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HUMAN RESOURCES & 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.	200	4 days	Healthcare Collection Management for Managers and Supervisors
2.	300	4 days	Healthcare Collection Techniques for Healthcare and Hospital Staff
3.	400	4 days	Healthcare Collection Management for Managers and Supervisors
4.	500	4 days	Credit and Collection Management for Collectors, Managers and Supervisors
5.	500B	4 days	Advanced Credit and Collection Management for Collectors, Managers and Supervisors
6.	1000	4 days	Marketing and Public Relations Techniques for Hotel and Hospital Industry Managers and Supervisors
7.	1100	4 days	Marketing and Public Relation Management
8.	1100B	4 days	Advanced Marketing and Public Relation Management
9.	1200	4 days	Hotel and Hospitality Operations for the 21 st Century for Managers and Supervisors
10.	1300	4 days	Human Resources Management for Hotel and Hospitality Industry Managers and Supervisors
11.	1400	4 days	Human Resources Management
12.	1400B	4 days	Advanced Human Resources Management
13.	1600	4 days	Sexual Harassment and Discrimination Compliance for Hotel and Hospitality Industry for Managers and Supervisors
14.	1700	4 days	Sexual Harassment and Discrimination Compliance for Private and Public-Sector Organizations for Managers and Supervisors
15.	1800	4 days	Customer Service and Communication Techniques for Airport Front Line Staff, and Customs and Immigration Officers
16.	1900	4 days	Customer Service and Airport Security for Customs and Immigration Officers

No.	CK	Duration	Course Name
17.	2000	4 days	Supervisory Management Techniques for Public and Private Sector Corporations
18.	2000A	4 days	Supervisory Management Techniques for Utility Corporations
19.	2000B	4 days	Advanced Supervisory Management Techniques
20.	2000G	4 days	Supervisory Management Techniques for Government and Statutory Corporations
21.	2001	4 days	Supervisory Management Techniques for Hotel and Hospitality Industries
22.	2002	4 days	Stress and Time Management Techniques for Managers and Supervisors
23.	2003	4 days	Leadership and Communication Management
24.	2003B	4 days	Advanced Leadership and Communication Management
25.	2003G	4 days	Leadership and Communication Management for Government and Statutory Corporations
26.	2003L	4 days	Leadership and Communication Management for Law Enforcement Officers
27.	2004	4 days	Coaching and Mentoring Management
28.	2004B	4 days	Advanced Coaching and Mentoring Management
29.	2005	4 days	Recruitment and Selection Management
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.	2600	4 days	Team-Building and Empowerment Techniques for Team Leaders and Supervisors
38.	3000	4 days	Financial Risk Management Procedures
39.	3100	4 days	Consulting Management Procedures
40.	3200	4 days	Crisis Management Procedures and Supervision
41.	3200B	4 days	Advanced Crisis Management Procedures

No.	CK	Duration	Course Name
42.	4000	4 days	Disaster Preparedness Management
43.	4000B	4 days	Advanced Disaster Preparedness Management
44.	4000AS	4 days	Airport Disaster Preparedness Management
45.	4000SP	4 days	Sea Ports Disaster Preparedness Management
46.	4100	4 days	Insurance Risk Management Procedures
47.	4200	4 days	Retail Banking Operations
48.	4300	4 days	Commercial Banking Operations
49.	4400	4 days	Risk Management Banking Operations
50.	4500	4 days	Anti-Money Laundering Compliance Procedures
51.	4500B	4 days	Advanced Anti-Money Laundering Compliance Procedures
52.	4600	4 days	Risk Management Procedures for Banks and Other Financial Institutions
53.	4700	4 days	Business Continuity Preparedness Management Procedures
54.	4700A	4 days	Business Continuity Preparedness Management Procedures for Utility Corporations
55.	4700B	4 days	Advanced Business Continuity Preparedness Management Procedures
56.	4800	4 days	Business Continuity Preparedness Management Procedures for Banking and Financial Institutions
57.	4900	4 days	Financial Fraud Prevention and Compliance Procedures
58.	4900B	4 days	Advanced Financial Fraud Prevention Compliance Procedures
59.	5100	4 days	Performance Review and Job Evaluation Management
60.	5100A	4 days	Performance Review and Job Evaluation Management for Utility Corporations
61.	5100B	4 days	Advanced Performance Review and Job Evaluation Management
62.	5100G	4 days	Performance Review for Government and Statutory Corporations
63.	5100L	4 days	Performance Review and Job Evaluation Management Law Enforcement Officers
64.	5200	4 days	Call Center and Contact Center Management for Private and Public Corporations
65.	5200A	4 days	Call Center and Contact Management for Utility Corporations
66.	5600	4 days	Customer Service and Call Center Procedures for Customer Service Employees, as well as Collectors, Sales, Marketing, Credit and Back

