

Training Locations:

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

2017 Training Schedule
October to December 2017

Training in Ft. Lauderdale, Florida, October 3-6

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 6192 Procurement Management Procedures
CK 2007 Training Design & Presentation Delivery (Train-the-Trainer)
CK 5100 Performance Review and Job Evaluation Management

Training in Kingston, Jamaica October 3-6

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 6192 Procurement Management Procedures
CK 2007 Training Design & Presentation Delivery (Train-the-Trainer)
CK 5100 Performance Review and Job Evaluation Management

Training in Barbados, October 10-13

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
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CK 5100 Performance Review and Job Evaluation Management

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CK 6192 Procurement Management Procedures

Training in Fort Lauderdale, Florida, October 10-13

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 2007 Training Design & Presentation Delivery (Train-the-Trainer)

CK 5100 Performance Review and Job Evaluation Management

CK 6192 Procurement Management Procedures

Training in Ft. Lauderdale, Florida, October 17-20

CK 3200 Crisis Management Procedures & Supervision

CK 3200A Crisis Management Procedures for Utility Corporations

CK 4700 Business Continuity Planning Management and Procedures

CK 6173 Industrial Relations and Conflict Resolution Management

CK 6186 Facilities Management Procedures

CK 6253 Climate Change Management Procedures

CK 6256 Airport Management Procedures

Training in Antigua, October 24-27

CK 2000 Supervisory Management

CK 4000 Disaster Preparedness Management

CK 4500 Anti-Money Laundering Compliance Procedures

CK 2007 Training Design & Presentation Delivery (Train-the-Trainer)

Training in Ft. Lauderdale, Florida, October 31 – November 3

CK 600A Debt Collection and Revenue Management for Utility Corporations

Training Locations:

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

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 1100 Marketing and Public Relation Management
CK 2000 Supervisory Management
CK 6192 Procurement Management Procedures

Training in St. Lucia, October 31 – November 3

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 1100 Marketing and Public Relation Management
CK 2000 Supervisory Management
CK 6192 Procurement Management Procedures

Training in St. Kitts, November 6-10

CK 6252 Entrepreneurship Management Procedures

Training in Antigua, -- November 14-17

CK 6134 Executive Assistant Management
CK 6144 Loan Modification and Collections Procedures for Financial Institutions
CK 6133 Succession Planning and Leadership Management
CK 2005 Recruitment and Selection Management

Training in Ft. Lauderdale, FL – November 14-17

Training Locations:

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

CK 6134 Executive Assistant Management

CK 6144 Loan Modification and Collections Procedures for Financial Institutions

CK 6133 Succession Planning and Leadership Management

CK 2005 Recruitment and Selection Management

Training in Kingston, Jamaica, November 21-24

CK 2003 Leadership and Communication Management

CK 6133 Succession Planning and Leadership Management

CK 6192 Procurement Management Procedures

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

CK 500 Credit and Collection Management for Consumer and Collection for Managers and Supervisors

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

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

CK 2600 Team-Building and Empowerment Techniques for Team Leaders and Supervisors

CK 5600 Customer Service, Sales, Marketing & Public Relations Management

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)

CK 1000 Marketing and Public Relations Techniques for Hotel and Hospital Industry Managers and Supervisors

Training in Ft. Lauderdale, FL, December 5-8
CK 1400 Human Resources Management

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**CK 5100 Performance Review and Job Evaluation Management

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

CK 6153 Leadership and Communication Management

**CK 5100 Performance Review and Job Evaluation Management

****Offered 4:00 P.M. to 8:00 P.M.**

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

CK 6211 Credit Union Revenue Management Procedures

CK 6212 Credit Union Management Procedures

CK 6213 Credit Union Customer Service Management

CK 6217 Employee Assistance Management Procedures

CK 6219 Securities Regulatory Management

CK 6220 Airport Immigration Customer Service Management

CK 6221 Airport Customs Customer Service Management

CK 6223 Securities and Exchange Commission Management Procedures

CK 6225 Ships, Boats and Aircraft Registration Revenue Management Procedures