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COHEN & KLEIN CONSULTING, INC.

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CATEGORIES OF CUSTOMIZED COURSES**2020 TRAINING SCHEDULE****CATEGORIES OF CUSTOMIZED COURSES**

Climate Change Management + 20 Related Courses
Disaster-Preparedness Management + 59 Related Courses
Building Codes Operation Procedures + 13 Related Courses
Debt Collection & Revenue Management + 29 Related Courses
Sexual Harassment (Sexual Attack) Compliance + 8 Related Courses
Logistics & Climate Change + 13 Related Courses
Procurement & Facilities Management + 10 Related Courses
Call Center & Contact Center Management + 7 Related Courses
Customer Service, Sales, & Marketing + 24 Related Courses
Business Continuity & Crisis Management + 25 Related Courses
Anti-Money Laundering & Banking + 39 Related Courses
Airports & Sea Ports Management + 21 Related Courses
Credit Union & Financial Institutions + 53 Related Courses
Hotel & Hospitality Management + 16 Related Courses
Logistic Hub & Strategic Management + 9 Related Courses
Utility Corporations Training + 14 Related Courses
Training Design & Presentation Delivery + 12 Related Course
Technical Writing & Business Communication + 6 Related Courses
Leadership & Communication Management + 31 Related Courses
Human Resources & Management + 236 Related Courses
Employee Development Management + 154 Related Courses
Business Development & Operations Management + 14 Related Courses
Succession Planning & Leadership Management + 8 Related Courses
Health & Safety Management + 4 Related Courses
Micro-Finance Management + 9 Related Courses
Business Process Outsourcing Management + 9 Related Courses
Sales & Customer Service Management + 8 Related Courses
Business Development Strategic Management + 120 Related Courses
Correctional Facilities + 6 Related Courses

2020 Training Locations

Barbados • St. Maarten
Antigua • Jamaica
Ft. Lauderdale, Florida
Grenada • Dominica
St. Kitts • St. Lucia
St. Vincent • Belize

21st Anniversary
Congratulations!
**A World of Learning**

Some of these courses have been conducted in partnership with Florida Atlantic University, Nova Southeastern University, Florida International University, Bermuda College, Barbados Community College, as well as other private and public sector corporations.

The most practical and comprehensive customized training courses for private and public sector corporations as well as financial institutions.

Quality Control Management
+ 1 Related Courses

Employee Assistance Management
+ 11 Related Courses

Office Management Procedures
+ 41 Related Courses

Public Relations & Communication Management
+ 4 Related Courses

Credit Card Operations Management
+ 4 Related Courses

Government Public Sector Reform Management
+ 3 Related Courses

Organizational Development Management
+ 8 Related Courses

Government Staff/Employees
+ 25 Related Courses

Supermarket Management
+ 9 Related Courses

Client Relationship Management
+ 28 Related Courses

Political Leadership Management
+ 6 Related Courses

Banking & Finance Operations
+ 48 Related Courses

Environment & Health Safety Management
+23 Related Courses

Digital Transformation Management
+10 Related Course

Government Tax Collections Management
+9 Related Course

Local Government, Municipalities & Traffic Management
+12 Related Course

Energy & Electricity Management
+17 Related Course

Dress Code Policy Management
+10 Related Course

Government Transformation Management
+12 Related Course

Project Management
+12 Related Course

Construction Management
+10 Related Course

Business Consulting Management Services
+500 Related Course

COHEN & KLEIN CONSULTING, INC. 2020 TRAINING SCHEDULE

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January – Training Schedule

CK #	Training Programs	Training Dates	Training Locations
CK 600	Debt Collection and Revenue Management	Jan 14 -17	Antigua, Jamaica, Ft. Lauderdale, Florida
CK 6144	Loan Modification and Revenue Management	Jan 14 -17	Antigua, Jamaica, Ft. Lauderdale, Florida
CK 6310	Government Procurement Management	Jan 21 -24	Ft. Lauderdale, Florida, Kingston, Jamaica
CK 6311	Private Sector Procurement Management	Jan 21 -24	Ft. Lauderdale, Florida, Kingston, Jamaica
CK 5100	Performance Review and Job Evaluation Management	Jan 28 -31	Ft. Lauderdale, Florida, Kingston, Jamaica
CK 2007	Training Design and Presentation Delivery	Jan 28 -31	Ft. Lauderdale, Florida, Kingston, Jamaica
CK 6612	Regional Tourism Crisis Management	Jan 28 -31	Ft. Lauderdale, Florida, Kingston, Jamaica

