

CK 500 - Credit and Collection Management

Who Should Attend This Training:

- Public and Private Sector Corporations
- Banks and other Financial Institutions
- Accounts Receivables as well credit and collection Managers and Supervisors
- All other Corporations with Credit and Collection concerns

CONSUMER AND COMMERCIAL CREDIT AND COLLECTION TOPICS WILL BE DISCUSSED

Some Topics To Be Covered

On-Site Or In-House Training
Can Be Arranged

- ◆ DUTIES OF A CORPORATE CREDIT MANAGER
- ◆ DUTIES OF A COLLECTION MANAGER
- ◆ DUTIES AND RESPONSIBILITIES OF A CREDIT AND COLLECTION DEPARTMENT
- ◆ WAYS TO ESTABLISH A CREDIT AND COLLECTION DEPARTMENT
- ◆ WAYS TO ESTABLISH A CREDIT AND COLLECTION MANUAL (POLICIES AND PROCEDURES)
- ◆ WAYS TO CONTROL OVEREXTENSION OF CREDIT
- ◆ FUNCTIONS OF CREDIT AND COLLECTION SOFTWARE
- ◆ FORMULATING AN AUTOMATED CREDIT INFORMATION SYSTEM
- ◆ FORMULATION OF COMPUTERIZED ORDER PROCESSING CREDIT DECISIONS
- ◆ COLLECTION ACTIONS TO TAKE WITH AN NSF CHECKS
- ◆ USING THE CREDIT APPLICATION TO EDUCATE CUSTOMERS
- ◆ DESIGN OF AN APPROPRIATE CREDIT APPLICATION AND VERIFICATION OF CREDIT DATA
- ◆ HOW CREDIT BUREAUS OPERATE
- ◆ ANALYZING BUSINESS CREDIT APPLICATIONS
- ◆ REPOSSESSION PROCEDURES IN YOUR INDUSTRY
- ◆ WHEN AND HOW TO ENFORCE A DEBT IN COURT
- ◆ PROCESSING NEW ACCOUNTS EFFECTIVELY
- ◆ CREDIT CARD APPLICATION PROCEDURES
- ◆ FORMER EMPLOYEE LOAN COLLECTION
- ◆ THE FUNCTION OF A CREDIT COMMITTEE
- ◆ THE BASIC INFORMATION REQUESTED IN CREDIT APPLICATIONS
- ◆ MARKETING FACTORS AFFECTING CREDIT GRANTING
- ◆ HOW CREDIT LIMITS IMPACT ON CREDIT APPROVAL
- ◆ PURPOSE OF CREDIT SCORING
- ◆ CONSUMER CREDIT AND CREDIT BUREAUS
- ◆ HOW TO INVESTIGATE CREDIT CUSTOMERS
- ◆ LIENS VERSUS COLLATERAL
- ◆ EFFECTS OF COLLATERAL AFTER DEFAULT BY CUSTOMERS
- ◆ WAYS TO GET PAID FAST
- ◆ CREDIT POLICY VERSUS SALES VOLUME
- ◆ WAYS TO ANALYZE BILLING DISPUTES
- ◆ **Plus Several Other Topics!**

Time:
9:00 am - 4:30 pm

THE MOST COMPREHENSIVE AND PRACTICAL CREDIT AND COLLECTION TRAINING

CK 500B - Advanced Credit and Collection Management

Who Should Attend This Training:

- Public and Private Sector Corporations
- Banks and other Financial Institutions
- Accounts Receivables as well credit and collection Managers and Supervisors
- All other Corporations with Credit and Collection concerns

CONSUMER AND COMMERCIAL CREDIT AND COLLECTION TOPICS WILL BE DISCUSSED

Some Topics To Be Covered

On-Site Or In-House Training
Can Be Arranged

- ◆ DUTIES OF A CORPORATE CREDIT MANAGER
- ◆ DUTIES OF A COLLECTION MANAGER
- ◆ DUTIES AND RESPONSIBILITIES OF A CREDIT AND COLLECTION DEPARTMENT
- ◆ WAYS TO ESTABLISH A CREDIT AND COLLECTION DEPARTMENT
- ◆ WAYS TO ESTABLISH A CREDIT AND COLLECTION MANUAL (POLICIES AND PROCEDURES)
- ◆ WAYS TO CONTROL OVEREXTENSION OF CREDIT
- ◆ FUNCTIONS OF CREDIT AND COLLECTION SOFTWARE
- ◆ FORMULATING AN AUTOMATED CREDIT INFORMATION SYSTEM
- ◆ FORMULATION OF COMPUTERIZED ORDER PROCESSING CREDIT DECISIONS
- ◆ COLLECTION ACTIONS TO TAKE WITH AN NSF CHECKS
- ◆ USING THE CREDIT APPLICATION TO EDUCATE CUSTOMERS
- ◆ DESIGN OF AN APPROPRIATE CREDIT APPLICATION AND VERIFICATION OF CREDIT DATA
- ◆ HOW CREDIT BUREAUS OPERATE
- ◆ ANALYZING BUSINESS CREDIT APPLICATIONS
- ◆ REPOSSESSION PROCEDURES IN YOUR INDUSTRY
- ◆ WHEN AND HOW TO ENFORCE A DEBT IN COURT
- ◆ PROCESSING NEW ACCOUNTS EFFECTIVELY
- ◆ CREDIT CARD APPLICATION PROCEDURES
- ◆ FORMER EMPLOYEE LOAN COLLECTION
- ◆ THE FUNCTION OF A CREDIT COMMITTEE
- ◆ THE BASIC INFORMATION REQUESTED IN CREDIT APPLICATIONS
- ◆ MARKETING FACTORS AFFECTING CREDIT GRANTING
- ◆ HOW CREDIT LIMITS IMPACT ON CREDIT APPROVAL
- ◆ PURPOSE OF CREDIT SCORING
- ◆ CONSUMER CREDIT AND CREDIT BUREAUS
- ◆ HOW TO INVESTIGATE CREDIT CUSTOMERS
- ◆ LIENS VERSUS COLLATERAL
- ◆ EFFECTS OF COLLATERAL AFTER DEFAULT BY CUSTOMERS
- ◆ WAYS TO GET PAID FAST
- ◆ CREDIT POLICY VERSUS SALES VOLUME
- ◆ WAYS TO ANALYZE BILLING DISPUTES
- ◆ **Plus Several Other Topics!**

Time:
9:00 am - 4:30 pm

THE MOST COMPREHENSIVE AND PRACTICAL CREDIT AND COLLECTION TRAINING

CK 600 - Debt Collection and Revenue Management for Financial Institutions

Who Should Attend This Training:

- Public and Private Sector Corporations
- Banks and other Financial Institutions
- Accounts Receivables as well credit and collection Managers and Supervisors
- All other Corporations with Credit and Collection concerns

**THE MOST PRACTICAL AND COMPREHENSIVE
DEBT COLLECTION MANAGEMENT TRAINING
FOR FINANCIAL INSTITUTIONS AND THE
PRIVATE SECTOR**

On-Site Or In-House Training
Can Be Arranged

New and Revised Collection Approach

Some Topics To Be Covered

- ◆ PERFORMANCE MANAGEMENT
- ◆ REDUCE OPERATING EXPENSES
- ◆ INCREASE REVENUE AND PROFITS
- ◆ INCREASE AND IMPROVE PRODUCTIVITY
- ◆ IMPROVE COLLECTORS' MORALE AND MOTIVATION
- ◆ REDUCE DELINQUENT ACCOUNTS
- ◆ CREATE INCENTIVE PLANS/STRATEGIES FOR COLLECTORS
- ◆ REDUCE CUSTOMER COMPLAINTS
- ◆ IMPROVE CUSTOMER SERVICE AND SATISFACTION
- ◆ LEARN ABOUT MAJOR COLLECTION HURDLES
- ◆ KEEPING TABS ON YOUR COLLECTION POLICIES & PROCEDURES
- ◆ PROGRESSIVE DISCIPLINE PROCEDURES
- ◆ LEARN ABOUT HUMAN RESOURCES MANAGEMENT
- ◆ DEALING WITH VARIOUS FRAUD ACCOUNTS OR TRANSACTIONS
- ◆ DEALING WITH DISPUTED ACCOUNTS
- ◆ THE IMPACT OF "CHARGE BACK" ON COLLECTIONS
- ◆ HANDLING NSF CHECKS
- ◆ PRODUCTIVITY REQUIREMENTS OF COLLECTION INDUSTRY
- ◆ PERFORMANCE REVIEWS
- ◆ WAYS TO IMPROVE PRODUCTIVITY AND EFFICIENCY
- ◆ GOAL SETTING STRATEGIES
- ◆ ESTABLISHING A COLLECTION DEPARTMENT

- ◆ SUPERVISORY TECHNIQUES
- ◆ DRAFTING OF JOB DESCRIPTIONS AND PERSONNEL SPECIFICATIONS TO ACHIEVE BENCHMARK OR TARGETS
- ◆ MOTIVATING AND EMPOWERING COLLECTORS THROUGH EFFECTIVE DEPARTMENT LAYOUT
- ◆ STARTING A COLLECTIONS LETTER
- ◆ STRUCTURING EFFECTIVE COLLECTIONS LETTERS
- ◆ THE ESSENCE OF VARIOUS COLLECTIONS LETTERS
- ◆ WHAT SHOULD BE MENTIONED IN COLLECTIONS LETTER
- ◆ LEARN HOW TO WRITE THE FOLLOWING LETTERS: FIRST REMINDERS, PAYMENT REQUESTS, DEMAND FOR PAYMENT, CORRECTING BILLING ERRORS, APPEAL FOR DISCUSSION, REFUSING AN APPLICATION CREDIT, CANCELING CREDIT AND MUCH MORE!
- ◆ DEALING WITH DIFFICULT PEOPLE
- ◆ WHAT OPENING STATEMENTS SHOULD BE INCLUDED IN COLLECTIONS LETTERS
- ◆ HOW TO GET THE MOST FROM A PAYMENT APPEAL LETTER
- ◆ HOW TO PERSONALIZE YOUR COLLECTIONS LETTERS FOR EXTRA PULLING POWER
- ◆ HOW TO WRITE MULTIPLE MISCELLANEOUS LETTERS
- ◆ **Plus 84 Other Topics!**

TRAINING LOCATION:

CK 600B - Advanced Debt Collection and Revenue Management

Who Should Attend This Training:

- Public and Private Sector Corporations
- Banks and other Financial Institutions
- Accounts Receivables as well credit and collection Managers and Supervisors
- All other Corporations with Credit and Collection concerns

**THE MOST PRACTICAL AND COMPREHENSIVE
DEBT COLLECTION MANAGEMENT TRAINING
FOR FINANCIAL INSTITUTIONS AND THE
PRIVATE SECTOR**

On-Site Or In-House
Training Can Be Arranged

New and Revised Collection Approach

Some Topics To Be Covered

- ◆ PERFORMANCE MANAGEMENT
- ◆ REDUCE OPERATING EXPENSES
- ◆ INCREASE REVENUE AND PROFITS
- ◆ INCREASE AND IMPROVE PRODUCTIVITY
- ◆ IMPROVE COLLECTORS' MORALE AND MOTIVATION
- ◆ REDUCE DELINQUENT ACCOUNTS
- ◆ CREATE INCENTIVE PLANS/STRATEGIES FOR COLLECTORS
- ◆ REDUCE CUSTOMER COMPLAINTS
- ◆ IMPROVE CUSTOMER SERVICE AND SATISFACTION
- ◆ LEARN ABOUT MAJOR COLLECTION HURDLES
- ◆ KEEPING TABS ON YOUR COLLECTION POLICIES & PROCEDURES
- ◆ PROGRESSIVE DISCIPLINE PROCEDURES
- ◆ LEARN ABOUT HUMAN RESOURCES MANAGEMENT
- ◆ DEALING WITH VARIOUS FRAUD ACCOUNTS OR TRANSACTIONS
- ◆ DEALING WITH DISPUTED ACCOUNTS
- ◆ THE IMPACT OF "CHARGE BACK" ON COLLECTIONS
- ◆ HANDLING NSF CHECKS
- ◆ PRODUCTIVITY REQUIREMENTS OF COLLECTION INDUSTRY
- ◆ PERFORMANCE REVIEWS
- ◆ WAYS TO IMPROVE PRODUCTIVITY AND EFFICIENCY
- ◆ GOAL SETTING STRATEGIES
- ◆ ESTABLISHING A COLLECTION DEPARTMENT

- ◆ SUPERVISORY TECHNIQUES
- ◆ DRAFTING OF JOB DESCRIPTIONS AND PERSONNEL SPECIFICATIONS TO ACHIEVE BENCHMARK OR TARGETS
- ◆ MOTIVATING AND EMPOWERING COLLECTORS THROUGH EFFECTIVE DEPARTMENT LAYOUT
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- ◆ WHAT OPENING STATEMENTS SHOULD BE INCLUDED IN COLLECTIONS LETTERS
- ◆ HOW TO GET THE MOST FROM A PAYMENT APPEAL LETTER
- ◆ HOW TO PERSONALIZE YOUR COLLECTIONS LETTERS FOR EXTRA PULLING POWER
- ◆ HOW TO WRITE MULTIPLE MISCELLANEOUS LETTERS
- ◆ **Plus 84 Other Topics!**

TRAINING LOCATION:

CK 600A - Debt Collection and Revenue Management Utility Corporations

Who Should Attend This Training:

- All Public and Private Sector Utility Corporations
- Accounts Receivables as well as Credit and Collection Managers and Supervisors Of Utility Corporations
- All other Utility Corporations with Revenue Management and Collection Concerns

On-Site Or In-House Training Can Be Arranged For These Courses

New and Revised Collection Approach *Some Topics To Be Covered*

Utility Regulatory Compliance Procedures and Standards

- ◆ PERFORMANCE MANAGEMENT
- ◆ REDUCE OPERATING EXPENSES
- ◆ INCREASE REVENUE AND PROFITS
- ◆ INCREASE AND IMPROVE PRODUCTIVITY
- ◆ IMPROVE COLLECTORS' MORALE AND MOTIVATION
- ◆ REDUCE DELINQUENT ACCOUNTS
- ◆ CREATE INCENTIVE PLANS/STRATEGIES FOR COLLECTORS
- ◆ REDUCE CUSTOMER COMPLAINTS
- ◆ IMPROVE CUSTOMER SERVICE AND SATISFACTION
- ◆ LEARN ABOUT MAJOR COLLECTION HURDLES
- ◆ KEEPING TABS ON YOUR COLLECTION POLICIES & PROCEDURES
- ◆ PROGRESSIVE DISCIPLINE PROCEDURES
- ◆ LEARN ABOUT HUMAN RESOURCES MANAGEMENT
- ◆ DEALING WITH VARIOUS FRAUD ACCOUNTS OR TRANSACTIONS
- ◆ DEALING WITH DISPUTED ACCOUNTS
- ◆ THE IMPACT OF "CHARGE BACK" ON COLLECTIONS
- ◆ HANDLING NSF CHECKS
- ◆ PRODUCTIVITY REQUIREMENTS OF COLLECTION INDUSTRY
- ◆ PERFORMANCE REVIEWS
- ◆ WAYS TO IMPROVE PRODUCTIVITY AND EFFICIENCY
- ◆ GOAL SETTING STRATEGIES
- ◆ ESTABLISHING A COLLECTION DEPARTMENT
- ◆ SUPERVISORY TECHNIQUES
- ◆ DRAFTING OF JOB DESCRIPTIONS AND PERSONNEL SPECIFICATIONS TO ACHIEVE BENCHMARK OR TARGETS
- ◆ MOTIVATING AND EMPOWERING COLLECTORS THROUGH EFFECTIVE DEPARTMENT LAYOUT
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- ◆ DEALING WITH DIFFICULT PEOPLE
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- ◆ HOW TO GET THE MOST FROM A PAYMENT APPEAL LETTER
- ◆ HOW TO PERSONALIZE YOUR COLLECTIONS LETTERS FOR EXTRA PULLING POWER
- ◆ HOW TO WRITE MULTIPLE MISCELLANEOUS LETTERS
- ◆ *Plus Several Other Topics!*

THE MOST PRACTICAL AND COMPREHENSIVE REVENUE MANAGEMENT TRAINING FOR UTILITY CORPORATIONS

Time: 9:00 am - 4:30 pm

CK 600M - Debt Collection Strategies for Regional Medical Health Insurance Schemes

Who Should Attend This Training:

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Please email: collect@gate.net
or call: 954-731-6340
For Training Outline,
Cost and Details

CK 600N - Debt Collection Strategies for Regional National Insurance Schemes

Who Should Attend This Training:

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Please email: collect@gate.net
or call: 954-731-6340
For Training Outline,
Cost and Details

CK 700A - Debt Collection Strategies and Techniques for Utility Corporations

Who Should Attend This Training:

- Public and Private Sector Utility Corporations.
- Accounts Receivables, Debt Collection and Compliance Officers.
- All Utility Corporations with Debt Collection Concerns.

On-Site Or In-House Training
Can Be Arranged

The Course to Increase your Revenue and cash-flow

Some Topics To Be Covered

Utility Regulatory Compliance Procedures and Standards

- ◆ THE STEPS OF A COLLECTION CALL
- ◆ WRITING EFFECTIVE DEBT COLLECTION LETTERS
- ◆ WHAT CREDIT DOES FOR CONSUMERS
- ◆ THE ROLE OF CREDIT AND COLLECTIONS
- ◆ THE MAIN CAUSES FOR DELINQUENCY
- ◆ THE IMPORTANCE OF GOOD TELEPHONE DELIVERY
- ◆ WAYS TO PREPARE YOURSELF FOR THE ACTUAL COLLECTIONS CALL
- ◆ WAYS TO CLOSE A COLLECTION CALL
- ◆ WAYS HOW TO ADD URGENCY TO YOUR TELEPHONE DEMANDS
- ◆ NEGOTIATION SKILLS FOR DEBT COLLECTORS
- ◆ WAYS TO PREPARE FOR NEGOTIATION AS A COLLECTOR
- ◆ WAYS COLLECTORS CAN MAKE CONCESSIONS WISELY
- ◆ COLLECTOR'S JOB DESCRIPTION
- ◆ PRODUCTIVITY REQUIREMENTS OF DEBT COLLECTORS
- ◆ WAYS TO IDENTIFY AND COLLECT FROM PROFESSIONAL DEBTORS
- ◆ WAYS TO MAKE EFFECTIVE PARTIAL PAYMENT ARRANGEMENTS
- ◆ EFFECTIVE CREDIT VETTING PROCEDURES
- ◆ YOUR ROLE IN ASSISTING THE COLLECTIONS DEPARTMENT
- ◆ WAYS TO CLOSE A COLLECTION CALL
- ◆ THE ROLE OF VARIOUS FRONT-END DEPARTMENTS
- ◆ THE NEED FOR PROPER CREDIT APPLICATION

- ◆ THE ROLE OF CUSTOMER SERVICE AND CUSTOMER SUPPORT DEPARTMENTS
- ◆ CREDIT APPLICATION PROCEDURES
- ◆ SALES APPLICATION PROCEDURES
- ◆ PROBLEM RESOLUTION TECHNIQUES
- ◆ IDENTIFYING NEGATIVE BODY LANGUAGE
- ◆ TECHNIQUES TO ENSURE CUSTOMER RETENTION
- ◆ WAYS TO WIN OVER A DIFFICULT CUSTOMERS OR DEBTORS
- ◆ WAYS DO ERRONEOUS INVOICES AFFECT COLLECTION
- ◆ WAYS TO DEVELOP EFFECTIVE SALES STRATEGIES
- ◆ SOME KEY POINTS FOR BECOMING A SUCCESSFUL DEBT COLLECTOR
- ◆ THE EFFECTIVENESS OF COLLECTING FACE-TO-FACE
- ◆ WAYS TEAM EFFORT CAN ENHANCE COLLECTIONS EFFORTS
- ◆ WAYS TO DISCOVER THE TRUE REASON FOR DELINQUENCY

Plus Several Other Topics!

TRAINING LOCATION AND HOTEL ACCOMODATIONS:



THE IDEAL TRAINING FOR NEW AND EXPERIENCED UTILITY CORPORATION COLLECTORS

CK 700 - Debt Collection Strategies and Techniques

Who Should Attend This Training:

- Financial Institutions as well as Public and Private Sector Corporations.
- Accounts Receivables, Debt Collection and Compliance Officers.
- All Other Corporations with Debt Collection concerns.

The Course to Increase your Revenue

Some Topics To Be Covered

- ◆ THE STEPS OF A COLLECTION CALL
- ◆ WRITING EFFECTIVE DEBT COLLECTION LETTERS
- ◆ WHAT CREDIT DOES FOR CONSUMERS
- ◆ THE ROLE OF CREDIT AND COLLECTIONS
- ◆ THE MAIN CAUSES FOR DELINQUENCY
- ◆ THE IMPORTANCE OF GOOD TELEPHONE DELIVERY
- ◆ WAYS TO PREPARE YOURSELF FOR THE ACTUAL COLLECTIONS CALL
- ◆ WAYS TO CLOSE A COLLECTION CALL
- ◆ WAYS HOW TO ADD URGENCY TO YOUR TELEPHONE DEMANDS
- ◆ NEGOTIATION SKILLS FOR DEBT COLLECTORS
- ◆ WAYS TO PREPARE FOR NEGOTIATION AS A COLLECTOR
- ◆ WAYS COLLECTORS CAN MAKE CONCESSIONS WISELY
- ◆ COLLECTOR'S JOB DESCRIPTION
- ◆ PRODUCTIVITY REQUIREMENTS OF DEBT COLLECTORS
- ◆ WAYS TO IDENTIFY AND COLLECT FROM PROFESSIONAL DEBTORS
- ◆ WAYS TO MAKE EFFECTIVE PARTIAL PAYMENT ARRANGEMENTS
- ◆ EFFECTIVE CREDIT VETTING PROCEDURES
- ◆ YOUR ROLE IN ASSISTING THE COLLECTIONS DEPARTMENT
- ◆ WAYS TO CLOSE A COLLECTION CALL

- ◆ THE ROLE OF VARIOUS FRONT-END DEPARTMENTS
- ◆ THE NEED FOR PROPER CREDIT APPLICATION
- ◆ THE ROLE OF CUSTOMER SERVICE AND CUSTOMER SUPPORT DEPARTMENTS
- ◆ CREDIT APPLICATION PROCEDURES
- ◆ SALES APPLICATION PROCEDURES
- ◆ PROBLEM RESOLUTION TECHNIQUES
- ◆ IDENTIFYING NEGATIVE BODY LANGUAGE
- ◆ TECHNIQUES TO ENSURE CUSTOMER RETENTION
- ◆ WAYS TO WIN OVER A DIFFICULT CUSTOMERS OR DEBTORS
- ◆ WAYS DO ERRONEOUS INVOICES AFFECT COLLECTION
- ◆ WAYS TO DEVELOP EFFECTIVE SALES STRATEGIES
- ◆ SOME KEY POINTS FOR BECOMING A SUCCESSFUL DEBT COLLECTOR
- ◆ THE EFFECTIVENESS OF COLLECTING FACE-TO-FACE
- ◆ WAYS TEAM EFFORT CAN ENHANCE COLLECTIONS EFFORTS
- ◆ WAYS TO DISCOVER THE TRUE REASON FOR DELINQUENCY

Plus Several Other Topics!