No.	CK	Duration	Course Name
			Office Employees
67.	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
68.	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
69.	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
70.	5700	4 days	Business Communication Management and Office Writing Management
71.	5700B	4 days	Advanced Business Communication Management and Office Writing Management
72.	5800	4 days	Performance Review Procedures for Managers and Supervisors
73.	5900	4 days	Customer Service Management and Supervision
74.	6116	4 days	Banks Main Branch or Head Office Audit Procedures
75.	6117	4 days	Trust Department Audit of Banks and Other Financial Institutions
76.	6118	4 days	Financial Risk Based Auditing of Banks and Other Financial Institutions
77.	6119	4 days	Banks Cash and Demand Deposit Audit and Compliance Procedures
78.	6120	4 days	Banks Branch Audit and Compliance Procedures
79.	6121	4 days	Banks Loans Audit and Compliance Procedures
80.	6121B	4 days	Advanced Bank Loans Audit and Compliance Procedures
81.	6122	4 days	Banks IT Audit and Compliance Procedures
82.	6123	4 days	Banks Oversight Requirements and Procedures
83.	6123B	4 days	Advanced Banks Oversight Requirements and Procedures
84.	6124	4 days	Government Revenue, Tax and Debt Collection Procedures
85.	6124G	4 days	Government Revenue, Tax and Debt Collection Procedures for New and Experienced Collectors and Tax Compliance Officers
86.	6125	4 days	Bank Loan Portfolio Administration and Management
87.	6126	4 days	Bank Credit Appraisal Management Procedures
88.	6127	4 days	Credit and Collection Counseling Management
89.	6128	4 days	Business Ethics and Professionalism Management

No.	CK	Duration	Course Name
90.	6129	4 days	Staff Morale and Change Management Procedures
91.	6130	4 days	Goal-Setting and Time Management Procedures
92.	6132	4 days	Information Security Policy Management
93.	6133	4 days	Succession Planning and Leadership Management
94.	6134	4 days	Executive Assistant Management
95.	6140	4 days	Leadership and Communication Management for Law Enforcement Officers
96.	6141	4 days	Strategic Management for Private Sector Organizations and Other Financial Institutions
97.	6142	4 days	Credit Bureau and Credit Counseling Management Procedures
98.	6143B	4 days	Advanced Executive Assistant Management
99.	6146	4 days	Performance Management for Financial Institutions and Private Sector Corporations
100.	6146A	4 days	Performance Management for Utility Corporations
101.	6146B	4 days	Advanced Performance Management for Financial Institutions and Private Sector Corporations
102.	6147	4 days	Change Management Procedures for Private and Public-Sector Corporations
103.	6147A	4 days	Change Management Procedures for Utility Corporations
104.	6147B	4 days	Advanced Change Management Procedures for Private and Public-Sector Corporations
105.	6147G	4 days	Change Management Procedures for Government and Statutory Corporations
106.	6147L	4 days	Change Management Procedures for Law Enforcement Officers
107.	6148	4 days	Business Ethics and Professional Management Procedures (Same as CK 6128)
108.	6149	4 days	Team Building and Empowerment Techniques
109.	6151	4 days	Hotel Management Procedures for Managers and Supervisors
110.	6152	4 days	Business Writing and Communication Management
111.	6153	4 days	Leadership and Communication Management for Public and Private Sector Organizations
112.	6154	4 days	9-1-1 Emergency Call Procedures and Standards
113.	6155	4 days	Sexual Harassment Compliance Procedures for Law Enforcement
114.	6156	4 days	Conflict Resolution Management Procedures