February - Training Schedule

CK 6392	Customer Support Management	Feb 04 – 07	Ft. Lauderdale, Florida
CK 5200	Call Center and Contact Center Management	Feb 04 – 07	Ft. Lauderdale, Florida, Kingston, Jamaica
CK 6213	Credit Union Customer Service Management	Feb 11 -14	Ft. Lauderdale, Florida, Kingston, Jamaica
CK 6248	Hotel Customer Service Management	Feb 11 -14	Ft. Lauderdale, Florida
CK 6140	Leadership and Communication Management	Feb 18 – 21	Antigua, Ft. Lauderdale, Florida, St. Kitts
CK 6307	Leadership and Succession Planning Management	Feb 25 -28	Antigua, Ft. Lauderdale, Florida, St. Kitts
CK 6521	Credit Union Strategic Management	Feb 25 -28	Antigua, Ft. Lauderdale, Florida, St. Kitts

March - Training Schedule

CK 4000	Disaster-Preparedness Management	Mar 3 -6	Barbados, Ft. Lauderdale, Florida, St. Maarten
CK 4000AS	Airport Disaster-Preparedness Management	Mar 3 -6	Barbados, Ft. Lauderdale, Florida, St. Maarten
CK 6269SP	Sea Ports Disaster-Preparedness Management	Mar 10 – 13	Ft. Lauderdale, Florida
CK 6287	National Building Code Management	Mar 10 – 13	Ft. Lauderdale, Florida
CK 6288	Climate Change Management	Mar 17 – 20	Antigua, Ft. Lauderdale, Florida
CK 6218	Waste Management, Operations anagement	Mar 24 – 27	Antigua, Ft. Lauderdale, Florida
CK 6519	KYC/AML Compliance Management	Mar 24 – 27	Antigua, Ft. Lauderdale, Florida

April - Training Schedule

CK 1400	Human Resources Management	April 7 -10	Barbados, St. Maarten, Antigua, Jamaica, Ft. Lauderdale, Florida, Grenada, Dominica, St. Kitts, St. Lucia, St. Vincent
CK 2000	Supervisory Management	April 7 -10	Barbados, St. Maarten, Antigua, Jamaica, Ft. Lauderdale, Florida, Grenada, Dominica, St. Kitts, St. Lucia, St. Vincent
CK 2003	Leadership and Communication Management	April 14 -17	Jamaica – –Ft. Lauderdale, Florida
CK 2005	Recruitment and Selection Management	April 14 -17	Jamaica – –Ft. Lauderdale, Florida
CK 6205	Employee Development Management	April 21 -24	Barbados, St. Maarten, Antigua, Jamaica, Ft. Lauderdale, Florida, Grenada, Dominica, St. Kitts, St. Lucia, St. Vincent
CK 6251	Human Resources Manpower Audit Management	April 21 -24	Barbados, St. Maarten, Antigua, Jamaica, Ft. Lauderdale, Florida, Grenada, Dominica, St. Kitts, St. Lucia, St. Vincent
CK 6492	Curriculum Development Management	April 27 -30	Barbados, St. Maarten, Antigua, Jamaica, Ft. Lauderdale, Florida, Grenada, Dominica, St. Kitts, St. Lucia, St. Vincent

May – Training Schedule

CK 3300	Payment and Securities Settlement Management	May 5 -8	Ft. Lauderdale, Florida
CK 6112	Treasury Department Management	May 5 -8	Ft. Lauderdale, Florida
CK 2900	Bank Fraud and Loss Prevention Management	May 12 – 15	Antigua, Jamaica, Ft. Lauderdale, Florida, St. Lucia
CK 6123	Banks Oversight Management Requirements	May 12 – 15	Antigua, Jamaica, Ft. Lauderdale, Florida, St. Lucia
CK 6145	(FATCA), Including Anti-Money Laundering Compliance	May 19 – 22	St. Maarten, Antigua, Jamaica, Ft. Lauderdale, Florida, St. Kitts, St. Lucia
CK 6195	Credit Card Fraud Management	May 26 – 29	St. Maarten, Antigua, Jamaica, Ft. Lauderdale, Florida, St. Kitts, St. Lucia
CK 6493	Curriculum Design Management	May 26 – 29	St. Maarten, Antigua, Jamaica, Ft. Lauderdale, Florida, St. Kitts, St. Lucia