TRAINING LOCATION:



THE IDEAL TRAINING FOR NEW AND EXPERIENCED COLLECTORS OF FINANCIAL INSTITUTIONS

CK 800 - Customer Services, Marketing Sales and Public Relations Procedures

**CUSTOMER SERVICE TECHNIQUES
TO ENSURE CUSTOMER RETENTION**

Who Should Attend This Training:

- Financial Institutions as well as Public and Private Sector Corporations.
- All Customer Service, Sales and Marketing Staff
- All Front-line Staff, in-house and telephone contact customer service staff

The Course to Out-do Your Competitors

On-Site Or In-House Training Can Be Arranged

Some Topics To Be Covered

- ◆ IMPROVE SALES AND MARKETING TECHNIQUES!
- ◆ KEEPING CUSTOMERS IS A CONTINUOUS PROCESS!
- ◆ WHAT DO YOU DO BETTER THAN YOUR COMPETITORS?
- ◆ WHAT ARE YOUR SALES PRACTICES?
- ◆ HOW TO HANDLE DIFFICULT CUSTOMERS
- ◆ MAKE A GREAT FIRST IMPRESSION
- ◆ BUILD AND MAINTAIN A POSITIVE ATTITUDE
- ◆ REMEMBER AND USE CUSTOMER NAMES
- ◆ TURN IRATE CUSTOMERS INTO THE BEST CUSTOMERS
- ◆ TURN TOUGH SITUATIONS INTO SALES OPPORTUNITIES
- ◆ DELIVER EXCEPTIONAL CUSTOMER SERVICE
- ◆ OUT SERVICE YOUR COMPETITORS
- ◆ MAKE YOUR CUSTOMERS FEEL IMPORTANT AND APPRECIATED
- ◆ REMAIN CALM IN THE MOST DEMANDING SITUATIONS
- ◆ WIN OVER ANGRY AND ABUSING CUSTOMERS
- ◆ LEARN TO SEE HOW YOUR CUSTOMERS SEE YOU
- ◆ ACHIEVE COMPANY GOALS AND KEEP CUSTOMER GOODWILL
- ◆ WAYS TO PERSONALIZE YOUR SERVICE
- ◆ UNDERSTAND CUSTOMERS WHO COMMUNICATE POORLY
- ◆ GAIN THE CUSTOMER'S SUPPORT FOR UNPOPULAR POLICIES
- ◆ HOW TO USE TEAMWORK AS A POWERFUL FORCE
- ◆ WAYS TO IMPROVE COOPERATION BETWEEN DEPARTMENTS
- ◆ HOW TO AVOID MAKING BAD TELEPHONE IMPRESSION
- ◆ EFFECTIVE HANDLING OF RUDE OR ABUSIVE CALLERS
- ◆ TECHNIQUES FOR BUILDING CUSTOMER LOYALTY
- ◆ HOW TO KEEP YOUR COOL IN THE TOUGHEST SITUATIONS
- ◆ PRESENTATION SKILLS THAT ENHANCE YOUR CREDIBILITY
- ◆ SALES AND CREDIT APPLICATION PROCEDURES
- ◆ FEATURES OF A CUSTOMER FOCUSED COMPANY
- ◆ WAYS TO ENSURE CUSTOMER RETENTION
- ◆ ANSWERING THE PHONE EFFECTIVELY
- ◆ HOW TO PUT CUSTOMERS ON HOLD
- ◆ EXAMPLES OF PROPER CALL TRANSFER
- ◆ **Plus Several Other Topics!**

Time:
9:00 am - 4:30 pm

TRAINING LOCATION:

CK 800A - Customer Service, Sales, Marketing and Public Relations Procedures for Utility Corporations

Who Should Attend This Training:

- All Call Center and Customer Service Employees of Utility Corporations

This Course is Scheduled in the Evening & Afternoon

On-Site Or In-House Training Can Be Arranged

Some Topics To Be Covered

- ◆ IMPROVING SALES AND MARKETING TECHNIQUES
- ◆ KEEPING CUSTOMERS IS A CONTINUOUS PROCESS
- ◆ WHAT DO YOU DO BETTER THAN YOUR COMPETITORS?
- ◆ WHAT ARE YOUR SALES PRACTICES?
- ◆ HOW TO HANDLE DIFFICULT CUSTOMERS
- ◆ MAKING A GREAT FIRST IMPRESSION
- ◆ BUILDING AND MAINTAINING A POSITIVE ATTITUDE
- ◆ REMEMBERING AND USING CUSTOMERS' NAMES
- ◆ TURNING IRATE CUSTOMERS INTO THE BEST CUSTOMERS
- ◆ TURNING TOUGH SITUATIONS INTO SALES OPPORTUNITIES
- ◆ DELIVERING EXCEPTIONAL CUSTOMER SERVICE
- ◆ OUTSERVICING YOUR COMPETITORS
- ◆ MAKING YOUR CUSTOMERS FEEL IMPORTANT AND APPRECIATED
- ◆ REMAINING CALM IN THE MOST DEMANDING SITUATIONS
- ◆ WINNING OVER ANGRY AND ABUSIVE CUSTOMERS
- ◆ LEARNING TO SEE HOW YOUR CUSTOMERS SEE YOU
- ◆ ACHIEVING COMPANY GOALS AND KEEPING CUSTOMER GOODWILL
- ◆ WAYS TO PERSONALIZE YOUR SERVICE
- ◆ UNDERSTANDING CUSTOMERS WHO COMMUNICATE POORLY
- ◆ GAINING THE CUSTOMER'S SUPPORT FOR UNPOPULAR POLICIES
- ◆ HOW TO USE TEAMWORK AS A POWERFUL FORCE
- ◆ WAYS TO IMPROVE COOPERATION BETWEEN DEPARTMENTS
- ◆ HOW TO AVOID MAKING BAD TELEPHONE IMPRESSION
- ◆ EFFECTIVE HANDLING OF RUDE OR ABUSIVE CALLERS
- ◆ TECHNIQUES FOR BUILDING CUSTOMER LOYALTY
- ◆ HOW TO KEEP YOUR COOL IN THE TOUGHEST SITUATIONS
- ◆ PRESENTATION SKILLS THAT ENHANCE YOUR CREDIBILITY
- ◆ **Plus Several Other Topics!**

**CUSTOMER SERVICE TECHNIQUES
TO ENSURE CUSTOMER RETENTION**

TRAINING LOCATION:

Time:
Evenings & Afternoon Schedule

CK 900 - Call Center and Contact Center Procedures for Private and Public Sector Corporations

Who Should Attend This Training:

- All public and private sector corporations as well as banks and other financial institutions.
- All customer service, sales, marketing and call center front line or back office employees.
- All call center or contact center employees.

On-Site Or In-House Training
Can Be Arranged

FRAUD PREVENTION AND CUSTOMER CONFIDENTIALITY

Some Topics To Be Covered

This Course is Scheduled in
the Evening & Afternoon

- ◆ DUTIES & RESPONSIBILITIES OF CALL CENTER AGENTS
- ◆ JOB DESCRIPTION OF CALL CENTER AGENTS
- ◆ PERFORMANCE REVIEW REQUIREMENTS OF CALL CENTER AGENTS
- ◆ VARIOUS TECHNIQUES RELEVANT TO CALL CENTER AGENTS
- ◆ RELEVANT STANDARDS AND PRACTICES OF CALL CENTER AGENTS
- ◆ TELEPHONE CUSTOMER SERVICE TECHNIQUES
- ◆ TELEPHONE COURTESY PRACTICES
- ◆ LEARN HOW TO ANSWER CORRECTLY
- ◆ POLITELY ASK A CALLER TO HOLD
- ◆ TAKE ACCURATE MESSAGES
- ◆ ASSURE CALLERS THAT THEY ARE BEING LISTENED TO
- ◆ TRANSFER AND FORWARD CALLS

- ◆ LEAVE RECORDED MESSAGES
- ◆ VARIOUS ACTIVITIES & ACTIONS FOR CALL CENTER SERVICE EXCELLENCE
- ◆ PREPARING EMPLOYEES TO SUCCESSFULLY MEET THE REQUIREMENTS OF CUSTOMERS
- ◆ BUILD RAPPORT ON THE TELEPHONE
- ◆ USE TECHNOLOGY, CUSTOMER INFORMATION AND OTHER TOOLS OF THEIR TRADE EFFECTIVELY
- ◆ ENLIGHTENING CUSTOMER SERVICE OVER THE PHONE
- ◆ INCREASE REVENUE THROUGH UP-SELLING AND CROSS-SELLING
- ◆ ENHANCE PRODUCTIVITY THROUGH IMPROVED CALL EFFICIENCY
- ◆ CUSTOMER SERVICE PROFILE & GUIDE
- ◆ CUSTOMER SERVICE COMPETENCIES

Plus Several Other Topics!

CUSTOMER SERVICE TECHNIQUES TO ENSURE CUSTOMER RETENTION

TRAINING LOCATION:



CK 900A - Call Center and Contact Center Procedures for Utility Corporations

Who Should Attend This Training:

- Please email: collect@gate.net
or call: 954-731-6340
For Training Outline,
Cost and Details

CK 1400B -Advanced Human Resources Management

CK 1400 - Human Resources Management

Who Should Attend This Training:

- All Financial Institutions as well as other Public and Private Sector Corporations
- Human Resources Managers, Personnel, Administrators and Office Managers
- Supervisors and Heads of Various Departments

THE IDEAL TRAINING TO BE AN EFFECTIVE HR MANAGER

Some Topics To Be Covered

On-Site Or In-House Training Can Be Arranged

- ◆ THE HUMAN RESOURCES FUNCTIONS
- ◆ INDUSTRIAL RELATIONSHIP TECHNIQUES
- ◆ PERSONNEL FILE CONFIDENTIALITY
- ◆ COLLECTIVE BARGAINING TECHNIQUES
- ◆ STAFFING THE HUMAN RESOURCES DEPARTMENT
- ◆ IMPORTANT QUALITIES FOR SUCCESSFUL HUMAN RESOURCE MANAGERS
- ◆ COMPENSATION SURVEYS, SALARY GUIDELINES AND JOB DESCRIPTION
- ◆ THE IMPORTANCE OF JOB DESCRIPTION, PERSONNEL SPECIFICATION AND PERFORMANCE APPRAISAL
- ◆ WAGE AND SALARY ADMINISTRATION – JOB ANALYSIS AND EVALUATION
- ◆ EFFECTIVE RECRUITMENT AND SELECTION PROCESS
- ◆ THE EMPLOYMENT APPLICATION PROCESS
- ◆ VARIOUS EMPLOYMENT TESTING
- ◆ SOME POPULAR EMPLOYEE BENEFITS
- ◆ SEVERANCE PAY PROGRAMS
- ◆ VARIOUS REWARDS AND INCENTIVES
- ◆ LEGAL ALTERNATIVES TO EXCESSIVE OVERTIME

- ◆ HUMAN RESOURCES DEPARTMENT AUDIT
- ◆ PERSONNEL POLICIES AND MANUALS
- ◆ HUMAN RESOURCES AND THE INTERNET
- ◆ LEGAL ASPECTS OF HUMAN RESOURCES
- ◆ HIRING AND FIRING LEGALLY AND EFFECTIVELY
- ◆ WAYS TO LIMIT YOUR LEGAL EXPOSURE
- ◆ HEALTH, SAFETY, AND WELFARE ISSUES
- ◆ DEALING WITH DRUGS, ALCOHOL, AND TOBACCO ABUSE
- ◆ GUIDELINES FOR FIRING EMPLOYEES – LAWFUL REASONS FOR FIRING
- ◆ LABOR RELATIONSHIP – KEEPING THE PEACE
- ◆ HUMAN RESOURCES SOFTWARE – FEATURES AND FUNCTIONS
- ◆ EMPLOYMENT CONTRACTS
- ◆ JOB EVALUATION AND PAY GRADING
- ◆ CREATING THE RIGHT BENEFIT PACKAGE
- ◆ IDENTIFYING TRAINING NEEDS – NEED ASSESSMENT
- ◆ CREATING A LEARNING ENVIRONMENT AT THE WORK PLACE
- ◆ *Plus Several Other Topics!*

THE IDEAL TRAINING FOR MANAGERS OF THE 21ST CENTURY

TRAINING LOCATION:

Time:
9:00 am - 4:30 pm

CK 1600 - Sexual Harassment and Discrimination Compliance Procedures

Who Should Attend This Training:

- All Private and Public Sector Corporations
- Human Resources Managers, Personnel Managers, Administrators and Office Managers.
- All Managers and Supervisors

This Course is Scheduled in the Evening & Afternoon

IDEAL TRAINING TO ENSURE UNDERSTANDING AND COMPLIANCE PROCEDURES

Some Topics To Be Covered

On-Site Or In-House Training Can Be Arranged

- ◆ WHY IS SEXUAL HARASSMENT A WORKPLACE ISSUE
- ◆ SEXUAL HARASSMENT & THE DIVERSITY OF THE WORKPLACE
- ◆ ABUSE OF POWER & SEXUAL HARASSMENT
- ◆ KEEP PERSONAL & BUSINESS RELATIONSHIPS SEPARATE
- ◆ THE REASONABLE PERSON STANDARD PRECAUTION
- ◆ HOW TO AVOID VISUAL ENVIRONMENTAL SEXUAL HARASSMENT
- ◆ TRAINING IS CRITICAL TO PREVENTING SEXUAL HARASSMENT
- ◆ INVESTIGATING SEXUAL HARASSMENT EFFECTIVELY
- ◆ UNSUBSTANTIATED COMPLAINTS
- ◆ CONDUCTING YOUR INVESTIGATION
- ◆ EVALUATING THE COMPLAINT EFFECTIVELY
- ◆ WHERE SHOULD YOU CONDUCT YOUR INTERVIEWS?
- ◆ INTERVIEWING WITNESSES
- ◆ DEFINING YOUR OWN CULTURE
- ◆ CULTURAL DIVERSITY AT WORK
- ◆ ALTERNATIVES TO FIRING

- ◆ DIVERSITY TRAINING: IS IT NECESSARY AND DOES IT WORK?
- ◆ SAME-SEX HARASSMENT VS. SEXUAL PREFERENCE
- ◆ POLICIES ON DATING CLIENTS AND VENDORS
- ◆ AVOID DISCRIMINATION CLAIMS WHEN INTERVIEWING JOB CANDIDATES
- ◆ ANSWER EMPLOYEE QUESTIONS WITHOUT MAKING A LEGAL MISTAKE
- ◆ GETTING UP-TO-DATE ON CURRENT LAWS THAT AFFECT HR
- ◆ WRITING LEGALLY SOUND POLICIES, PROCEDURES AND EMPLOYEE HANDBOOKS
- ◆ HOW TO MINIMIZE YOUR EXPOSURE TO LEGAL LIABILITY IN ALL YOUR WRITTEN COMMUNICATION
- ◆ *Plus Several Other Topics!*

Time:
Evenings & Afternoon
Schedule

THIS TRAINING CAN REDUCE CLAIMS OR ALLEGATIONS OF SEXUAL HARASSMENT

TRAINING LOCATION:

CK 1100 - Marketing and Public Relation Management

Who Should Attend This Training:

- All Public, Financial Institutions as well as and Private Sector Corporations
- Marketing, Sales, Advertising and Public Relations Managers or Supervisors and ideally selected employees

The Training to gain and retain Customers

Some Topics To Be Covered

On-Site Or In-House Training Can Be Arranged

- ◆ COST EFFECTIVENESS SHOULD BE YOUR FIRST CHOICE IN MARKETING!
- ◆ MARKET RESEARCH INFORMATION CAN BE YOUR COMPETITIVE ADVANTAGE!
- ◆ IS YOUR MARKET SHARE GROWING, SHRINKING OR STABLE?
- ◆ WHAT DO YOU DO BETTER THAN YOUR COMPETITORS?
- ◆ MARKETING GOALS MUST BE CLEAR, MEASURABLE AND EASY TO COMMUNICATE!
- ◆ PROFITING FROM THE FOUR PS OF MARKETING
- ◆ SECRETS OF SALES AND MARKETING SUCCESS
- ◆ EFFECTIVE USE OF TESTIMONIALS
- ◆ GETTING TO KNOW YOUR CUSTOMERS
- ◆ WAYS TO GENERATE GREAT PUBLICITY
- ◆ PLANNING AND BUDGETING ADVERTISEMENT CAMPAIGNS
- ◆ PERFORMING A CUSTOMER SERVICE AUDIT
- ◆ GOOD VERSUS BAD PRESS RELEASE
- ◆ BROCHURES AND CATALOGS DESIGN CONSIDERATIONS
- ◆ HARNESSING THE POWER AND ELEMENTS OF NEWSLETTERS
- ◆ WEB MARKETING TECHNIQUES
- ◆ A BEHAVIORAL APPROACH TO WEB DESIGN AND PROMOTION
- ◆ LABELING AND PACKAGING TECHNIQUES
- ◆ WAYS TO IDENTIFY POTENTIAL INTERNATIONAL CUSTOMERS
- ◆ WAYS TO REDUCE INTERNATIONAL MARKETING COST
- ◆ ANALYZING COMPETITOR'S STRENGTH AND WEAKNESSES
- ◆ WAYS TO SELECT THE BEST COUNTRY FOR YOUR PRODUCTS AND SERVICES
- ◆ PROMOTIONAL STRATEGIES AND TRADE SHOWS
- ◆ WAYS TO ADDRESS MARKETING BUDGET CONSTRAINTS
- ◆ IDENTIFYING AND PROFILING DESIRED CUSTOMER BEHAVIOR
- ◆ MASTERING THE SALES PROCESS
- ◆ PERFORMING A CUSTOMER SERVICE AUDIT
- ◆ WAYS TO WRITE A MARKETING PLAN
- ◆ HARNESSING THE POWER OF NEWSLETTERS
- ◆ PRODUCT CONSIDERATIONS ASSOCIATED WITH EXPORT
- ◆ *Plus Several Other Topics!*

Time:
9:00 am - 4:30 pm

TRAINING LOCATION:

CK 1100B - Advanced Marketing and Public Relation Management

Who Should Attend This Training:

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Please email: collect@gate.net
or call: 954-731-6340
For Training Outline,
Cost and Details

CK 2000 - Supervisory Management Techniques for Public and Private Sector Corporations

**SUPERVISOR MANAGEMENT
TECHNIQUES OF THE 21ST CENTURY**

Who Should Attend This Training:

- All Private and Public Sector Corporations
- All new and experienced Managers, Supervisors, Office Managers and Team Leaders
- Other suitable employees

On-Site Or In-House Training
Can Be Arranged

Some Topics To Be Covered

- ◆ VISION/ MISSION OF ORGANIZATIONS
- ◆ GOALS & DIRECTION OF ORGANIZATIONS
- ◆ JOB DESCRIPTION: PERSONNEL SPECIFICATION
- ◆ PERFORMANCE REVIEWS
- ◆ DOCUMENTING EMPLOYEE DISCIPLINE
- ◆ THE INCIDENT DIARY
- ◆ DISCIPLINARY PROCEDURES
- ◆ PROGRESSIVE DISCIPLINE: TERMINATION PROCEDURES
- ◆ RECRUITMENT & SELECTION
- ◆ PERSONNEL FILES & RECORD KEEPING
- ◆ INCIDENT REPORTS
- ◆ THE ADMINISTRATIVE SKILLS OF SUPERVISORY MANAGEMENT
- ◆ THE SOFT SKILLS OF SUPERVISORY MANAGEMENT
- ◆ HEALTH & SAFETY POLICIES & PROCEDURES
- ◆ EMERGENCY & DISASTER PREPAREDNESS
- ◆ TERMINATION POLICIES & PROCEDURES
- ◆ UNDERSTANDING & INTERPRETING COLLECTIVE
- ◆ COLLECTIVE BARGAINING PROCEDURES
- ◆ EFFECTIVE COMMUNICATION
- ◆ STAFF MEETING TECHNIQUES
- ◆ REWARDS / RECOGNITION / INCENTIVES
- ◆ MOTIVATION / EMPOWERMENT
- ◆ DEALING WITH DIFFICULT STAFF/PEOPLE
- ◆ IMPLEMENTATION OF WORK DELEGATION
- ◆ COACHING & MENTORING TECHNIQUES
- ◆ SUCCESSION PLAN STRATEGIES
- ◆ IMPLEMENTATION OF TEAM EFFORT
- ◆ TIME MANAGEMENT TECHNIQUES
- ◆ EXTERNAL RECRUITMENT / INTERNAL RECRUITMENT
- ◆ DISCRIMINATION & SEXUAL HARASSMENT ISSUES
- ◆ DEALING WITH STAFF INTERNAL CONFIDENTIAL MATTERS
- ◆ NEW EMPLOYEE ORIENTATION PROGRAM
- ◆ EMPLOYEE ASSISTANCE PROGRAM
- ◆ ~~But Several Other Topics~~ **DEALING WITH UNDISCIPLINED EMPLOYEES**

TRAINING LOCATION:

Time:
9:00 am - 4:30 pm

**THE MOST PRACTICAL AND COMPREHENSIVE
SUPERVISORY MANAGEMENT TRAINING**

CK 2000A - Supervisory Management Techniques for Utility Corporations

Who Should Attend This Training:

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Please email: collect@gate.net
or call: 954-731-6340
For Training Outline,
Cost and Details

CK 2000B - Advanced Supervisory Management Techniques

Who Should Attend This Training:

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Please email: collect@gate.net
or call: 954-731-6340
For Training Outline,
Cost and Details

CK 2000G - Supervisory Management Techniques for Government and Statutory Corporations

SUPERVISOR MANAGEMENT TECHNIQUES OF THE 21ST CENTURY

Who Should Attend This Training:

- All new and experienced Managers, Supervisors, Office Managers and Team Leaders
- Other suitable employees

On-Site Or In-House
Training Can Be Arranged

Some Topics To Be Covered

- ◆ VISION AND MISSION OF ORGANIZATIONS
- ◆ LEADERSHIP SKILLS
- ◆ GOALS AND DIRECTION OF ORGANIZATIONS
- ◆ JOB DESCRIPTION: PERSONNEL SPECIFICATION
- ◆ PERFORMANCE REVIEWS
- ◆ DOCUMENTING EMPLOYEE DISCIPLINE
- ◆ THE INCIDENT DAIRY
- ◆ DISCIPLINARY PROCEDURES
- ◆ PROGRESSIVE DISCIPLINE: TERMINATION PROCEDURES
- ◆ RECRUITMENT AND SELECTION
- ◆ PERSONNEL FILES AND RECORD-KEEPING
- ◆ INCIDENT REPORTS
- ◆ THE ADMINISTRATIVE SKILLS OF SUPERVISORY MANAGEMENT
- ◆ THE SOFT SKILLS OF SUPERVISORY MANAGEMENT
- ◆ HEALTH AND SAFETY POLICIES AND PROCEDURES
- ◆ EMERGENCY DISASTER-PREPAREDNESS
- ◆ TERMINATION POLICIES AND PROCEDURES
- ◆ UNDERSTANDING COLLECTIVE BARGAINING PROCEDURES
- ◆ EFFECTIVE COMMUNICATION
- ◆ STAFF MEETING TECHNIQUES
- ◆ REWARDS, RECOGNITION, AND INCENTIVES
- ◆ MOTIVATION AND EMPOWERMENT
- ◆ VARIOUS WAYS TO DELEGATE WORK AND TASKS
- ◆ COACHING AND MENTORING TECHNIQUES
- ◆ SUCCESSION PLANNING STRATEGIES
- ◆ IMPLEMENTATION OF TEAM EFFORT
- ◆ TIME MANAGEMENT TECHNIQUES
- ◆ EXTERNAL AND INTERNAL RECRUITMENT
- ◆ DEALING WITH STAFF INTERNAL CONFIDENTIAL MATTERS
- ◆ NEW EMPLOYEE ORIENTATION PROGRAM
- ◆ EMPLOYEE ASSISTANCE PROGRAM
- ◆ DEALING WITH BURN-OUT AND FATIGUE
- ◆ CORPORATE MISSION AND VISION
- ◆ STAFF ORIENTATION

Plus Several Other Topics!

