

COHEN & KLEIN CONSULTING, INC.

Two Locations:

30 Wall Street, 8th Floor, New York, New York 10005-2205

Telephone: 212-709-8026 / Fax: 212-943-2300

8362 Pines Boulevard, Pembroke Pines, FL 33024

Telephone: 954-731-6340 / Fax: 954-731-6606

Website: www.cohenandklein.com; Email: cohenandklein@cohenandklein.com

PROFESSIONAL & INNOVATIVE TRAINING

Over 600 Customized Industry Courses with Proven Results!

Over 30 Call Center Management Training Courses

National economic advancement is meaningless without relevant training

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

No.	CK	Duration	Course Name
1.	CK 800	4 days	Customer Services, Marketing, Sales and Public Relations Management Procedures for Managers and Supervisors
2.	CK 800-0	4 days	Customer Service, Sales, Marketing and Public Relations Procedures for New and Experienced Agents
3.	CK 900	4 days	Call Center and Contact Center Procedures for Private and Public-Sector Corporations – Managers and Supervisors
4.	CK 900-0	4 days	Call Center and Contact Center Procedures for Private and Public-Sector Corporations for New and Experienced Agents
5.	CK 1800	4 days	Customer Service and Communication Techniques for Managers and Supervisors, Customs and Immigration Officers
6.	CK 1800-0	4 days	Customer Service and Communication Techniques for Airport Front Line Staff, New and Experienced Agents
7.	CK 1900	4 days	Customer Service and Airport Security for Customs and Immigration Officers
8.	CK 1900-0	4 days	Customer Service and Airport Security for Front Line Staff, New and Experienced Agents
9.	CK 2800	4 days	Call Center (Telemarketing) and Sales for Procedures for Managers and Supervisors
10.	CK 2800-0	4 days	Call Center (Telemarketing) and Sales Procedures for Call Centers Front Line Staff, New and Experienced Agents
11.	CK 5200	4 days	Call Center and Contact Center Management for Private and Public Corporations, Managers and Supervisors
12.	CK 5200-0	4 days	Call Center and Contact Center Management for Private and Public Corporations, for New and Experienced Agents
13.	CK 5200F	4 days	Call Center Management for Financial Institutions, Managers and Supervisors

11/5/20

COHEN & KLEIN CONSULTING, INC.

Two Locations:

30 Wall Street, 8th Floor, New York, New York 10005-2205

Telephone: 212-709-8026 / Fax: 212-943-2300

8362 Pines Boulevard, Pembroke Pines, FL 33024

Telephone: 954-731-6340 / Fax: 954-731-6606

Website: www.cohenandklein.com; Email: cohenandklein@cohenandklein.com

PROFESSIONAL & INNOVATIVE TRAINING

Over 600 Customized Industry Courses with Proven Results!

Over 30 Call Center Management Training Courses

National economic advancement is meaningless without relevant training

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

No.	CK	Duration	Course Name
14.	CK 5200F-0	4 days	Call Center Management for Financial Institutions for New and Experienced Agents
15.	CK 5500	4 days	Call Center Management for Private and Public Corporations, for Managers and Supervisors
16.	CK 5500-0	4 days	Call Center Management for Private and Public Corporations, New and Experienced Agents
17.	CK 5600	4 days	Customer Service and Call Center Procedures for Customer Service Managers and Supervisors
18.	CK 5600-0	4 days	Customer Service and Call Center Procedures for Customer Service Employees, as well as Collectors, Sales, Marketing, Credit, Back Office Employees and New and Experienced Agents
19.	CK 5600G	4 days	Customer Service Management Procedures for Customer Service Employees in Private and Public-Sector Utility Corporations, Managers and Supervisors
20.	CK 5600G-0	4 days	Customer Service Management Procedures for Customer Service Employees, Collectors, Sales, Marketing, Credit, Back Office Employees, of Private and Public-Sector Utility Corporations and New and Experienced Agents
21.	CK 5900	4 days	Customer Service Management and Supervision for Managers and Supervisors
22.	CK 6208	4 days	Financial Regulatory Services Management Procedures for Managers and Supervisors
23.	CK 6208-0	4 days	Financial Regulatory Services Management Procedures for New and Experienced Agents
24.	CK 6209	4 days	Airport Customer Service Management for Managers and Supervisors

11/5/20

COHEN & KLEIN CONSULTING, INC.

Two Locations:

30 Wall Street, 8th Floor, New York, New York 10005-2205

Telephone: 212-709-8026 / Fax: 212-943-2300

8362 Pines Boulevard, Pembroke Pines, FL 33024

Telephone: 954-731-6340 / Fax: 954-731-6606

Website: www.cohenandklein.com; Email: cohenandklein@cohenandklein.com

PROFESSIONAL & INNOVATIVE TRAINING

Over 600 Customized Industry Courses with Proven Results!

Over 30 Call Center Management Training Courses

National economic advancement is meaningless without relevant training

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

No.	CK	Duration	Course Name
25.	CK 6209-0	4 days	Airport Customer Service Management for New and Experienced Agent
26.	CK 6220	4 days	Airport Immigration Customer Service Management for Managers and Supervisors
27.	CK 6220-0	4 days	Airport Immigration Customer Service Management for New and Experienced Agents
28.	CK 6221	4 days	Airport Customs Customer Service Management for Managers and Supervisors
29.	CK 6221-0	4 days	Airport Customs Customer Service Management for New and Experienced Agents
30.	CK 6248	4 days	Hotel Customer Service Operations Management for Managers and Supervisors
31.	CK 6248-0	4 days	Hotel Customer Service Operations Management for New and Experienced Agents
32.	CK 6279	4 days	Sea Ports Immigration Customer Service Management for Managers and Supervisors
33.	CK 6279-0	4 days	Sea Ports Immigration Customer Service Management for New and Experienced Agents
34.	CK 6280	4 days	Sea Ports Customs Customer Service Management for Managers and Supervisors
35.	CK 6280-0	4 days	Sea Ports Customs Customer Service Management for New and Experienced Agents
36.	CK 6281	4 days	Sea Ports Immigration Customer Service Management for Managers and Supervisors
37.	CK 6281-0	4 days	Sea Ports Immigration Customer Service Management for New and Experienced Agents

11/5/20

COHEN & KLEIN CONSULTING, INC.

Two Locations:

30 Wall Street, 8th Floor, New York, New York 10005-2205

Telephone: 212-709-8026 / Fax: 212-943-2300

8362 Pines Boulevard, Pembroke Pines, FL 33024

Telephone: 954-731-6340 / Fax: 954-731-6606

Website: www.cohenandklein.com; Email: cohenandklein@cohenandklein.com

PROFESSIONAL & INNOVATIVE TRAINING

Over 600 Customized Industry Courses with Proven Results!

Over 30 Call Center Management Training Courses

National economic advancement is meaningless without relevant training

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

No.	CK	Duration	Course Name
38.	CK 6348	4 days	Business Processing Outsourcing Management for Managers and Supervisors
39.	CK 6348-0	4 days	Business Processing Outsourcing Management for New and Experienced Agents
40.	CK 6351	4 days	Customer Relations Management for Managers and Supervisors
41.	CK 6351-0	4 days	Customer Relations Management for New and Experienced Agents
42.	CK 6353	4 days	Credit Card Customer Service Procedures for Financial Institutions Managers and Supervisors
43.	CK 6353-0	4 days	Credit Card Customer Service Procedures for Financial Institutions
44.	CK 6354	4 days	Credit Card Customer Service Management for Managers and Supervisors in Financial Institutions
45.	CK 6354-0	4 days	Credit Card Customer Service Management for New and Experienced Agents
46.	CK 6363	4 days	Sales and Customer Service Management for Managers and Supervisors
47.	CK 6363-0	4 days	Sales and Customer Service Management for New and Experienced Agents
48.	CK 6365	4 days	Client and Customer Relations Management for Managers and Supervisors
49.	CK 6365-0	4 days	Client and Customer Relations Management for New and Experienced Agents
50.	CK 6374	4 days	Government Public Sector Customer Service Management for Managers and Supervisors

COHEN & KLEIN CONSULTING, INC.

