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COHEN & KLEIN CONSULTING, INC.

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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.

FROM A TO Z, IS YOUR CORPORATION LISTED ON OUR WEBSITE?

Affinity Personnel Solutions, Cayman Islands
AID Bank, Roseau, Dominica
Airport Authority of Jamaica, Jamaica
Airport Services Limited, Antigua
Angostura, Trinidad and Tobago

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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Visit www.cohenandklein.com

Email: collect@gate.net

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!

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 SCHEDULE

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.

CATEGORIES OF CUSTOMIZED COURSES

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