THE MOST PRACTICAL AND COMPREHENSIVE
SUPERVISORY MANAGEMENT TRAINING

TRAINING LOCATION:

Time:
9:00 am - 4:30 pm

CK 2003 - Leadership and Communication Management

Who Should Attend This Training:

- All Private and Public Sector Corporations
- All Supervisors, Managers, Team Leaders and other suitable employees

VARIOUS WAYS TO BE
AN EFFECTIVE LEADER

Some Topics To Be Covered

On-Site Or In-House
Training Can Be Arranged

- ◆ CREATE DIRECTION FOR YOUR TEAM
- ◆ HOW TO COMMUNICATE WITH INFLUENCE AND FINESSE
- ◆ COMMUNICATE WITH PRECISION
- ◆ RESOLVE CONFLICTS QUICKLY BEFORE THEY AFFECT THE WHOLE GROUP
- ◆ CONVERT NEGATIVITY INTO POSITIVE PRODUCTION
- ◆ DELEGATE RESPONSIBILITY, AUTHORITY AND ACCOUNTABILITY
- ◆ IDENTIFY YOUR PERSONAL BARRIERS TO EFFECTIVE COMMUNICATION
- ◆ UNDERSTAND BODY LANGUAGE AND OTHER NONVERBAL CLUES
- ◆ AVOID WORDS THAT CAN TRIGGER NEGATIVE EMOTIONS IN OTHERS
- ◆ BE ASSERTIVE WITHOUT APPEARING AGGRESSIVE
- ◆ GET COLLEAGUES AND MANAGEMENT TO LISTEN TO YOUR IDEAS
- ◆ HANDLE TOUGH SITUATIONS WITH COMPOSURE AND CONFIDENCE
- ◆ SPEAK PERSUASIVELY IN FRONT OF GROUPS
- ◆ UNCOVER HIDDEN STRENGTHS ON YOUR TEAM
- ◆ TRANSFORM PROBLEM EMPLOYEES INTO ASSETS
- ◆ TURN HIGH-MAINTENANCE PEOPLE INTO HIGH-PERFORMANCE PEOPLE
- ◆ WHEN AND HOW TO LET SOMEONE SAVE FACE
- ◆ GUIDE EMPLOYEE TOWARD MAXIMIZING THEIR ABILITIES AND THEN BLEND THESE INDIVIDUAL TALENTS INTO A HIGH PERFORMANCE TEAM
- ◆ DEALING WITH TOUCHY PEOPLE WHO TAKE THINGS PERSONALLY
- ◆ HOW TO KNOW WHEN TO BACK DOWN AND WHEN TO HOLD YOUR GROUND
- ◆ DIPLOMACY – THE KEY TO COMMUNICATING SUCCESSFULLY WITH ALL TYPES OF PEOPLE IN ALL TYPES OF TOUGH SITUATIONS
- ◆ EXPERT TECHNIQUES FOR EXERTING INFLUENCE ON THE ACTIONS AND ATTITUDES OF OTHERS
- ◆ DAMAGE CONTROL TACTICS FOR RECOVERING WHEN YOU'VE MADE A REAL BLUNDER
- ◆ PRESENTATION SKILLS THAT WILL MAKE YOU A STAND-OUT IN MEETINGS
- ◆ MASTER THE ART OF PERSUASION WITH A STEP-BY-STEP METHOD.
- ◆ SHINE IN MEETINGS BY PRESENTING YOUR IDEAS POWERFULLY AND CONFIDENTLY
- ◆ LISTENING: THE MOST POWERFUL & UNDERUSED COMMUNICATION TOOL

Plus Several Other Topics!

THE MOST COMPREHENSIVE LEADERSHIP
AND COMMUNICATIONS TRAINING

TRAINING LOCATION:

Time:
9:00 am - 4:30 pm

CK 2003B - Advanced Leadership and Communication Management

Who Should Attend This Training:

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Please email: collect@gate.net
or call:954-731-6340
For Training Outline,
Cost and Details

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CK 2003G - Leadership and Communication Management for Government and Statutory Corporations

Who Should Attend This Training:

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Please email: collect@gate.net
or call:954-731-6340
For Training Outline,
Cost and Details

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CK 2003L - Leadership and Communication Management for Law Enforcement Officers

Who Should Attend This Training:

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Please email: collect@gate.net
or call:954-731-6340
For Training Outline,
Cost and Details

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CK 2004 - Coaching and Mentoring Management

Who Should Attend This Training:

- All Private and Public Sector Corporations
- All Supervisors, Managers, Team Leaders
- Other suitable employees

THE MOST PRACTICAL COMPREHENSIVE COACHING AND MENTORING TRAINING

THE IDEAL TRAINING FOR PERSONS IN LEADERSHIP POSITIONS

Some Topics To Be Covered

On-Site Or In-House Training Can Be Arranged

- ◆ DEVELOP A COACHING AGENDA THAT INSURES PRODUCTIVE MEETINGS
- ◆ TURN HIGH-MAINTENANCE PEOPLE INTO HIGH-PERFORMING PEOPLE
- ◆ GUIDE EMPLOYEES TOWARD MAXIMIZING THEIR ABILITIES AND THEN BLEND THESE INDIVIDUAL TALENTS INTO A HIGH PERFORMANCE TEAM
- ◆ HOW TO INSPIRE PEOPLE TO GO THE EXTRA MILE
- ◆ HOW TO MAKE SURE YOUR TEAM HAS A PROFITABILITY MINDSET
- ◆ REWARDS AND INCENTIVES THAT INCREASE MORALE
- ◆ INTANGIBLE REWARDS THAT GET THE KIND OF CONVICTION AND ENTHUSIASM MONEY CAN'T BUY
- ◆ STRATEGIES FOR GETTING TO THE ROOT CAUSES OF POOR PERFORMANCE
- ◆ COACHING SKILLS THAT DRIVE EMPLOYEE PERFORMANCE & COMMITMENT
- ◆ WHAT MANAGING AS A COACH MEANS
- ◆ BUILDING EMPLOYEE COMMITMENT THROUGH COACHING
- ◆ MANAGING AS A COACH VERSUS A DOER
- ◆ COACH APPROACH TO DEALING WITH PERFORMANCE ISSUES
- ◆ COACH APPROACH TO MENTORING AND DEVELOPING STAFF
- ◆ COACHING AND MANAGING DIVERSITY
- ◆ MOTIVATING AND EMPOWERING YOUR STAFF
- ◆ USING THE TWO TOOLS OF MENTORING AND TUTORING
- ◆ THE KEY STEPS TO COACHING SUCCESSFULLY
- ◆ ESTABLISHING INCENTIVE PLANS GROOMING AND GROWING YOUR EMPLOYEES COACHING FOR IMPROVED WORK PERFORMANCE
- ◆ THE BENEFITS OF GOOD COACHING
- ◆ THE BENEFITS OF BEING A SUCCESSFUL COACH
- ◆ THE ATTRIBUTES OF A GOOD COACH
- ◆ STRATEGIES FOR MOTIVATIONAL COACHING
- ◆ SOLVING PROBLEMS BY COACHING
- ◆ SEVEN STEPS TO EFFECTIVE PROBLEM SOLVING
- ◆ COACHING BY COMMUNICATING
- ◆ WHAT IT TAKES TO BE AN EFFECTIVE MENTOR
- ◆ COACHING TO HELP PEOPLE MOVE FORWARD
- ◆ *Plus Several Other Topics!*

COACHING AND MENTORING TECHNIQUES OF THE 21ST CENTURY

TRAINING LOCATION:

Time:
9:00 am - 4:30 pm

CK 2004B - Advanced Coaching and Mentoring Management

Who Should Attend This Training:

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Please email: collect@gate.net
or call: 954-731-6340
For Training Outline,
Cost and Details

CK 2007 - Training Design and Presentation Delivery (Train-the-Trainer)

Who Should Attend This Training:

- All Private and Public Sector Corporations
- Human Resources Managers, Training Managers, Facilitators and Training Instructors
- Other suitable employees

DESIGNING AND DEVELOPING VARIOUS TRAINING

- ◆ A SYSTEMATIC APPROACH TO TRAINING PROGRAMS
- ◆ TEN RECOGNIZED PRINCIPLES OF ADULT LEARNING
- ◆ DETERMINING TRAINING NEEDS AND SETTING OBJECTIVES
- ◆ TRAINING AND DEVELOPMENT TECHNIQUES
- ◆ PLANNING AND IMPLEMENTING INTERNAL CLASSROOM TRAINING
- ◆ SUBJECTS TO BE CONSIDERED FOR AN INTERNAL TRAINING PROGRAM
- ◆ DETERMINING CLASSROOM TECHNIQUES AND AIDS
- ◆ EVALUATING INTERNAL CLASSROOM TRAINING
- ◆ WAYS TO MAKE TRAINING PRESENTATIONS WITH CONFIDENCE
- ◆ CREATING A LONG-LASTING, POWERFUL AND DYNAMIC TRAINING
- ◆ DEVELOP AND IMPLEMENT A NEW EMPLOYEE ORIENTATION TRAINING
- ◆ ASSERTIVENESS SKILLS FOR TRAINERS AND FACILITATORS
- ◆ MAKING A STRONG AND POSITIVE IMPACT ON YOUR AUDIENCE
- ◆ EFFECTIVELY SELLING YOURSELF AND YOUR IDEAS DURING TRAINING
- ◆ DEALING WITH DIFFICULT PEOPLE AND NEGATIVE SITUATIONS DURING TRAINING
- ◆ WAYS TO STRUCTURE YOUR PRESENTATION

THE IDEAL TRAINING FOR PERSONS WHO WISHES TO DEVELOP AND DELIVER TRAINING

Some Topics To Be Covered

- ◆ MASTERING PRESENTATION DELIVERY: VISUAL AID, AUDIO, VIDEOS, QUESTION AND ANSWER SESSIONS, POWERPOINT AND TECHNICAL SETUP
- ◆ ESSENTIALS OF PREPARATION AND PRACTICE
- ◆ REQUIREMENTS OF AN EFFECTIVE TRAINER OR FACILITATOR
- ◆ WAYS TO SPEAK WITHOUT FEAR AND HOW TO CONTROL ANXIETY
- ◆ EFFECTIVE COMMUNICATION SKILLS FOR TRAINERS OR FACILITATORS
- ◆ THE EFFECTIVE WAYS TO START AND END A PRESENTATION
- ◆ THE ART OF PUBLIC SPEAKING
- ◆ WAYS TO EVALUATE THE EFFECTIVENESS OF PRESENTATIONS
- ◆ NEED ANALYSIS PROCEDURES TO DETERMINING TRAINING REQUIREMENTS AND SCOPE
- ◆ IDENTIFYING TRAINING REPROS AND OBJECTIVES
- ◆ VARIOUS TYPES OF TRAINING METHODS, QUIZZES, AND TEST EVALUATIONS
- ◆ TRAINING NEED ANALYSIS
- ◆ EXPLORING VARIOUS PRESENTATION METHODS
- ◆ **Plus Several Other Topics!**

On-Site Or In-House Training Can Be Arranged

THE MOST COMPREHENSIVE AND PRACTICAL TRAIN-THE-TRAINER COURSE

TRAINING LOCATION:



CK 2007B - Advanced Training Design and Presentation Delivery (Train-the-Trainer)

Who Should Attend This Training:

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Please email: collect@gate.net
or call: 954-731-6340
For Training Outline,
Cost and Details

CK 2009A - Management Strategies for Utility Corporations

Who Should Attend This Training:

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Please email: collect@gate.net
or call: 954-731-6340
For Training Outline,
Cost and Details

CK 2009A - Management Strategies for Utility Corporations

Who Should Attend This Training:

•
Please email: collect@gate.net
or call: 954-731-6340
For Training Outline,
Cost and Details

CK 2009B - Advanced Management Strategies

Who Should Attend This Training:

- All Private and Public Sector Corporations
- Senior Managers and Supervisors as well as Heads of Various Departments

**THE MOST COMPREHENSIVE AND PRACTICAL
ADVANCED MANAGEMENT TRAINING FOR
SENIOR MANAGERS AND SUPERVISORS**

Some Topics To Be Covered

On-Site Or In-House Training
Can Be Arranged

- ◆ DELEGATE RESPONSIBILITY, AUTHORITY AND ACCOUNTABILITY
- ◆ DEVELOP A COACHING AGENDA THAT INSURES PRODUCTIVE MEETINGS
- ◆ COMMUNICATION SKILLS FOR MANAGERS
- ◆ GIVE CLEAR DIRECTION – WITHOUT SOUNDING LIKE A DICTATOR
- ◆ THE FOUR STEPS TO TAKE WHEN COMMUNICATING WITH ANY DIFFICULT PERSON
- ◆ CONFLICT MANAGEMENT AND CONFRONTATIONAL SKILLS
- ◆ DELEGATION SKILLS THAT WILL HELP YOU ACCOMPLISH MORE IN LESS TIME
- ◆ REWARDS AND INCENTIVES THAT INCREASE MORALE
- ◆ HOW TO OVERCOME NEGATIVITY AND RESISTANCE
- ◆ MAKING THE TRANSFORMATION FROM MANAGER TO LEADER
- ◆ HOW TO INSPIRE PEOPLE TO GO THE EXTRA MILE
- ◆ HOW TO BRING PEOPLE TOGETHER AND BUILD TEAM SPIRIT
- ◆ HOW TO GIVE FEEDBACK THAT HELPS YOUR WORKERS ACCEPT THEIR SHORTCOMINGS AND GO ON TO DO THEIR VERY BEST
- ◆ HOW TO MAKE SURE YOUR TEAM HAS A PROFITABILITY MINDSET
- ◆ THE IMPORTANCE OF TAKING CORRECTIVE RATHER THAN PUNITIVE ACTION
- ◆ THE IMPORTANT DIFFERENCES BETWEEN A MANAGER AND A LEADER
- ◆ ANALYZING VARIOUS COMMUNICATION STYLES AND RECOGNIZING YOUR OWN
- ◆ TIPS FOR COMMUNICATING EFFECTIVELY WITH THOSE WHOSE STYLE DIFFERS FROM YOURS
- ◆ ALLOCATE RESOURCES TO MAXIMIZE COMPETENCIES AND CAPABILITIES
- ◆ DESIGN APPROPRIATE PERFORMANCE MEASUREMENT AND SYSTEMS
- ◆ USE INNOVATION TO ENHANCE PROFITABILITY
- ◆ PREPARING YOURSELF TO CONFRONT A PROBLEM EMPLOYEE
- ◆ HOW TO SET REALISTIC, CLEAR PERFORMANCE STANDARDS
- ◆ IDENTIFY YOUR OWN LEADERSHIP STYLE
- ◆ DEVELOP STRATEGIES THAT MAKE THINGS HAPPEN
- ◆ LEAD A WINNING TEAM, DEPARTMENT OR ORGANIZATION
- ◆ HOW TO MOTIVATE EMPLOYEES TO GIVE 110%
- ◆ *Plus Several Other Topics!*

Time:
9:00 am - 4:30 pm

CK 2100 - Project Management Procedures

Who Should Attend This Training:

- All Private and Public Sector Corporations
- Project Managers, Supervisors, Senior Managers and all other ideally suited employees

**THE MOST PRACTICAL AND
COMPREHENSIVE PROJECT
MANAGEMENT TRAINING**

Some Topics To Be Covered

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| <ul style="list-style-type: none"> ◆ EFFECTIVELY COMMUNICATE PROJECT GOALS, ASSIGNMENTS, PLANS, AND PROGRESS ◆ FACILITATE GROUP INVOLVEMENT IN PROBLEM SOLVING, DECISION MAKING, AND PLANNING ◆ BUILD TEAMS THAT ARE COMMITTED TO PROJECT SUCCESS ◆ DEVELOP A COMMON PROJECT MANAGEMENT LANGUAGE WITHIN YOUR ORGANIZATION ◆ UP-TO-DATE PROJECT MANAGEMENT TIPS AND TECHNIQUES ◆ DELIVER PROJECTS THAT ARE COMPLETE, ON TIME, WITHIN BUDGET, AND ACHIEVE DESIRED RESULTS ◆ DEVELOP PROJECT OBJECTIVES AND A WORK BREAKDOWN STRUCTURE, ESTABLISH PROJECT RESOURCE REQUIREMENTS ◆ ASSESS EACH PROJECT SITUATION, DETERMINE ACTIONS TO TAKE, AND MAKE MODIFICATIONS ACCORDINGLY. ◆ IDENTIFY POTENTIAL OPPORTUNITIES AND HOW TO TAKE ADVANTAGE OF THEM ◆ PERFORMANCE REVIEW OF VARIOUS PROJECTS | <ul style="list-style-type: none"> ◆ LEARN HOW TO AVOID COMMON PROJECT START-UP PROBLEMS ◆ PERFORMANCE MANAGEMENT ◆ PROGRESSIVE DISCIPLINE PROCEDURES ◆ DOCUMENTING DISCIPLINE ◆ VARIOUS REWARDS AND INCENTIVES ◆ WAYS TO IMPROVE PRODUCTIVITY AND EFFICIENCY ◆ HOW TO BALANCE PRIORITIES AND MANAGE MULTIPLE PROJECTS ◆ MANAGING TIME – HOW TO WORK WITH, NOT AGAINST, THE CLOCK ◆ HOW TO DEFINE AND THEN MASTER THE TASKS, BEHAVIORS, AND ACTIVITIES REQUIRED TO REACH A GOAL. ◆ END PROCRASTINATION, PERFECTIONISM, AND OTHER TIME TRAPS – FOREVER! ◆ ELIMINATE MISSED DEADLINES BY ACCURATELY ESTIMATING HOW LONG TASKS WILL REALLY TAKE ◆ HOW TO IDENTIFY AND ROOT OUT PROJECT WASTE ◆ <i>Plus Several Other Topics!</i> | <p>On-Site Or In-House
Training Can Be Arranged</p> |
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**PROJECT MANAGEMENT TECHNIQUES
FOR THE 21ST CENTURY**

TRAINING LOCATION:

Time:
9:00 am - 4:30 pm

CK 2100B - Advanced Project Management Procedures

Who Should Attend This Training:

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Please email: collect@gate.net
or call: 954-731-6340
For Training Outline,
Cost and Details

CK 3000 - Financial Risk Management Procedures and Supervision

Who Should Attend This Training:

- All Banks, Financial Institutions as well as Public and Private Sector Corporations
- All ideally selected Managers and Supervisors

On-Site Or In-House
Training Can Be Arranged

THE IDEAL TRAINING FOR INSURANCE CORPORATIONS AND FINANCIAL INSTITUTIONS

Some Topics To Be Covered

- ◆ INTRODUCTION TO RISK MANAGEMENT & INSURANCE
- ◆ FUNDAMENTALS & TERMINOLOGIES OF RISK MANAGEMENT
- ◆ RISK CLASSIFICATION & INSURABLE EVENTS
- ◆ PRINCIPLES OF RISK CLASSIFICATION
- ◆ THE RELATIONSHIP BETWEEN NEGLIGENCE & LEGAL LIABILITY INSURANCE
- ◆ THE RISK MANAGEMENT FUNCTION
- ◆ IDENTIFICATION & MEASUREMENT OF EXPOSURES
- ◆ THE REASONS FOR INSURANCE REGULATIONS
- ◆ DISCHARGE OF INSURANCE CONTRACTS
- ◆ AN OVERVIEW OF RISK & RISK MANAGEMENT
- ◆ GENERAL LIFE INSURANCE POLICY PROVISIONS
- ◆ INTERNATIONAL RISK MANAGEMENT STRATEGIES
- ◆ RISK MANAGEMENT INFORMATION SYSTEMS (RMISS)
- ◆ CATEGORIES OF LIABILITY INSURANCE
- ◆ RISK MANAGEMENT DECISION METHODS
- ◆ AN INTRODUCTION TO RISK & UNCERTAINTY

