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COHEN & KLEIN CONSULTING, INC.

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CATEGORIES OF CUSTOMIZED COURSES**2019 TRAINING SCHEDULE****CATEGORIES OF CUSTOMIZED COURSES****Climate Change Management**

+ 20 Related Courses

Disaster-Preparedness Management

+ 59 Related Courses

Building Codes Operation Procedures

+ 13 Related Courses

Debt Collection & Revenue Management

+ 29 Related Courses

Sexual Harassment (Sexual Attack) Compliance

+ 8 Related Courses

Logistics & Climate Change

+ 13 Related Courses

Procurement & Facilities Management

+ 10 Related Courses

Call Center & Contact Center Management

+ 7 Related Courses

Customer Service, Sales, & Marketing

+ 24 Related Courses

Business Continuity & Crisis Management

+ 25 Related Courses

Anti-Money Laundering & Banking

+ 39 Related Courses

Airports & Sea Ports Management

+ 21 Related Courses

Credit Union & Financial Institutions

+ 53 Related Courses

Hotel & Hospitality Management

+ 16 Related Courses

Logistic Hub & Strategic Management

+ 9 Related Courses

Utility Corporations Training

+ 14 Related Courses

Training Design & Presentation Delivery

+ 12 Related Course

Technical Writing & Business Communication

+ 6 Related Courses

Leadership & Communication Management

+ 31 Related Courses

Human Resources & Management

+ 236 Related Courses

Employee Development Management

+ 154 Related Courses

Business Development & Operations Management

+ 14 Related Courses

Succession Planning & Leadership Management

+ 8 Related Courses

Health & Safety Management

+ 4 Related Courses

Micro-Finance Management

+ 9 Related Courses

Business Process Outsourcing Management

+ 9 Related Courses

Sales & Customer Service Management

+ 8 Related Courses

Business Development Strategic Management

+ 120 Related Courses

Correctional Facilities

+ 6 Related Courses

2019 Training Locations

Barbados • St. Maarten
Antigua • Jamaica
Ft. Lauderdale, Florida
Grenada • Dominica
St. Kitts • St. Lucia
St. Vincent • Belize

21st Anniversary*Congratulations!***A World of Learning**

Some of these courses
have been conducted in
partnership with Florida
Atlantic University, Nova
Southeastern
University, Florida
International University,
Bermuda College,
Barbados Community
College, as well as other
private and public sector
corporations.

The most practical and
comprehensive
customized training
courses for private and
public sector corporations
as well as financial
institutions.

Quality Control Management

+ 1 Related Courses

Employee Assistance Management

+ 11 Related Courses

Office Management Procedures

+ 41 Related Courses

Public Relations & Communication Management

+ 4 Related Courses

Credit Card Operations Management

+ 4 Related Courses

Government Public Sector Reform Management

+ 3 Related Courses

Organizational Development Management

+ 8 Related Courses

Government Staff/Employees

+ 25 Related Courses

Supermarket Management

+ 9 Related Courses

Client Relationship Management

+ 28 Related Courses

Political Leadership Management

+ 6 Related Courses

Banking & Finance Operations

+ 48 Related Courses

Environment & Health Safety Management

+23 Related Courses

Digital Transformation Management

+10 Related Course

Government Tax Collections Management

+9 Related Course

Local Government, Municipalities & Traffic Management

+12 Related Course

Energy & Electricity Management

+17 Related Course

Dress Code Policy Management

+10 Related Course

Government Transformation Management

+12 Related Course

Project Management

+12 Related Course

Construction Management

+10 Related Course

Business Consulting Management Services

+500 Related Course

COHEN & KLEIN CONSULTING, INC. 2019 TRAINING SCHEDULE

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January – Training Schedule

CK #	Training Programs	Training Dates	Training Locations
CK 600	Debt Collection and Revenue Management	Jan 15-18	Antigua, Jamaica, Ft. Lauderdale, Florida
CK 6144	Loan Modification and Revenue Management	Jan 15-18	Antigua, Jamaica, Ft. Lauderdale, Florida
CK 6310	Government Procurement Management	Jan 22-25	Ft. Lauderdale, Florida, Kingston, Jamaica
CK 6311	Private Sector Procurement Management	Jan 22-25	Ft. Lauderdale, Florida, Kingston, Jamaica
CK 5100	Performance Review and Job Evaluation Management	Jan 28-31	Ft. Lauderdale, Florida, Kingston, Jamaica
CK 2007	Training Design and Presentation Delivery	Jan 28-31	Ft. Lauderdale, Florida, Kingston, Jamaica
CK 6612	Regional Tourism Crisis Management	Jan 28-31	Ft. Lauderdale, Florida, Kingston, Jamaica

