	4 days	Crisis Management Procedures and Supervision
43.	3200A	4 days	Crisis Management Procedures for Utility Corporations
44.	3200B	4 days	Advanced Crisis Management Procedures
45.	3300	4 days	Payment and Securities Settlement
46.	3400	4 days	Grooming and Self-Image Improvement Procedures
47.	5100	4 days	Performance Review and Job Evaluation Management
48.	5100A	4 days	Performance Review and Job Evaluation Management for Utility Corporations
49.	5100B	4 days	Advanced Performance Review and Job Evaluation Management
50.	5100G	4 days	Performance Review for Government and Statutory Corporations
51.	5100L	4 days	Performance Review and Job Evaluation Management Law Enforcement Officers
52.	5200	4 days	Call Center and Contact Center Management for Private and Public Corporations
53.	5200A	4 days	Call Center and Contact Management for Utility Corporations
54.	5300	4 days	Audit Procedures and Techniques for Commercial Banks and Financial Institutions
55.	5400	4 days	Disaster Recovery Planning Procedures for Commercial Banks and Other Financial Institutions
56.	5500	4 days	Call Center Management for Private and Public Corporations
57.	5600	4 days	Customer Service and Call Center Procedures for Customer Service Employees, as well as Collectors, Sales, Marketing, Credit and Back Office Employees
58.	5600A	4 days	Customer Service Management Procedures for Customer Service Employees, Collectors, Sales, Marketing, Credit and Back Office Employees, of Private and Public-Sector Utility Corporations
59.	5600G	4 days	Customer Service Management Procedures for Customer Service Employees, Collectors, Sales, Marketing, Credit and Back Office Employees, of Private and Public-Sector Utility Corporations
60.	5600B	4 days	Advanced Customer Service Management Procedures for Customer Service Employees, Collectors, Sales, Marketing, Credit and Back Office Employees, of Private and Public-Sector Utility Corporations
61.	5700	4 days	Business Communication Management and Office Writing Management
62.	5700B	4 days	Advanced Business Communication Management and Office Writing Management
63.	5800	4 days	Performance Review Procedures for Managers and Supervisors

No.	CK	Duration	Course Name
64.	5900	4 days	Customer Service Management and Supervision
65.	6126	4 days	Bank Credit Appraisal Management Procedures
66.	6127	4 days	Credit and Collection Counseling Management
67.	6128	4 days	Business Ethics and Professionalism Management
68.	6129	4 days	Staff Morale and Change Management Procedures
69.	6130	4 days	Goal-Setting and Time Management Procedures
70.	6131	4 days	Airport and Seaports Customer Service Management
71.	6132	4 days	Information Security Policy Management
72.	6133	4 days	Succession Planning and Leadership Management
73.	6134	4 days	Executive Assistant Management
74.	6140	4 days	Leadership and Communication Management for Law Enforcement Officers
75.	6141	4 days	Strategic Management for Private Sector Organizations and Other Financial Institutions
76.	6142	4 days	Credit Bureau and Credit Counseling Management Procedures
77.	6143B	4 days	Advanced Executive Assistant Management
78.	6144	4 days	Loan Modification and Collections Procedures for Managers and Supervisors in Financial Institutions
79.	6144B	4 days	Advanced Loan Modification and Collections Procedures for Financial Institutions
80.	6146	4 days	Performance Management for Financial Institutions and Private Sector Corporations
81.	6146A	4 days	Performance Management for Utility Corporations
82.	6146B	4 days	Advanced Performance Management for Financial Institutions and Private Sector Corporations
83.	6147	4 days	Change Management Procedures for Private and Public-Sector Corporations
84.	6147A	4 days	Change Management Procedures for Utility Corporations
85.	6147B	4 days	Advanced Change Management Procedures for Private and Public-Sector Corporations
86.	6147G	4 days	Change Management Procedures for Government and Statutory Corporations
87.	6147L	4 days	Change Management Procedures for Law Enforcement Officers
88.	6148	4 days	Business Ethics and Professional Management Procedures (Same as CK 6128)

