

**COHEN & KLEIN CONSULTING, INC.**  
**MASTER LISTING OF AVAILABLE COURSES**  
Over 100 Customized Courses

No.	CK	Duration	Course Title
	100	3 days	Healthcare Collection Techniques for Healthcare and Hospital Staff
	200	3 days	Healthcare Collection Management for Managers and Supervisors
	300	3 days	Healthcare Collection Techniques for Healthcare & Hospital Staff
	400	3 days	Healthcare Collection Management for Managers and Supervisors
	500	3 days	Credit and Collection Management for Collectors, Managers and Supervisors
	500 B	3 days	Advanced CK 500 Credit and Collection Management for Collectors, Managers and Supervisors
	600	3 days	Debt Collection and Revenue Management
	600 A	3 days	Debt Collection and Revenue Management for Utility Corporations
	600B	3 days	Advanced Debt Collection and Revenue Management
	600 M	3 days	Revenue Management for Regional Medical Health Systems
	600 N	3 days	Revenue Management for National Insurance Schemes (NIS)
	700	3 days	Debt Collection Strategies and Techniques
	700 A	3 days	Debt Collection Strategies and Techniques for Utility Corporations
	800	3 days	Customer Services, Marketing, Sales and Public Relations Management Procedures
	800 A	3 days	Customer Service, Sales, Marketing and Public Relations Procedures for Utility Corporations
	900	3 days	Call Center and Contact Center Procedures for Private and Public Sector Corporation
	900 A	3 days	Call Center and Contact Center Procedures for Utility Corporation
	1000	3 days	Marketing and Public Relations Techniques for Hotel and Hospital Industry Managers and Supervisors
	1100	3 days	Marketing and Public Relation Management
	1100 B	3 days	Advanced Marketing and Public Relation Management
	1200	3 days	Hotel & Hospitality Operations for the 21 <sup>st</sup> Century for Managers and Supervisors
	1300	3 days	Human resources Management for Hotel and Hospitality Industry Managers and Supervisors

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No.	CK	Duration	Course Title
	1400	3 days	Human Resources Management
	1400 B	3 days	Advanced Human Resources Management
	1500	3 days	Hospitality Law for Hotel, Travel and Tourism Industry
	1600	3 days	Sexual Harassment and Discrimination Compliance for Hotel and Hospitality Industry for Managers and Supervisors
	1700	3 days	Sexual Harassment and Discrimination Compliance for Private and Public Sector Organizations for Managers and Supervisors
	1800	3 days	Customer Service and Communication Techniques for Airport Front Line Staff, and Customs and Immigration Officers
	1900	3 days	Customer Service and Airport Security for Customs and Immigration Officers
	2000	3 days	Supervisory Management Techniques for Public and Private Sector Corporations
	2000 A	3 days	Supervisory Management Techniques for Utility Corporations
	2000 B	3 days	Advanced Supervisory Management Techniques
	2000 G	3 days	Supervisory Management Techniques for Government and Statutory Corporations
	2001	3 days	Supervisory Management Techniques for Hotel and Hospitality Industries
	2002	3 days	Stress and Time Management Techniques for Managers and Supervisors
	2003	3 days	Leadership and Communication Management
	2003 B	3 days	Advanced Leadership and Communication Management
	2003 G	3 days	Leadership and Communication Management for Government and Statutory Corporations
	2003L	3 days	Leadership and Communication Management for Law Enforcement Officers
	2004	3 days	Coaching and Mentoring Management
	2004 B	3 days	Advanced Coaching and Mentoring Management
	2005	3 days	Recruitment and Selection Management
	2006	3 days	Career and Personal Development Techniques for Unemployed, Laid-off or Redundant Workers
	2007	3 days	Training Design and Presentation Delivery (Train-the-Trainer)

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No.	CK	Duration	Course Title
	2007 B	3 days	Advanced Training Design and Presentation Delivery (Train-the-Trainer)
	2008	3 days	Organizational and Cultural Diversity Management for Organizations When Downsizing or Merged
	2009	3 days	Management Strategies and Techniques for Managers and Supervisors
	2009 B	3 days	Advanced Management Strategies & Techniques for Managers and Supervisors
	2100	3 days	Project Management Procedures
	2100 B	3 days	Advanced Project Management Procedures
	2200	3 days	Hotel Reservations and Customer Service Procedures for Front Line Staff
	2300	3 days	Housekeeping and Customer Service Procedures
	2400	3 days	Loss Prevention and Hotel Security Procedures
	2500	3 days	Small Business Formation and Development for New and Inexperienced Business Owners
	2600	3 days	Team-Building and Empowerment Techniques for Team Leaders and Supervisors
	2700	3 days	Administrative Assistant Procedures for Clerical Staff
	2800	3 days	Call Center (Telemarketing) and Sales Procedures for Call Centers Front Line Staff
	3000	3 days	Financial Risk Management Procedures
	3100	3 days	Consulting Management Procedures
	3200	3 days	Crisis Management Procedures & Supervision
	3200 A	3 days	Crisis Management Procedures for Utility Corporations
	3200 B	3 days	Advanced Crisis Management Procedures
	3300	3 days	Payment and Securities Settlement
	3400	3 days	Grooming and Self-Image Improvement Procedures
	3500	3 days	Hotel Front Desk Operations Procedures
	3600	3 days	Hotel Safety and Security Operations Management

