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 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

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## 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  
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**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](http://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](http://www.cohenandklein.com).

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The Most Practical and Comprehensive Customized Training



# 2010 Training Schedule, Locations and Dates

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Time Schedule of Courses Varies

<b>(Select your locations and dates)</b>		<i>Course Title</i>	<i>Location</i>	<i>Dates</i>	<i>Registration Deadline</i>
<b>JAN.</b>	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
<b>FEB.</b>	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
<b>MAR.</b>	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
<b>APR.</b>	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
<b>MAY</b>	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
<b>JUNE</b>	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

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- 5) Web site registration at [www.cohenandklein.com](http://www.cohenandklein.com).

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# 2010 Training Schedule, Locations and Dates

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Time Schedule of Courses Varies

<b>(Select your locations and dates)</b>		<i>Course Title</i>	<i>Location</i>	<i>Dates</i>	<i>Registration Deadlines</i>
<b>JULY</b>	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
<b>AUG.</b>	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
<b>SEPT.</b>	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
<b>OCT.</b>	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
<b>NOV.</b>	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
<b>DEC.</b>	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><b>TO VIEW LIST OF CORPORATIONS WHO HAVE BENEFITED FROM THESE TRAININGS - <a href="http://www.cohenandklein.com">www.cohenandklein.com</a>.</b></p> </div>					

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