Two Locations:

30 Wall Street, 8th Floor, New York, New York 10005-2205

Telephone: 212-709-8026 / Fax: 212-943-2300

8362 Pines Boulevard, Pembroke Pines, FL 33024

Telephone: 954-731-6340 / Fax: 954-731-6606

Website: www.cohenandklein.com; Email: cohenandklein@cohenandklein.com

PROFESSIONAL & INNOVATIVE TRAINING

Over 600 Customized Industry Courses with Proven Results!

Over 30 Call Center Management Training Courses

National economic advancement is meaningless without relevant training

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

No.	CK	Duration	Course Name
51.	CK 6374-0	4 days	Government Public Sector Customer Service Management for New and Experienced Agents
52.	CK 6375	4 days	Public Sector Customer Service Procedures for Managers and Supervisors
53.	CK 6375-0	4 days	Public Sector Customer Service Procedures for New and Experienced Agents
54.	CK 6382	4 days	Government Staff (Employees) Customer Service and Communication Management for Managers and Supervisors
55.	CK 6382-0	4 days	Government Staff (Employees) Customer Service and Communication Management for New and Experienced Agents
56.	CK 6391	4 days	Customer Support Operations Procedures for Front-Line Staff
57.	CK 6391-0	4 days	Customer Support Operations Procedures for Front-Line Staff
58.	CK 6392	4 days	Customer Support Operations Management for Managers and Supervisors
59.	CK 6392-0	4 days	Customer Support Operations Management for New and Experienced Agents
60.	CK 6399	4 days	Call Center Supervisory Management for Managers and Supervisors
61.	CK 6425	4 days	Customer Service Communication Management for Managers and Supervisors
62.	CK 6425-0	4 days	Customer Service Communication Management for New and Experienced Agents
63.	CK 6467	4 days	Client Services Management for Managers and Supervisors

COHEN & KLEIN CONSULTING, INC.

Two Locations:

30 Wall Street, 8th Floor, New York, New York 10005-2205

Telephone: 212-709-8026 / Fax: 212-943-2300

8362 Pines Boulevard, Pembroke Pines, FL 33024

Telephone: 954-731-6340 / Fax: 954-731-6606

Website: www.cohenandklein.com; Email: cohenandklein@cohenandklein.com

PROFESSIONAL & INNOVATIVE TRAINING

Over 600 Customized Industry Courses with Proven Results!

Over 30 Call Center Management Training Courses

National economic advancement is meaningless without relevant training

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

No.	CK	Duration	Course Name
64.	CK 6467-0	4 days	Client Services Management for New and Experienced Agents
65.	CK 6542	4 days	Risk Management for Call Centers and Contact Centers for Managers and Supervisors
66.	CK 6542-0	4 days	Risk Management for Call Centers and Contact Centers Risk Management for New and Experienced Agents
67.	CK 6555	4 days	Crisis Management for Call Centers and Contact Centers for Managers and Supervisors
68.	CK 6555-0	4 days	Crisis Management for Call Centers and Contact Centers for New and Experienced Agents
69.	CK 6568	4 days	Business Contingency Management for Call Centers and Contact Centers for Managers and Supervisors
70.	CK 6568-0	4 days	Business Contingency Management for Call Centers and Contact Centers for New and Experienced Agents
71.	CK 6624	4 days	Contact Center (Call Center) Operations Management for Managers and Supervisors
72.	CK 6624-0	4 days	Contact Center (Call Center) Operations Management for New and Experienced Agents
73.	CK 6715	4 days	Customer Service Procedures and Management for Airline Employees, Managers and Supervisors
74.	CK 6715-0	4 days	Customer Service Procedures and Management for Airline Employees, New and Experienced Agents
75.	CK 6716	4 days	Customer Service Procedures and Management for Airport Employees, Manager and Supervisors
76.	CK 6716-0	4 days	Customer Service Procedures and Management for Airport Employees, New and Experienced Agents

COHEN & KLEIN CONSULTING, INC.

Two Locations:

30 Wall Street, 8th Floor, New York, New York 10005-2205

Telephone: 212-709-8026 / Fax: 212-943-2300

8362 Pines Boulevard, Pembroke Pines, FL 33024

Telephone: 954-731-6340 / Fax: 954-731-6606

Website: www.cohenandklein.com; Email: cohenandklein@cohenandklein.com

PROFESSIONAL & INNOVATIVE TRAINING

Over 600 Customized Industry Courses with Proven Results!

Over 30 Call Center Management Training Courses

National economic advancement is meaningless without relevant training

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

No.	CK	Duration	Course Name
77.	CK 6717	4 days	Customer Service Procedures and Management for Sea Ports Employees, Managers and Supervisors
78.	CK 6717-0	4 days	Customer Service Procedures and Management for Sea Ports Employees, New and Experienced Agents
79.	CK 6769	4 days	Customer Service Management and Supervision for Managers, Middle Managers and Supervisors
80.	CK 6769-0	4 days	Customer Service Management and Supervision for New and Experienced Agents
81.	CK 6770	4 days	Customer Service Procedures for Banks and Financial Institutions, Managers and Supervisors
82.	CK 6770-0	4 days	Customer Service Procedures for Banks and Financial Institutions for Front-Line Staff, Back Office Employees, Bank Tellers
83.	CK 6788	4 days	Customer Services and Communication Management for Managers and Supervisors
84.	CK 6788-0	4 days	Customer Services and Communication Management for New and Experienced Agents
85.	CK 6818	4 days	Insurance Customer Service Management for Managers and Supervisors
86.	CK 6818-0	4 days	Insurance Customer Service Management for New and Experienced Agents
87.	CK 6819	4 days	Customer Satisfaction Management for Managers and Supervisors
88.	CK 6819-0	4 days	Customer Satisfaction Management for New and Experienced Agents
89.	CK 6846	4 days	Customer Service Delivery Management for Managers and Supervisors

COHEN & KLEIN CONSULTING, INC.

Two Locations:

30 Wall Street, 8th Floor, New York, New York 10005-2205

Telephone: 212-709-8026 / Fax: 212-943-2300

8362 Pines Boulevard, Pembroke Pines, FL 33024

Telephone: 954-731-6340 / Fax: 954-731-6606

Website: www.cohenandklein.com; Email: cohenandklein@cohenandklein.com

PROFESSIONAL & INNOVATIVE TRAINING

Over 600 Customized Industry Courses with Proven Results!

Over 30 Call Center Management Training Courses

National economic advancement is meaningless without relevant training

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

No.	CK	Duration	Course Name
90.	CK 6846-0	4 days	Customer Service Delivery Management for New and Experienced Agents
91.	CK 6847	4 days	Cruise Tourism Customer Service Management for Managers and Supervisors
92.	CK 6847-0	4 days	Cruise Tourism Customer Service Management for New and Experienced Agents
93.	CK 6912	4 days	Call Center Management Procedures for Managers and Supervisors of Public and Private Sector Organizations
94.	CK 6912-0	4 days	Call Center Management Procedures for New and Experienced Agents in Public and Private Sector Organizations
95.	CK 6913	4 days	Call Center Management Procedures for Managers and Supervisors in Public and Private Sector Organizations
96.	CK 6913-0	4 days	Call Center Management Procedures for New and Experienced Collectors, Back Office Employees, and Customer Support Staff in Public and Private Sector Organizations
97.	CK 6933	4 days	Covid-19 Policy Management Procedures for Call Centers Managers and Supervisors
98.	CK 6933-0	4 days	Covid-19 Policy Management Procedures for Call Centers for New and Experienced Agents
99.	CK 7003	4 days	Pandemic Emergency Response Management for Call Centers for Managers and Supervisors
100.	CK 7003-0	4 days	Pandemic Emergency Response Management for Call Centers, New and Experienced Agents
101.	CK 7030	4 days	Covid-19 Protocol Management for Call Centers Managers and Supervisors

COHEN & KLEIN CONSULTING, INC.