- ◆ THE TEN P'S OF RISK MANAGEMENT
- ◆ IDENTIFYING RISK FACTORS
- ◆ RISK ASSESSMENT
- ◆ SYSTEMS OF CONTROL
- ◆ DECIDING PRIORITIES FOR ACTION
- ◆ STRATEGIES FOR MANAGING RISKS
- ◆ RANGE OF STRATEGIC APPROACHES FOR DEALING WITH RISKS
- ◆ THE NATURE OF RISK MANAGEMENT ACTIVITIES
- ◆ THE IDENTIFICATION OF SIGNIFICANT EXPOSURE TO RISK
- ◆ RISK ANALYSIS: EXPOSURES OF PHYSICAL ASSETS
- ◆ RISK ANALYSIS: EXPOSURES OF FINANCIAL ASSETS
- ◆ RISK ANALYSIS: EXPOSURES OF HUMAN ASSETS
- ◆ RISK ANALYSIS: EXPOSURES TO LEGAL LIABILITY
- ◆ RISK CONTROL TOOLS & TECHNIQUES
- ◆ EVALUATING LONG TERM PROJECTS IN THE PUBLIC SECTOR
- ◆ RISK ANALYSIS: EXPOSURES OF PHYSICAL ASSETS
- ◆ **Plus Several Other Topics!**

FINANCIAL RISK MANAGEMENT PROCEDURES FOR 21ST CENTURY

Time:
9:00 am - 4:30 pm

CK 3200 - Crisis Management Procedures & Supervision

Who Should Attend This Training:

- All Banks, Financial Institutions, Public and Private Sector Corporations
- All ideally selected Managers and Supervisors

On-Site Or In-House
Training Can Be Arranged

IDEAL FOR PROJECT MANAGERS AND CRISIS MANAGERS

Some Topics To Be Covered

- ◆ ASSESSING YOUR VULNERABILITY
- ◆ GOAL SETTING AS PART OF CRISIS PLANNING
- ◆ ORGANIZING TO MANAGE CRISIS
- ◆ PUTTING CONTROLS IN PLACE
- ◆ COMMUNICATING IN A CRISIS
- ◆ CRISIS COMMUNICATION TACTICS
- ◆ CRISIS MANAGEMENT IN A NUTSHELL
- ◆ CONTEXT FOR CRISIS: THE AIRLINE INDUSTRY
- ◆ ORGANIZATIONAL CRISIS & COMMUNICATION
- ◆ PREPARING FOR THE WORST: CONTINGENCY PLANNING
- ◆ DISASTER STRIKES: CONFRONTING CRISIS
- ◆ POST-CRISIS INVESTIGATION
- ◆ THE CRISIS MANAGER: FACING RISKS & RESPONSIBILITY
- ◆ DEFINING A CRISIS
- ◆ TYPES OF CRISIS
- ◆ CONTINGENCY PLANNING: PREPARING FOR THE WORST
- ◆ ESSENTIALS OF A CONTINGENCY PLAN
- ◆ COMMUNICATING DURING & AFTER A CRISIS
- ◆ MANAGING COMMUNICATIONS DURING THE CRISIS EVENT
- ◆ AFTERMATH COMMUNICATIONS & POST-CRISIS REBUILDING
- ◆ MANAGING SEVEN TYPES OF CRISES
- ◆ EMERGENCY MANAGEMENT STRATEGIES
- ◆ TECHNOLOGICAL CRISES
- ◆ HAZARD MANAGEMENT STRATEGIES
- ◆ MANAGING CONFRONTATION CRISES
- ◆ STRATEGIES FOR HANDLING MANAGEMENT MISDEEDS

- ◆ RISK MANAGEMENT AND COMMUNICATION
- ◆ TRANSFORMING ORGANIZATIONS IN THE AFTERMATH OF A CRISIS
- ◆ TAKING STOCK OF POTENTIAL PERILS
- ◆ SOURCES OF POTENTIAL CRISES
- ◆ IDENTIFYING POTENTIAL CRISES
- ◆ PRIORITIZING POTENTIAL CRISES
- ◆ PREPARE A SYSTEMATIC PROGRAM OF CRISIS AVOIDANCE
- ◆ CONTINGENCY PLANNING PROCEDURES
- ◆ PREPARING TODAY FOR TOMORROW'S PROBLEMS
- ◆ CRISIS RECOGNITION PROCEDURES
- ◆ PREVENTING A BAD SITUATION FROM BECOMING WORSE
- ◆ CRISIS RESOLUTION PROCEDURES
- ◆ HANDLE THE MEDIA WITH CARE AFTER THE CRISIS
- ◆ HOW TO WRITE A PRESS RELEASE
- ◆ MANAGING RISK AND RESOLVING CRISIS
- ◆ BUSINESS RISK MANAGEMENT AND RISK MODELING- SURVIVAL OF THE FITTEST
- ◆ CRISIS MANAGEMENT PLANNING PROCEDURES
- ◆ OVERVIEW OF RELEVANT DUTIES & POWERS BEFORE AND AFTER A CRISIS
- ◆ DEVELOPING AN EFFECTIVE RESPONSE STRATEGY
- ◆ DEVELOPING INTERNAL & EXTERNAL COMMUNICATIONS PLANS TO ADDRESS CRISIS
- ◆ SURVIVING A CORPORATE CRISIS
- ◆ INTERNAL & EXTERNAL RISKS CONTROL PROCEDURE
- ◆ DEFINING CRISIS MANAGEMENT STRATEGY
- ◆ HOW A CRISIS IS DECLARED
- ◆ **Plus Several Other Topics!**

CRISIS MANAGEMENT PROCEDURES FOR THE 21ST CENTURY

Time:
9:00 am - 4:30 pm

CK 3200A - Crisis Management Procedures & Supervision for Utility Corporations

Who Should Attend This Training:

- Please email: collect@gate.net
or call:954-731-6340
For Training Outline,
Cost and Details



CK 3200B - Advanced Crisis Management Procedures & Supervision

Who Should Attend This Training:

- Please email: collect@gate.net
or call:954-731-6340
For Training Outline,
Cost and Details



CK 4000A - Disaster Preparedness Management for Utility Corporations

Who Should Attend This Training:

- Please email: collect@gate.net
or call:954-731-6340
For Training Outline,
Cost and Details



CK 4000B - Advanced Disaster Preparedness Management for Utility Corporations

Who Should Attend This Training:

- Please email: collect@gate.net
or call:954-731-6340
For Training Outline,
Cost and Details

CK 4000 - Disaster Preparedness Management

Who Should Attend This Training:

- All private and public sector corporations
- Various Managers, Supervisors as well as Project and Critic Managers
- All ideally selected Managers and Supervisors

PREPARATION AND FORECASTING PROCEDURES FOR THE 21ST CENTURY

Some Topics To Be Covered

On-Site Or In-House Training
Can Be Arranged

- ◆ PREPARE YOURSELF AND YOUR CORPORATION TODAY
- ◆ HURRICANE PREPAREDNESS CHECKLIST FOR INDIVIDUALS AND CORPORATIONS
- ◆ DISASTER PREPAREDNESS PROCEDURES
- ◆ HURRICANE AWARENESS PROCEDURES
- ◆ VARIOUS TYPES OF DISASTERS- PREPARATION AND MITIGATION
- ◆ GETTING READY FOR HURRICANE SEASON
- ◆ THINGS TO DO BEFORE THE STORM
- ◆ THINGS TO DO DURING THE STORM
- ◆ THINGS TO DO AFTER THE STORM
- ◆ DEVELOPING YOUR FAMILY PLAN FOR HURRICANE
- ◆ TYPES OF ASSISTANCE AVAILABLE FOR SPECIAL NEEDS
- ◆ BUILDING CODE COMPLIANCE OFFICE SAFETY STANDARDS
- ◆ REVIEWING INSURANCE POLICIES
- ◆ SHELTER REQUIREMENTS
- ◆ EMERGENCY PLANNING AND EMERGENCY SUPPLY KIT
- ◆ CONSTRUCTION MATERIALS CONSIDERATIONS
- ◆ FLOOD AND FLASH FLOOD MITIGATION PROCEDURES
- ◆ DISASTER SUPPLY KIT REQUIREMENTS
- ◆ FIRE SAFETY REQUIREMENTS AND PROCEDURES
- ◆ THINGS TO DO AFTER A HURRICANE WARNING
- ◆ FLOODS-PRECAUTIONARY MEASURES
- ◆ EARTHQUAKE-PRECAUTIONARY MEASURES

- ◆ BUSINESS CONTINUITY PLANNING
- ◆ WAYS TO DEVELOP A HURRICANE PLAN
- ◆ BEFORE THE STORM SHELTER KIT CHECKLIST
- ◆ PLAN FOR THE STORM'S APPROACH-PREPARATION
- ◆ HURRICANE KIT CHECKLIST
- ◆ UNDERSTAND YOUR INSURANCE COVERAGE
- ◆ WAYS TO HURRICANE-PROOF YOUR BUSINESS
- ◆ WAYS TO SHELTER FROM THE STORM
- ◆ SPECIAL NEEDS SHELTER REQUIREMENTS AND APPROACH
- ◆ DURING THE STORM- RIDING OUT THE STORM MEASURES
- ◆ AFTER THE STORM- PICKING UP THE PIECES
- ◆ CATEGORIES OF DISASTERS, RISKS OR CRISIS
- ◆ WHY CUSTOMER EXPECTATIONS ARE INCREASING BEFORE & AFTER A DISASTER
- ◆ BUSINESS CONTINUITY PLANNING FUNDAMENTALS BEFORE AND AFTER THE HURRICANE
- ◆ IT & BUSINESS PROCESSES INTERACTION
- ◆ RISK ASSESSMENT BEFORE AND AFTER THE HURRICANE
- ◆ BUSINESS IMPACT ANALYSIS- STRATEGIES
- ◆ TECHNOLOGY PLANS BEFORE AND AFTER A HURRICANE
- ◆ BUSINESS CONTINGENCY PROCEDURES
- ◆ **Plus Several Other Topics!**

TRAINING LOCATION:

Time:
9:00 am - 4:30 pm

CK 4500 - Anti-Money Laundering Compliance Procedures and Supervision

Who Should Attend This Training:

- Banks and Financial Institutions employees
- Various Managers, Supervisors, Front-line and back office employees
- Employees involved in Compliance and Regulatory duties

Some Topics To Be Covered

On-Site Or In-House Training
Can Be Arranged

- ◆ COMBATING MONEY LAUNDERING AND TERRORISM FINANCING
- ◆ U.S. MONEY LAUNDERING ASSESSMENT PROCEDURES
- ◆ VULNERABILITIES OF BANKS
- ◆ VULNERABILITIES OF MONEY SERVICES BUSINESSES
- ◆ MONEY TRANSMITTERS RESPONSIBILITIES
- ◆ VULNERABILITIES OF CHECK CASHERS
- ◆ CURRENCY EXCHANGERS PROCEDURES
- ◆ REGULATION AND PUBLIC POLICY ON MONEY ORDERS
- ◆ VULNERABILITIES OF ONLINE PAYMENT SYSTEMS
- ◆ REGULATION AND PUBLIC POLICY OF BULK CASH SMUGGLING
- ◆ VULNERABILITIES OF TRADE-BASED MONEY LAUNDERING
- ◆ VULNERABILITIES OF INSURANCE COMPANIES
- ◆ SHELL COMPANIES AND TRUSTS
- ◆ CASINOS - POLICIES AND PROCEDURES
- ◆ SUSPICIOUS ACTIVITY REPORT FILING LOCATIONS
- ◆ MEASURES TO PREVENT MONEY LAUNDERING
- ◆ MODERN DEVELOPMENT IN MONEY LAUNDERING
- ◆ LEGAL CONSIDERATIONS OF MONEY LAUNDERING
- ◆ USING TECHNOLOGY TO DETECT MONEY LAUNDERING
- ◆ INTERNATIONAL REGULATORY REQUIREMENTS
- ◆ THE USA PATRIOT ACT
- ◆ DOMESTIC REGULATORY REQUIREMENTS

- ◆ GUIDANCE TO ANTI-MONEY LAUNDERING
- ◆ GENERAL REQUIREMENTS FOR CUSTOMERS DUE DILIGENCE
- ◆ ESTABLISHING APPROPRIATE IDENTIFICATION
- ◆ SUSPICIOUS TRANSACTIONS
- ◆ IDENTIFICATION REQUIREMENTS IN SPECIAL CASES
- ◆ TRUST ACCOUNTS
- ◆ ACCOUNTS OPENED BY PROFESSIONAL INTERMEDIARIES
- ◆ PRIVATE BANKING CLIENTS
- ◆ POLITICALLY EXPOSED PERSONS
- ◆ RECORD KEEPING REGARDING CORRESPONDENT BANKS
- ◆ SHELL BANKS
- ◆ COUNTRIES WITH INADEQUATE AML/CFT FRAMEWORKS
- ◆ TRANSACTIONS UNDERTAKEN FOR OCCASIONAL CUSTOMERS
- ◆ ANONYMOUS ACCOUNTS PROCEDURES
- ◆ RECOGNITION OF UNUSUAL TRANSACTIONS
- ◆ SUSPICION-BASED & THRESHOLD REPORTING PROCEDURES
- ◆ EMPLOYEE INTEGRITY AND AWARENESS
- ◆ COMPLIANCE MONITORING
- ◆ INVESTMENT RELATED TRANSACTION
- ◆ OFF-SHORE INTERNATIONAL ACTIVITY
- ◆ DUTIES & RESPONSIBILITIES OF COMPLIANCE OFFICER
- ◆ **Plus Several Other Topics!**

TRAINING LOCATION:

Time:
9:00 am - 4:30 pm

Phone: (954) 731-6340 • Fax: (954) 731-6606

CK 4500B - Advanced Anti-Money Laundering Compliance Procedures and Supervision

Who Should Attend This Training:

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**Please email: collect@gate.net
or call: 954-731-6340
For Training Outline,
Cost and Details**



CK 4700 - Business Continuity Planning Procedures and Management

Who Should Attend This Training:

- All private and public sector Managers, Supervisors and Senior Staff Members
- Project and Facilities Managers and Supervisors
- All ideally selected employees

IDEAL FOR PROJECT MANAGERS AND CRISIS MANAGER

- ◆ FUNDAMENTAL CONTINUITY PLANNING PRINCIPLES-IT DEPT.
- ◆ SAFEGUARDS AND STANDARDS PROTECTION
- ◆ ADMINISTRATIVE PROCEDURES
- ◆ PHYSICAL SAFEGUARDS
- ◆ TECHNICAL SECURITY MECHANISMS
- ◆ COMPLIANCE PROCESS
- ◆ BUSINESS CONTINUITY PLAN
- ◆ BUSINESS RECOVERY PLAN
- ◆ DISASTER RECOVERY PLAN
- ◆ CRISIS MANAGEMENT PLAN
- ◆ BUSINESS CONTINUITY PLANNING POLICY
- ◆ BUSINESS CONTINUITY PLANNING PROCESS OVERVIEW
- ◆ RISK ASSESSMENT PROCESS
- ◆ POTENTIAL TYPES OF THREATS
- ◆ BACKUP QUESTIONNAIRE
- ◆ OFF-SITE STORAGE QUESTIONNAIRE
- ◆ VITAL RECORDS QUESTIONNAIRE

Some Topics To Be Covered

On-Site Or In-House Training
Can Be Arranged

- ◆ BUSINESS CONTINUITY PLANNING RESOURCES
- ◆ BUSINESS CONTINUITY PLANNING METHODOLOGY
- ◆ BUSINESS IMPACT ANALYSIS (BIA)
- ◆ MITIGATION AND RECOVERY STRATEGIES
- ◆ INSURANCE CONSIDERATIONS
- ◆ BUSINESS INTERRUPTION AND RESUMPTION
- ◆ DISASTER MITIGATION
- ◆ RECORDS RETENTION SCHEDULE
- ◆ SECURITY AND CONTROL CONSIDERATIONS
- ◆ DETAILED OUTLINE OF A BUSINESS CONTINUITY PLAN
- ◆ INSURANCE POLICY INVENTORY
- ◆ SECURITY AND CONTROL CONSIDERATIONS
- ◆ COMPUTER ROOM SECURITY CHECKLIST
- ◆ PERSONNEL SECURITY CHECKLIST
- ◆ BUILDING CONSTRUCTION CHECKLIST
- ◆ BUSINESS IMPACT ANALYSIS
- ◆ BUSINESS IMPACT ANALYSIS REPORT

Plus Several Other Topics!

BUSINESS CONTINUITY PLANNING PROCEDURES FOR THE 21ST CENTURY

TRAINING LOCATION:



CK 4700B - Advanced Business Continuity Planning Procedures and Management

Who Should Attend This Training:

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Please email: collect@gate.net
or call:954-731-6340
For Training Outline,
Cost and Details



CK 4700A - Business Continuity Planning Procedures and Management for Utility Corporations

Who Should Attend This Training:

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Please email: collect@gate.net
or call:954-731-6340
For Training Outline,
Cost and Details

CK 4900 - Financial Fraud Prevention Procedures and Supervision

Who Should Attend This Training:

- Banks and Financial Institutions Managers and Supervisors as well as Front-line and back office employees
- Financial Fraud and Loss Prevention employees
- Some Government and Statutory Corporations may benefit

On-Site Or In-House Training
Can Be Arranged

THE TRAINING TO MITIGATE AND REDUCE BANKS AND FINANCIAL FRAUD

Some Topics To Be Covered

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| <ul style="list-style-type: none"> ◆ STORAGE OF CONFIDENTIAL INFORMATION ◆ TYPES OF LOSSES AND UNAUTHORIZED ACTIVITY ◆ BACK OFFICE REPORT REVIEWS ◆ IDENTIFICATION AND ACTIONING OF POSSIBLE FRAUD OR ILLEGAL ACTIVITIES BY EMPLOYEES ◆ REVIEW PROCEDURES BY LOSS CONTROL OFFICERS ◆ INTERNAL REPORTING TIMELINE REQUIREMENTS ◆ INTERNAL DISCIPLINARY GUIDELINES ◆ CLERICAL OFFICERS RESPONSIBILITIES IN FINANCIAL LOSS PREVENTION ◆ DEALING WITH LOSSES DUE TO AN OFFICER REQUIRING TRAINING ◆ DEALING WITH LOSSES DUE TO CHEQUES NEGOTIATED WITHIN DAILY LIMITS ◆ DEALING WITH DELIBERATE DISREGARD OF BANK'S ESTABLISHED POLICIES & PROCEDURES ◆ GENERAL OVERSIGHT OF LOSS PREVENTION IN THE BANKING AND FINANCIAL SECTOR ◆ SUPPORT STAFF FUNCTIONS IN LOSS PREVENTION ◆ LOSS PREVENTION POSTING REPORT IN THE BANKING SECTOR | <ul style="list-style-type: none"> ◆ KITING SUSPECTS REPORTS AND MITIGATION PROCEDURES ◆ CHEQUE FRAUD MITIGATION POLICIES AND PROCEDURES ◆ THE SCOPE & IMPACT OF CHECK FRAUD ◆ VARIOUS TYPES OF CHEQUE FRAUD ◆ MITIGATION OF ALTERATION OF PHYSICAL FINANCIAL ITEM ◆ MITIGATION OF FORGERIES ◆ MITIGATION OF COUNTERFEITING ◆ IDENTIFICATION OF ACCOUNT RELATED CHEQUE FRAUD ◆ LAW ENFORCEMENT ISSUES IN RELATION TO LOSS PREVENTION ◆ DETECTION OF FORGED CHEQUE ◆ IDENTIFICATION OF DISCERNIBLE PATTERNS ◆ POSITIVE PAY IDENTIFICATION ◆ PAYEE VERIFICATION IDENTIFICATION ◆ FINGERPRINT PROGRAMS UPDATES ◆ FRONT-LINE DEFENSE PROCEDURES AND POLICIES ◆ FRONT-LINE PREVENTION POLICIES AND PROCEDURES <p style="text-align: center;"><i>Plus Several Other Topics!</i></p> |
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Time:
9:00 am - 4:30 pm

CK 4900B - Advanced Financial Fraud Prevention Procedures and Supervision

Who Should Attend This Training:

- Please email: collect@gate.net
or call: 954-731-6340
For Training Outline,
Cost and Details

CK 5100B - Advanced Performance Review and Job Evaluation Management

Who Should Attend This Training:

- Please email: collect@gate.net
or call: 954-731-6340
For Training Outline,
Cost and Details

Phone: (954) 731-6340 • Fax: (954) 731-6606

***CK 5100A - Performance Review and Job Evaluation Management
for Utility Corporations***

Who Should Attend This Training:

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**Please email: collect@gate.net
or call:954-731-6340
For Training Outline,
Cost and Details**



***CK 5100L - Performance Review and Job Evaluation Management
Law Enforcement Officers***

Who Should Attend This Training:

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**Please email: collect@gate.net
or call:954-731-6340
For Training Outline,
Cost and Details**

CK 5100 - Performance Review and Job Evaluation Management

Who Should Attend This Training:

- All public and private corporations as well as Financial Institutions
- All Managers, Supervisors and Human Resources Managers
- All ideally selected employees

