

MAIN OFFICE
 Cohen & Klein Consulting
 8362 Pines Blvd. • Suite 289
 Pembroke Pines, FL 33024

Cohen & Klein Consulting, Inc.

The Most practical and Comprehensive Training
 Regional Management Consulting Services

Phone: (954) 731-6340 • Fax: (954) 731-6606 • www.cohenandklein.com • E-mail: collect@gate.net

Visit www.cohenandklein.com To View or Print 2010 Training Brochure

2010 Banks and Financial Institutions Training Courses

- Treasury Department Management
- Trust Department Audit of Banks
- Financial Institutions Payment Systems Management
- Main Branch Audit of Banks
- ACH-Automated Clearing House Audit-For Auditors
- Anti-Money Laundering Compliance Procedures - Financial Institutions
- Banking and Financial Services Management - Financial Institutions
- ACH-Automated Clearing House Management - Financial Institutions
- Financial Fraud Prevention and Procedures - Financial Sector
- Banks Oversight Requirements and Procedures - Financial Institutions
- Advanced ACH-Automated Clearing House Audit - Financial Institutions
- Financial Risk Management
- Real-Time Gross Settlement Management - Financial Sector
- Payments and Securities Reform Management - Financial Sector
- Banks Cash and Demand Deposit Audit - Financial Institutions

To View or Print Numerous Testimonials
www.cohenandklein.com.

2010 TRAINING LOCATIONS
 ANTIGUA • ST. KITTS
 FT. LAUDERDALE, FLORIDA
 ST. LUCIA • BARBADOS
 KINGSTON, JAMAICA
 ST. MAARTEN
 BAHAMAS

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 and Barbados Community College

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

To View or print the 2010 Training brochure, course outline, cost and other details visit www.cohenandklein.com

2010 Public and Private Sector Training Courses

- Government Revenue, Tax and Debt Collection Management for Managers
- Government Revenue, Tax and Debt Collection Procedures- Non-Managers
- Debt Collection Strategies and Techniques - Private Sector
- Supervisory Management
- Debt Collection Management - for Managers and Supervisors
- Training Design and Presentation Delivery - Train the Trainer
- Call Center and Contact Center Procedures - Public & Private Sector
- Credit and Collection Management
- Human Resources Management
- Hurricane Disaster Preparedness Management - Private & Public Sectors
- Customer Service Procedures
- Business Continuity Planning
- Leadership and Communication Management - Private & Public Sector
- Performance Review Management
- Coaching and Mentoring Management
- Marketing and Public Relations Management - Private & Public Sector
- Advanced Management Strategies
- Call Center Management
- Project Management
- Customer Service Management
- Crisis Management - Private and Public Sector Corporations
- Airport and Seaport Customer Services Procedures & Management

LIST OF CORPORATIONS WHO HAVE BENEFITED
www.cohenandklein.com.