Two Locations:

30 Wall Street, 8th Floor, New York, New York 10005-2205

Telephone: 212-709-8026 / Fax: 212-943-2300

8362 Pines Boulevard, Pembroke Pines, FL 33024

Telephone: 954-731-6340 / Fax: 954-731-6606

Website: www.cohenandklein.com; Email: cohenandklein@cohenandklein.com

PROFESSIONAL & INNOVATIVE TRAINING

Over 600 Customized Industry Courses with Proven Results!

Over 30 Call Center Management Training Courses

National economic advancement is meaningless without relevant training

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

No.	CK	Duration	Course Name
102.	CK 7030-0	4 days	Covid-19 Protocol Management for Call Centers, New and Experienced Agents
103.	CK 100	4 days	Healthcare Call Center Techniques for Healthcare and Hospital Managers and Supervisors
104.	CK 300	4 days	Healthcare Call Center Techniques for New And Experienced Employees
105.	CK 200	4 days	Healthcare Call Center Management for Managers and Supervisors
106.	CK 400	4 days	Healthcare Call Center Management for Managers and Supervisors
107.	CK 200-0	4 days	Healthcare Call Center Management for New and Experienced Employees
108.	CK 600	4 days	Call Center Management for Managers and Supervisors
109.	CK 600-0	4 days	Call Center Management for New and Experienced Employees
110.	CK 600A	4 days	Call Center Management for Utility Corporations Managers and Supervisors
111.	CK 600A-0	4 days	Call Center Management for Utility Corporations New and Experienced Agents
112.	CK 600M	4 days	Call Center Management for Regional Medical Health Systems Managers and Supervisors
113.	CK 600M-0	4 days	Call Center Management for Utility Corporations for New and Experienced Agents
114.	CK 6211	4 days	Credit Union Call Center Management Procedures for Managers and Supervisors

11/5/20

COHEN & KLEIN CONSULTING, INC.

Two Locations:

30 Wall Street, 8th Floor, New York, New York 10005-2205

Telephone: 212-709-8026 / Fax: 212-943-2300

8362 Pines Boulevard, Pembroke Pines, FL 33024

Telephone: 954-731-6340 / Fax: 954-731-6606

Website: www.cohenandklein.com; Email: cohenandklein@cohenandklein.com

PROFESSIONAL & INNOVATIVE TRAINING

Over 600 Customized Industry Courses with Proven Results!

Over 30 Call Center Management Training Courses

National economic advancement is meaningless without relevant training

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

115.	CK 6211-0	4 days	Credit Union Call Center Management Procedures for New and Experienced Staff
116.	CK 6211	4 days	Banks Call Center Management Procedures for Managers and Supervisors
117.	CK 6211-0	4 days	Banks Call Center Management Procedures for New and Experienced Staff
118.	CK 6216	4 days	Credit Union Call Center Management Procedures Managers and Supervisors
119.	CK 6216-0	4 days	Credit Union Call Center Management for New and Experienced Staff
120.	CK 6295	4 days	Disaster Recovery Fund Call Center Management for Managers and Supervisors
121.	CK 6295-0	4 days	Disaster Recovery Fund Call Center Management for New and Experienced Agents
122.	CK 6342	4 days	Micro-Financing Call Center Management Procedures for New and Experienced Managers and Supervisors
123.	CK 6343	4 days	Micro-Financing Call Center Management Procedures for New and Experienced Collectors and Agents
124.	CK 6395	4 days	Government Revenue and VAT Call Center Management for Managers and Supervisors
125.	CK 6395-0	4 days	Government Revenue and VAT Call Center Management for New and Experienced Agents
126.	CK 6396	4 days	Municipalities Call Center Management for Managers and Supervisors
127.	CK 6396-0	4 days	Municipalities Call Center Management for New and Experienced Agents
128.	CK 6456	4 days	Government Call Center Management for Managers and Supervisors

11/5/20

COHEN & KLEIN CONSULTING, INC.

Two Locations:

30 Wall Street, 8th Floor, New York, New York 10005-2205

Telephone: 212-709-8026 / Fax: 212-943-2300

8362 Pines Boulevard, Pembroke Pines, FL 33024

Telephone: 954-731-6340 / Fax: 954-731-6606

Website: www.cohenandklein.com; Email: cohenandklein@cohenandklein.com

PROFESSIONAL & INNOVATIVE TRAINING

Over 600 Customized Industry Courses with Proven Results!

Over 30 Call Center Management Training Courses

National economic advancement is meaningless without relevant training

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

129.	CK 6456-0	4 days	Government Call Center Management for New and Experienced Agents
130.	CK 6462	4 days	Government Tax Administration Call Center Management for Managers and Supervisors
131.	CK 6483	4 days	Government Traffic Tickets Call Center Management for Managers and Supervisors
132.	CK 6483-0	4 days	Government Traffic Tickets Call Center Management for New and Experienced Agents
133.	CK 6484	4 days	Government Housing Loan Call Center Management for Managers and Supervisors
134.	CK 6484-0	4 days	Government Housing Loan Collections Management for New and Experienced Agents
135.	CK 6485	4 days	Government Sea Ports Call Center Management for Managers and Supervisors
136.	CK 6485-0	4 days	Government Sea Ports Call Center Management for New and Experienced Agents
137.	CK 6486	4 days	Government Student Loans Call Center Management for Managers and Supervisors
138.	CK 6486-0	4 days	Government Student Loans Call Center Management for New and Experienced Agents

COHEN & KLEIN CONSULTING, INC.

Two Locations:

30 Wall Street, 8th Floor, New York, New York 10005-2205

Telephone: 212-709-8026 / Fax: 212-943-2300

8362 Pines Boulevard, Pembroke Pines, FL 33024

Telephone: 954-731-6340 / Fax: 954-731-6606

Website: www.cohenandklein.com; Email: cohenandklein@cohenandklein.com

PROFESSIONAL & INNOVATIVE TRAINING

Over 600 Customized Industry Courses with Proven Results!

Over 30 Call Center Management Training Courses

National economic advancement is meaningless without relevant training

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

139.	CK 6488	4 days	Mortgage Loans Call Center Management for Managers and Supervisors
140.	CK 6488-0	4 days	Mortgage Loan Call Center Management for New and Experienced Agents
141.	CK 6489	4 days	Commercial Bank Loan Call Center Management for Managers and Supervisors
142.	CK 6489-0	4 days	Commercial Bank Loans Call Center Management for New and Experienced Agents
143.	CK 6693	4 days	Airports Call Center Management for Managers and Supervisors
144.	CK 6693-0	4 days	Airports Call Center Management for New and Experienced Agents
145.	CK 6694	4 days	Sea Ports Call Center Management for Managers and Supervisors
146.	CK 6694-0	4 days	Sea Ports Call Center Management for New and Experienced Agents
147.	CK 6695	4 days	Government Tourism Call Center Management for Managers and Supervisors
148.	CK 6695-0	4 days	Government Tourism Call Center Management for New and Experienced Agents
149.	CK 6706	4 days	Mortgage Loans Revenue Management for Managers and Supervisors
150.	CK 6706-0	4 days	Mortgage Loans Revenue Management for New and Experienced Agents
151.	CK 6725	4 days	Call Center Management for Managers and Supervisors of Regional

COHEN & KLEIN CONSULTING, INC.

Two Locations:

30 Wall Street, 8th Floor, New York, New York 10005-2205

Telephone: 212-709-8026 / Fax: 212-943-2300

8362 Pines Boulevard, Pembroke Pines, FL 33024

Telephone: 954-731-6340 / Fax: 954-731-6606

Website: www.cohenandklein.com; Email: cohenandklein@cohenandklein.com

PROFESSIONAL & INNOVATIVE TRAINING

Over 600 Customized Industry Courses with Proven Results!