February – Training Schedule

CK 6392	Customer Support Management	Feb 5-8	Ft. Lauderdale, Florida
CK 5200	Call Center and Contact Center Management	Feb 5-8	Ft. Lauderdale, Florida, Kingston, Jamaica
CK 6213	Credit Union Customer Service Management	Feb 12-15	Ft. Lauderdale, Florida, Kingston, Jamaica
CK 6248	Hotel Customer Service Management	Feb 12-15	Ft. Lauderdale, Florida
CK 6140	Leadership and Communication Management	Feb 19-22	Antigua, Ft. Lauderdale, Florida, St. Kitts
CK 6307	Leadership and Succession Planning Management	Feb 25-28	Antigua, Ft. Lauderdale, Florida, St. Kitts
CK 6521	Credit Union Strategic Management	Feb 25-28	Antigua, Ft. Lauderdale, Florida, St. Kitts

March – Training Schedule

CK 4000	Disaster-Preparedness Management	Mar 5-8	Barbados, Ft. Lauderdale, Florida, St. Maarten
CK 4000AS	Airport Disaster-Preparedness Management	Mar 5-8	Barbados, Ft. Lauderdale, Florida, St. Maarten
CK 6269SP	Sea Ports Disaster-Preparedness Management	Mar 12-15	Ft. Lauderdale, Florida
CK 6287	National Building Code Management	Mar 12-15	Ft. Lauderdale, Florida
CK 6288	Climate Change Management	Mar 19-22	Antigua, Ft. Lauderdale, Florida
CK 6218	Waste Management, Operations anagement	Mar 26-29	Antigua, Ft. Lauderdale, Florida
CK 6519	KYC/AML Compliance Management	Mar 26-29	Antigua, Ft. Lauderdale, Florida

April – Training Schedule

CK 1400	Human Resources Management	April 2-5	Barbados, St. Maarten, Antigua, Jamaica, Ft. Lauderdale, Florida, Grenada, Dominica, St. Kitts, St. Lucia, St. Vincent
CK 2000	Supervisory Management	April 2-5	Barbados, St. Maarten, Antigua, Jamaica, Ft. Lauderdale, Florida, Grenada, Dominica, St. Kitts, St. Lucia, St. Vincent
CK 2003	Leadership and Communication Management	April 9-12	Jamaica – Ft. Lauderdale, Florida
CK 2005	Recruitment and Selection Management	April 9-12	Jamaica – Ft. Lauderdale, Florida
CK 6205	Employee Development Management	April 16-19	Barbados, St. Maarten, Antigua, Jamaica, Ft. Lauderdale, Florida, Grenada, Dominica, St. Kitts, St. Lucia, St. Vincent
CK 6251	Human Resources Manpower Audit Management	April 23-26	Barbados, St. Maarten, Antigua, Jamaica, Ft. Lauderdale, Florida, Grenada, Dominica, St. Kitts, St. Lucia, St. Vincent
CK 6492	Curriculum Development Management	April 23-26	Barbados, St. Maarten, Antigua, Jamaica, Ft. Lauderdale, Florida, Grenada, Dominica, St. Kitts, St. Lucia, St. Vincent