Visit www.cohenandklein.com To View or Print 2010 Training Brochure

The Most Practical and Comprehensive Customized Training



2010 Training Schedule, Locations and Dates

Visit www.cohenandklein.com To View or Print 2010 Training Brochure

Time Schedule of Courses Varies

(Select your locations and dates)		<i>Course Title</i>	<i>Location</i>	<i>Dates</i>	<i>Registration Deadline</i>
JAN.	CK 6112	Treasury Department Management	Florida	Jan 11-13	Dec 8, 2009
	CK 6117	Trust Department Audit of Banks	Florida	Jan 14-15	Dec 8, 2009
	DCK 6125	Financial Institutions Payment Systems Management	St. Kitts	Jan 19-21	Dec 8, 2009
	CK 6114	Gov. Revenue, Tax and Debt Collection Management	St. Kitts	Jan 19-22	Dec 8, 2009
	CK 700	Debt Collection Strategies & Techniques	Antigua	Jan 25-27	Jan 12, 2010
	CK 900	Call Center and Contact Center Procedures	Antigua	Jan 28-29	Jan 12, 2010
FEB.	CK 900	Call Center and Contact Center Procedures	Antigua	Feb 1-2	Jan 12, 2010
	CK 2000	Supervisory Management	Antigua	Feb 3-5	Jan 12, 2010
	CK 6114	Gov. Revenue, Tax and Debt Collection Management	Florida	Feb 16-19	Feb 2, 2010
	CK 700	Debt Collection Strategies and Techniques	St. Maarten	Feb 23-24	Feb 9, 2010
	CK 1600	Sexual Harassment Compliance Procedure	St. Maarten	Feb 25-26	Feb 9, 2010
MAR.	CK 6124	Gov. Revenue, Tax and Debt Collection Procedures	Jamaica	March 1-3	Feb 16, 2010
	CK 900	Call Center and Contact Center Procedures	Jamaica	March 1-3	Feb 16, 2010
	CK 1600	Sexual Harassment Compliance Procedures	Jamaica	March 4-5	Feb 16, 2010
	CK 900	Call Center and Contact Center Procedures	Jamaica	March 4-6	Feb 16, 2010
	CK 600	Debt Collection Management	Antigua	March 9-12	Feb 23, 2010
	CK 6116	Main Branch Audit of Banks	Antigua	March 15-17	Feb 23, 2010
	CK 1600	Sexual Harassment Compliance Procedures	Antigua	March 18-19	Feb 23, 2010
	CK 2007	Training Design and Presentation Delivery	St. Kitts	March 22-24	Mar 9, 2010
	CK 900	Call Center and Contact Center Procedures	St. Kitts	March 22-24	Mar 9, 2010
	DCK 6128	ACH-Automated Clearing House Audit-For Auditors	St. Kitts	March 24-26	Mar 9, 2010
	CK 6117	Trust Department Audit of Banks	St. Kitts	March 25-26	Mar 9, 2010
	CK 900	Call Center and Contact Center Procedures	St. Kitts	March 25-27	Mar 9, 2010
	CK 500	Credit and Collection Management	Florida	March 29-31	Mar 16, 2010
APR.	CK 4500	Anti-Money Laundering Compliance Procedures	Florida	April 1-2	Mar 16, 2010
	CK 700	Debt Collection Strategies and Techniques	Dominica	April 5-7	Mar 16, 2010
	CK 4500	Anti-Money Laundering Compliance Procedures	St. Lucia	April 8-9	Mar 16, 2010
	DCK 5900	Banking and Financial Services Management	Barbados	April 12-14	April 1, 2010
	CK 6113	ACH-Automated Clearing House Management	Barbados	April 12-14	April 1, 2010
	CK 1600	Sexual Harassment Compliance Procedures	Barbados	April 15-16	April 1, 2010
	CK 600	Debt Collection Management	Florida	April 20-23	April 1, 2010
	CK 6112	Treasury Department Management	St. Kitts	April 26-28	April 7, 2010
	CK 4500	Anti-Money Laundering Compliance Procedures	St. Kitts	April 29-30	April 8, 2010
MAY	CK 1400	Human Resources Management	St. Kitts	May 3-5	April 8, 2010
	CK 4900	Financial Fraud Prevention & Procedures	St. Kitts	May 6-7	April 8, 2010
	CK 4000	Hurricane Disaster Preparedness Management	Florida	May 12-14	April 8, 2010
	CK 4000	Hurricane Disaster Preparedness Management	Dominica	May 12-14	April 8, 2010
	CK 2000	Supervisory Management	St. Maarten	May 17-19	May 4, 2010
	CK 800	Customer Service Procedures	St. Maarten	May 20-21	May 4, 2010
	CK 600	Debt Collection Management	St. Maarten	May 24-27	May 4, 2010
JUNE	CK 4700	Business Continuity Planning & Management	Florida	June 1-3	May 4, 2010
	CK 700	Debt Collection Strategies & Techniques	Florida	June 1-3	May 4, 2010
	CK 6123	Banks Oversight Requirements and Procedures	Bahamas	June 7-9	May 4, 2010
	CK 4900	Financial Fraud Prevention & Procedures	Bahamas	June 10-11	May 12, 2010
	CK 2007	Training Design and Presentation Delivery	Florida	June 15-17	May 12, 2010
	CK 6124	Gov. Revenue, Tax and Debt Collection Procedures	Antigua	June 21-23	May 12, 2010
	DCK6126	Advanced ACH-Automated Clearing House Audit	Antigua	June 23-25	June 8, 2010
	CK 800	Customer Service Procedures	Antigua	June 24-25	June 8, 2010
	CK 500	Credit and Collection Management	Antigua	June 28-30	June 8, 2010

- 1) Call (954) 731-6340 to register and make payment by telephone.
- 2) Fax this form and payment information to (954) 731-6606.
- 3) Express mail your registration form and payment to:
Cohen & Klein Consulting, Inc. • 8362 Pines Blvd. Suite 289 • Pembroke Pines, Florida 33024
- 4) E-Mail your registration and payment information to collect@gate.net.
- 5) Web site registration at www.cohenandklein.com.

www.cohenandklein.com to view or print 2010 Training Brochure, Course Outline, Cost and other details