Over 30 Call Center Management Training Courses

National economic advancement is meaningless without relevant training

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

			Health and Medical Benefits Schemes
152.	CK 6726	4 days 4 days	Call Center Management for New and Experienced Collectors, Credit Administrators, and Customer Service Representatives of Regional Health and Medical Benefits Schemes
153.	CK 6735	4 days	Call Center Strategies and Techniques for Managers and Supervisors in Retail, Wholesale, and Other Distribution Organizations
154.	CK 6736	4 days	Call Center Strategies and Techniques for New And Experienced Collectors, Credit Administrators, Customer Service and Sales Representatives in Retail, Wholesale, and Other Distribution Organizations
155.	CK 6849	4 days	Call Center Management Procedures for Managers and Supervisors in the Hotel and Hospitality Industries
156.	CK 6850	4 days	Call Center Management Procedures for New and Experienced Collectors, Back Office Employees, and Customer Support Staff in the Hotel and Hospitality Industries
157.	CK 6851	4 days	Call Center Management Procedures for Managers and Supervisors in Banks and Other Financial Institutions
158.	CK 6852	4 days	Call Center Management Procedures for New and Experienced Collectors, Back Office Employees, and Customer Support Staff in Banks and Other Financial Institutions
159.	CK 6853	4 days	Call Center Management Procedures for Managers and Supervisors in

11/5/20

COHEN & KLEIN CONSULTING, INC.

Two Locations:

30 Wall Street, 8th Floor, New York, New York 10005-2205

Telephone: 212-709-8026 / Fax: 212-943-2300

8362 Pines Boulevard, Pembroke Pines, FL 33024

Telephone: 954-731-6340 / Fax: 954-731-6606

Website: www.cohenandklein.com; Email: cohenandklein@cohenandklein.com

PROFESSIONAL & INNOVATIVE TRAINING

Over 600 Customized Industry Courses with Proven Results!

Over 30 Call Center Management Training Courses

National economic advancement is meaningless without relevant training

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

			Public & Private Sector Hospitals
160.	CK 6854	4 days	Call Center Management Procedures for New and Experienced Collectors, Back Office Employees, and Customer Support Staff in Public & Private Sector Hospitals
161.	CK 6900	4 days	Call Center Strategies and Techniques for New and Experienced Collectors, Credit Administrators, Customer Service & Sales Representatives in the Retail, Wholesale, and Other Service Providers/Distribution Organizations
162.	CK 6901	4 days	Call Center Strategies and Techniques for Managers & Supervisors in the Retail, Wholesale, and Other Service Providers/Distribution Organizations
163.	CK 6902	4 days	Real Estate Call Center Management Procedures for Managers and Supervisors
164.	CK 6903	4 days	Real Estate Call Center Management Procedures for New and Experienced Collectors, Back Office Employees, and Customer Support Staff
165.	CK 6904	4 days	Sea Ports Call Center Management Procedures for Managers and Supervisors
166.	CK 6905	4 days	Sea Ports Call Center Management Procedures for New and Experienced Collectors, Back Office Employees, and Customer Support Staff
167.	CK 6906	4 days	Airport Call Center Management Procedures for Managers and

COHEN & KLEIN CONSULTING, INC.

Two Locations:

30 Wall Street, 8th Floor, New York, New York 10005-2205

Telephone: 212-709-8026 / Fax: 212-943-2300

8362 Pines Boulevard, Pembroke Pines, FL 33024

Telephone: 954-731-6340 / Fax: 954-731-6606

Website: www.cohenandklein.com; Email: cohenandklein@cohenandklein.com

PROFESSIONAL & INNOVATIVE TRAINING

Over 600 Customized Industry Courses with Proven Results!

Over 30 Call Center Management Training Courses

National economic advancement is meaningless without relevant training

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

			Supervisors
168.	CK 6907	4 days	Airport Call Center Management Procedures for New and Experienced Collectors, Back Office Employees, and Customer Support Staff
169.	CK 6908	4 days	Insurance Corporation Call Center Management Procedures for Managers and Supervisors
170.	CK 6909	4 days	Insurance Corporation Call Center Management Procedures for New and Experienced Collectors, Back Office Employees, and Customer Support Staff
171.	CK 6910	4 days	Credit Card Call Center Management Procedures for Managers and Supervisors in Banks and Other Financial Institutions
172.	CK 6911	4 days	Credit Card Call Center Management Procedures for New and Experienced Collectors, Back Office Employees, and Customer Support Staff
173.	CK 7040	4 days	Commercial Loans Call Center Management for Managers and Supervisors
174.	CK 7041	4 days	Commercial Loans Call Center Management for New And Experienced Collectors, Credit Administrators, Customer Service and Sales Representatives
175.	CK 7042	4 days	Consumer Personal Loans and Call Center Management for Managers and Supervisors

COHEN & KLEIN CONSULTING, INC.

Two Locations:

30 Wall Street, 8th Floor, New York, New York 10005-2205

Telephone: 212-709-8026 / Fax: 212-943-2300

8362 Pines Boulevard, Pembroke Pines, FL 33024

Telephone: 954-731-6340 / Fax: 954-731-6606

Website: www.cohenandklein.com; Email: cohenandklein@cohenandklein.com

PROFESSIONAL & INNOVATIVE TRAINING

Over 600 Customized Industry Courses with Proven Results!

Over 30 Call Center Management Training Courses

National economic advancement is meaningless without relevant training

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

176.	CK 7043	4 days	Consumer Personal Loans and Call Center Management for New And Experienced Collectors, Credit Administrators, Customer Service and Sales Representatives
177.	CK 7044	4 days	Time-Share Call Center Management for Managers and Supervisors
178.	CK 7045	4 days	Time-Share Call Center Management for New And Experienced Collectors, Credit Administrators, Customer Service and Sales Representatives
179.	CK 7046	4 days	Hotel and Hospitality Call Center Management for Managers and Supervisors
180.	CK 7047	4 days	Hotel and Hospitality Call Center Management for New And Experienced Collectors, Credit Administrators, Customer Service and Sales Representatives
181.	CK 7048	4 days	Student Loans Call Center Management for Managers and Supervisors
182.	CK 7049	4 days	Student Loans Call Center Management for New And Experienced Collectors, Credit Administrators, Customer Service and Sales Representatives
183.	CK 7050	4 days	Hospitals and Medical Call Center Management for Managers and Supervisors
184.	CK 7051	4 days	Hospitals and Medical Call Center Management for New And Experienced Collectors, Credit Administrators, Customer Service and Sales Representatives

COHEN & KLEIN CONSULTING, INC.

Two Locations:

30 Wall Street, 8th Floor, New York, New York 10005-2205

Telephone: 212-709-8026 / Fax: 212-943-2300

8362 Pines Boulevard, Pembroke Pines, FL 33024

Telephone: 954-731-6340 / Fax: 954-731-6606

Website: www.cohenandklein.com; Email: cohenandklein@cohenandklein.com

PROFESSIONAL & INNOVATIVE TRAINING

Over 600 Customized Industry Courses with Proven Results!

Over 30 Call Center Management Training Courses

National economic advancement is meaningless without relevant training

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

185.	CK 7052	4 days	Commercial Real Estate Call Center Management for Managers and Supervisors
186.	CK 7053	4 days	Commercial Real Estate Call Center Management for New And Experienced Collectors, Credit Administrators, Customer Service and Sales Representatives
187.	CK 7054	4 days	Residential Real Estate Call Center Management for Managers and Supervisors
188.	CK 7055	4 days	Residential Real Estate Call Center Management for New And Experienced Collectors, Credit Administrators, Customer Service and Sales Representatives
189.	CK 7056	4 days	Credit Card Call Center Management Procedures for Managers and Supervisors
190.	CK 7057	4 days	Credit Card Call Center Management Procedures for New And Experienced Collectors, Credit Administrators, Customer Service and Sales Representatives
191.	CK 7058	4 days	Medical and Healthcare Call Center Management for Managers and Supervisors
192.	CK 7059	4 days	Medical and Healthcare Call Center Management for New And Experienced Collectors, Credit Administrators, Customer Service and Sales Representatives
193.	CK 7060	4 days	Motor Vehicle Auto Loans Call Center Management for Managers and

COHEN & KLEIN CONSULTING, INC.

