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**DECEMBER, 2025 FACE-TO-FACE TRAINING SCHEDULE**  
**REGISTRATION DEADLINE: NOVEMBER 14, 2025**  
**LOCATION: FORT LAUDERDALE, FLORIDA**  
**www.cohenandklein.com**

**TRAINING TIME: 10:00 A.M. to 4:00 P.M.**

**TUESDAY - DECEMBER 2-5, 2025**

**CK 6769 Customer Service Management Procedures and Supervision for Managers, Middle Managers, and Supervisors of Commercial Banks and Other Financial Institutions**

**TUESDAY - DECEMBER 9-12, 2025**

**CK 900 Call Center (Contact Center) Management Procedures for Managers, Middle Managers, and Supervisors of Commercial Banks and Other Financial Institutions**

**TUESDAY - DECEMBER 9-12, 2025**

**CK 7089 Debt Collections and Revenue Management Procedures for Commercial Banks for Managers, Middle Managers, and Supervisors of Commercial Banks and Other Financial Institutions**

**TUESDAY - DECEMBER 16-19, 2025**

**CK 6911 Credit Card Debt Collections and Revenue Management Procedures for New and Experienced Collectors, Credit Administrators, Supervisors, Customer Service, Call Center, and Back Office Employees**

**TUESDAY - DECEMBER 16-19, 2025**

**CK 61246 Government Taxes, Statutory Deductions Compliance Debt Collections and Revenue Management Procedures, for New and Experienced Collectors, Tax Compliance Officers, Supervisors, and Back Office Employees of Government Revenue, and Tax Departments**

- **Customized Debt Collections Training Courses**
- *Please watch the debt collection training video*
  - **Over 100 Debt Collections Courses**
- **Online and Face-to-Face Training Courses Available**
- **Over 1,000 Customized Industry Training Courses!**

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