THE IDEAL TRAINING FOR ANY PERSON WHO CONDUCTS PERFORMANCE REVIEWS

Some Topics To Be Covered

On-Site Or In-House
Training Can Be Arranged

- ◆ CONDUCTING EMPLOYEE PERFORMANCE APPRAISALS EFFECTIVELY
- ◆ EFFECTIVE PERFORMANCE RATINGS
- ◆ TIPS FOR CONDUCTING EMPLOYEE PERFORMANCE REVIEWS
- ◆ EVALUATING STAFF EFFECTIVELY
- ◆ ACHIEVING FULL POTENTIAL OF EMPLOYEES
- ◆ MERIT AND PERFORMANCE EVALUATION PROCEDURES
- ◆ OBJECTIVES OF PERFORMANCE EVALUATIONS
- ◆ BEFORE THE EVALUATION – PROCEDURES TO FOLLOW
- ◆ EVALUATION TIMELINE FOR PERFORMANCE REVIEW
- ◆ DURING THE EVALUATION – PROCEDURES TO FOLLOW
- ◆ AFTER THE EVALUATION – PROCEDURES TO FOLLOW
- ◆ CONDUCTING AN APPRAISAL INTERVIEW – PROCEDURES TO FOLLOW
- ◆ THE STRENGTHS – IDENTIFYING EMPLOYEES' STRENGTHS
- ◆ THE WEAKNESSES – IDENTIFYING AND RESOLVING THESE AREAS
- ◆ FEEDBACK – PROVIDING EFFECTIVE FEEDBACK TO EMPLOYEES
- ◆ WRITING JOB DESCRIPTIONS EFFECTIVELY
- ◆ KNOWLEDGE, SKILLS AND ABILITIES REQUIREMENTS
- ◆ SPECIAL REQUIREMENTS IN JOB DESCRIPTIONS
- ◆ USES OF JOB ANALYSIS IN THE SELECTION PROCESS
- ◆ EFFECTIVELY PLANNING CAREER LADDERS
- ◆ TRAINING PURPOSES REQUIREMENTS
- ◆ WRITING THE JOB DESCRIPTION THE PRACTICAL WAY
- ◆ APPROACHES TO PERFORMANCE APPRAISAL
- ◆ THE PURPOSE OF PERFORMANCE REVIEW
- ◆ LEGAL CONSIDERATIONS IN PERFORMANCE APPRAISALS
- ◆ DESIGNING YOUR PERFORMANCE APPRAISAL SYSTEM
- ◆ MEASURING RESULTS DURING PERFORMANCE REVIEW
- ◆ COACHING/COUNSELING/CAREER ADVANCEMENT EVALUATION
- ◆ MANAGEMENT BY OBJECTIVES APPROACH
- ◆ RANKING EMPLOYEE PERFORMANCE
- ◆ EFFECTIVELY ADMINISTRATING YOUR PERFORMANCE APPRAISAL SYSTEM
- ◆ INTERIM EVALUATIONS OR PROGRESS REPORTS
- ◆ EMPLOYEE PARTICIPATION IN THE PERFORMANCE EVALUATION
- ◆ *Plus Several Other Topics!*

PERFORMANCE REVIEW MANAGEMENT TRAINING FOR THE 21ST CENTURY

Time:
9:00 am - 4:30 pm

CK 5100G - Performance Review for Government and Statutory Corporations

Who Should Attend This Training:

- All Government and Statutory Corporations benefit from this training

THE IDEAL TRAINING TO REDUCE GOVERNMENT REVENUE SHORTFALL

Some Topics To Be Covered

On-Site Or In-House
Training Can Be Arranged

- ◆ PERFORMANCE AGREEMENT IN RELATION TO COMPANY VISION, MISSION AND VALUES
- ◆ FIFTY EXAMPLES OF MISSION STATEMENTS
- ◆ SAMPLE MISSION AND VISION STATEMENTS
- ◆ THE IMPORTANCE OF ORGANIZATIONAL MISSION AND VISION
- ◆ NEW EMPLOYEES ORIENTATION
- ◆ BUREAUCRATIC VS. FLAT ORGANIZATIONAL STRUCTURE
- ◆ CENTRALIZED VS. DECENTRALIZED ORGANIZATIONAL STRUCTURE
- ◆ TYPES OF ORGANIZATIONAL STRUCTURE IN THE PUBLIC SECTOR
- ◆ THE PURPOSE OF PERFORMANCE REVIEWS
- ◆ PERFORMANCE AGREEMENT SUMMARY REQUIREMENTS AND AGREEMENTS
- ◆ THE PURPOSE OF A JOB ANALYSIS
- ◆ THE PURPOSE OF A PERSON SPECIFICATION
- ◆ JOB DESCRIPTION – A SUMMARY OVERVIEW
- ◆ JOB DESCRIPTION FOR PUBLIC SECTOR EMPLOYEES
- ◆ “JUST THE FACTS MA’AM – JUST THE FACTS!”
- ◆ PERFORMANCE REVIEW (READING ASSIGNMENT)
- ◆ DOCUMENTATION AND FEEDBACK – “THE INCIDENT DIARY”
- ◆ PERFORMANCE APPRAISAL SOLUTION PHRASES –
- ◆ COACHING PROCEDURES – A SIMPLIFIED APPROACH
- ◆ MENTORS AND MENTORING PROCEDURES: WHO IS A MENTOR?
- ◆ COACHING PROCEDURES AND STRATEGIES – A CASE STUDY
- ◆ HUMAN RESOURCE MANAGEMENT SYSTEM
- ◆ SUMMARY BENEFITS OF PERFORMANCE APPRAISALS
- ◆ SUCCESSION PLANNING – SUMMARY OVERVIEW
- ◆ SUCCESSION PLANNING IN THE PUBLIC SECTOR
- ◆ SUCCESSION PLANNING IN THE GOVERNMENT SECTOR
- ◆ NORTH DAKOTA PERFORMANCE EVALUATION – A CASE STUDY
- ◆ PERFORMANCE MANAGEMENT – WHAT IT IS?
THE PERFORMANCE MANAGEMENT CYCLE IN GOVERNMENT
- ◆ ANALYSIS EMPLOYEE MOTIVATION WITHIN THE PUBLIC SECTOR
- ◆ DISCIPLINARY AND ADVERSE ACTIONS IN A GOVERNMENT
- ◆ AGENCY – A COMPREHENSIVE OVERVIEW
- ◆ SIX RULES FOR MOTIVATING AND RETAINING GOOD GOVERNMENT EMPLOYEES

Plus Several Other Topics!

Time:
9:00 am - 4:30 pm

Phone: (954) 731-6340 • Fax: (954) 731-6606

CK 5200 -Call Center and Contact Center Management

Who Should Attend This Training:

- All private and public sector corporations as well as banks, financial institutions and Call Centers
- All Managers, Supervisors, Team Leaders of Call Centers or Contact Centers

On-Site Or In-House Training
Can Be Arranged

THE IDEAL TRAINING TO GIVE CORPORATIONS THE COMPETITIVE ADVANTAGE

Some Topics To Be Covered

- ◆ BUSINESS OBJECTIVES OF CALL CENTERS
- ◆ PERFORMANCE DRIVERS OF CALL CENTERS
- ◆ AUTOMATIC CALL DISTRIBUTION: A KEY FACTOR OF CALL CENTERS
- ◆ REVENUE GENERATION OF CALL CENTERS
- ◆ EFFICIENCY METHODS OF CALL CENTERS
- ◆ CUSTOMER SATISFACTION PROCEDURES
- ◆ UNDERSTANDING THE CALL CENTER BUSINESS MODEL
- ◆ DETERMINING YOUR BUSINESS GOALS AND OBJECTIVES
- ◆ SERVICE LEVEL METHODS OF CALL CENTERS
- ◆ AGENT AVAILABILITY METHODS OF CALL CENTERS
- ◆ AGENT OCCUPANCY METHODS OF CALL CENTERS
- ◆ CUSTOMER SATISFACTION PROCEDURES OF CALL CENTERS
- ◆ COST-CONTROL DRIVERS OF CALL CENTERS
- ◆ REVENUE DRIVERS OF CALL CENTERS
- ◆ AVOID A SURPLUS OF SERVICE
- ◆ CALL CENTER BUSINESS PRACTICES
- ◆ THE CALL CENTER MANAGER'S FUNCTION
- ◆ THE COMPUTER AND NETWORK ANALYST OF CALL CENTERS
- ◆ THE AGENT'S FUNCTIONS AND RESPONSIBILITIES
- ◆ BUILDING A CALL CENTER OF YOUR OWN
- ◆ HOW BIG SHOULD THE CALL CENTER BE?
- ◆ WILL IT BE A STANDALONE OR PART OF A NETWORK OF CENTERS?
- ◆ TESTING AN AREA'S LABOR MARKET
- ◆ PRIMARY CONSIDERATIONS OF SETTING UP A CALL CENTER
- ◆ EXPLORING NEAR-SHORE VS. OFFSHORE OPTIONS
- ◆ WHAT NEEDS TO BE INSIDE A CALL CENTER?
- ◆ UNDERSTANDING ENVIRONMENTAL ISSUES OF CALL CENTERS
- ◆ BUILDING A CALL CENTER: ONE STEP AT A TIME
- ◆ CREATING THE PLAN TO ESTABLISH A CALL CENTER
- ◆ MULTIPLE LOCATIONS REQUIREMENTS
- ◆ SHOULD YOU RUN THE CALL CENTER OR OUTSOURCE
- ◆ REDUCING COSTS THROUGH OUTSOURCING
- ◆ CALCULATING CONTACTS PER HOUR
- ◆ FORECASTING THE AMOUNT OF WORK TO BE DONE
- ◆ *Plus Several Other Topics!*

THE IDEAL TRAINING TO GIVE CORPORATIONS THE COMPETITIVE ADVANTAGE

Time:
9:00 am - 4:30 pm

CK 5200A -Call Center and Contact Center Management for Utility Corporations

Who Should Attend This Training:

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Please email: collect@gate.net
or call: 954-731-6340
For Training Outline,
Cost and Details

CK 5600 - Customer Service Management and Supervision

Who Should Attend This Training:

- All private and public sector corporations as well as banks and financial institutions
- All Customer Service, Sales and Marketing Managers, Supervisors and ideally selected Customer Service managers

THE IDEAL TRAINING TO GIVE CORPORATIONS THE COMPETITIVE ADVANTAGE

Some Topics To Be Covered

On-Site Or In-House
Training Can Be Arranged

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| <ul style="list-style-type: none"> ◆ INBOUND CUSTOMER SERVICE PROCEDURES ◆ MANAGING AN INBOUND CALL CENTER EFFECTIVELY ◆ MEASURING QUALITY AND PERFORMANCE OF CUSTOMER SERVICE ◆ MANAGING AND MOTIVATING CUSTOMER SERVICE STAFF ◆ CUSTOMER RELATIONSHIP MANAGEMENT ◆ FUNDAMENTALS OF CUSTOMER RELATIONSHIP MANAGEMENT ◆ IMPLEMENTING CUSTOMER RELATIONSHIP MANAGEMENT ◆ EXCEEDING EXCELLENCE IN SERVICE PROCEDURES ◆ FUNDAMENTALS FOR CUSTOMER SERVICE MANAGEMENT ◆ FUNDAMENTALS FOR CUSTOMER SERVICE EMPLOYEES ◆ PROVIDING SUPERIOR CUSTOMER SERVICE ◆ WORKING WITH UPSET CUSTOMERS EFFECTIVELY ◆ COMMUNICATING WITH YOUR CUSTOMERS EFFECTIVELY ◆ ESTABLISHING SERVICE STANDARDS ◆ BUILDING A CUSTOMER SERVICE TEAM ◆ CREATING CUSTOMER LOYALTY | <ul style="list-style-type: none"> ◆ CALL CENTER MANAGEMENT PROCEDURES ◆ INBOUND CUSTOMER SERVICE PROCEDURES ◆ MANAGING AN INBOUND CALL CENTER EFFECTIVELY ◆ MEASURING QUALITY AND PERFORMANCE OF CUSTOMER SERVICE ◆ MANAGING AND MOTIVATING CUSTOMER SERVICE STAFF ◆ CUSTOMER RELATIONSHIP MANAGEMENT ◆ FUNDAMENTALS OF CUSTOMER RELATIONSHIP MANAGEMENT ◆ IMPLEMENTING CUSTOMER RELATIONSHIP MANAGEMENT ◆ EXCEEDING EXCELLENCE IN SERVICE PROCEDURES ◆ FUNDAMENTALS FOR CUSTOMER SERVICE MANAGEMENT ◆ FUNDAMENTALS FOR CUSTOMER SERVICE EMPLOYEES ◆ PROVIDING SUPERIOR CUSTOMER SERVICE ◆ WORKING WITH UPSET CUSTOMERS EFFECTIVELY ◆ COMMUNICATING WITH YOUR CUSTOMERS EFFECTIVELY ◆ ESTABLISHING SERVICE STANDARDS ◆ BUILDING A CUSTOMER SERVICE TEAM ◆ <i>Plus Several Other Topics!</i> |
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Time:
9:00 am - 4:30 pm

CUSTOMER SERVICE MANAGEMENT PROCEDURES FOR THE 21ST CENTURY

CK 5600A - Customer Service Management and Supervision for Utility Corporations

Who Should Attend This Training:

- Please email: collect@gate.net
or call: 954-731-6340
For Training Outline,
Cost and Details

CK 5600B - Advanced Customer Service Management and Supervision

Who Should Attend This Training:

- Please email: collect@gate.net
or call: 954-731-6340
For Training Outline,
Cost and Details

CK 5700 -Business Office Writing and Communication Management

Who Should Attend This Training:

- All private and public sector corporations
- Managers, Supervisors and Human Resources Personnel

THE IDEAL TRAINING FOR MANAGERS OR SUPERVISORS WHO NEEDS TO MASTER EFFECTIVE COMMUNICATION AND BUSINESS WRITING SKILLS

Some Topics To Be Covered

On-Site Or In-House Training
Can Be Arranged

- ◆ WRITING SENTENCES FOR BUSINESS PURPOSES
- ◆ WRITING A PARAGRAPH FOR BUSINESS PURPOSES
- ◆ ANALYSIS COMMUNICATION FOR BUSINESS PURPOSES
- ◆ E-MAIL COMMUNICATION FOR BUSINESS PURPOSES
- ◆ PUNCTUATION, COMMAS, SEMICOLONS
- ◆ HOW TO SEND AN EFFECTIVE E-MAIL
- ◆ COMMUNICATING EFFECTIVELY IN THE WORKPLACE
- ◆ THE IMPORTANCE OF CAREFUL PROOFING
- ◆ THE BASICS OF GOOD WRITING FOR MANAGERS AND SUPERVISORS
- ◆ GOOD WRITING HABITS
- ◆ REVISING MANAGEMENT COMMUNICATION
- ◆ SAMPLE REVISION FOR SENTENCE VARIETY AND WORDINESS IN MANAGEMENT COMMUNICATION
- ◆ METHODS OF DEVELOPMENT IN BUSINESS COMMUNICATION
- ◆ SAMPLE TECHNICAL WRITING FOR MANAGERS AND SUPERVISORS
- ◆ COMPARISON AND CONTRAST COMMUNICATION FOR SUPERVISORS
- ◆ DESCRIPTION COMMUNICATION FOR BUSINESS PURPOSES
- ◆ PERSUASION COMMUNICATION FOR BUSINESS PURPOSES
- ◆ ANALYSIS COMMUNICATION FOR BUSINESS PURPOSES
- ◆ E-MAIL COMMUNICATION FOR BUSINESS PURPOSES
- ◆ MEMORANDUM
- ◆ CLASSIFICATION OF WORDS
- ◆ TIPS FOR DE-ESCALATING A POTENTIAL CONFLICT
- ◆ BUSINESS COMMUNICATION
- ◆ COMMUNICATING EFFECTIVELY IN THE WORKPLACE
- ◆ CROSS-CULTURAL COMMUNICATION
- ◆ EFFECTIVE WRITING AND WRITTEN COMMUNICATION
- ◆ WHY YOU NEED TO GET YOUR MESSAGE ACROSS
- ◆ WHY COMMUNICATION SKILLS ARE SO IMPORTANT
- ◆ USING WORDS TO COMMUNICATE EFFECTIVELY
- ◆ FORMAL AND INFORMAL COMMUNICATIONS
- ◆ CONSTRUCTIVE CRITICISM AND CONFLICT

Plus Several Other Topics!

BUSINESS OFFICE WRITING MANAGEMENT SKILLS FOR THE 21ST CENTURY

Time:
9:00 am - 4:30 pm

CK 5700B -Advanced Business Office Writing and Communication Management

Who Should Attend This Training:

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Please email: collect@gate.net
or call: 954-731-6340
For Training Outline,
Cost and Details

CK 6112 -Treasury Department Management

Who Should Attend This Training:

- Managers and Supervisors of Government Financial Ministries
- Ideal staff members of Treasury, Revenue, Banks, Financial and Government institutions.
- Statutory corporations can benefit as well.

IDEAL FOR MANAGERS OR SUPERVISORS WHO NEEDS TO KNOW HOW A TREASURY DEPARTMENT OPERATES

On-Site Or In-House Training
Can Be Arranged

Some Topics To Be Covered

- ◆ DOES YOUR BUSINESS HAVE A TREASURY DEPARTMENT OR TREASURY FUNCTION?
- ◆ THE MAIN FUNCTIONS OF YOUR TREASURY DEPARTMENT
- ◆ CASH MANAGEMENT
- ◆ WORKING CAPITAL MANAGEMENT
- ◆ FOREIGN EXCHANGE RISK MANAGEMENT
- ◆ INTEREST RATE RISK MANAGEMENT
- ◆ INVESTMENT (E.G. EQUITY, FIXED-INCOME PRODUCTS, FUNDS, STRUCTURED PRODUCTS, ETC.)
- ◆ FINANCING/FUND RAISING
- ◆ BANKING RELATIONSHIP MANAGEMENT
- ◆ CREDIT RATING AND CONTROL
- ◆ PROJECT EVALUATION
- ◆ TRADE FINANCE
- ◆ ENTERPRISE RISK MANAGEMENT
- ◆ INSURANCE, REPORTING, COMPLIANCE
- ◆ HOW TO PURCHASE A SOPHISTICATED TREASURY MANAGEMENT SYSTEM
- ◆ THE MAIN FUNCTIONS OF YOUR TREASURY DEPARTMENT
- ◆ HOW YOUR STAFF MEMBERS IN YOUR COMPANY ARE INVOLVED IN THESE TREASURY FUNCTIONS

- ◆ WAYS TO MANAGE YOUR CASH, CURRENCY EXPOSURES (AND CURRENCY HEDGING), DEBT OR INVESTMENTS AND INTEREST RATE HEDGING
 - ◆ WHAT IS TREASURY FUNCTION WITHIN AN ORGANIZATION
 - ◆ THE MEANING AND SCOPE OF TREASURY MANAGEMENT
 - ◆ WHAT IS COMPUTER LANGUAGE SAP AND WHAT IS ITS POTENTIAL
 - ◆ WHAT ARE THE DUTIES AND FUNCTIONS OF THE TREASURY DEPARTMENT
 - ◆ WHY WAS THE UNITED STATES SECRET SERVICE A PART OF THE TREASURY DEPARTMENT
 - ◆ CASH MANAGEMENT DIVISION
 - ◆ SECURITIES, CREDIT AND TAX MANAGEMENT DIVISION
 - ◆ WHY THE TREASURY DEPARTMENT CONSISTS OF FOUR MAIN DIVISIONS
 - ◆ GOVERNMENT ACCOUNTING OPERATIONS
 - ◆ BANKING AND CASH MANAGEMENT TECHNIQUES
 - ◆ INVESTMENT AND DEBT DECISIONS AND OPTIONS
- Plus Several Other Topics!*

Time:
9:00 am - 4:30 pm

CK 6113 ACH – Automated Clearing House Procedures and Management

Who Should Attend This Training:

- Operation Managers and Supervisors of ACH Departments.
- Ideal staff of Treasury, Revenue, Banks, Financial and Government Institutions.
- Most public and private sector corporations can benefit from this training.

LEARN THE FULL OPERATION OF AN AUTOMATED CLEARING HOUSE

Some Topics To Be Covered

On-Site Or In-House Training
Can Be Arranged

- ◆ HOW ACH PROCESSING WORKS
- ◆ WHY ACH PROCESSING
- ◆ DIRECT PAYMENT PLAN (ACH)
- ◆ HOW DOES ACH DEBIT WORK IN CONJUNCTION WITH ADP CHECK
- ◆ HOW DOES NB CHECK WORK WITHIN THE NET-BILLING GATEWAY
- ◆ HOW DOES THE NB CHECK APPLICATION APPROVAL PROCESS WORK
- ◆ HOW LONG DOES THE NB CHECK APPLICATION PROCESS TAKE
- ◆ TESTING CHECK PROCESSING
- ◆ HOW TO PROCESS A CHECK THROUGH THE VIRTUAL TERMINAL
- ◆ HOW TO CHECK AN ACH TRANSACTION HAS GONE THROUGH
- ◆ HOW TO READ YOUR ACH RESERVES REPORT
- ◆ HOW LONG AN ACH TRANSACTION TAKES TO PROCESS AND SETTLE
- ◆ HOW OFTEN DO ACH TRANSACTIONS SETTLE
- ◆ WHAT IS THE HOLDING PERIOD FOR ACH BATCH SETTLEMENT FUNDS
- ◆ HOW DO I REQUEST ACH PROCESSING LIMITS INCREASE
- ◆ HOW IS MY BILLING STATEMENT DESCRIPTOR ESTABLISHED
- ◆ THE FLOW OF FUNDS MANAGEMENT
- ◆ HOW DOES NB CHECK WORK WITHIN THE NET-BILLING GATEWAY
- ◆ TESTING CHECK PROCESSING
- ◆ HOW TO PROCESS A CHECK THROUGH THE VIRTUAL TERMINAL
- ◆ HOW TO READ YOUR ACH RESERVES REPORT
- ◆ HOW LONG DOES IT TAKE FOR AN ACH TRANSACTION TO PROCESS

- ◆ AND SETTLE
 - ◆ AMONG THE MANY APPLICATIONS OF ACH PAYMENT PROCESSING
 - ◆ HOW DOES ACH WORK
 - ◆ WHAT'S A CLEARING HOUSE
 - ◆ THE AUTOMATED CLEARING HOUSE
 - ◆ ANATOMY OF A TRANSACTION
 - ◆ CONSUMER AUTOMATED CLEARING HOUSE (ACH) INFORMATION CENTER
 - ◆ HOW ACH WORKS BEHIND THE SCENES
 - ◆ PAYMENT GATEWAY
 - ◆ PAYMENT PROCESSING
 - ◆ THE ADVANTAGES OF ACH DEBIT PAYMENTS
 - ◆ IMPROVE CASH FLOW, SAVE TIME & MONEY WITH ACH
 - ◆ HOW DO AUTOMATED DEBIT PLANS/ACH WORK
 - ◆ WHAT ARE THE BENEFITS
 - ◆ ACH CHECK PROCESSING FACTS
 - ◆ ACCEPTING CREDIT CARDS
 - ◆ BENEFITS OF ACH PAYMENTS
 - ◆ SCHEDULE OF SUBMISSION FOR SETTLEMENT
 - ◆ ORIGINATING DEPOSIT FINANCIAL INSTITUTION ODFI
- Plus Several Other Topics!*

Time:
9:00 am - 4:30 pm

Phone: (954) 731-6340 • Fax: (954) 731-6606

CK 6114 - Government Revenue, Tax and Debt Collection Management

Who Should Attend This Training:

- Supervisors, Managers, Senior Staff and Compliance Managers of Revenue Departments
- Other ideal Staff Members of Treasury, Revenue Department, Tax Department, Customs Department, Government Agencies and Statutory Corporations.