Two Locations:

30 Wall Street, 8th Floor, New York, New York 10005-2205

Telephone: 212-709-8026 / Fax: 212-943-2300

8362 Pines Boulevard, Pembroke Pines, FL 33024

Telephone: 954-731-6340 / Fax: 954-731-6606

Website: www.cohenandklein.com; Email: cohenandklein@cohenandklein.com

PROFESSIONAL & INNOVATIVE TRAINING

Over 600 Customized Industry Courses with Proven Results!

Over 30 Call Center Management Training Courses

National economic advancement is meaningless without relevant training

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

			Supervisors
194.	CK 7061	4 days	Motor Vehicle Auto Loans Call Center Management for New And Experienced Collectors, Credit Administrators, Customer Service and Sales Representatives
195.	CK 7062	4 days	Financial Institutions Call Center Management Procedures for Managers and Supervisors
196.	CK 7063	4 days	Financial Institutions Call Center Management Procedures for New And Experienced Collectors, Credit Administrators, Customer Service and Sales Representatives
197.	CK 7064	4 days	Cruise Industry Call Center Management for Managers and Supervisors
198.	CK 7065	4 days	Cruise Industry Call Center Management for New And Experienced Collectors, Credit Administrators, Customer Service and Sales Representatives
199.	CK 7066	4 days	Utility Corporations Call Center Management Procedures for Managers and Supervisors
200.	CK 7067	4 days	Utility Corporations Call Center Management Procedures for New And Experienced Collectors, Credit Administrators, Customer Service and Sales Representatives
201.	CK 7068	4 days	Airline Industry Call Center Management Procedures for Managers and Supervisors

COHEN & KLEIN CONSULTING, INC.

Two Locations:

30 Wall Street, 8th Floor, New York, New York 10005-2205

Telephone: 212-709-8026 / Fax: 212-943-2300

8362 Pines Boulevard, Pembroke Pines, FL 33024

Telephone: 954-731-6340 / Fax: 954-731-6606

Website: www.cohenandklein.com; Email: cohenandklein@cohenandklein.com

PROFESSIONAL & INNOVATIVE TRAINING

Over 600 Customized Industry Courses with Proven Results!

Over 30 Call Center Management Training Courses

National economic advancement is meaningless without relevant training

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

202.	CK 7069	4 days	Airline Industry Call Center Management Procedures for New And Experienced Collectors, Credit Administrators, Customer Service and Sales Representatives
203.	CK 7070	4 days	Gas and Petroleum Call Center Management Procedures for Managers and Supervisors
204.	CK 7071	4 days	Gas and Petroleum Call Center Management Procedures for New And Experienced Collectors, Credit Administrators, Customer Service and Sales Representatives
205.	CK 7072	4 days	Micro Finance Call Center Management Procedures for Managers and Supervisors
206.	CK 7073	4 days	Micro Finance Call Center Management Procedures for New And Experienced Collectors, Credit Administrators, Customer Service and Sales Representatives
207.	CK 7074	4 days	Retail and Wholesale Corporations Call Center Management Procedures for Managers and Supervisors
208.	CK 7075	4 days	Retail and Wholesale Corporations Call Center Management Procedures for New And Experienced Collectors, Credit Administrators, Customer Service and Sales Representatives
209.	CK 7076	4 days	Hire Purchase Providers Call Center Management Procedures for Managers and Supervisors
210.	CK 7077	4 days	Hire Purchase Providers Call Center Management Procedures for New

11/5/20

COHEN & KLEIN CONSULTING, INC.

Two Locations:

30 Wall Street, 8th Floor, New York, New York 10005-2205

Telephone: 212-709-8026 / Fax: 212-943-2300

8362 Pines Boulevard, Pembroke Pines, FL 33024

Telephone: 954-731-6340 / Fax: 954-731-6606

Website: www.cohenandklein.com; Email: cohenandklein@cohenandklein.com

PROFESSIONAL & INNOVATIVE TRAINING

Over 600 Customized Industry Courses with Proven Results!

Over 30 Call Center Management Training Courses

National economic advancement is meaningless without relevant training

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

			And Experienced Collectors, Credit Administrators, Customer Service and Sales Representatives
211.	CK 7078	4 days	Civil Aviation Call Center Management for Managers and Supervisors
212.	CK 7079	4 days	Civil Aviation Call Center Management for New And Experienced Collectors, Credit Administrators, Customer Service and Sales Representatives
213.	CK 7080	4 days	City and Municipality Call Center Management Procedures for Managers and Supervisors
214.	CK 7081	4 days	City and Municipality Call Center Management Procedures for New And Experienced Collectors, Credit Administrators, Customer Service and Sales Representatives
215.	CK 7082	4 days	Traffic Tickets Call Center Management Procedures for Managers and Supervisors
216.	CK 7083	4 days	Traffic Tickets Call Center Management Procedures for New And Experienced Collectors, Credit Administrators, Customer Service and Sales Representatives
217.	CK 7084	4 days	National Insurance Call Center Management Procedures for Managers and Supervisors
218.	CK 7085	4 days	National Insurance Call Center Management Procedures for New And Experienced Collectors, Credit Administrators, Customer Service and Sales Representatives

COHEN & KLEIN CONSULTING, INC.

Two Locations:

30 Wall Street, 8th Floor, New York, New York 10005-2205

Telephone: 212-709-8026 / Fax: 212-943-2300

8362 Pines Boulevard, Pembroke Pines, FL 33024

Telephone: 954-731-6340 / Fax: 954-731-6606

Website: www.cohenandklein.com; Email: cohenandklein@cohenandklein.com

PROFESSIONAL & INNOVATIVE TRAINING

Over 600 Customized Industry Courses with Proven Results!

Over 30 Call Center Management Training Courses

National economic advancement is meaningless without relevant training

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

219.	CK 7086	4 days	National Housing Loans Call Center Management Procedures for Managers and Supervisors
220.	CK 7087	4 days	National Housing Loans Call Center Management Procedures for New And Experienced Collectors, Credit Administrators, Customer Service and Sales Representatives
221.	CK 7088	4 days	Credit Union Call Center Management for Managers and Supervisors
222.	CK 7089	4 days	Credit Union Call Center Management for New And Experienced Collectors, Credit Administrators, Customer Service and Sales Representatives
223.	CK 7091	4 days	College Tuitions Call Center Management for Managers and Supervisors
224.	CK 7092	4 days	College Tuitions Call Center Management for New And Experienced Collectors, Credit Administrators, Customer Service and Sales Representatives
225.	CK 7093	4 days	Building Societies Call Center Management for Managers and Supervisors
226.	CK 7094	4 days	Building Societies Call Center Management for New And Experienced Collectors, Credit Administrators, Customer Service and Sales Representatives
227.	CK 7095	4 days	Health Insurance Call Center Management for Managers and Supervisors
228.	CK 7096	4 days	Health Insurance Call Center Management for New And Experienced Collectors, Credit Administrators, Customer Service and Sales

11/5/20

COHEN & KLEIN CONSULTING, INC.

Two Locations:

30 Wall Street, 8th Floor, New York, New York 10005-2205

Telephone: 212-709-8026 / Fax: 212-943-2300

8362 Pines Boulevard, Pembroke Pines, FL 33024

Telephone: 954-731-6340 / Fax: 954-731-6606

Website: www.cohenandklein.com; Email: cohenandklein@cohenandklein.com

PROFESSIONAL & INNOVATIVE TRAINING

Over 600 Customized Industry Courses with Proven Results!