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No.	CK	Duration	Course Title
	3700	3 days	Hotel Maintenance and Repair Procedures
	3800	3 days	Housekeeping and Laundry Standard Operating Procedures
	3900	3 days	Food and Beverage Standard Operating Procedures
	4000	3 days	Disaster Preparedness Management
	4000 A	3 days	Disaster Preparedness Management for Utility Corporation
	4000 B	3 days	Advanced Disaster Preparedness Management
	4100	3 days	Insurance Risk Management Techniques
	4200	3 days	Retail Banking Operations
	4300	3 days	Commercial Banking Operations
	4400	3 days	Risk Management Banking Operations
	4500	3 days	Anti-Money Laundering Compliance Procedures
	4500B	3 days	Advanced Anti-Money Laundering Compliance Procedures
	4600	3 days	Risk Management Procedures for Banks and Other Financial Institutions
	4700	3 days	Business Continuity Preparedness Management Procedures
	4700A	3 days	Business Continuity Preparedness Management Procedures for Utility Corporations
	4700B	3 days	Advanced Business Continuity Preparedness Management Procedures
	4800	3 days	Business Continuity Preparedness Management Procedures for Banking and Financial Institutions
	4900	3 days	Financial Fraud Prevention and Compliance Procedures
	4900B	3 days	Advanced Financial Fraud Prevention Compliance Procedures
	5100	3 days	Performance Review and Job Evaluation Management
	5100 A	3 days	Performance Review and Job Evaluation Management for Utility Corporations
	5100 B	3 days	Advanced Performance Review and Job Evaluation Management

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No.	CK	Duration	Course Title
	5100 G	3 days	Performance Review for Government and Statutory Corporations
	5100 L	3 days	Performance Review and Job Evaluation Management Law Enforcement Officers
	5200	3 days	Call Center and Contact Center Management
	5200 A	3 days	Call Center and Contact Management for Utility Corporation
	5300	3 days	Audit Procedures and Techniques for Commercial Banks and Financial Institutions
	5400	3 days	Disaster Recovery Planning Procedures for Commercial Banks and Other Financial Institutions
	5500	3 days	Call Center Management for Private and Public Corporations
	5600	3 days	Customer Service and Call Center Procedures for Customer Service Employees, as well as Collectors, Sales, Marketing, Credit and Back Office Employees
	5600A	3 days	Customer Service Management Procedures for Customer Service Employees, Collectors, Sales, Marketing, Credit and Back Office Employees, of Private and Public-Sector Utility Corporations
	5600A	3 Days	Customer Service Management Procedures for Customer Service Employees, Collectors, Sales, Marketing, Credit and Back Office Employees, of Private and Public-Sector Utility Corporations
	5600B	3 days	Advanced Customer Service Management Procedures for Customer Service Employees, Collectors, Sales, Marketing, Credit and Back Office Employees, of Private and Public-Sector Utility Corporations
	5700	3 days	Business Communication Management & Office Writing Management
	5700B	3 days	Advanced Business Communication Management & Office Writing Management
	5800	3 days	Performance Review Procedures for Managers and Supervisors
	5900	3 days	Customer Service Management and Supervision
	6112	3 days	Treasury Department Management
	6113	3 days	Automated Clearing House Procedures and Management
	6114G	3 days	Government Tax, Debt Collection and Revenue Management Procedures

