

Training Locations:

**Ft. Lauderdale, Florida, Kingston, Jamaica, Antigua, Barbados,
Dominica, Grenada, St. Maarten, St. Kitts, St. Lucia, St. Vincent**

2017 Training Schedule

November to December 2017

Training in Ft. Lauderdale, Florida, -- November 21-24

CK 2007 Training Design & Presentation Delivery (Train-the-Trainer)
CK 6131 Airport and Seaport Customer Service Management
CK 6133 Succession Planning and Leadership Management
CK 6134 Executive Assistant Management
CK 6144 Loan Modification and Collections Procedures for Financial Institutions
CK 6252 Entrepreneurship Management Procedures

Training in Ft. Lauderdale, Florida, -- November 28 – December 1

CK 5600A – Customer Service and Call Center Procedures for Customer Service as well as Call Center Employees, and Collectors, Sales, Marketing, Credit, and Back Office Employees, of Private and Public-Sector Utility Corporations (Utility Corporations - Telephone, Electricity and Water Corporations)

Training in Ft. Lauderdale, Florida -- December 5-8

CK 1400 Human Resources Management

Training in Ft. Lauderdale, Florida, -- December 12-15

CK 6153 Leadership and Communication Management

Training in Ft. Lauderdale, FL, December 19-22

CK 600A Debt Collection and Revenue Management for Utility Corporations
CK 700A Debt Collection Strategies and Techniques for Utility Corporations
CK 600 Debt Collection and Revenue Management for Managers and Supervisors
CK 700 Debt Collection Strategies and Techniques for New and Experienced Collectors
CK 5100 Performance Review and Job Evaluation Management
CK 2007 Training Design and Presentation Delivery (Train-the-Trainer)

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CK 6275 Disaster Reconstruction Management

CK 6270 Economic Disaster Reconstruction Management

CK 6271 Hurricane Disaster Management

CK 6253 Climate Change Management Procedures

CK 2000 Supervisory Management