Over 30 Call Center Management Training Courses

National economic advancement is meaningless without relevant training

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

			Representatives
229.	CK 7097	4 days	Micro Business Call Center Management for Managers and Supervisors
230.	CK 7998	4 days	Micro Business Call Center Management for New And Experienced Collectors, Credit Administrators, Customer Service and Sales Representatives
231.	CK 7099	4 days	Commercial Banks Call Center Management for Managers and Supervisors
232.	CK 7100	4 days	Commercial Banks Call Center Management for New And Experienced Collectors, Credit Administrators, Customer Service and Sales Representatives
233.	CK 7101	4 days	Credit Union Debt Collections for Managers and Supervisors
234.	CK 7102	4 days	Credit Union Debt Collections for New And Experienced Collectors, Credit Administrators, Customer Service and Sales Representatives
235.	CK 7105	4 days	Building Society Call Center Management for Managers and Supervisors
236.	CK 7106	4 days	Building Society Call Center Management for New And Experienced Collectors, Credit Administrators, Customer Service and Sales Representatives
237.	CK 7107	4 days	Electricity Corporations Call Center Management for Managers and Supervisors

11/5/20

COHEN & KLEIN CONSULTING, INC.

Two Locations:

30 Wall Street, 8th Floor, New York, New York 10005-2205

Telephone: 212-709-8026 / Fax: 212-943-2300

8362 Pines Boulevard, Pembroke Pines, FL 33024

Telephone: 954-731-6340 / Fax: 954-731-6606

Website: www.cohenandklein.com; Email: cohenandklein@cohenandklein.com

PROFESSIONAL & INNOVATIVE TRAINING

Over 600 Customized Industry Courses with Proven Results!

Over 30 Call Center Management Training Courses

National economic advancement is meaningless without relevant training

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

238.	CK 7108	4 days	Electricity Corporations Call Center Management for New And Experienced Collectors, Credit Administrators, Customer Service and Sales Representatives
239.	CK 7109	4 days	Telephone Corporations Debt Collection and Revenue Management for Managers and Supervisors
240.	CK 7110	4 days	Telephone Corporations Debt Collection and Revenue Management for New And Experienced Collectors, Credit Administrators, Customer Service and Sales Representatives
241.	CK 7111	4 days	Water Supply Corporations Debt Collection and Revenue Management for Managers and Supervisors
242.	CK 7112	4 days	Water Supply Corporations Debt Collection and Revenue Management for New And Experienced Collectors, Credit Administrators, Customer Service and Sales Representatives
243.	CK 7113	4 days	Cable Provider Debt Collection and Revenue Management for Managers and Supervisors
244.	CK 7114	4 days	Cable Provider Debt Collection and Revenue Management for New And Experienced Collectors, Credit Administrators, Customer Service and Sales Representatives
245.	CK 7115	4 days	Customs Revenue Management Procedures for Managers and Supervisors
246.	CK 7116	4 days	Customs Revenue Management Procedures for New And Experienced

11/5/20

COHEN & KLEIN CONSULTING, INC.

Two Locations:

30 Wall Street, 8th Floor, New York, New York 10005-2205

Telephone: 212-709-8026 / Fax: 212-943-2300

8362 Pines Boulevard, Pembroke Pines, FL 33024

Telephone: 954-731-6340 / Fax: 954-731-6606

Website: www.cohenandklein.com; Email: cohenandklein@cohenandklein.com

PROFESSIONAL & INNOVATIVE TRAINING

Over 600 Customized Industry Courses with Proven Results!

Over 30 Call Center Management Training Courses

National economic advancement is meaningless without relevant training

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

			Collectors, Credit Administrators, Customer Service and Sales Representatives
247.	CK 7117	4 days	Sea Ports Revenue Management for Managers and Supervisors
248.	CK 7118	4 days	Sea Ports Revenue Management for New And Experienced Collectors, Credit Administrators, Customer Service and Sales Representatives
249.	CK 7119	4 days	Retail and Distribution Industry Revenue Management for Managers and Supervisors
250.	CK 7120	4 days	Retail and Distribution Industry Revenue Management for New And Experienced Collectors, Credit Administrators, Customer Service and Sales Representatives
251.	CK 7121	4 days	Gas or Petroleum Revenue Management for Managers and Supervisors
252.	CK 7122	4 days	Gas or Petroleum Revenue Management for New And Experienced Collectors, Credit Administrators, Customer Service and Sales Representatives
253.	CK 7123	4 days	Medical Facilities Call Center Management for Managers and Supervisors
254.	CK 7124	4 days	Medical Facilities Call Center Management for New And Experienced Collectors, Credit Administrators, Customer Service and Sales Representatives
255.	CK 7125	4 days	Healthcare Corporations Call Center Management for Managers and

COHEN & KLEIN CONSULTING, INC.

Two Locations:

30 Wall Street, 8th Floor, New York, New York 10005-2205

Telephone: 212-709-8026 / Fax: 212-943-2300

8362 Pines Boulevard, Pembroke Pines, FL 33024

Telephone: 954-731-6340 / Fax: 954-731-6606

Website: www.cohenandklein.com; Email: cohenandklein@cohenandklein.com

PROFESSIONAL & INNOVATIVE TRAINING

Over 600 Customized Industry Courses with Proven Results!

Over 30 Call Center Management Training Courses

National economic advancement is meaningless without relevant training

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

			Supervisors
256.	CK 7126	4 days	Healthcare Corporations Call Center Management for New And Experienced Collectors, Credit Administrators, Customer Service and Sales Representatives
257.	CK 7127	4 days	911 Call Center Management for Managers and Supervisors
258.	CK 7128	4 days	911 Call Center Management for New and Experienced Staff
259.	CK 6241	4 days	Call Center Logistic Hub Operations Management
260.	CK 6293	4 days	Emergency Call Center Relief Operations Management
261.	CK 6305	4 days	Emergency Call Center Relief Operations Management
262.	CK 6541	4 days	Call Center Risk Management for Traffic Management
263.	CK 6543	4 days	Call Center Risk Management for Hospitals and Health Care Facilities
264.	CK 6544	4 days	Call Center Risk Management for Airport Operations
265.	CK 6545	4 days	Call Center Risk Management for Sea Ports Operations
266.	CK 6546	4 days	Call Center Risk Management for Utility Corporations
267.	CK 6547	4 days	Call Center Risk Management for Hotels & Hospitality Industries
268.	CK 6548	4 days	Call Center Risk Management for Financial Institutions

COHEN & KLEIN CONSULTING, INC.

Two Locations:

30 Wall Street, 8th Floor, New York, New York 10005-2205

Telephone: 212-709-8026 / Fax: 212-943-2300

8362 Pines Boulevard, Pembroke Pines, FL 33024

Telephone: 954-731-6340 / Fax: 954-731-6606

Website: www.cohenandklein.com; Email: cohenandklein@cohenandklein.com

PROFESSIONAL & INNOVATIVE TRAINING

Over 600 Customized Industry Courses with Proven Results!

Over 30 Call Center Management Training Courses

National economic advancement is meaningless without relevant training

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

269.	CK 6549	4 days	Call Center Risk Management for Government Institutions
270.	CK 6550	4 days	Call Center Risk Management for Local and Municipal Governments
271.	CK 6554	4 days	Call Center Crisis Management for Traffic Management Operations
272.	CK 6555	4 days	Call Center Crisis Management for Call Centers and Contact Centers for Managers and Supervisors
273.	CK 6556	4 days	Call Center Crisis Management for Hospitals and Health Care Facilities
274.	CK 6557	4 days	Call Center Crisis Management for Airports Operations
275.	CK 6558	4 days	Call Center Crisis Management for Sea Ports Operations
276.	CK 6559	4 days	Call Center Crisis Management for Utility Corporations
277.	CK 6560	4 days	Call Center Crisis Management for Hotels & Hospitality Industries
278.	CK 6561	4 days	Call Center Crisis Management for Financial Institutions
279.	CK 6562	4 days	Call Center Crisis Management for Government Institutions
280.	CK 6563	4 days	Call Center Crisis Management for Local and Municipal Governments
281.	CK 6569	4 days	Call Center Business Contingency Management for Hospitals and Health Care Facilities
282.	CK 6570	4 days	Call Center Business Contingency Management for Airports

COHEN & KLEIN CONSULTING, INC.