No.	CK	Duration	Course Name
115.	6156B	4 days	Advanced Conflict Resolution Management Procedures
116.	6156G	4 days	Conflict Resolution Management Procedures for Government and Statutory Corporations
117.	6157	4 days	Credit Underwriting Management
118.	6157B	4 days	Advanced Credit Underwriting Management
119.	6161	4 days	Business Operations Management
120.	6170	4 days	Inventory and Warehouse Management Procedures
121.	6171	4 days	Events Planning Management Procedures
122.	6172	4 days	Casino Management, Audit and Compliance
123.	6173	4 days	Industrial Relations and Conflict Resolution Management
124.	6174	4 days	Technical Writing Procedures for Public and Private Sector Organizations
125.	6174A	4 days	Technical Writing Procedures for Utility Corporations
126.	6174L	4 days	Technical Writing Procedures for Law Enforcement Officers
127.	6175	4 days	Recruitment and Selection Management Procedures
128.	6181	4 days	Hazardous Work Environment Management
129.	6182	4 days	Industrial Security Management Procedures for New and Experienced Managers and Supervisors
130.	6183	4 days	Media Presentation and Public Relations Management Procedures for Public and Private Sector Companies
131.	6183A	4 days	Media Presentation and Public Relations Management Procedures for Utility Corporations
132.	6184	4 days	Shareholders Relationship Management Procedures
133.	6186	4 days	Facilities Management Procedures for Private and Public Corporations
134.	6186A	4 days	Facilities Management for Utility Corporations
135.	6186G	4 days	Facilities Management for Government and Statutory Corporations
136.	6187	4 days	Records Management Procedures for Private and Public-Sector Corporations
137.	6192	4 days	Procurement Management Procedures
138.	6192A	4 days	Procurement Management Procedures for Utility Corporations
139.	6193	4 days	Water Infrastructure Management Procedures

No.	CK	Duration	Course Name
140.	6194	4 days	Environmental Safety Management Procedures
141.	6195	4 days	Credit Card Fraud Management Procedures
142.	6196	4 days	Water Distribution Management Procedures
143.	6197	4 days	Electricity Theft Prevention Management Procedures
144.	6198	4 days	Civil Aviation Revenue Management Procedures
145.	6199	4 days	Airport Supervisory Management Procedures
146.	6200	4 days	Airport Risk Management Procedures
147.	6201	4 days	Financial Services Commission Regulatory Management Procedures
148.	6202	4 days	Trust Company Compliance Management Procedures
149.	6203	4 days	Insurance Claims Management Procedures
150.	6204	4 days	Natural Disaster Management Procedures
151.	6205	4 days	Employee Development Management Procedures
152.	6206	4 days	Trust Company Management Procedures
153.	6209	4 days	Facilities Management for Public and Private-Sector Organizations
154.	6209G	4 days	Facilities Management for Government and Statutory Corporations
155.	6210	4 days	Civil Aviation Registration Management Procedures
156.	6211	4 days	Credit Union Revenue Management Procedures
157.	6212	4 days	Credit Union Management Procedures
158.	6213	4 days	Credit Union Customer Service Management
159.	6216	4 days	Credit Union Revenue Management Procedures
160.	6217	4 days	Employee Assistance Management Procedures
161.	6222	4 days	Compensation and Benefits Management Procedures
162.	6223	4 days	Securities Exchange Commission Management Procedures
163.	6224	4 days	Reinsurance Management Procedures
164.	6226	4 days	Supermarket Merchandising Management Procedures

No.	CK	Duration	Course Name
165.	6227	4 days	Merchandising Management Procedures
166.	6228	4 days	Critical Thinking and Analytical Skills Procedures
167.	6229	4 days	Electricity Management Audit Procedures
168.	6231	4 days	Corporate Governance Management Procedures
169.	6233	4 days	Entrepreneurial Management Procedures
170.	6234	4 days	Customs Collection Procedures for New and Experienced Custom Officers
171.	6235	4 days	Customs and Revenue Management Procedures for New and Experienced Managers and Supervisors
172.	6236	4 days	Board of Directors Management Procedures
173.	6237	4 days	Disaster Recovery Management Procedures
174.	6239	4 days	Vocational Teaching Procedures
175.	6240	4 days	Vocational Education Management Procedures
176.	6241	5-days	Logistic Hub Management Procedures
177.	6242	4 days	Debt Collection Management, Credit Procedures, and Loan Modification Procedures
178.	6243	4 days	Government Revenue, Tax Compliance Collections Management
179.	6244	4 days	Career Coaching Management Procedures
180.	6245	4 days	Environmental Health and Safety Management
181.	6246	4 days	Airport Terminal Management
182.	6247	4 days	Executive Management Procedures
183.	6249	4 days	Business Strategic Management
184.	6250	4 days	Water Resource Management
185.	6251	4 days	Human Resources Manpower Audit
186.	6252	5-days	Entrepreneurship Management Procedures (Same as CK 6233)
187.	6253	4 days	Climate Change Management Procedures
188.	6254	4 days	Global Warming Management Procedures
189.	6255	4 days	Environmental and Social Systems Management