May – Training Schedule

CK 3300	Payment and Securities Settlement Management	May 7-10	Ft. Lauderdale, Florida
CK 6112	Treasury Department Management	May 7-10	Ft. Lauderdale, Florida
CK 2900	Bank Fraud and Loss Prevention Management	May 14-17	Antigua, Jamaica, Ft. Lauderdale, Florida, St. Lucia
CK 6123	Banks Oversight Management Requirements	May 14-17	Antigua, Jamaica, Ft. Lauderdale, Florida, St. Lucia
CK 6145	(FATCA), Including Anti-Money Laundering Compliance	May 21-24	St. Maarten, Antigua, Jamaica, Ft. Lauderdale, Florida, St. Kitts, St. Lucia
CK 6195	Credit Card Fraud Management	May 28-31	St. Maarten, Antigua, Jamaica, Ft. Lauderdale, Florida, St. Kitts, St. Lucia
CK 6493	Curriculum Design Management	May 28-31	St. Maarten, Antigua, Jamaica, Ft. Lauderdale, Florida, St. Kitts, St. Lucia

June --Training Schedule

CK 2004	Coaching and Mentoring Management	June 4-7	Ft. Lauderdale, Florida, Kingston, Jamaica
CK 6231	Corporate Governance Management	June 4-7	Ft. Lauderdale, Florida, Kingston, Jamaica
CK 6236	Board of Directors Leadership Management	June 11-14	Ft. Lauderdale, Florida, Kingston, Jamaica
CK 6123	Corporate Leadership Management	June 11-14	Ft. Lauderdale, Florida, Kingston, Jamaica
CK 6145	Industrial Relations and Conflict Resolution Management	June 18-21	Antigua, Jamaica, Ft. Lauderdale, Florida, St. Lucia
CK 1700	Sexual Harassment (Sexual Attack) and Discrimination Compliance	June 25-28	Antigua, Jamaica, Ft. Lauderdale, Florida, St. Lucia
CK 6462	Government Tax Administration Management	June 25-28	Antigua, Jamaica, Ft. Lauderdale, Florida, St. Lucia