June --Training Schedule

CK 2004	Coaching and Mentoring Management	Jun 2 – 5	Ft. Lauderdale, Florida, Kingston, Jamaica
CK 6231	Corporate Governance Management	Jun 2 – 5	Ft. Lauderdale, Florida, Kingston, Jamaica
CK 6236	Board of Directors Leadership Management	Jun 9 – 12	Ft. Lauderdale, Florida, Kingston, Jamaica
CK 6123	Corporate Leadership Management	Jun 9 – 12	Ft. Lauderdale, Florida, Kingston, Jamaica
CK 6145	Industrial Relations and Conflict Resolution Management	Jun 16 – 19	Antigua, Jamaica, Ft. Lauderdale, Florida, St. Lucia
CK 1700	Sexual Harassment (Sexual Attack) and Discrimination Compliance	Jun 23 – 26	Antigua, Jamaica, Ft. Lauderdale, Florida, St. Lucia
CK 6462	Government Tax Administration Management	Jun 23 – 26	Antigua, Jamaica, Ft. Lauderdale, Florida, St. Lucia

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July – Training Schedule

CK #	Training Programs	Training Dates	Training Locations
CK 6152	Business Writing and Communication Management	Jul 7 – 10	St. Maarten, Antigua, Jamaica, Ft. Lauderdale, Florida, St. Kitts, St. Lucia
CK 6161	Business Operations Management	Jul 7 – 10	St. Maarten, Antigua, Jamaica, Ft. Lauderdale, Florida, St. Kitts, St. Lucia
CK 6172	Casino Audit and Compliance Management	Jul 14 – 17	St. Maarten, Antigua, Jamaica, Ft. Lauderdale, Florida, Grenada, Dominica, St. Kitts, St. Lucia, St. Vincent
CK 6249	Business Strategic Management	Jul 14 – 17	St. Maarten, Antigua, Jamaica, Ft. Lauderdale, Florida, Grenada, Dominica, St. Kitts, St. Lucia, St. Vincent
CK 6252	Entrepreneurship Management Procedures	Jul 21 – 24	Barbados, St. Maarten, Antigua, Jamaica, Ft. Lauderdale, Florida, Grenada, Dominica, St. Kitts, St. Lucia, St. Vincent
CK 6364	Public Relations and Communication Management	Jul 28 – 31	Barbados, St. Maarten, Antigua, Jamaica, Ft. Lauderdale, Florida, Grenada, Dominica, St. Kitts, St. Lucia, St. Vincent
CK 6457	Liquid Petroleum Operations Management	Jul 28 – 31	Barbados, St. Maarten, Antigua, Jamaica, Ft. Lauderdale, Florida, Grenada, Dominica, St. Kitts, St. Lucia, St. Vincent

August - Training Schedule

CK 2100	Project Management Procedures	Aug 4 -7	Ft. Lauderdale, Florida, St. Maarten, Antigua
CK 4700	Business Continuity Management	Aug 4 -7	Ft. Lauderdale, Florida, St. Maarten, Antigua
CK 6159	Health and Safety Compliance Management	Aug 11 – 14	Antigua, Ft. Lauderdale, Florida
CK 6186	Facilities Management Procedures	Aug 11 – 14	Antigua, Ft. Lauderdale, Florida
CK 6237	Disaster Recovery Management Procedures	Aug 18 -21	Ft. Lauderdale, Florida
CK 6241	Logistic Hub Management Procedures	Aug 25 -28	Ft. Lauderdale, Florida
CK 6441	Tourism Growth Strategy Management	Aug 25 -28	Ft. Lauderdale, Florida