Two Locations:

30 Wall Street, 8th Floor, New York, New York 10005-2205

Telephone: 212-709-8026 / Fax: 212-943-2300

8362 Pines Boulevard, Pembroke Pines, FL 33024

Telephone: 954-731-6340 / Fax: 954-731-6606

Website: www.cohenandklein.com; Email: cohenandklein@cohenandklein.com

PROFESSIONAL & INNOVATIVE TRAINING

Over 600 Customized Industry Courses with Proven Results!

Over 30 Call Center Management Training Courses

National economic advancement is meaningless without relevant training

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

283.	CK 6571	4 days	Call Center Business Contingency Management for Sea Ports
284.	CK 6572	4 days	Call Center Business Contingency Management for Utility Corporations
285.	CK 6573	4 days	Call Center Business Contingency Management for Hotels & Hospitality Industries
286.	CK 6574	4 days	Call Center Business Contingency Management for Financial Institutions
287.	CK 6575	4 days	Call Center Business Contingency Management for Government Institutions
288.	CK 6576	4 days	Call Center Business Contingency Management for Local and Municipal Governments
289.	CK 6595	4 days	Call Center Tourism Resilience Crisis Management
290.	CK 6664	4 days	Call Center Emergency Response Management
291.	CK 6665	4 days	Call Center Emergency Response Management for Airports
292.	CK 6666	4 days	Call Center Emergency Response Management for Sea Ports
293.	CK 6667	4 days	Call Center Emergency Response Management for Hospitals
294.	CK 6668	4 days	Call Center Emergency Response Management for Schools and Educational Institutions
295.	CK 6670	4 days	Call Center Emergency Response Management for Banks and Financial Institutions

COHEN & KLEIN CONSULTING, INC.

Two Locations:

30 Wall Street, 8th Floor, New York, New York 10005-2205

Telephone: 212-709-8026 / Fax: 212-943-2300

8362 Pines Boulevard, Pembroke Pines, FL 33024

Telephone: 954-731-6340 / Fax: 954-731-6606

Website: www.cohenandklein.com; Email: cohenandklein@cohenandklein.com

PROFESSIONAL & INNOVATIVE TRAINING

Over 600 Customized Industry Courses with Proven Results!

Over 30 Call Center Management Training Courses

National economic advancement is meaningless without relevant training

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

296.	CK 6705	4 days	Call Center Public Health Operations Management
297.	CK 6749	4 days	Call Center Fire Brigade Operations Management
298.	CK 6791	4 days	Call Center Health Wellness Management
299.	CK 6792	4 days	Call Center Health & Wellness Management Procedures
300.	CK 6793	4 days	Call Center Workplace Wellness Management
301.	CK 6795	4 days	Call Center Occupational Safety and Health Management
302.	CK 6797	4 days	Call Center Occupational Safety & Health Management
303.	CK 6808	4 days	Call Center Occupational Health and Wellness Management
304.	CK 6809	4 days	Call Center Health and Wellness Management Procedures
305.	CK 6925	4 days	Call Center Pandemic Global Health Systems Operations For Private Sector Organizations
306.	CK 6930	4 days	Call Center Pandemic Global Health Systems Operations For Public Sector Organizations
307.	CK 6934	4 days	Call Center Pandemic Emergency Response Management for Private Sector Organizations
308.	CK 6935	4 days	Call Center Pandemic Emergency Response Management for Government and Statutory Organizations

COHEN & KLEIN CONSULTING, INC.

Two Locations:

30 Wall Street, 8th Floor, New York, New York 10005-2205

Telephone: 212-709-8026 / Fax: 212-943-2300

8362 Pines Boulevard, Pembroke Pines, FL 33024

Telephone: 954-731-6340 / Fax: 954-731-6606

Website: www.cohenandklein.com; Email: cohenandklein@cohenandklein.com

PROFESSIONAL & INNOVATIVE TRAINING

Over 600 Customized Industry Courses with Proven Results!

Over 30 Call Center Management Training Courses

National economic advancement is meaningless without relevant training

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

309.	CK 6936	4 days	Call Center Pandemic Emergency Response Management for Public and Private Sector Organizations
310.	CK 6937	4 days	Call Center Pandemic Emergency Response Management for Public and Private Schools and Universities
311.	CK 6938	4 days	Call Center Pandemic Emergency Response Management for Public and Private Sector Hospitals and Healthcare Facilities
312.	CK 6939	4 days	Call Center Pandemic Emergency Response Management for Banks and Other Financial Institutions
313.	CK 6940	4 days	Call Center Pandemic Emergency Response Management for Hotels & Hospitality Industries
314.	CK 6941	4 days	Call Center Pandemic Emergency Response Management for Utility Corporations
315.	CK 6943	4 days	Call Center Pandemic Operational Management Procedures for Public and Private Sector Organizations
316.	CK 6944	4 days	Call Center Pandemic Operational Management Procedures for Government and Statutory Organizations
317.	CK 6945	4 days	Call Center Pandemic Operational Management Procedures for Public and Private Sector Schools and Universities
318.	CK 6946	4 days	Call Center Pandemic Operational Management Procedures for Banks and Other Financial Institutions

COHEN & KLEIN CONSULTING, INC.

Two Locations:

30 Wall Street, 8th Floor, New York, New York 10005-2205

Telephone: 212-709-8026 / Fax: 212-943-2300

8362 Pines Boulevard, Pembroke Pines, FL 33024

Telephone: 954-731-6340 / Fax: 954-731-6606

Website: www.cohenandklein.com; Email: cohenandklein@cohenandklein.com

PROFESSIONAL & INNOVATIVE TRAINING

Over 600 Customized Industry Courses with Proven Results!

Over 30 Call Center Management Training Courses

National economic advancement is meaningless without relevant training

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

319.	CK 6947	4 days	Call Center Pandemic Operational Management Procedures for Hotels & Hospitality Industries
320.	CK 6948	4 days	Call Center Pandemic Operational Management Procedures for Utility Corporations
321.	CK 6952	4 days	Call Center Economic Recovery Management Procedures for Public and Private Sector Schools and Universities
322.	CK 6953	4 days	Call Center Economic Recovery Management Procedures for Banks and Other Financial Institutions
323.	CK 6954	4 days	Call Center Economic Recovery Management Procedures for Hotels & Hospitality Industries
324.	CK 6955	4 days	Call Center Economic Recovery Management Procedures for Utility Corporations
325.	CK 6958	4 days	Call Center Disaster-Preparedness Management for Banks and Other Financial Institutions
326.	CK 6959	4 days	Call Center Disaster-Preparedness Management for Hospitality & Tourism Recovery Management Strategies and Procedures
327.	CK 6960	4 days	Call Center Disaster Preparedness Management for Banks and Other Financial Institutions
328.	CK 6961	4 days	Call Center Disaster-Preparedness Management Procedures for Airports

COHEN & KLEIN CONSULTING, INC.

Two Locations:

30 Wall Street, 8th Floor, New York, New York 10005-2205

Telephone: 212-709-8026 / Fax: 212-943-2300

8362 Pines Boulevard, Pembroke Pines, FL 33024

Telephone: 954-731-6340 / Fax: 954-731-6606

Website: www.cohenandklein.com; Email: cohenandklein@cohenandklein.com

PROFESSIONAL & INNOVATIVE TRAINING

Over 600 Customized Industry Courses with Proven Results!