THE IDEAL TRAINING TO REDUCE GOVERNMENT REVENUE SHORTFALL

- ◆ STRATEGIC WAYS TO ACHIEVE GOVERNMENT REVENUE TARGETS
- ◆ VARIOUS WAYS TO MAXIMIZE GOVERNMENT REVENUE
- ◆ FRAUD PREVENTION
- ◆ ESTABLISHING A FRAUD DEPARTMENT
- ◆ VARIOUS COST REDUCTION METHODS TO COLLECT GOVERNMENT REVENUE
- ◆ VARIOUS WAYS TO AUTOMATE REVENUE COLLECTION
- ◆ VARIOUS INTERNAL CONTROLS AND AUDIT PROCEDURES OF A REVENUE DEPARTMENT
- ◆ WAYS TO ESTABLISH A GOVERNMENT REVENUE DEPARTMENT
- ◆ REDUCE OPERATING EXPENSES WHILE COLLECTING REVENUE
- ◆ INCREASE REVENUE AND PROFITS BY WAYS OF AUTOMATION
- ◆ INCREASE AND IMPROVE PRODUCTIVITY
- ◆ IMPROVE COLLECTORS' MORALE AND MOTIVATION OF STAFF
- ◆ REDUCE DELINQUENT ACCOUNTS PRACTICAL INNOVATION
- ◆ CREATE INCENTIVE PLANS/STRATEGIES FOR COLLECTORS
- ◆ LEARN ABOUT MAJOR COLLECTION HURDLES IN GOVERNMENT REVENUE COLLECTION
- ◆ KEEPING TABS ON YOUR COLLECTION POLICIES & PROCEDURES
- ◆ PROGRESSIVE DISCIPLINE PROCEDURES IN MANAGEMENT
- ◆ LEARN ABOUT HUMAN RESOURCES MANAGEMENT IN RELATION TO GOVERNMENT REVENUE COLLECTION
- ◆ DEALING WITH VARIOUS FRAUD ACCOUNTS OR TRANSACTIONS
- ◆ DEALING WITH DISPUTED ACCOUNTS OR TAX CLAIMS
- ◆ THE IMPACT OF "CHARGE BACK" ON COLLECTIONS
- ◆ HANDLING NSF CHECKS AND OTHER RETURNED ITEMS

FINANCE MINISTRIES AND REVENUE DEPARTMENTS SHOULD NOT IGNORE THE BENEFITS OF THIS TRAINING

- ◆ PRODUCTIVITY REQUIREMENTS OF COLLECTION INDUSTRY
- ◆ PERFORMANCE REVIEW PROCEDURES FOR TAX COLLECTORS
- ◆ WAYS TO IMPROVE PRODUCTIVITY AND EFFICIENCY
- ◆ GOAL SETTING STRATEGIES OF TAX REVENUE COLLECTORS
- ◆ ESTABLISHING A COLLECTION DEPARTMENT
- ◆ SUPERVISORY TECHNIQUES FOR REVENUE DEPARTMENT
- ◆ DRAFTING OF JOB DESCRIPTIONS AND PERSONNEL SPECIFICATION TO ACHIEVE BENCHMARK OR TARGETS FOR REVENUE COLLECTORS
- ◆ MOTIVATING AND EMPOWERING REVENUE COLLECTORS THROUGH EFFECTIVE DEPARTMENT LAYOUT
- ◆ STARTING A COLLECTIONS LETTER
- ◆ STRUCTURING EFFECTIVE REVENUE COLLECTIONS LETTERS
- ◆ THE ESSENCE OF VARIOUS REVENUE COLLECTIONS LETTERS
- ◆ WHAT SHOULD BE MENTIONED IN REVENUE COLLECTIONS LETTER
- ◆ LEARN HOW TO WRITE THE FOLLOWING LETTERS: FIRST REMINDERS, PAYMENT REQUESTS, DEMAND FOR PAYMENT
- ◆ DEALING WITH DIFFICULT TAX PAYERS
- ◆ WHAT OPENING STATEMENTS SHOULD BE INCLUDED IN A REVENUE COLLECTIONS LETTER
- ◆ WAYS TO GET THE MOST FROM A TAX APPEAL LETTER
- ◆ WAYS TO PERSONALIZE YOUR TAX AND REVENUE COLLECTIONS LETTERS FOR MAXIMUM EFFECTS
- ◆ HOW TO WRITE MULTIPLE MISCELLANEOUS REVENUE AND TAX LETTERS

TRAINING LOCATION:

Plus Several Other Topics!

Time:
9:00 am - 4:30 pm

CK 6114B - Advanced Government Revenue, Tax and Debt Collection Management

Who Should Attend This Training:

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Please email: collect@gate.net

or call: 954-731-6340

For Training Outline,

Cost and Details

CK 6116 - Banks Main Branch or Head Office Audit Procedures and Compliance

Who Should Attend This Training:

- **Branch Managers, Supervisors and Operations Staff**
- **Other ideal Staff Members of Banks, Credit Unions, Building Societies and other Financial Institutions.**

Some Topics To Be Covered

THE IDEAL TRAINING TO REDUCE OR MITIGATE NUMEROUS AUDIT EXCEPTIONS

- ◆ FREQUENCY AND SCOPE SCHEDULE
- ◆ ATM CASH DISPENSED
- ◆ ATM DEPOSIT CLEARING
- ◆ ATM ADJUSTMENT IN PROCESS
- ◆ ATM EXTENSION FEES
- ◆ TRAVELERS CHECK SALES
- ◆ OTHER COLLECTION CHARGES
- ◆ STATIONARY AND SUPPLIES
- ◆ OVER/SHORT TELLER
- ◆ LOSSES ON BAD CHECKS
- ◆ SERIES EE BONDS SOLD
- ◆ SAVINGS AND LOANS FEES RECEIVABLE
- ◆ LOCKBOX FEES
- ◆ TELEPHONE EXPENSES
- ◆ POSTAGE FEES
- ◆ FULL-TIME SALARY EXPENSE
- ◆ PART-TIME SALARY EXPENSE
- ◆ PAYROLL CLEARING
- ◆ SPECIAL PAYROLL
- ◆ MANAGEMENT CHARGES (OVERTIME)
- ◆ INCENTIVE COMPENSATION (SICK PAY)
- ◆ PENSION EXPENSE

- ◆ MEDICAL SERVICE
- ◆ GROUP LIFE INSURANCE
- ◆ LIFE INSURANCE PREMIUMS
- ◆ ACCRUED EXPENSES PAYABLE
- ◆ SHAREHOLDERS EQUITY
- ◆ DIVIDENDS FROM SUBSIDIARIES
- ◆ UNCLAIMED TAXES
- ◆ RETURNS FROM CLEARING HOUSE
- ◆ DAILY BALANCE DESK HOLDOVER
- ◆ BANK RECONCILEMENT
- ◆ FIXED ASSETS
- ◆ BANK PREMISES AND IMPROVEMENTS
- ◆ BUILDING AND EQUIPMENT
- ◆ ACCUMULATED DEPRECIATION-BANK PREMISES IMPROVEMENTS
- ◆ EQUIPMENT, FURNITURE AND FIXTURES
- ◆ LEASEHOLD DEPRECIATION
- ◆ DEPRECIATION-BUILDING
- ◆ EQUIPMENT DEPRECIATION
- ◆ SOFTWARE DEPRECIATION
- ◆ PAYROLL AND PERSONNEL
- ◆ GENERAL LEDGER
- ◆ FIXED ASSETS

Plus Several Other Topics!

On-Site Or In-House
Training Can Be Arranged

TRAINING LOCATION:

Time:
9:00 am - 4:30 pm

CK 6117 - Trust Department Audit of Banks and Other Financial Institutions

Who Should Attend This Training:

- Managers and Supervisors as well as Frontline and Back Office Staff
- Members of Banks, Trust Departments, and Other Financial Institutions
- All Compliance Officers of Trust Departments

Some Topics To Be Covered

- ◆ OPERATIONS AND AUDIT OBJECTIVES
- ◆ GENERAL LEDGER ACCOUNTS
- ◆ PREPARATION AND DOCUMENTATION CHECKLIST
- ◆ INTERNAL CONTROL QUESTIONNAIRE: TRUSTS SERVICER
- ◆ INDEX TO AUDIT PROCEDURES
- ◆ AUDIT PROCEDURES
- ◆ EXCEPTIONS IN COUNT OF TRUST DEPARTMENT ASSETS
- ◆ PERSONAL TRUST ACCOUNTS ADMINISTRATION REVIEW
- ◆ CORPORATE TRUST ACCOUNTS ADMINISTRATION REVIEW
- ◆ EMPLOYEE BENEFIT ACCOUNT SYNOPTIC RECORD
- ◆ PERSONAL TRUST ACCOUNT SYNOPTIC RECORD
- ◆ OPERATIONS AND AUDIT OBJECTIVES
- ◆ ELECTRONIC OR PREPRINTED FORMS
- ◆ CONFIRMATION SAMPLE
- ◆ REVIEW OF SECURITIES TRADED
- ◆ COLLATERAL SAFEKEEPING DETAIL
- ◆ ASSET LISTINGS FOR SERVICER
- ◆ EXCEPTION REPORT
- ◆ AUDIT PROCEDURES FOR TRUSTS
- ◆ AUDIT REPORT CHECK-OFF LIST
- ◆ CONFIRMATION STATISTICAL SHEET
- ◆ PENDING SHEET
- ◆ STATISTICAL SAMPLING ANALYSIS
- ◆ GRADING SUMMARY
- ◆ TRUST ASSETS

THE IDEAL TRAINING TO REDUCE OR MITIGATE NUMEROUS AUDIT EXCEPTIONS

TRAINING LOCATION:

- ◆ VAULT PASSES
- ◆ INVESTMENT REVIEWS
- ◆ TRUST DEMAND DEPOSIT ACCOUNT
- ◆ PAID TRUST CHECKS OUTSTANDING REGISTERS
- ◆ TRUST BLOTTERS
- ◆ HOUSE ACCOUNT RECONCILIATION
- ◆ NEW AND CLOSED ACCOUNTS
- ◆ UNAUTHORIZED SIGN-ON
- ◆ TRUST ABSTRACTS
- ◆ INSTRUMENTS AND CUSTOMER FILE
- ◆ ACCOUNT ACTIVITY LEDGERS
- ◆ TRADE TICKETS
- ◆ WITHDRAWAL PENDING LOG
- ◆ INTEREST COUPONS AND RECONCILEMENTS
- ◆ DAILY DEBIT AND CREDIT WORK TICKETS
- ◆ REAL ESTATE RENTAL ACCOUNTS
- ◆ REPAIR BILLS
- ◆ INTERNAL CONTROL QUESTIONNAIRE: BROKER/DEALER
- ◆ TRANSACTIONS
- ◆ INTERNAL CONTROL QUESTIONNAIRE: SECURITIES UNDER-
- ◆ WRITING TRADING POLICIES
- ◆ INTERNAL CONTROL QUESTIONNAIRE: DISCOUNT BROKERAGE
- ◆ INTERNAL CONTROL QUESTIONNAIRE: MAIN BANK AND

Time:
9:00 am - 4:30 pm

Plus Several Other Topics!

CK 6118 - Financial Risk Based Auditing of Banks and Other Financial Institutions

Who Should Attend This Training:

- Banks and Other Financial Institutions as well as Credit Unions, and Building Societies
- Risk Managers, Auditors, and Operational Staff

THE IDEAL TRAINING TO MITIGATE AUDIT EXCEPTIONS

Some Topics To Be Covered

On-Site Or In-House Training Can Be Arranged

- ◆ RISK-BASED AUDITING APPROACH
- ◆ INTEGRATED RISK MANAGEMENT POLICY
- ◆ RISK MANAGEMENT LIFE CYCLE
- ◆ CREDIT QUALITY RISK
- ◆ MARKET CHANGE RISK
- ◆ COMPLIANCE RISK
- ◆ FINANCIAL REPORTING RISK
- ◆ STRATEGIC AND REPUTATION RISK
- ◆ SYSTEMS AND OPERATIONS RISK
- ◆ FIDUCIARY RISK & FRAUD RISK
- ◆ DIRECTION OF RISK
- ◆ PUTTING IT ALL TOGETHER: APPROACH, CONCEPT AND PROCESS
- ◆ EMERGING TECHNOLOGICAL RISKS AND THEIR
- ◆ EFFECT ON THE AUDIT DIVISION
- ◆ GENERAL LEDGER ACCOUNTS
- ◆ PREPARATION AND DOCUMENTATION CHECKLIST
- ◆ INTERNAL CONTROL QUESTIONNAIRE: CUSTOMER SECURITY
- ◆ TRANSACTIONS
- ◆ INTERNAL CONTROL QUESTIONNAIRE: DEALER
- ◆ BANK ACTIVITIES
- ◆ INTERNAL CONTROL QUESTIONNAIRE: DISCOUNT BROKERAGE
- ◆ INDEX TO AUDIT PROCEDURES
- ◆ FREQUENCY AND SCOPE SCHEDULE
- ◆ PREVENTION OF FRAUDULENT AND MANIPULATIVE ACTS
- ◆ AND PRACTICES

- ◆ ESTABLISHMENT OF STANDARDS FOR ENTRY INTO THE
- ◆ MUNICIPAL SECURITIES BUSINESS
- ◆ FAIR DEALINGS WITH INVESTORS
- ◆ REGULATION OF SELLING AND UNDERWRITING PRACTICES
- ◆ CREATION OF PROCEDURES FOR ARBITRATION OF
- ◆ INTRA-INDUSTRY DISPUTES
- ◆ DETERMINATION OF THE FREQUENCY AND SCOPE OF INSPECTIONS
- ◆ EXCESSIVE TRANSACTIONS
- ◆ AUTHORIZATION AND ACCEPTANCE OF ACCOUNTS
- ◆ OPERATIONS AND AUDIT OBJECTIVES
- ◆ GENERAL LEDGER ACCOUNTS
- ◆ PREPARATION AND DOCUMENTATION CHECKLIST
- ◆ INTERNAL CONTROL QUESTIONNAIRE
- ◆ INDEX TO AUDIT PROCEDURES
- ◆ FREQUENCY AND SCOPE SCHEDULE
- ◆ INDEX FOR BANK INSURANCE
- ◆ AUDIT PROCEDURES FOR BANK INSURANCE
- ◆ CONFIRMATION STATISTICAL SHEET
- ◆ PENDING SHEET
- ◆ STATISTICAL SAMPLING ANALYSIS
- ◆ GRADING SUMMARY
- ◆ ORIGINAL INSURANCE POLICIES
- ◆ COPIES OF INSURANCE FILES

Time:
9:00 am - 4:30 pm

TRAINING LOCATION:

Plus Several Other Topics!

CK 6119 - Banks Cash and Demand Deposit Audit and Compliance Procedures

Who Should Attend This Training:

- Teller Supervisors, Head Tellers, Vault Supervisors and Other ideal Staff Members of Banks, Credit Unions, Building Societies and other Financial Institutions.

THE IDEAL TRAINING TO MITIGATE AUDIT EXCEPTIONS

On-Site Or In-House Training
Can Be Arranged

- ◆ OPERATIONS AND AUDIT OBJECTIVES
- ◆ GENERAL LEDGER ACCOUNTS
- ◆ PREPARATION AND DOCUMENTATION CHECKLIST
- ◆ INTERNAL CONTROL QUESTIONNAIRE: CASH
- ◆ INTERNAL CONTROL QUESTIONNAIRE: CASH ITEMS
- ◆ INTERNAL CONTROL QUESTIONNAIRE: VAULTS
- ◆ INTERNAL CONTROL QUESTIONNAIRE: ON-LINE TELLER SYSTEM
- ◆ INTERNAL CONTROL QUESTIONNAIRE: AUTOMATED TELLER MACHINES
- ◆ MONTHLY TELLER AUDIT SHEETS
- ◆ CLEARING BANK REPORTS
- ◆ DIRECT DEPOSIT ACCOUNT STATEMENTS
- ◆ DAILY ATM SETTLEMENT SHEET
- ◆ RECORD OF TRANSACTIONS
- ◆ PREPARATION AND DOCUMENTATION CHECKLIST
- ◆ INTERNAL CONTROL QUESTIONNAIRE: DEMAND DEPOSITS
- ◆ INTERNAL CONTROL QUESTIONNAIRE: INPUT/OUTPUT CONTROLS
- ◆ ELECTRONIC OR PREPRINTED FORMS
- ◆ TRIAL BALANCE BY GROUP
- ◆ OVERDRAFT REPORT FOR DAY OF AUDIT
- ◆ EMPLOYEE OVERDRAFT REPORT
- ◆ CONFIRMATIONS, CONFIRMATION LISTING AND PARAMETERS
- ◆ LIST OF DDA ACCOUNTS CLOSED SINCE LAST EXAM DATE
- ◆ FREE SERVICE CHARGE ACCOUNTS
- ◆ DORMANT TRIAL BALANCE

Some Topics To Be Covered

- ◆ ACCOUNTS TRANSFERRED FROM DORMANT STATUS
- ◆ DAILY CASH INVESTMENT INTEREST ACCRUAL
- ◆ LIST OF ALL DDAS OPENED SINCE (LAST EXAM DATE)
- ◆ LIST OF INTEREST-BEARING DDAS WITH A CURRENT BALANCE EQUAL TO ZERO AND ACCRUED INTEREST GREATER THAN ZERO
- ◆ LIST OF INTEREST-BEARING DDAS WITH AN INTEREST RATE LESS THAN .5% OR GREATER THAN 2.00%
- ◆ PREPARATION AND DOCUMENTATION CHECKLIST
- ◆ OPERATIONS AND AUDIT OBJECTIVES
- ◆ CASHIER'S CHECKS
- ◆ EXPENSE CHECKS
- ◆ EDP OR PREPRINTED FORMS
- ◆ PAID CHECKS REPORT
- ◆ DORMANT CHECK PAID SINCE THE LAST AUDIT
- ◆ EDP REPORTS FOR THE DAY OF THE AUDIT
- ◆ LIST OF DORMANT CHECKS OUTSTANDING AS OF THE LAST AUDIT
- ◆ OFFICIAL CHECK SERVICE FEE SCHEDULE
- ◆ AUDIT PROCEDURES FOR OFFICIAL CHECKS
- ◆ AUDIT REPORT CHECK-OFF LIST
- ◆ STOP PAYMENT ORDERS

Plus Several Other Topics!

Time:
9:00 am - 4:30 pm

CK 6120 - Banks Branch Audit and Compliance Procedures

Who Should Attend This Training:

- Supervisors of Banks, Credit Unions, Building Societies and other Financial Institutions
- Other ideal Staff Members

THE IDEAL TRAINING TO REDUCE AND MITIGATE VARIOUS AUDIT EXCEPTIONS

- ◆ REGULATORY REQUIREMENTS
- ◆ OPERATIONS AND AUDIT OBJECTIVES
- ◆ THE BANK SECRECY ACT
- ◆ COMPLIANCE REGULATORY STRUCTURE
- ◆ GENERAL LEDGER ACCOUNTS
- ◆ INTERNAL CONTROL QUESTIONNAIRE: EQUAL CREDIT OPPORTUNITY ACT
- ◆ INTERNAL CONTROL QUESTIONNAIRE: FAIR HOUSING ACT
- ◆ INTERNAL CONTROL QUESTIONNAIRE: FAIR CREDIT REPORTING ACT
- ◆ INTERNAL CONTROL QUESTIONNAIRE: TRUTH IN SAVINGS ACT
- ◆ INTERNAL CONTROL QUESTIONNAIRE: FLOOD DISASTER PROTECTION ACT
- ◆ INTERNAL CONTROL QUESTIONNAIRE: REGULATION Z, CLOSED-END CREDIT
- ◆ INTERNAL CONTROL QUESTIONNAIRE: REGULATION Z, OPEN-END CREDIT
- ◆ INTERNAL CONTROL QUESTIONNAIRE: REAL ESTATE SETTLEMENT PROCEDURES ACT
- ◆ INTERNAL CONTROL QUESTIONNAIRE: HOME MORTGAGE DISCLOSURE ACT
- ◆ INTERNAL CONTROL QUESTIONNAIRE: COMMUNITY REINVESTMENT ACT
- ◆ INTERNAL CONTROL QUESTIONNAIRE: RIGHT TO FINANCIAL PRIVACY ACT

Some Topics To Be Covered

- ◆ INTERNAL CONTROL QUESTIONNAIRE: REGULATIONS O AND W
- ◆ INTERNAL CONTROL QUESTIONNAIRE: REGULATION E,
- ◆ ELECTRONIC FUND TRANSFER ACT
- ◆ INTERNAL CONTROL QUESTIONNAIRE: REGULATION P, PRIVACY OF CONSUMER FINANCIAL INFORMATION
- ◆ INTERNAL CONTROL QUESTIONNAIRE: COMPLIANCE PROGRAM SUPERVISION AND ADMINISTRATION
- ◆ INTERNAL CONTROL QUESTIONNAIRE: INTEREST ON LOANS
- ◆ INTERNAL CONTROL QUESTIONNAIRE: OVERDRAFT PROTECTION PROGRAMS
- ◆ DEPOSIT/SECURITIES
- ◆ INTEREST ON DEPOSITS (REGULATION Q)
- ◆ RESERVE REQUIREMENTS (REGULATION D)
- ◆ RETAIL SALES OF NON-DEPOSIT INVESTMENT PRODUCTS
- ◆ SAFETY AND SOUNDNESS
- ◆ INFORMATION REPORTING
- ◆ CORPORATE RESPONSIBILITY
- ◆ OPERATIONS AND AUDIT OBJECTIVES
- ◆ THE BANK SECRECY ACT
- ◆ PREPARATION AND DOCUMENTATION CHECKLIST
- ◆ INTERNAL CONTROL QUESTIONNAIRE: CASH
- ◆ INTERNAL CONTROL QUESTIONNAIRE: CASH ITEMS
- ◆ INTERNAL CONTROL QUESTIONNAIRE: VAULTS

Plus Several Other Topics!