September – Training Schedule

CK 6198	Civil Aviation Revenue Management	Sep 1 – 4	Antigua, Jamaica, Ft. Lauderdale, Florida, Grenada, Dominica, St. Kitts, St. Lucia, St. Vincent
CK 6199	Airport Supervisory Management	Sep 1 – 4	Antigua, Jamaica, Ft. Lauderdale, Florida, Grenada, Dominica, St. Kitts, St. Lucia, St. Vincent
CK 6209	Airport Customer Service Management	Sep 8 – 11	Antigua, Jamaica, Ft. Lauderdale, Florida, Grenada, Dominica, St. Kitts, St. Lucia, St. Vincent
CK 6235	Customs Revenue Management	Sep 8 – 11	Antigua, Jamaica, Ft. Lauderdale, Florida, Grenada, Dominica, St. Kitts, St. Lucia, St. Vincent
CK 6237	Airport Management Procedures	Sep 15 – 18	Antigua, Jamaica, Ft. Lauderdale, Florida, Grenada, Dominica, St. Kitts, St. Lucia, St. Vincent
CK 2576	Sea Port Management Procedures	Sep 22 – 25	Antigua, Jamaica, Ft. Lauderdale, Florida, Grenada, Dominica, St. Kitts, St. Lucia, St. Vincent
CK 6424	Sexual Harassment (Sexual Attack) and Dress Code Compliance Procedures	Sep 22 – 25	Antigua, Jamaica, Ft. Lauderdale, Florida, Grenada, Dominica, St. Kitts, St. Lucia, St. Vincent

October -- Training Schedule

CK 6158	Utilities Corporations Regulatory Management	Oct 6 – 9	St. Maarten, Antigua, Jamaica, Ft. Lauderdale, Florida, St. Kitts, St. Lucia
CK 6224	Reinsurance Management Procedures	Oct 6 – 9	St. Maarten, Antigua, Jamaica, Ft. Lauderdale, Florida, St. Kitts, St. Lucia
CK 6208	Financial Services Regulatory Management	Oct 13 – 16	St. Maarten, Antigua, Jamaica, Ft. Lauderdale, Florida, Grenada, Dominica, St. Kitts, St. Lucia, St. Vincent
CK 6275	Disaster Reconstruction Management	Oct 13 – 16	St. Maarten, Antigua, Jamaica, Ft. Lauderdale, Florida, Grenada, Dominica, St. Kitts, St. Lucia, St. Vincent
CK 6305	Emergency Relief Management	Oct 20 – 23	St. Maarten, Antigua, Jamaica, Ft. Lauderdale, Florida, Grenada, Dominica, St. Kitts, St. Lucia, St. Vincent
CK 6314	Disaster Risk Mitigation Management	Oct 27 – 30	St. Maarten, Antigua, Jamaica, Ft. Lauderdale, Florida, Grenada, Dominica, St. Kitts, St. Lucia, St. Vincent
CK 6427	Flood Mitigation Management	Oct 27 – 30	St. Maarten, Antigua, Jamaica, Ft. Lauderdale, Florida, Grenada, Dominica, St. Kitts, St. Lucia, St. Vincent

November – Training Schedule

CK 6363	Sales and Customer Service Management	Nov 3 – 6	St. Maarten, Antigua, Jamaica, Ft. Lauderdale, Florida, St. Kitts, St. Lucia
CK 6366	Supermarkets Management Procedures	Nov 3 – 6	St. Maarten, Antigua, Jamaica, Ft. Lauderdale, Florida, St. Kitts, St. Lucia
CK 6367	Supermarkets Merchandising Management	Nov 10 – 13	St. Maarten, Antigua, Jamaica, Ft. Lauderdale, Florida, St. Kitts, St. Lucia
CK 6368	Supermarkets Customer Service Management	Nov 10 – 13	St. Maarten, Antigua, Jamaica, Ft. Lauderdale, Florida, St. Kitts, St. Lucia
CK 6370	Supermarkets Branding and Marketing Management	Nov 17 – 20	St. Maarten, Antigua, Jamaica, Ft. Lauderdale, Florida, St. Kitts, St. Lucia
CK 6371	Supermarkets Risk and Crisis Management Procedures	Nov 24 – 27	St. Maarten, Antigua, Jamaica, Ft. Lauderdale, Florida, St. Kitts, St. Lucia
CK 6407	Climate Change Resilience Management	Nov 24 – 27	St. Maarten, Antigua, Jamaica, Ft. Lauderdale, Florida, St. Kitts, St. Lucia