Over 30 Call Center Management Training Courses

National economic advancement is meaningless without relevant training

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

329.	CK 6962	4 days	Call Center Disaster-Preparedness Management Procedures for Sea Ports
330.	CK 6963	4 days	Call Center Pandemic Recovery Management Procedures for Airport Operations
331.	CK 6964	4 days	Call Center Pandemic Recovery Management Procedures for Sea Port Operations
332.	CK 6965	4 days	Call Center Pandemic Recovery Management Procedures for Government and Statutory Organizations
333.	CK 6966	4 days	Call Center Pandemic Recovery Management Procedures for Public and Private Sector Organizations
334.	CK 6967	4 days	Call Center Pandemic Recovery Management Procedures for Public and Private Schools and Universities
335.	CK 6982	4 days	Call Center Pandemic Emergency Health Management
336.	CK 6983	4 days	Call Center Pandemic Health Crisis Management
337.	CK 6984	4 days	Call Center Pandemic Logistic Management
338.	CK 6985	4 days	Call Center Pandemic Supply Chain Management
339.	CK 6986	4 days	Call Center Government Pandemic Strategic Management
340.	CK 6987	4 days	Call Center Pandemic Communication Strategic Management
341.	CK 6988	4 days	Call Center Pandemic Healthcare System Strategic Management

COHEN & KLEIN CONSULTING, INC.

Two Locations:

30 Wall Street, 8th Floor, New York, New York 10005-2205

Telephone: 212-709-8026 / Fax: 212-943-2300

8362 Pines Boulevard, Pembroke Pines, FL 33024

Telephone: 954-731-6340 / Fax: 954-731-6606

Website: www.cohenandklein.com; Email: cohenandklein@cohenandklein.com

PROFESSIONAL & INNOVATIVE TRAINING

Over 600 Customized Industry Courses with Proven Results!

Over 30 Call Center Management Training Courses

National economic advancement is meaningless without relevant training

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

342.	CK 6989	4 days	Call Center Pandemic Team-Building Management Procedures
343.	CK 6990	4 days	Call Center Pandemic Risk Management Procedures
344.	CK 6991	4 days	Call Center Pandemic Risk Assessment Management
345.	CK 6992	4 days	Public Health Emergency Call Center Management Procedures
346.	CK 6993	4 days	Emergency Call Center Task-Force Management Procedures for Private Sector Organizations
347.	CK 6994	4 days	Emergency Call Center Task-Force Management Procedures for Government and Statutory Organizations
348.	CK 6995	4 days	Emergency Call Center Task-Force Management Procedures for Public and Private Sector Organizations
349.	CK 6996	4 days	Emergency Call Center Task-Force Management Procedures for Public and Private Schools and Universities
350.	CK 6997	4 days	Emergency Call Center Task-Force Management Procedures for Public and Private Sector Hospitals and Healthcare Facilities
351.	CK 6998	4 days	Emergency Call Center Task-Force Management Procedures for Private Sector Organizations
352.	CK 6999	4 days	Emergency Call Center Task-Force Management Procedures for Public and Private Sector Hospitals and Healthcare Facilities
353.	CK 7000	4 days	Pandemic Emergency Call Center Response Management for Banks and

11/5/20

COHEN & KLEIN CONSULTING, INC.

Two Locations:

30 Wall Street, 8th Floor, New York, New York 10005-2205

Telephone: 212-709-8026 / Fax: 212-943-2300

8362 Pines Boulevard, Pembroke Pines, FL 33024

Telephone: 954-731-6340 / Fax: 954-731-6606

Website: www.cohenandklein.com; Email: cohenandklein@cohenandklein.com

PROFESSIONAL & INNOVATIVE TRAINING

Over 600 Customized Industry Courses with Proven Results!

Over 30 Call Center Management Training Courses

National economic advancement is meaningless without relevant training

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

			Other Financial Institutions
354.	CK 7001	4 days	Pandemic Emergency Call Center Response Management for Hotels & Hospitality Industries
355.	CK 7002	4 days	Pandemic Emergency Call Center Response Management for Utility Corporations
356.	CK 7004	4 days	Emergency Call Center Health Task-Force Management Procedures
357.	CK 7005	4 days	Emergency Call Center Policy Management Procedures
358.	CK 7009	4 days	Call Center Pandemic Preparedness Response Recovery Management
359.	CK 7010	4 days	Public Health Disaster Call Center Management
360.	CK 7011	4 days	Public Health Crisis Call Center Management
361.	CK 7013	4 days	Pandemic Call Center Preparedness Management Procedures
362.	CK 7014	4 days	Pandemic Call Center Health and Safety Risk Management Procedures for Public and Private Sector Corporations
363.	CK 7015	4 days	Pandemic Call Center Health and Safety Risk Management Procedures for Government and Statutory Organizations
364.	CK 7019	4 days	Call Center Health System Management Procedures
365.	CK 7020	4 days	Call Center Health System Operations Management

COHEN & KLEIN CONSULTING, INC.

Two Locations:

30 Wall Street, 8th Floor, New York, New York 10005-2205

Telephone: 212-709-8026 / Fax: 212-943-2300

8362 Pines Boulevard, Pembroke Pines, FL 33024

Telephone: 954-731-6340 / Fax: 954-731-6606

Website: www.cohenandklein.com; Email: cohenandklein@cohenandklein.com

PROFESSIONAL & INNOVATIVE TRAINING

Over 600 Customized Industry Courses with Proven Results!

Over 30 Call Center Management Training Courses

National economic advancement is meaningless without relevant training

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

366.	CK 7021	4 days	Call Center Health System Operations Management for Public Sector Organizations
367.	CK 7022	4 days	Call Center Health System Operations Management for Private Sector Organizations
368.	CK 7023	4 days	Call Center Business Contingency and Continuity Management
369.	CK 7024	4 days	Covid-19 Call Center Protocol Management Procedures
370.	CK 7025	4 days	Covid-19 Call Center Protocol Management for Public and Private Schools and Universities
371.	CK 7026	4 days	Covid-19 Call Center Protocol Management for Public and Private Sector Hospitals and Healthcare Facilities
372.	CK 7027	4 days	Covid-19 Call Center Protocol Management for Banks and Other Financial Institutions
373.	CK 7028	4 days	Covid-19 Call Center Protocol Management for Hotels & Hospitality Industries
374.	CK 7029	4 days	Covid-19 Call Center Protocol Management for Utility Corporations
375.	CK 7031	4 days	Covid-19 Call Center Protocol Management for Law Enforcement Officers
376.	CK 7032	4 days	Covid-19 Call Center Protocol Management for Correctional Facilities
377.	CK 7033	4 days	Covid-19 Call Center Protocol Management for Airport Facilities

11/5/20

COHEN & KLEIN CONSULTING, INC.

Two Locations:

30 Wall Street, 8th Floor, New York, New York 10005-2205

Telephone: 212-709-8026 / Fax: 212-943-2300

8362 Pines Boulevard, Pembroke Pines, FL 33024

Telephone: 954-731-6340 / Fax: 954-731-6606

Website: www.cohenandklein.com; Email: cohenandklein@cohenandklein.com

PROFESSIONAL & INNOVATIVE TRAINING

Over 600 Customized Industry Courses with Proven Results!

Over 30 Call Center Management Training Courses

National economic advancement is meaningless without relevant training

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

378.	CK 7034	4 days	Covid-19 Call Center Protocol Management for Sea Ports Facilities
379.	CK 7035	4 days	Covid-19 Call Center Protocol Management for Ministries of Education
380.	CK 7036	4 days	Covid-19 Call Center Protocol Management for Nursing Homes and Caregiving Facilities
381.	CK 7037	4 days	Covid-19 Call Center Protocol Management for Police Departments
382.	CK 7038	4 days	Call Center Crisis Intervention Management