FIVE EASY WAYS TO REGISTER

2010 Training Schedule, Locations and Dates

Visit www.cohenandklein.com To View or Print 2010 Training Brochure

Time Schedule of Courses Varies

(Select your locations and dates)		<i>Course Title</i>	<i>Location</i>	<i>Dates</i>	<i>Registration Deadlines</i>
JULY	CK 2003	Leadership Communication Management	St. Lucia	July 1-2	June 8, 2010
	CK 5100	Performance Review Management	Florida	July 5-7	June 23, 2010
	CK 2003	Leadership Communication Management	Florida	July 8-9	June 23, 2010
	CK 3000	Financial Risk Management	St. Kitts	July 12-14	June 23, 2010
	DCK6127	Real-time Gross Settlement Management	St. Kitts	July 14-16	June 23, 2010
	CK 2004	Coaching & Mentoring Management	St. Kitts	July 15-16	June 23, 2010
	CK 1100	Marketing and Public Relations Management	St. Kitts	July 19-21	June 23, 2010
	DCK4600	Payments and Securities Reform Management	St. Kitts	July 19-21	June 23, 2010
	CK 2003	Leadership and Communication Management	St. Kitts	July 22-23	June 23, 2010
	CK 700	Debt Collection Strategies & Techniques	Barbados	July 28-30	July 14, 2010
AUG.	CK 6123	Banks Oversight Requirements and Procedures	Barbados	Aug 2-4	July 14, 2010
	CK 4900	Financial Fraud Prevention and Procedures	Barbados	Aug 5-6	July 14, 2010
	CK 1400	Human Resources Management	Florida	Aug 10-12	Aug 2, 2010
	CK 2009	Advanced Management Strategies	St. Maarten	Aug 16-18	Aug 2, 2010
	CK 2003	Leadership and Communication Management	St. Maarten	Aug 19-20	Aug 2, 2010
	CK 5100	Performance Review Management	St. Maarten	Aug 23-25	Aug 2, 2010
	CK 800	Customer Service Procedure	St. Maarten	Aug 26-27	Aug 2, 2010
	CK 4900	Financial Fraud Prevention and Procedures	Florida	Aug 30-31	Aug 11, 2010
SEPT.	CK 2000	Supervisory Management	Florida	Sept 1-3	Aug 11, 2010
	CK 2004	Coaching & Mentoring Management	Florida	Sept 6-7	Aug 11, 2010
	CK 5200	Call Center & Contact Center Management	Jamaica	Sept 8-10	Aug 11, 2010
	CK 6119	Banks Cash and Demand Deposit Audit	St. Kitts	Sept 15-17	Sep 1, 2010
	CK 6120	Branch Audit of Banks	St. Kitts	Sept 20-22	Sep 1, 2010
	CK 2004	Coaching & Mentoring Management	Antigua	Sept 23-24	Sep 1, 2010
	CK 2100	Project Management	St. Kitts	Sept 27-29	Sep 1, 2010
OCT.	CK 6118	Financial Risk Based Audit of Banks	Bahamas	Oct 6-8	Sep 14, 2010
	DCK 6130	Advanced Internal Audit of Banks	Bahamas	Oct 6-8	Sep 14, 2010
	CK 700	Debt Collection Strategies & Techniques	Bahamas	Oct 11-13	Sep 14, 2010
	CK 6122	IT Audit of Banks	Bahamas	Oct 14-15	Sep 14, 2010
	CK 6117	Trust Department Audit of Banks	St. Maarten	Oct 18-19	Oct 1, 2010
	CK 5600	Customer Service Supervision and Management	St. Maarten	Oct 20-22	Oct 1, 2010
	CK6131	Airports and Seaports Customer Service Management	St. Maarten	Oct 20-22	Oct 1, 2010
	CK 5700	Business Office Writing & Communication Management	St. Maarten	Oct 25-27	Oct 1, 2010
NOV.	CK 6121	Bank Loans Audit and Compliance Procedures	Florida	Nov 3-5	Oct 12, 2010
	CK 3200	Crisis Management	Florida	Nov 10-12	Oct 12, 2010
	CK 6122	IT Audit of Banks and Financial Institutions	Florida	Nov 18-19	Oct 12, 2010
	CK 6124	Gov. Revenue, Tax and Debt Collection Procedures	Florida	Nov 24-26	Nov 9, 2010
DEC.	CK 5700	Business Office Writing & Communication Management	Florida	Dec 1-3	Nov 16, 2010
	CK 6120	Branch Audit of Banks	Florida	Dec 8-10	Nov 16, 2010
	DCK6129	IT Requirements of Banks	Florida	Dec 8-10	Nov 16, 2010
	CK 6113	ACH-Automated Clearing House Management	Florida	Dec 14-16	Nov 22, 2010
	CK 6123	Banks Oversight Requirements and Procedures	Florida	Dec 20-22	Nov 22, 2010
<div style="border: 1px solid black; border-radius: 15px; padding: 10px; display: inline-block;"> <p>TO VIEW LIST OF CORPORATIONS WHO HAVE BENEFITED FROM THESE TRAININGS - www.cohenandklein.com.</p> </div>					

- 1) Call (954) 731-6340 to register and make payment by telephone.
- 2) Fax this form and payment information to (954) 731-6606.
- 3) Express mail your registration form and payment to:
Cohen & Klein Consulting, Inc. • 8362 Pines Blvd. Suite 289 • Pembroke Pines, Florida 33024
- 4) E-Mail your registration and payment information to collect@gate.net.
- 5) Web site registration at www.cohenandklein.com.

Visit www.cohenandklein.com
To View or Print 2010 Training Brochure

FIVE EASY WAYS TO REGISTER