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July – Training Schedule	CK #	Training Programs	Training Dates	Training Locations
	CK 6152	Business Writing and Communication Management	July 2-5	St. Maarten, Antigua, Jamaica, Ft. Lauderdale, Florida, St. Kitts, St. Lucia
	CK 6161	Business Operations Management	July 2-5	St. Maarten, Antigua, Jamaica, Ft. Lauderdale, Florida, St. Kitts, St. Lucia
	CK 6172	Casino Audit and Compliance Management	July 9-12	St. Maarten, Antigua, Jamaica, Ft. Lauderdale, Florida, Grenada, Dominica, St. Kitts, St. Lucia, St. Vincent
	CK 6249	Business Strategic Management	July 9-12	St. Maarten, Antigua, Jamaica, Ft. Lauderdale, Florida, Grenada, Dominica, St. Kitts, St. Lucia, St. Vincent
	CK 6252	Entrepreneurship Management Procedures	July 16-19	Barbados, St. Maarten, Antigua, Jamaica, Ft. Lauderdale, Florida, Grenada, Dominica, St. Kitts, St. Lucia, St. Vincent
	CK 6364	Public Relations and Communication Management	July 23-26	Barbados, St. Maarten, Antigua, Jamaica, Ft. Lauderdale, Florida, Grenada, Dominica, St. Kitts, St. Lucia, St. Vincent
	CK 6457	Liquid Petroleum Operations Management	July 23-26	Barbados, St. Maarten, Antigua, Jamaica, Ft. Lauderdale, Florida, Grenada, Dominica, St. Kitts, St. Lucia, St. Vincent
August - Training Schedule	CK 2100	Project Management Procedures	Aug 6-9	Ft. Lauderdale, Florida, St. Maarten, Antigua
	CK 4700	Business Continuity Management	Aug 6-9	Ft. Lauderdale, Florida, St. Maarten, Antigua
	CK 6159	Health and Safety Compliance Management	Aug 13-16	Antigua, Ft. Lauderdale, Florida
	CK 6186	Facilities Management Procedures	Aug 13-16	Antigua, Ft. Lauderdale, Florida
	CK 6237	Disaster Recovery Management Procedures	Aug 20-23	Ft. Lauderdale, Florida
	CK 6241	Logistic Hub Management Procedures	Aug 27-30	Ft. Lauderdale, Florida
	CK 6441	Tourism Growth Strategy Management	Aug 27-30	Ft. Lauderdale, Florida
September – Training Schedule	CK 6198	Civil Aviation Revenue Management	Sept 3-6	Antigua, Jamaica, Ft. Lauderdale, Florida, Grenada, Dominica, St. Kitts, St. Lucia, St. Vincent
	CK 6199	Airport Supervisory Management	Sept 3-6	Antigua, Jamaica, Ft. Lauderdale, Florida, Grenada, Dominica, St. Kitts, St. Lucia, St. Vincent
	CK 6209	Airport Customer Service Management	Sept 10-13	Antigua, Jamaica, Ft. Lauderdale, Florida, Grenada, Dominica, St. Kitts, St. Lucia, St. Vincent
	CK 6235	Customs Revenue Management	Sept 10-13	Antigua, Jamaica, Ft. Lauderdale, Florida, Grenada, Dominica, St. Kitts, St. Lucia, St. Vincent
	CK 6237	Airport Management Procedures	Sep 17-20	Antigua, Jamaica, Ft. Lauderdale, Florida, Grenada, Dominica, St. Kitts, St. Lucia, St. Vincent
	CK 2576	Sea Port Management Procedures	Sept 24-17	Antigua, Jamaica, Ft. Lauderdale, Florida, Grenada, Dominica, St. Kitts, St. Lucia, St. Vincent
	CK 6424	Sexual Harassment (Sexual Attack) and Dress Code Compliance Procedures	Sept 24-17	Antigua, Jamaica, Ft. Lauderdale, Florida, Grenada, Dominica, St. Kitts, St. Lucia, St. Vincent
October -- Training Schedule	CK 6158	Utilities Corporations Regulatory Management	Oct 1-4	St. Maarten, Antigua, Jamaica, Ft. Lauderdale, Florida, St. Kitts, St. Lucia
	CK 6224	Reinsurance Management Procedures	Oct 1-4	St. Maarten, Antigua, Jamaica, Ft. Lauderdale, Florida, St. Kitts, St. Lucia
	CK 6208	Financial Services Regulatory Management	Oct 8-11	St. Maarten, Antigua, Jamaica, Ft. Lauderdale, Florida, Grenada, Dominica, St. Kitts, St. Lucia, St. Vincent
	CK 6275	Disaster Reconstruction Management	Oct 8-11	St. Maarten, Antigua, Jamaica, Ft. Lauderdale, Florida, Grenada, Dominica, St. Kitts, St. Lucia, St. Vincent
	CK 6305	Emergency Relief Management	Oct 15-18	St. Maarten, Antigua, Jamaica, Ft. Lauderdale, Florida, Grenada, Dominica, St. Kitts, St. Lucia, St. Vincent
	CK 6314	Disaster Risk Mitigation Management	Oct 22-25	St. Maarten, Antigua, Jamaica, Ft. Lauderdale, Florida, Grenada, Dominica, St. Kitts, St. Lucia, St. Vincent
	CK 6427	Flood Mitigation Management	Oct 22-25	St. Maarten, Antigua, Jamaica, Ft. Lauderdale, Florida, Grenada, Dominica, St. Kitts, St. Lucia, St. Vincent
November – Training Schedule	CK 6363	Sales and Customer Service Management	Nov 12-15	St. Maarten, Antigua, Jamaica, Ft. Lauderdale, Florida, St. Kitts, St. Lucia
	CK 6366	Supermarkets Management Procedures	Nov 12-15	St. Maarten, Antigua, Jamaica, Ft. Lauderdale, Florida, St. Kitts, St. Lucia
	CK 6367	Supermarkets Merchandising Management	Nov 19-22	St. Maarten, Antigua, Jamaica, Ft. Lauderdale, Florida, St. Kitts, St. Lucia
	CK 6368	Supermarkets Customer Service Management	Nov 19-22	St. Maarten, Antigua, Jamaica, Ft. Lauderdale, Florida, St. Kitts, St. Lucia
	CK 6370	Supermarkets Branding and Marketing Management	Nov 25-28	St. Maarten, Antigua, Jamaica, Ft. Lauderdale, Florida, St. Kitts, St. Lucia
	CK 6371	Supermarkets Risk and Crisis Management Procedures	Nov 25-28	St. Maarten, Antigua, Jamaica, Ft. Lauderdale, Florida, St. Kitts, St. Lucia
	CK 6407	Climate Change Resilience Management	Nov 25-28	St. Maarten, Antigua, Jamaica, Ft. Lauderdale, Florida, St. Kitts, St. Lucia
December – Training Schedule	CK 6355	Political Leadership Management	Dec 3-6	Ft. Lauderdale, Florida, St. Maarten, Antigua
	CK 6373	Government Reform Management	Dec 3-6	Ft. Lauderdale, Florida, St. Maarten, Antigua
	CK 6374	Government Customer Service Management	Dec 10-13	Ft. Lauderdale, Florida, St. Maarten, Antigua
	CK 6377	Government (Employees) Middle Management	Dec 10-13	Ft. Lauderdale, Florida, St. Maarten, Antigua
	CK 6385	Political Strategic Management	Dec 17-2	Ft. Lauderdale, Florida, St. Maarten, Antigua
	CK 6386	Strategic National Election Management (Campaign)	Dec 17-20	Ft. Lauderdale, Florida, St. Maarten, Antigua
	CK 6396	Municipalities Revenue Collection Management	Dec 17-20	Ft. Lauderdale, Florida, St. Maarten, Antigua