December – Training Schedule

CK 6355	Political Leadership Management	Dec 1 – 4	Ft. Lauderdale, Florida, St. Maarten, Antigua
CK 6373	Government Reform Management	Dec 1 – 4	Ft. Lauderdale, Florida, St. Maarten, Antigua
CK 6374	Government Customer Service Management	Dec 8 – 11	Ft. Lauderdale, Florida, St. Maarten, Antigua
CK 6377	Government (Employees) Middle Management	Dec 8 – 11	Ft. Lauderdale, Florida, St. Maarten, Antigua
CK 6385	Political Strategic Management	Dec 15 – 18	Ft. Lauderdale, Florida, St. Maarten, Antigua
CK 6386	Strategic National Election Management (Campaign)	Dec 15 – 18	Ft. Lauderdale, Florida, St. Maarten, Antigua
CK 6396	Municipalities Revenue Collection Management	Dec 15 – 18	Ft. Lauderdale, Florida, St. Maarten, Antigua

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In addition to 2020 Training schedule, other courses are available on our website (www.cohenandklein.com)

The "blueprint" for over 600 customized industry training courses is in the hands of Cohen & Klein Consulting, Inc.

Our Twenty-First Century Vision and Mission

A Message to our Valued Clients

As we celebrate our 21st Anniversary, this important milestone concludes that we are innovative thinkers and leaders in the customized training and management consulting industry because of our company's high standards of quality, professional staff and stakeholders. Clearly, we are visionaries and pioneers in our customized training design, delivery and offerings.

With over 600 customized training courses, every day we help to solve the training and management challenges of many corporations with proven results. We are indeed problem-solvers with numerous strategic training and management solutions. Undoubtedly, our market research, the understanding of demand and supply, as well as information-gathering analysis have been perfected.

To achieve excellence, all of our training courses are uniquely and extensively customized to be comprehensive, while massive efforts and major investments are underway to ensure that Cohen and Klein Consulting is the ultimate choice for staff training and development.

Indeed, we are fully aware of our competitors, and have laid many strategic foundations for future generations. We will never rest on our laurels. Our impressive list of clients, testimonials, and stakeholders confirms our customized training results over the past 21 years.

Strategically, we have been poised, but now we are fully equipped to launch into the next 21 years and beyond; with practical, realistic and decisive business vision globally, with specific market expansion and emphasis on the Caribbean, North America, Israel, Malta, The Philippines, Singapore, Hong Kong, as well as on the continent of Africa.

We are sincerely grateful to our extensive list of clients -- the value of your support is priceless and beyond measure. As we move into the future, to those corporations and individuals who are not yet included in our network of clients, please be assured that in due course, we will be "knocking" politely on your doors to earn your business.

Clearly, our vision into the 21st Century is practical and realistic. Indeed, we are innovative visionaries and pioneers towards changes in our globalized society. The "blueprint" for over 600 customized industry training courses are in the hands of Cohen & Klein Consulting, Inc. Now is the time to form an alliance or collaborative partnership with Cohen & Klein Consulting, Inc. to maximize emerging markets and revenues.

Sincerely,

Management & Staff -- Cohen & Klein Consulting, Inc.

FROM A TO Z, IS YOUR CORPORATION LISTED ON OUR WEBSITE?

Affinity Personnel Solutions, Cayman Islands
AID Bank, Roseau, Dominica
Airport Authority of Jamaica, Jamaica
Airport Services Limited, Antigua
Angostura, Trinidad and Tobago

Water and Sewage Company Inc., St. Lucia
Wellness Center/ Ministry of Health, Agriculture & Human Services,
Turks & Caicos Islands
Westmoreland Co-Op Credit Union, Jamaica
Workers Bank Bahamas, Bahamas
World Brands Services Ltd. (Grace Kennedy), Jamaica

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are Available**

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Individual
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without relevant
training!**

21st Anniversary- with innovative and assertive globalized vision