No.	CK	Duration	Course Name
190.	6258	4 days	Team Talent Management Procedures
191.	6259	4 days	Logistic Hub Management Procedures
192.	6261	4 days	Supply Chain Management Procedures
193.	6262	4-days	Disaster Security Logistics Management
194.	6263	4 days	Security Disaster Preparedness Management
195.	6265	4 days	Advanced Disaster Preparedness Management
196.	6266	4 days	Disaster Preparedness Management for Banks and Other Financial Institutions
197.	6269AP	4 days	Airport Disaster Preparedness Management
198.	6269SP	4 days	Sea Ports Disaster Preparedness Management
199.	6270	4 days	Economic Disaster Reconstruction Management
200.	6271	4 days	Hurricane Disaster Management
201.	6272	4 days	Fire Disaster Management Procedures
202.	6273	4 days	Flood Disaster Management Procedures
203.	6274	4 days	Construction Zoning Management Procedures
204.	6275	4 days	Disaster Reconstruction Management
205.	6276	4 days	Environmental Regulations Management
206.	6277	4 days	Disaster Mitigation Management
207.	6278	4 days	Airport Terminal Procedures
208.	6279	4 days	Sea Port Immigration Customer Service Management
209.	6280	4 days	Sea Port Customs Customer Service Management
210.	6281	4 days	Sea Port Immigration Customer Service Management
211.	6282	4 days	Sea Port Customs Customer Service Management
212.	6283	4 days	Climate Change and Global Warming Management Procedures
213.	6284	4 days	Energy Efficiency Management Procedures
214.	6285	4 days	Infrastructural Damage Management Procedures

No.	CK	Duration	Course Name
215.	6286	4 days	Corporate Planning Management Procedures
216.	6287	4 days	National Building Code Management Procedures
217.	6288	4 days	Climate Change Management Procedures
218.	6290	4 days	Banks and Financial Institutions Fraud Prevention Management
219.	6291	4 days	Credit Card Fraud Prevention Management
220.	6292	4 days	Building Code Disaster Management
221.	6293	4 days	Emergency Relief Management Procedures
222.	6294	4 days	Disaster Relief Aid Management
223.	6295	4 days	Disaster Recovery Fund Management
224.	6296	4 days	Report-Writing and Negotiation Management Procedures
225.	6298	4 days	Sustainable Tourism Management
226.	6299	4 days	Smart Meter Utility Management Procedures
227.	6300	4 days	Smart Meter Electricity Management Procedures
228.	6301	4 days	Risk Assessment Management
229.	6302	4 days	Urban Development Management Procedures
230.	6303	4 days	Logistic Center Management Procedures
231.	6304	4-days	Credit Card Fraud Prevention Management
232.	6305	4-days	Emergency Relief Management Procedures
233.	6306	4-days	Corporate Leadership Management Procedures
234.	6307	4-days	Leadership and Succession Planning Management Procedures
235.	6308	4-days	Business Operational Management
236.	6309	4-days	Business Development Management
237.	6368	4 days	Supermarket Supervisory Customer Service Management
238.	6378	4 days	Government Staff (Employees) Supervisory Management
239.	6399	4 days	Call Center Supervisory Management
240.	6437	4 days	Production Supervisory Management

No.	CK	Duration	Course Name
241.	6466	4 days	Correctional Department Supervisory Management for Middle Managers and Supervisors
242.	6508	4 days	Correctional Department and Supervisory Management for Managers and Supervisors
243.	6642	4-days	Supervisory Management for Regional Airport Managers and Mid-Level Managers
244.	6643	4-days	Supervisory Management for Regional Airline Managers and Mid-Level Managers
245.			
246.			

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