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The "blueprint" for over 600 customized industry training courses is in the hands of Cohen & Klein Consulting, Inc.

Our Twenty-First Century Vision and Mission

A Message to our Valued Clients . . .

As we celebrate our 21st Anniversary, this important milestone concludes that we are innovative thinkers and leaders in the customized training and management consulting industry because of our company's high standards of quality, professional staff and stakeholders. Clearly, we are visionaries and pioneers in our customized training design, delivery and offerings.

With over 600 customized training courses, every day we help to solve the training and management challenges of many corporations with proven results. We are indeed problem-solvers with numerous strategic training and management solutions. Undoubtedly, our market research, the understanding of demand and supply, as well as information-gathering analysis have been perfected.

To achieve excellence, all of our training courses are uniquely and extensively customized to be comprehensive, while massive efforts and major investments are underway to ensure that Cohen and Klein Consulting is the ultimate choice for staff training and development.

Indeed, we are fully aware of our competitors, and have laid many strategic foundations for future generations. We will never rest on our laurels. Our impressive list of clients, testimonials, and stakeholders confirms our customized training results over the past 21 years.

Strategically, we have been poised, but now we are fully equipped to launch into the next 21 years and beyond; with practical, realistic and decisive business vision globally, with specific market expansion and emphasis on the Caribbean, North America, Israel, Malta, The Philippines, Singapore, Hong Kong, as well as on the continent of Africa.

We are sincerely grateful to our extensive list of clients -- the value of your support is priceless and beyond measure. As we move into the future, to those corporations and individuals who are not yet included in our network of clients, please be assured that in due course, we will be "knocking" politely on your doors to earn your business.

Clearly, our vision into the 21st Century is practical and realistic. Indeed, we are innovative visionaries and pioneers towards changes in our globalized society. The "blueprint" for over 600 customized industry training courses are in the hands of Cohen & Klein Consulting, Inc. Now is the time to form an alliance or collaborative partnership with Cohen & Klein Consulting, Inc. to maximize emerging markets and revenues.

Sincerely,

Management & Staff -- Cohen & Klein Consulting, Inc.

**Over 600
Customized Courses
with Proven Results!**

**The most
Comprehensive
training programs
to improve efficiency
and increase
productivity**

**The most practical
and comprehensive
training in an
interactive
classroom setting**

**On-Site or
In-House
Training
Can Be
Arranged**

**On-Site
Management
Consulting
Services is
Available**

**On-Site Debt
Collection
and Revenue
Management
Consulting and
Training Courses
are Available**

**Over 5,000
Individual
Testimonials**

**National economic
advancement is
meaningless
without relevant
training!**

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Airport Authority of Jamaica, Jamaica
Airport Services Limited, Antigua
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Water and Sewage Company Inc., St. Lucia
Wellness Center/ Ministry of Health, Agriculture & Human Services,
Turks & Caicos Islands
Westmoreland Co-Op Credit Union, Jamaica
Workers Bank Bahamas, Bahamas
World Brands Services Ltd. (Grace Kennedy), Jamaica

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