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No.	CK	Duration	Course Title
	6114B	3 days	Advanced Government Tax, Debt Collection and Revenue Management Procedures
	6116	3 days	Banks Main Branch or Head Office Audit Procedures
	6117	3 days	Trust Department Audit of Banks and Other Financial Institutions
	6118	3 days	Financial Risk Based Auditing of Banks and Other Financial Institutions
	6119	3 days	Banks Cash and Demand Deposit Audit and Compliance Procedures
	6120	3 days	Banks Branch Audit and Compliance Procedures
	6121	3 days	Banks Loans Audit and Compliance Procedures
	6121 B	3 days	Advanced Bank Loans Audit and Compliance Procedures
	6122	3 days	Banks IT Audit and Compliance Procedures
	6123	3 days	Banks Oversight Requirements and Procedures
	6123 B	3 days	Advanced Banks Oversight Requirements and Procedures
	6124	3 days	Government Revenue, Tax and Debt Collection Procedures
	6124 G	3 days	Government Revenue, Tax and Debt Collection Procedures for New and Experienced Collectors and Tax Compliance Officers
	6125	3 days	Bank Loan Portfolio Administration and Management
	6126	3 days	Bank Credit Appraisal Management Procedures
	6127	3 days	Credit and Collection Counseling Management
	6128	3 days	Business Ethics and Professionalism Management
	6129	3 days	Staff Morale and Change Management Procedures
	6130	3 days	Goal-Setting and Time Management Procedures
	6131	3 days	Airport and Seaports Customer Service Management
	6132	3 days	Information Security Policy Management
	6133	3 days	Succession Planning and Leadership Management

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No.	CK	Duration	Course Title
	6134	3 days	Executive Assistant Management
	6140	3 days	Leadership and Communication Management for Law Enforcement Officers
	6141	3 days	Strategic Management for Financial Institutions and Private Sector Organizations
	6142	3 days	Credit Bureau and Credit Counseling Management Procedures
	6143 B	3 days	Advanced Executive Assistant Management
	6144	3 days	Loan Modification and Collections Procedures for Financial Institutions
	6144 B	3 days	Advanced Loan Modification and Collections Procedures for Financial Institutions
	6145	3 days	The Foreign Account Tax Compliance Act (FATCA), Procedures Including Anti-Money Laundering Compliance
	6145 B	3 days	Advanced The Foreign Account Tax Compliance Act (FATCA), Procedures Including Anti-Money Laundering Compliance
	6146	3 days	Performance Management for Financial Institutions and Private Sector Corporations
	6146 A	3 days	Performance Management for Utility Corporations
	6146 B	3 days	Advanced Performance Management for Financial Institutions and Private Sector Corporations
	6147	3 days	Change Management Procedures for Private and Public Sector Corporations
	6147 A	3 days	Change Management Procedures for Utility Corporations
	6147 B	3 days	Advanced Change Management Procedures for Private and Public Sector Corporation
	6147 G	3 days	Change Management Procedures for Government and Statutory Corporation
	6147 L	3 days	Change Management Procedures for Law Enforcement Officers
	6148	3 days	Business Ethics and Professional Management Procedures (Same as CK 6128)
	6149	3 days	Team Building and Empowerment Techniques
	6150	3 days	Airport Debt Collection and Revenue Management
	6151	3 days	Hotel Management Procedures

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No.	CK	Duration	Course Title
	6152	3 days	Business Writing and Communication Management
	6153	3 days	Leadership and Communication Management for Public and Private Sector Organizations
	6154	3 days	9-1-1 Emergency Call Procedures & Standards
	6155	3 days	Sexual Harassment Compliance Procedures for Law Enforcement
	6156	3 days	Conflict Resolution Management Procedures
	6156B	3 days	Advanced Conflict Resolution Management Procedures
	6156G	3 days	Conflict Resolution Management Procedures for Government and Statutory Corporation
	6157	3 days	Credit Underwriting Management
	6157B	3 days	Advanced Credit Underwriting Management
	6158	3 days	Utility Regulatory Management Procedures
	6159	3 days	Health & Safety Compliance Management
	6159B	3 days	Advanced Health and Safety Compliance Management
	6161	3 days	Business Operations Management
	6169	3 days	Mail Service Provider Operational Procedures and Customer Service (for Post Offices)
	6170	3 days	Inventory & Warehouse Management Procedures
	6171	3 days	Events Planning Management Procedures
	6172	3 days	Casino Management, Audit and Compliance <sup>3</sup>
	6173		CK 6173 Industrial Relations and Conflict Resolution Management
	6174	3 days	Technical Writing Procedures for Public and Private Sector Organizations
	6174 A	3 days	Technical Writing Procedures for Utility Corporations
	6174 L	3 days	Technical Writing Procedures for Law Enforcement Officers
	6175	3 days	Recruitment and Selection Management Procedures