On-Site Or In-House Training
Can Be Arranged

Time:
9:00 am - 4:30 pm

CK 6121 - Bank Loans Audit and Compliance Procedures

Who Should Attend This Training:

- Lending Officers, Credit Officers and Supervisors of Banks, Credit Unions, Building Societies and other Financial Institutions

THE IDEAL TRAINING TO REDUCE LOAN LOSSES AND CREDIT RISK AUDIT EXCEPTIONS

- ◆ MORTGAGE LOANS
- ◆ PREPARATION AND DOCUMENTATION CHECKLIST
- ◆ INTERNAL CONTROL QUESTIONNAIRE: MORTGAGES
- ◆ INTERNAL CONTROL QUESTIONNAIRE: OTHER REAL ESTATE
- ◆ INTERNAL CONTROL QUESTIONNAIRE: INPUT/OUTPUT CONTROLS
- ◆ ENVIRONMENTAL LIABILITY RISK PROGRAM EVALUATION AND QUESTIONNAIRES
- ◆ FREQUENCY AND SCOPE SCHEDULE
- ◆ OPERATIONS AND AUDIT OBJECTIVES
- ◆ LOANS ARE PROPERLY RECORDED AND ARE SUPPORTED BY ALL NECESSARY DOCUMENTATION
- ◆ ORIGINAL LOAN BALANCES DO NOT EXCEED LEGAL LIMITS
- ◆ DETAIL RECORDS ARE PROPERLY RECORDED AND IN AGREEMENT WITH CONTROL ACCOUNTS
- ◆ PAYMENTS ARE RECEIVED ON A TIMELY BASIS
- ◆ ADEQUATE SAFEGUARDS EXIST FOR THE PROTECTION OF DOCUMENTS AND RECORDS
- ◆ ADEQUATE INTERNAL CONTROL PROCEDURES ARE IN OPERATION
- ◆ UNEARNED DISCOUNT MORTGAGE LOANS
- ◆ ADJUSTABLE RATE MORTGAGE LOANS
- ◆ REAL ESTATE CONSTRUCTION LOANS
- ◆ ALLOWANCE FOR DOUBTFUL ACCOUNTS

Some Topics To Be Covered

- ◆ ACCRUED INTEREST RECEIVABLE MORTGAGE LOANS
- ◆ ACCRUED INTEREST RECEIVABLE CONSTRUCTION LOANS
- ◆ MORTGAGE LOAN COMMITMENT FEES
- ◆ MORTGAGE LOANS IN PROCESS
- ◆ MORTGAGE LOAN CLEARING
- ◆ MORTGAGE LOANS SERVICES
- ◆ INVESTOR EXPENSES RECEIVABLE
- ◆ REPOSSESSION LOAN COLLECTION
- ◆ SENIOR MANAGEMENT APPROVAL FORM
- ◆ MASTER LIST OF ACCOUNTS
- ◆ MASTER LIST DOCUMENTATION REVIEW
- ◆ ACCOUNTS DELINQUENT 90 DAYS AND OVER
- ◆ FROZEN LOANS
- ◆ DEFICIENT APPRAISAL
- ◆ CLOSED ACCOUNT SAMPLE
- ◆ NEGATIVE ESCROW BALANCES
- ◆ CLOSED ACCOUNTS WITH POSITIVE ESCROW
- ◆ PROOF OF ACCRUALS
- ◆ CONFIRMATIONS AND CONFIRMATION TRIAL BALANCE
- ◆ SYSTEM REPORTS FOR THE DAY OF THE AUDIT
- ◆ REGULATORY POLICY REVIEW CHECKLIST

On-Site Or In-House Training
Can Be Arranged

Plus Several Other Topics!



CK 6121B - Advanced Bank Loans Audit and Compliance Procedures

Who Should Attend This Training:

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Please email: collect@gate.net
or call: 954-731-6340
For Training Outline,
Cost and Details

CK 6122 -Banks IT Audit and Compliance Procedures

Who Should Attend This Training:

- Supervisors, Risk Personnel, Audit Staff and IT related staff of Banks, Credit Unions, Building Societies and other financial institutions

THE IDEAL TRAINING TO REDUCE AND MITIGATE VARIOUS AUDIT EXCEPTIONS

- ◆ INTERNAL CONTROL QUESTIONNAIRE: ORGANIZATION AND MANAGEMENT CONTROLS
- ◆ INTERNAL CONTROL QUESTIONNAIRE: OPERATIONAL CONTROLS
- ◆ INTERNAL CONTROL QUESTIONNAIRE: SYSTEMS SECURITY ADMINISTRATION
- ◆ INTERNAL CONTROL QUESTIONNAIRE: SYSTEMS AND PROGRAM DEVELOPMENT
- ◆ INTERNAL CONTROL QUESTIONNAIRE: PHYSICAL SECURITY AND ENVIRONMENTAL CONTROLS
- ◆ INTERNAL CONTROL QUESTIONNAIRE: DISASTER RECOVERY AND CONTINGENCY PLANNING
- ◆ INTERNAL CONTROL QUESTIONNAIRE: INTERNET BANKING
- ◆ INTERNAL CONTROL QUESTIONNAIRE: TELEPHONE BANKING
- ◆ INDEX TO AUDIT PROCEDURES
- ◆ AUDIT PROCEDURES
- ◆ FREQUENCY AND SCOPE SCHEDULE
- ◆ FFIEC GUIDANCE: AUTHENTICATION IN AN INTERNET BANKING ENVIRONMENT
- ◆ IS AUDITING GUIDELINE: INTERNET BANKING

Some Topics To Be Covered

- ◆ IS AUDITING PROCEDURE: ELECTRONIC FUNDS TRANSFER
- ◆ ORGANIZATION AND MANAGEMENT
- ◆ SYSTEMS SECURITY ADMINISTRATION
- ◆ SYSTEMS AND PROGRAM DEVELOPMENT
- ◆ PHYSICAL SECURITY AND ENVIRONMENTAL CONTROLS
- ◆ DISASTER RECOVERY AND CONTINGENCY PLANNING
- ◆ INTERNET AND TELEPHONE BANKING
- ◆ BUSINESS CONTINUITY PLANNING
- ◆ GENERAL LEDGER ACCOUNTS
- ◆ PREPARATION AND DOCUMENTATION CHECKLIST
- ◆ INTERNAL CONTROL QUESTIONNAIRE: INFORMATION SECURITY PROGRAM
- ◆ INTERNAL CONTROL QUESTIONNAIRE: LOGICAL CONTROLS OVER INFORMATION SECURITY
- ◆ INDEX TO AUDIT PROCEDURES
- ◆ FREQUENCY AND SCOPE SCHEDULE
- ◆ INTEGRATING GUIDELINES ESTABLISHING INFORMATION SECURITY
- ◆ STANDARDS SMALL-ENTITY COMPLIANCE GUIDE

Plus Several Other Topics!

On-Site Or In-House
Training Can Be Arranged



CK 6123B - Advanced Banks Oversight Requirements and Procedures

Who Should Attend This Training:

-

Please email: collect@gate.net
or call: 954-731-6340
For Training Outline,
Cost and Details

CK 6123 - Banks Oversight Requirements and Procedures

Who Should Attend This Training:

- Supervisors and ideal staff members of Banks, Credit Unions, Building Societies and other financial institutions
- Regulatory Employees of Financial Institutions

On-Site Or In-House Training
Can Be Arranged

Some Topics To Be Covered

- ◆ BANK SUPERVISION PROCESS
- ◆ TYPES OF BANKS REGULATIONS
- ◆ FEDERAL BRANCHES AND AGENCIES
- ◆ TRUST BANKS
- ◆ CREDIT CARD BANKS
- ◆ SPECIAL PURPOSE BANKS
- ◆ BANK SUPERVISION RESPONSIBILITIES
- ◆ REGULATORY RATINGS
- ◆ CAMELS
- ◆ SPECIALTY AREA RATINGS
- ◆ DISCLOSURE OF RATINGS
- ◆ NEW CHARTERS AND CONVERTED BANKS
- ◆ FULL-SCOPE, ON-SITE EXAMINATIONS
- ◆ TARGETED EXAMINATIONS
- ◆ INFORMATION TECHNOLOGY EXAMINATIONS
- ◆ ASSET MANAGEMENT EXAMINATIONS
- ◆ COMPLIANCE EXAMINATIONS
- ◆ MUNICIPAL AND GOVERNMENT SECURITIES DEALERS EXAMINATIONS
- ◆ FUNCTIONAL REGULATION
- ◆ SUPERVISION BY RISK
- ◆ BANKING RISKS
- ◆ RISK MANAGEMENT

HOW DO YOU DETERMINE WHEN A BANK OR FINANCIAL INSTITUTE IS FAILING?

HOW DO YOU SAFEGUARD A BANK OR A FINANCIAL INSTITUTION FROM FAILING?

- ◆ SUPERVISION BY RISK
- ◆ BANKING RISKS
- ◆ RISK MANAGEMENT
- ◆ RISK ASSESSMENT SYSTEM
- ◆ SUPERVISORY FRAMEWORK
- ◆ SUPERVISORY STRATEGY
- ◆ EXAMINATION PLANNING
- ◆ ENFORCEMENT ACTIONS
- ◆ SUSPECTED CRIMINAL VIOLATIONS
- ◆ INFORMATION RECEIVED FROM AN OUTSIDE SOURCE
- ◆ APPEALS PROCESS
- ◆ CUSTOMER ASSISTANCE GROUP
- ◆ QUALITY MANAGEMENT
- ◆ CAMELS RATING SYSTEM
- ◆ INFORMATION TECHNOLOGY RATING SYSTEM
- ◆ TRUST RATING SYSTEM
- ◆ CONSUMER COMPLIANCE RATING SYSTEM
- ◆ COMMUNITY REINVESTMENT ACT RATING SYSTEM
- ◆ DISCLOSURE OF RATINGS
- ◆ CATEGORIES OF RISK
- ◆ ROE CONTENT, STRUCTURE AND REVIEW REQUIREMENTS

WHAT DO YOU LOOK FOR TO KNOW WHEN A BANK OR FINANCIAL INSTITUTION IS FAILING?

WHAT MEASURES DO YOU PUT IN PLACE TO PREVENT BANKS AND FINANCIAL INSTITUTIONS FROM FAILING

Time:
9:00 am - 4:30 pm

Plus Several Other Topics!

CK 6124 - Government Revenue, Tax and Debt Collection Procedures

for New and Experienced Collectors and Tax Compliance Officers

Who Should Attend This Training:

- All government tax and revenue compliance front line and back office staff of Statutory, Municipalities and local Government Agencies as well as Customs Department and Licensing Agencies

THE IDEAL TRAINING TO REDUCE GOVERNMENT REVENUE SHORTFALL

FINANCE MINISTRIES AND REVENUE DEPARTMENTS SHOULD NOT IGNORE THE BENEFITS OF THIS TRAINING

- ◆ TAX AND REVENUE COLLECTION PROCEDURES
- ◆ VARIOUS WAYS TO ACHIEVE COLLECTION GOALS
- ◆ VARIOUS WAYS TO COLLECT GOVERNMENT REVENUE ON THE TELEPHONE AND FACE-TO-FACE
- ◆ VARIOUS WAYS TO CREATE URGENCY WHEN COLLECTING GOVERNMENT TAXES OR REVENUE
- ◆ VARIOUS WAYS TO RESOLVE DISPUTED TAX COLLECTION – DISPUTES
- ◆ VARIOUS WAYS TO IDENTIFY TAX OR REVENUE AVOIDERS
- ◆ THE STEPS OF A REVENUE AND TAX COLLECTION CALL
- ◆ WRITING EFFECTIVE REVENUE AND TAX COLLECTION LETTERS
- ◆ THE MAIN CAUSES FOR DELINQUENT TAX PAYERS
- ◆ THE IMPORTANCE OF GOOD TELEPHONE DELIVERY
- ◆ WAYS TO PREPARE YOURSELF FOR THE ACTUAL COLLECTIONS CALL
- ◆ WAYS TO CLOSE A REVENUE AND TAX COLLECTION CALL
- ◆ WAYS HOW TO ADD URGENCY TO YOUR TELEPHONE DEMANDS
- ◆ NEGOTIATION SKILLS FOR REVENUE AND TAX COLLECTORS
- ◆ WAYS TO PREPARE FOR NEGOTIATION AS A TAX COLLECTOR
- ◆ WAYS TAX COLLECTORS CAN MAKE CONCESSIONS WISELY
- ◆ REVENUE AND TAX COLLECTOR'S JOB DESCRIPTION
- ◆ PRODUCTIVITY REQUIREMENTS OF REVENUE AND TAX COLLECTORS

THIS TRAINING CAN INCREASE GOVERNMENT REVENUE

- ◆ WAYS TO IDENTIFY AND COLLECT FROM DELINQUENT TAX PAYERS
- ◆ WAYS TO MAKE EFFECTIVE PARTIAL PAYMENT ARRANGEMENTS FOR DELINQUENT TAX PAYERS
- ◆ EFFECTIVE WAYS TO IDENTIFY A TAX PAYER'S ASSETS
- ◆ YOUR PROFESSIONAL ROLE IN ASSISTING THE REVENUE AND TAX COMPLIANCE DEPARTMENT
- ◆ WAYS TO CLOSE A REVENUE AND TAX COLLECTION CALL
- ◆ THE ROLE OF VARIOUS FRONT-END DEPARTMENTS IN CONJUNCTION WITH THE TAX ASSESSMENT DEPARTMENT
- ◆ THE NEED FOR PROPER DATA APPLICATION
- ◆ THE ROLE OF CUSTOMER SERVICE AND CUSTOMER SUPPORT TO THE TAX AND REVENUE COMPLIANCE DEPARTMENTS
- ◆ DATA INTAKE APPLICATION PROCEDURES
- ◆ PROBLEM RESOLUTION TECHNIQUES FOR THE TAX AND REVENUE COMPLIANCE OFFICERS
- ◆ FACE TO FACE REVENUE AND TAX COLLECTIONS PROCEDURES
- ◆ VARIOUS WAYS TO UNDERSTAND AND RESOLVE TAX AUDIT QUERIES AND DISPUTES

Plus Several Other Topics!

Time:
9:00 am - 4:30 pm

On-Site Or In-House Training
Can Be Arranged

CK 6125 Bank Loan Portfolio Administration and Management

Who Should Attend This Training:

- **All Credit Appraisers, Project and Loan Officers of Financial Institutions**

Some Topics To Be Covered

On-Site Or In-House Training
Can Be Arranged

- ◆ AN OVERVIEW OF LOAN POLICIES
- ◆ LOAN PROCEDURES OF FINANCIAL INSTITUTIONS
- ◆ THE IMPORTANCE OF DOCUMENTATION
- ◆ SECURITY ARRANGEMENTS OF LOANS
- ◆ LOANS ADMINISTRATION
- ◆ LOAN MONITORING AND FOLLOW-UP PROCEDURES
- ◆ INTRODUCTION TO DEBT COLLECTION STRATEGIES AND TECHNIQUES
- ◆ THE LINK BETWEEN OPERATIONAL EFFICIENCY AND THE BOTTOM LINE OF FINANCIAL INSTITUTIONS

Plus Several Other Topics!

Additional Topic Summary is Available Upon Request

**Please Call 954-731-6340
for additional information**

CK 6126 - Credit and Collection Counseling Management

Who Should Attend This Training:

- **Credit and Collection Managers, Supervisors and Department Heads**

Some Topics To Be Covered

- ◆ CREDIT AND COLLECTION MANAGERS, REVENUE MANAGERS, AND ACCOUNTS RECEIVABLE STAFF
- ◆ CREDIT, WHAT IT IS, WHY YOU NEED IT, AND HOW TO BUILD YOUR CREDIT
- ◆ UNDERSTANDING CREDIT SCORES AND REPORTS
- ◆ WHAT A CREDIT BUREAU AND CREDIT SCORING MEANS FOR YOU
- ◆ CREDIT SCORE AND REPORT
- ◆ CREDIT FRAUD PROTECTION
- ◆ WHAT IS A CREDIT SCORE?
- ◆ UNDERSTANDING CREDIT SCORES
- ◆ HOW TO BOOST YOUR NUMBERS
- ◆ KNOW YOUR CREDIT SCORE
- ◆ CREDIT SCORES PROCEDURES
- ◆ WORRIED ABOUT YOUR CREDIT SCORE?
- ◆ EMPLOYMENT CREDIT REPORT
- ◆ CONSUMER CREDIT SCORES
- ◆ AUTOMOTIVE CREDIT REPORT
- ◆ BROKER CERTIFICATION SERVICES
- ◆ CONSUMER CREDIT REPORTS
- ◆ UNDERSTANDING EQUITY
- ◆ COURT RECORD REPORT
- ◆ CREDIT ADVANTAGE
- ◆ CREDIT SCORE DISCLOSURE WITH NOTICE TO HOME LOAN APPLICANT
- ◆ CREDIT MASTER
- ◆ CUSTOMER SERVICE DISPUTE ASSISTANCE
- ◆ CUSTOMER SERVICE RETENTION
- ◆ CREDIT COUNSELING ORGANIZATIONS PROCEDURES
- ◆ PROTECTING CONSUMERS AGAINST FINANCIAL FRAUD
- ◆ THE CREDIT REPAIR ORGANIZATIONS ACT
- ◆ PROTECTING CONSUMERS AGAINST FINANCIAL FRAUD
- ◆ VOLUNTARY CREDIT COUNSELING AGENCY CERTIFICATION
- ◆ FAIR DEBT COLLECTION PRACTICES ACT (FDCPA)
- ◆ QUALIFICATION FOR EXEMPTION UNDER IRC 501(C)(3)
- ◆ THE CREDIT REPAIR ORGANIZATIONS ACT
- ◆ UNIFORM CONSUMER CREDIT CODE
- ◆ FAIR CREDIT BILLING ACT
- ◆ CREDIT REPAIR SERVICES AND INFORMATION (THE FAIR CREDIT BILLING ACT)
- ◆ CREDIT REPAIR SERVICES AND INFORMATION (CONSUMER REPORTING AGENCIES (CRAS))
- ◆ FINANCIAL STATEMENTS ANALYSIS
- ◆ RATIO ANALYSIS
- ◆ FINANCIAL RATIO ANALYSIS FORMULA
- ◆ FINANCIAL RATIO
- ◆ CASH FLOW STATEMENT
- ◆ WHAT IS CREDIT FRAUD?

Plus Several Other Topics!

Time:
9:00 am - 4:30 pm

CK 6126B Advanced Bank Credit Appraisal Procedures and Management

Who Should Attend This Training:

- All Credit Appraisers, Project and Loan Officers of Financial Institutions

Some Topics To Be Covered

On-Site Or In-House Training Can Be Arranged

- ◆ SUPERVISION BY RISK
- ◆ BANKING RISKS
- ◆ RISK MANAGEMENT
- ◆ RISK ASSESSMENT SYSTEM
- ◆ SUPERVISORY FRAMEWORK
- ◆ SUPERVISORY STRATEGY
- ◆ THE EXAMINATION PLANNING
- ◆ CUSTOMER ASSISTANCE GROUP
- ◆ QUALITY MANAGEMENT
- ◆ THE CAMEL'S RATING SYSTEM
- ◆ INFORMATION TECHNOLOGY RATING SYSTEM
- ◆ TRUST RATING SYSTEM
- ◆ CONSUMER COMPLIANCE RATING SYSTEM
- ◆ COMMUNITY REINVESTMENT ACT RATING SYSTEM
- ◆ DISCLOSURE OF RATINGS
- ◆ CATEGORIES OF RISK
- ◆ TYPES OF BANKS REGULATIONS
- ◆ FEDERAL BRANCHES AND AGENCIES
- ◆ TRUST BANKS
- ◆ CREDIT CARD BANKS
- ◆ SPECIAL PURPOSE BANKS
- ◆ BANK SUPERVISION RESPONSIBILITIES
- ◆ REGULATORY RATINGS
- ◆ SPECIALTY AREA RATINGS
- ◆ DISCLOSURE OF RATINGS
- ◆ NEW CHARTERS AND CONVERTED BANKS
- ◆ FULL-SCOPE, ON-SITE EXAMINATIONS
- ◆ TARGETED EXAMINATIONS
- ◆ INFORMATION TECHNOLOGY EXAMINATIONS
- ◆ ASSET MANAGEMENT EXAMINATIONS
- ◆ COMPLIANCE EXAMINATIONS
- ◆ MUNICIPAL AND GOVERNMENT SECURITIES DEALERS EXAMINATIONS
- ◆ FUNCTIONAL REGULATION
- ◆ SUPERVISION BY RISK
- ◆ BANKING RISKS
- ◆ RISK MANAGEMENT
- ◆ CREDIT AND COLLECTION MANAGERS, REVENUE MANAGERS, AND ACCOUNTS RECEIVABLE STAFF
- ◆ CREDIT, WHAT IT IS, WHY YOU NEED IT, AND HOW TO BUILD IT
- ◆ UNDERSTANDING CREDIT SCORES AND REPORTS
- ◆ WHAT A CREDIT BUREAU AND CREDIT SCORING MEANS FOR YOU
- ◆ CREDIT SCORE AND REPORT
- ◆ CREDIT FRAUD PROTECTION

Plus Several Other Topics!

CK 6127 - Bank Credit Risk and Compliance Management

Who Should Attend This Training:

- All Credit Appraisers, Project and Loan Officers of Financial Institutions

Some Topics To Be Covered

On-Site Or In-House Training Can Be Arranged

- ◆ IDENTIFYING THE RISKS IN DEVELOPMENT BANKING
- ◆ UNDERSTANDING CREDIT RISK
- ◆ RATIO AND CASH FLOW ANALYSIS
- ◆ LOAN PORTFOLIO MANAGEMENT
- ◆ VARIOUS RISK RATING SYSTEMS

Plus Several Other Topics!