No.	CK	Duration	Course Name
89.	6149	4 days	Team Building and Empowerment Techniques
90.	6151	4 days	Hotel Management Procedures for Managers and Supervisors
91.	6152	4 days	Business Writing and Communication Management
92.	6153	4 days	Leadership and Communication Management for Public and Private Sector Organizations
93.	6154	4 days	9-1-1 Emergency Call Procedures and Standards
94.	6155	4 days	Sexual Harassment Compliance Procedures for Law Enforcement
95.	6156	4 days	Conflict Resolution Management Procedures
96.	6156B	4 days	Advanced Conflict Resolution Management Procedures
97.	6156G	4 days	Conflict Resolution Management Procedures for Government and Statutory Corporations
98.	6159	4 days	Health and Safety Compliance Management
99.	6159B	4 days	Advanced Health and Safety Compliance Management
100.	6161	4 days	Business Operations Management
101.	6169	4 days	Mail Service Provider Operational Procedures and Customer Service (for Post Offices)
102.	6170	4 days	Inventory and Warehouse Management Procedures
103.	6171	4 days	Events Planning Management Procedures
104.	6173	4 days	Industrial Relations and Conflict Resolution Management
105.	6174	4 days	Technical Writing Procedures for Public and Private Sector Organizations
106.	6174A	4 days	Technical Writing Procedures for Utility Corporations
107.	6174L	4 days	Technical Writing Procedures for Law Enforcement Officers
108.	6175	4 days	Recruitment and Selection Management Procedures
109.	6182	4 days	Industrial Security Management Procedures for New and Experienced Managers and Supervisors
110.	6183	4 days	Media Presentation and Public Relations Management Procedures for Public and Private Sector Companies
111.	6183A	4 days	Media Presentation and Public Relations Management Procedures for Utility Corporations
112.	6186	4 days	Facilities Management Procedures for Private and Public Corporations
113.	6186A	4 days	Facilities Management for Utility Corporations

No.	CK	Duration	Course Name
114.	6186G	4 days	Facilities Management for Government and Statutory Corporations
115.	6187	4 days	Records Management Procedures for Private and Public-Sector Corporations
116.	6192	4 days	Procurement Management Procedures
117.	6192A	4 days	Procurement Management Procedures for Utility Corporations
118.	6193	4 days	Water Infrastructure Management Procedures
119.	6194	4 days	Environmental Safety Management Procedures
120.	6205	4 days	Employee Development Management Procedures
121.	6206	4 days	Trust Company Management Procedures
122.	6207	4 days	Financial Services Commission Management Procedures
123.	6208	4 days	Financial Regulatory Services Management Procedures
124.	6209	4 days	Facilities Management for Public and Private-Sector Organizations
125.	6209G	4 days	Facilities Management for Government and Statutory Corporations
126.	6217	4 days	Employee Assistance Management Procedures
127.	6228	4 days	Critical Thinking and Analytical Skills Procedures
128.	6239	4 days	Vocational Teaching Procedures
129.	6240	4 days	Vocational Education Management Procedures
130.	6244	4 days	Career Coaching Management Procedures
131.	6247	4 days	Executive Management Procedures
132.	6249	4 days	Business Strategic Management
133.	6251	4 days	Human Resources Manpower Audit
134.	6252	5-days	Entrepreneurship Management Procedures (Same as CK 6233)
135.	6258	4 days	Team Talent Management Procedures
136.	6291	4 days	Credit Card Fraud Prevention Management
137.	6296	4 days	Report-Writing and Negotiation Management Procedures
138.	6301	4 days	Risk Assessment Management

No.	CK	Duration	Course Name
139.	6306	4-days	Corporate Leadership Management Procedures
140.	6307	4-days	Leadership and Succession Planning Management Procedures
141.	6308	4-days	Business Operational Management
142.	6309	4-days	Business Development Management
143.	6315	4-days	Mergers and Acquisitions Management
144.	6318	4-days	Economic and Social Development Management
145.	6319	4-days	Social Development Management
146.	6320	4-days	Government Economic Development Management
147.	6321	4-days	Environmental Protection Management
148.	6322	4-days	Infrastructure Enhancement Management
149.	6323	4-days	Sustained Economic Growth Management
150.	6324	4-days	Micro-Financing Management Procedures
151.	6327	4-days	Special Economic Zone Management
152.	6328	4-days	Economic Zone Management
153.	6329	4-days	Economic Resilience Management
154.	6331	4-days	Environmental Sustainability Management
155.	6300	4 days	Smart Meter Electricity Loss Prevention Management
156.	6405	4 days	Solar Energy Operations Management
157.	6406	4 days	Green Gases Operational Management
158.	6411	4 days	Energy and Electricity Operational Management
159.	6412	4 days	Energy Risk Operations Management
160.	6413	4 days	Energy Efficiency Operations Management
161.	6414	4 days	Alternative Energy Operations Management
162.	6415	4 days	Renewable Energy Operations Management
163.	6416	4 days	Energy Resources Operations Management

No.	CK	Duration	Course Name
164.	6417	4 days	Industrial Energy Operations Management
165.	6411	4 days	Energy and Electricity Operational Management
166.	6412	4 days	Energy Risk Operations Management
167.	6413	4 days	Energy Efficiency Operations Management
168.	6414	4 days	Alternative Energy Operations Management
169.	6415	4 days	Renewable Energy Operations Management
170.	6416	4 days	Energy Resources Operations Management
171.	6417	4 days	Industrial Energy Operations Management
172.	6445	4 days	Sustainable Energy Operations Management
173.	6443	4 days	Liquefied Gas Operations Management
174.	6457	4 days	Liquid Petroleum Operations Management
175.	6460	4 days	Renewable Energy Operations Management
176.	6471	4 days	Liquefied Natural Gas Operations Management
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180.			
181.			

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