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No.	CK	Duration	Course Title
	6181	3 days	Hazardous Work Environment Management
	6182	3 days	Industrial Security Management Procedures for New and Experienced Managers and Supervisors
	6183	3 days	Media Presentation and Public Relations Management Procedures for Public and Private Sector Companies
	6183A	3 days	Media Presentation and Public Relations Management Procedures for Utility Corporations
	6184	3-4 days	Shareholders Relationship Management Procedures
	6186	3 days	Facilities Management Procedures for Private and Public Corporation
	6186 A	3 days	Facilities Management for Utility Corporations
	6186 G	3 days	Facilities Management for Government and Statutory Corporations
	6187	3 days	Records Management Procedures for Private and Public Sector Corporations
	6188	3 days	Disaster Preparedness Media Management Procedures for Private and Public Sector Corporations
	6192	3 days	Procurement Management Procedures
	6192A	3 days	Procurement Management Procedures for Utility Corporations
	6193	3 days	Water Infrastructure Management Procedures
	6194	3 days	Environmental Safety Management Procedures
	6195	3 days	Credit Card Fraud Management Procedures
	6196	3 days	Water Distribution Management Procedures
	6197	3 days	Electricity Theft Prevention Management Procedures
	6198	3 days	Civil Aviation Revenue Management Procedures
	6199	3 days	Airport Supervisory Management Procedures
	6200	3 days	Airport Risk Management Procedures
	6201	3 days	Financial Services Commission Regulatory Management Procedures
	6202	3 days	Trust Company Compliance Management Procedures

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No.	CK	Duration	Course Title
	6203	3 days	Insurance Claims Management Procedures
	6204	3 days	Insurance Risks Management Procedures
	6205	3 days	Employee Development Management Procedures
	6206	3 days	Trust Company Management Procedures
	6207	3 days	Financial Services Commission Management Procedures
	6208	3 days	Financial Regulatory Services Management Procedures
	6209	3 days	Facilities Management for Government and Statutory Corporations
	6210	3 days	Civil Aviation Registration Management Procedures
	6211	3 days	Credit Union Revenue Management Procedures
	6212	3 days	Credit Union Management Procedures
	6213	3 days	Credit Union Customer Service Management
	6214	3 days	Facilities Management for Government and Statutory Corporations
	6215	3 days	Air Crafts and Planes Registration Revenue Management Procedures
	6216	3 days	Credit Union Revenue Management Procedures
	6217	3 days	Employee Assistance Management Procedures
	6218	3 days	Waste Management Operations Procedures
	6219	3 days	Securities Regulatory Management
	6220	3 days	Airport Immigration Customer Service Management
	6221	3 days	Airport Customs Customer Service Management
	6222	3 days	Compensation and Benefits Management Procedures
	6223	3 days	Securities and Exchange Commission Management Procedures
	6224	3 days	Reinsurance Management Procedures

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No.	CK	Duration	Course Title
	6225	3 days	Ships, Boats and Aircraft Registration Revenue Management Procedures
	6226	3 days	Supermarket Merchandising Management Procedures
	6227	3 days	Merchandising Management Procedures
	6228	3 days	Critical Thinking and Analytical Skills Procedures
	6229	3 days	Electricity Management Audit Procedures
	6230	3 days	Electricity Audit Management Procedures for Private and Public Sector Electricity Corporations
	6231	3 days	Corporate Governance Management Procedures
	6232	3 days	Clerk of the Court Management Procedures
	6233	3 days	Entrepreneurial Management Procedures
	6234	3 days	Customs Collection Procedures for New and Experienced Custom Officers
	6235	3 days	Customs & Revenue Management Procedures for New and Experienced Managers & Supervisors
	6236	3 days	Board of Directors Management Procedures
	6237	3 days	Disaster Management Procedures
	6238	3 days	Land Utilization Management Procedures
	6239	3 days	Vocational Teaching Procedures
	6240	3 days	Vocational Education Management Procedures
	6241	5-days	Logistic Hub Management Procedures
	6242	3 days	Debt Collection Management, Credit Procedures, and Loan Modification Procedures
	6243	3 days	Government Revenue, Tax Compliance Collections Management
	6244	3 days	Career Coaching Procedures
	6245	3 days	Environmental Health and Safety Management
	6246	3 days	Airport Terminal Management

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No.	CK	Duration	Course Title
	6247	3 days	Executive Management Procedures
	6248		Hotel Customer Service Management
	6249	3 days	Business Strategic Management
	6250	3-days	Water Resource Management
	6251	3 days	Human Resources Manpower Audit
	6252	5-days	Entrepreneurship Management Procedures <b>(Same as CK 6233)</b>
	6253	4 days	Climate Change Management Procedures
	6254	4 days	Global Warming Management Procedures
	6255	4 days	Environmental and Social Systems Management
	6256	4 days	Airport Management Procedures
	6257	4 days	Sea Ports Management Procedures