Additional Topic Summary is Available Upon Request

Please Call 954-731-6340 for additional information

THE IDEAL TRAINING TO IMPROVE CUSTOMER SERVICE MANAGEMENT FOR REGIONAL AIRPORTS AND SEAPORTS



CK 6128 Business Ethics and Work Ethics Management

Who Should Attend This Training:

- All Managers, Supervisors and Head of Departments

Some Topics To Be Covered

On-Site Or In-House Training
Can Be Arranged

- ◆ BUSINESS ETHICS
- ◆ WHY BUSINESS ETHICS MATTER – WHY LEAVE YOUR INTEGRITY TO CHANCE?
- ◆ BUSINESS ETHICS CHALLENGES
- ◆ DEVELOPING A CODE OF BUSINESS ETHICS
- ◆ ETHICS AT THE WORKPLACE – WORK ETHICS
- ◆ ETHICAL ISSUES IN THE WORKPLACE
- ◆ HANDLING ETHICAL DILEMMAS IN THE WORKPLACE
- ◆ HOW TO HANDLE ETHICAL CONCERNS
- ◆ IMPORTANCE OF WORK ETHICS
- ◆ REASONS THAT STATE THE IMPORTANCE OF WORK ETHICS
- ◆ PROFESSIONALISM AND EFFICIENCY
- ◆ ETHICAL ISSUES INHERENT WITH WORKPLACE STRESS
- ◆ HOW TO REPORT UNETHICAL BEHAVIOR IN THE WORKPLACE
- ◆ HOW TO DEAL WITH UNETHICAL BEHAVIOR IN THE WORKPLACE
- ◆ ETHICS IN THE WORKPLACE- A COMPREHENSIVE APPROACH
- ◆ PROFESSIONALISM TRAINING TIPS
- ◆ CONFIDENTIALITY IN THE WORKPLACE
- ◆ IMPORTANCE OF CONFIDENTIALITY IN THE WORKPLACE
- ◆ HOW TO MAINTAIN CONFIDENTIALITY IN THE WORKPLACE
- ◆ EMPLOYEE BEHAVIOR IN THE WORKPLACE
- ◆ WHAT IS ACCEPTABLE?
- ◆ WHAT IS UNACCEPTABLE?
- ◆ BUSINESS PROFESSIONAL DRESS CODES AND DEFINITIONS
- ◆ WHAT IS ACCEPTABLE?
- ◆ WHAT IS UNACCEPTABLE?
- ◆ TIPS ABOUT DATING, SEX AND ROMANCE AT WORK
- ◆ ADVANTAGES AND DISADVANTAGES TO THE CORPORATION AND EMPLOYEES
- ◆ BENEFITS OF ACCOMMODATING WORKFORCE DIVERSITY
- ◆ GUIDELINES FOR WRITING POLICIES AND PROCEDURES
- ◆ WHY ARE POLICIES AND PROCEDURES IMPORTANT FOR SUCCESSION PLANNING?
- ◆ BUSINESS ETHICS POLICIES AND PROCEDURES
- ◆ IDENTIFY THE ORGANIZATION'S VALUES
- ◆ DEFINE ETHICAL BEHAVIOR
- ◆ GUIDELINES ON WRITING A PROCEDURE MANUAL
- ◆ WHAT SHOULD A PROCEDURE MANUAL INCLUDE?
- ◆ HOW TO DEVELOP A POLICY AND PROCEDURES MANUAL
- ◆ WHY HAVE PERSONNEL POLICIES AND PROCEDURES?
- ◆ PURPOSE OF PERSONNEL POLICIES AND PROCEDURES
- ◆ TYPES OF POLICIES
- ◆ RELATIONSHIP OF POLICIES AND PROCEDURES
- ◆ POLICIES REQUIRED BY LAW
- ◆ POLICIES AND PROCEDURES TO SUPPORT A DIVERSE WORKFORCE
- ◆ CONSISTENCY AND ACCOUNTABILITY
- ◆ EXAMPLES OF BUSINESS POLICIES
- ◆ EXAMPLES OF COMPANY POLICIES AND PROCEDURES
- ◆ EMPLOYEE CONDUCT

Plus Several Other Topics!

Time:
9:00 am - 4:30 pm

CK 6129 - Staff Morale and Change Management Procedures

Who Should Attend This Training:

- All Managers, Supervisors and Heads of Departments

Some Topics To Be Covered

On-Site Or In-House Training
Can Be Arranged

- ◆ IMPLEMENTING CHANGE IN THE WORKPLACE
- ◆ HOW TO IMPLEMENT CHANGE IN THE WORKPLACE
- ◆ INFORMING STAFF
- ◆ GOAL AND VISION DISCUSSION
- ◆ STRESSING THE POSITIVE
- ◆ MANAGING CHANGE IN THE WORKPLACE
- ◆ PLANNING FOR CHANGE
- ◆ CHANGE MANAGEMENT LESSONS
- ◆ CHANGE MANAGEMENT RECOMMENDATIONS
- ◆ SCOPE OF CHANGE MANAGEMENT
- ◆ CHANGE MANAGEMENT PROCESS
- ◆ READINESS ASSESSMENTS
- ◆ COACHING AND MANAGER TRAINING FOR CHANGE MANAGEMENT
- ◆ RESISTANCE MANAGEMENT
- ◆ DATA COLLECTION, FEEDBACK ANALYSIS AND CORRECTIVE ACTION
- ◆ CHANGE MANAGEMENT WISDOM
- ◆ STRATEGY, PLANNING, AND COMMUNICATION DURING CHANGE
- ◆ COMMUNICATION DURING CHANGE
- ◆ CONSULTING DURING CHANGE
- ◆ CONSEQUENCES OF CHANGE
- ◆ EMPLOYEE INVOLVEMENT DURING CHANGE
- ◆ MEASUREMENTS AND BENCHMARKS DURING CHANGE
- ◆ CHANGE MANAGEMENT TIPS
- ◆ RECOMMENDATIONS ABOUT COMMUNICATION FOR EFFECTIVE CHANGE MANAGEMENT
- ◆ CHANGE MANAGEMENT LESSONS ABOUT EMPLOYEE INVOLVEMENT
- ◆ EMPLOYEE INVOLVEMENT FOR EFFECTIVE CHANGE MANAGEMENT
- ◆ SAMPLE CHANGE MANAGEMENT PLAN
- ◆ CHANGE MANAGEMENT PLAN PURPOSE
- ◆ CHANGE MANAGEMENT GOALS
- ◆ CHANGE MANAGEMENT RESPONSIBILITIES
- ◆ SCOPE/CHANGE REQUIREMENTS MANAGEMENT
- ◆ SCHEDULE CHANGE MANAGEMENT
- ◆ COST CHANGE MANAGEMENT
- ◆ BUSINESS TRANSITION CHANGE MANAGEMENT
- ◆ CHANGE MANAGEMENT FORMS AND LOGS
- ◆ BOOSTING EMPLOYEE MORALE
- ◆ TAKING A FRESH LOOK AT COMPANY POLICIES AND MANAGEMENT SKILLS –
- ◆ TECHNIQUES TO BOOST EMPLOYEE MORALE
- ◆ HOW TO IMPROVE MORALE IN THE WORKPLACE
- ◆ NEGATIVITY IN THE WORKPLACE
- ◆ MANAGING NEGATIVITY IN THE WORKPLACE
- ◆ IMPORTANCE OF TEAMWORK IN THE WORKPLACE

Plus Several Other Topics!

Time:
9:00 am - 4:30 pm

CK 6130 - Goal-Setting and Time Management Procedures

Who Should Attend This Training:

• **Managers, Supervisors, Project Managers, Heads of Departments and Human Resource Personnel**

Some Topics To Be Covered

- ◆ THE GOAL-SETTING PROCESS
- ◆ DEFINING GOALS
- ◆ WRITING GOALS
- ◆ DETERMINING HOW TO MEASURE GOAL ACHIEVEMENT
- ◆ ESTABLISHING A DEADLINE FOR ACHIEVING GOAL
- ◆ GOAL-SETTING CONSIDERATIONS
- ◆ IDENTIFYING OBSTACLES TO ACHIEVING THE GOALS
- ◆ IDENTIFYING HOW TO OVERCOME OBSTACLES
- ◆ REVIEWING THE LISTS OF GOALS/TASKS
- ◆ MONITORING PROGRESS AND CONTINUING TO SET GOALS
- ◆ TIME CONSTRAINTS FOR MULTIPLE GOALS
- ◆ PRIORITY SHIFTS
- ◆ EXTERNAL FACTORS
- ◆ INTERNAL FACTORS
- ◆ GOAL-SETTING WORKSHEET
- ◆ TEN COMMON TIME MANAGEMENT MISTAKES
- ◆ HOW WELL DO YOU MANAGE YOUR TIME?
- ◆ MISTAKES AND COMMON PITFALLS
- ◆ MISTAKE 1 – FAILING TO KEEP A TO-DO-LIST
- ◆ MISTAKE 2 – NOT SETTING PERSONAL GOALS
- ◆ MISTAKE 3 – NOT PRIORITIZING
- ◆ MISTAKE 4 – FAILING TO MANAGE DISTRACTIONS
- ◆ MISTAKE 5 – PROCRASTINATION
- ◆ MISTAKE 6 – TAKING ON TOO MUCH
- ◆ MISTAKE 7 – THRIVING ON “BUSY”
- ◆ MISTAKE 8 – MULTI-TASKING
- ◆ MISTAKE 9 – NOT TAKING BREAKS

- ◆ MISTAKE 10 – INEFFECTIVELY SCHEDULING TASKS
- ◆ PERSONAL GOAL-SETTING STRATEGIES
- ◆ WHY SET GOALS?
- ◆ STARTING TO SET PERSONAL GOALS
- ◆ STEPS IN SETTING LIFETIME GOALS
- ◆ SETTING SMALLER GOALS
- ◆ STAYING ON COURSE
- ◆ SMART GOALS
- ◆ FURTHER GOAL-SETTING TIPS
- ◆ ACHIEVING GOALS
- ◆ THE PROJECT INITIATION PROCESSES
- ◆ DATA COLLECTION AND ANALYSIS
- ◆ HOW TO DETERMINE THE CRITICAL PATH OF ANY PROJECT
- ◆ THE EXECUTING PROCESS OF PROJECTS
- ◆ THE CLOSING PROCESS OF PROJECTS
- ◆ THE FINAL EVALUATION OF PROJECTS
- ◆ THE ORGANIZATION AND TOOLS TO MAKE PROJECTS EFFECTIVE
- ◆ CRITERIA FOR ENSURING QUALITY WORK
- ◆ WAYS TO MANAGE YOUR TIME EFFECTIVELY
- ◆ THREE CARDINAL RULES FOR RUNNING DYNAMIC MEETINGS
- ◆ EFFECTIVE WAYS TO PLAY YOUR DAY
- ◆ WAYS TO DELEGATE AUTHORITY
- ◆ RESOURCES FOR PROJECT MANAGEMENT
- ◆ COMPREHENSIVE READING MATERIALS
- ◆ PROJECT MANAGEMENT CASE STUDY
- ◆ HOW GOOD ARE YOUR PROJECT MANAGEMENT SKILLS?

On-Site Or In-House Training
Can Be Arranged

Time:
9:00 am - 4:30 pm

Plus Several Other Topics!

CK 6131 - Airport Customer Service Management Procedures

Who Should Attend This Training:

• **All Customer Service, Sales, Marketing and Public Relations Managers and Supervisors Employed at Regional Airports, Seaports and other Tourism Related Sectors**

Some Topics To Be Covered

- ◆ FAMILIARIZATION OF AIRPORT AND SEAPORT COMMERCIAL ENVIRONMENT
- ◆ UNDERSTAND THE VARIOUS TYPES, NEEDS AND BEHAVIORS OF AIRPORT AND SEAPORT CUSTOMERS
- ◆ KNOW HOW PROFESSIONAL SALESMANSHIP AFFECTS AIRPORT CUSTOMER SERVICE
- ◆ GAIN KNOWLEDGE ABOUT CUSTOMER SERVICE MEASUREMENTS
- ◆ THE COMMERCIAL FUNCTIONS WITHIN AN AIRPORT AND SEAPORT ENVIRONMENT
- ◆ CROSS-CULTURAL AWARENESS OF ALL EMPLOYEES AND STAKEHOLDERS
- ◆ AWARENESS OF AIRPORT AND SEAPORT CUSTOMER SERVICE FEATURES
- ◆ AWARENESS OF THE CHARACTERISTICS OF AIRPORT AND SEAPORT SHOPS
- ◆ HANDLING COMPLAINTS AND RETURNS
- ◆ LOSS PREVENTION PROCEDURES
- ◆ CURRENT AIRPORT AND SEAPORT TRENDS IN CUSTOMER SERVICE AS WELL AS OTHER TOPICS ATTACHED
- ◆ AIRPORTS AND SEAPORTS
- ◆ SAFETY & SECURITY OVERVIEW OF AIRPORTS AND SEAPORTS
- ◆ VEHICLES ENTERING AND LEAVING AIRPORTS AND SEAPORTS
- ◆ EXTENSIVE BAGGAGE RELATED ISSUES AT AIRPORTS AND SEAPORTS
- ◆ EXTENSIVE CHECK-IN RELATED ISSUES AT AIRPORTS AND SEAPORTS
- ◆ EXTENSIVE BOARDING RELATED ISSUES AT AIRPORTS AND SEAPORTS
- ◆ EXTENSIVE ARRIVAL RELATED ISSUES AT AIRPORTS AND SEAPORTS
- ◆ DISABLED TRAVELERS PROCEDURES AT AIRPORTS AND SEAPORTS
- ◆ PARKING AND UNLOADING PROCEDURES AT AIRPORTS AND SEAPORTS
- ◆ CHECK-IN PROCEDURES AT AIRPORTS AND SEAPORTS
- ◆ TOILET RELATED ISSUES AT AIRPORTS AND SEAPORTS
- ◆ TELEPHONE RELATED ISSUES AT AIRPORTS AND SEAPORTS
- ◆ DEPARTURE RELATED ISSUES AT AIRPORTS AND SEAPORTS
- ◆ AT THE AIRCRAFT RELATED ISSUES AT AIRPORTS AND SEAPORTS
- ◆ ARRIVAL PROCEDURES AT AIRPORTS AND SEAPORTS
- ◆ AIR CARGO/FREIGHT RELATED ISSUES AT AIRPORTS AND SEAPORTS
- ◆ CUSTOMS CUSTOMER SERVICE PROCEDURES AT AIRPORTS AND SEAPORTS
- ◆ IMMIGRATION CUSTOMER SERVICE PROCEDURES AT AIRPORTS AND SEAPORTS
- ◆ SECURITY CUSTOMER SERVICE PROCEDURES AT AIRPORTS AND SEAPORTS
- ◆ CUSTOMER SERVICE (CALL CENTERS AND AIRPORTS)
- ◆ COMMUNICATION AT AIRPORTS AND SEAPORTS
- ◆ TRENDS IN CUSTOMER SERVICE AT AIRPORTS AND SEAPORTS
- ◆ DELIVERING WORLD CLASS CUSTOMER SERVICE AT AIRPORTS AND SEAPORTS
- ◆ BUILDING BUSINESS RELATIONSHIPS AT AIRPORTS AND SEAPORTS
- ◆ DEFUSING DIFFICULT AND DEMANDING CUSTOMER SITUATIONS
- ◆ CUSTOMER SERVICE CHALLENGES AT AIRPORTS AND SEAPORTS

Plus Several Other Topics!

Time:
9:00 am - 4:30 pm

***CK 6133L - Succession Planning and Leadership Management
for Law Enforcement Officers***

Who Should Attend This Training:

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**Please email: collect@gate.net
or call:954-731-6340
For Training Outline,
Cost and Details**



CK 6133B - Advanced Succession Planning and Leadership Management

Who Should Attend This Training:

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**Please email: collect@gate.net
or call:954-731-6340
For Training Outline,
Cost and Details**



***CK 6133G - Succession Planning and Leadership Management for
Government and Statutory Corporations***

Who Should Attend This Training:

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**Please email: collect@gate.net
or call:954-731-6340
For Training Outline,
Cost and Details**

CK 6133 - Succession Planning and Leadership Management

Who Should Attend This Training:

- **Human Resources Managers, Managers, Supervisors and Heads of Departments**

Some Topics To Be Covered

- ◆ TAX AND REVENUE COLLECTION PROCEDURES
- ◆ VARIOUS WAYS TO ACHIEVE COLLECTION GOALS
- ◆ SUCCESSION PLANNING STRATEGY
- ◆ SUCCESSION PLANNING PROCESS
- ◆ PERFORMANCE-BASED SUCCESSION PLANNING
- ◆ GUIDELINES TO SUCCESSFUL SUCCESSION PLANNING
- ◆ BENEFITS OF SUCCESSION PLANNING – CASE STUDY
- ◆ COMPETENCY INTERVIEW
- ◆ TAPPING TALENT – JOB DESCRIPTION
- ◆ VISION STATEMENT – ENVISIONING
- ◆ MANPOWER PLANNING – DEFINITION
- ◆ HUMAN RESOURCE PLANNING – RECRUITMENT STRATEGIES
- ◆ MANPOWER AUDIT – NEED AND IMPORTANCE
- ◆ USING YOUR TEAM FOR RECRUITMENT: A RETENTION STRATEGY
- ◆ A PRACTICAL ANALYSIS AND REFLECTION LEADERSHIP
- ◆ THEORY X AND THEORY Y LEADERSHIP STYLES
- ◆ MASLOW'S HIERARCHY OF NEEDS
- ◆ LEADERSHIP SKILLS FOR MAN MANAGERS AND SUPERVISORS
- ◆ COMPANY VISION AND MISSION
- ◆ NEW STAFF ORIENTATION
- ◆ CUSTOMIZED JOB DESCRIPTION PROCEDURES
- ◆ A PRACTICAL APPROACH TO SUPERVISORY MANAGEMENT
- ◆ A PRACTICAL ANALYSIS AND REFLECTION OF LEADERSHIP
- ◆ A COMPREHENSIVE LOOK AT LEADERSHIP FOR MANAGERS AND SUPERVISORS
- ◆ LEADERSHIP REQUIREMENTS OF SUPERVISORS AND MANAGERS
- ◆ COACHING PROCEDURES: A SIMPLIFIED APPROACH
- ◆ COACHING PROCEDURES AND STRATEGIES: A CASE STUDY
- ◆ WAYS TO CREATE EMPLOYEE MOTIVATION AND INCENTIVES: SUMMARY OVERVIEW
- ◆ SECRETS TO GREAT LEADERSHIP: A PRACTICAL APPROACH
- ◆ TEAM LEADERSHIP: A SUMMARY OVERVIEW
- ◆ SUCCESSION PLANNING: A SUMMARY OVERVIEW
- ◆ COMMUNICATION MANAGEMENT SKILLS: A PRACTICAL APPROACH
- ◆ PERFORMANCE MANAGEMENT AND ITS RELEVANCE TO SUPERVISORY MANAGEMENT

Plus Several Other Topics!

On-Site Or In-House Training
Can Be Arranged

Time:
9:00 am - 4:30 pm

CK 6134 - Executive Assistant Management

Who Should Attend This Training:

- **All Executive Secretaries, Secretaries, Administrative Assistants, Office Managers, and Supervisors**

Some Topics To Be Covered

- ◆ ADMINISTRATIVE DUTIES FOR EXECUTIVE SECRETARIES
- ◆ OVERVIEW OF THE EXECUTIVE SECRETARY POSITION
- ◆ MANAGERIAL RESPONSIBILITIES OF AN EXECUTIVE SECRETARY
- ◆ ENHANCED DUTIES OF EXECUTIVE SECRETARIES
- ◆ ADMINISTRATIVE SKILLS OF EXECUTIVE ASSISTANTS
- ◆ A CAREER IN OFFICE ADMINISTRATION
- ◆ WORKING AS AN OFFICE ADMINISTRATOR
- ◆ WHAT IS AN OFFICE ADMINISTRATOR?
- ◆ JOB INTERVIEWS AND CONDUCTING AN INTERVIEW
- ◆ WORKING IN AN OFFICE
- ◆ WORKING IN AN ORGANIZATION
- ◆ OFFICE ORGANIZATION
- ◆ SUPERVISING STAFF
- ◆ BUSINESS ETHICS AND ETIQUETTE
- ◆ GENERAL OFFICE MANAGEMENT
- ◆ MANAGING OFFICE SUPPLIES
- ◆ MEETING PLANNING
- ◆ ORGANIZING MEETINGS
- ◆ RECORDS MANAGEMENT
- ◆ WHAT ARE BUSINESS RECORDS?
- ◆ FILING SYSTEMS
- ◆ COMMON FILING SYSTEMS
- ◆ ALPHABETICAL FILING STANDARDS
- ◆ MANAGING NON-PAPER RECORDS
- ◆ COMPUTER OR COMPUTER-RELATED DUTIES
- ◆ SOFTWARE SKILLS REQUIREMENTS
- ◆ ORGANIZING TRAVEL
- ◆ MAKING RESERVATIONS
- ◆ FLIGHT RESERVATIONS
- ◆ ARRANGING FOREIGN TRAVEL
- ◆ FOREIGN CUSTOMS
- ◆ ORGANIZING FUNDS AND DOCUMENTS
- ◆ COMMUNICATION SKILLS
- ◆ RECEPTION SKILLS
- ◆ TELEPHONE TECHNIQUES
- ◆ INCOMING/OUTGOING MAIL
- ◆ WRITTEN COMMUNICATION
- ◆ PLANNING AND DRAFTING DOCUMENTS
- ◆ EDITING DOCUMENTS
- ◆ BUSINESS WRITING SKILLS
- ◆ COMPOSING BUSINESS LETTERS
- ◆ COMPOSING BUSINESS DOCUMENTS

Plus Several Other Topics!

On-Site Or In-House
Training Can Be Arranged

Time:
9:00 am - 4:30 pm

CK 6140 - Communication and Leadership Management

Who Should Attend This Training:

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Please email: collect@gate.net
or call: 954-731-6340
For Training Outline,
Cost and Details

CK 6140L - Communication and Leadership Management for Law Enforcement Officers

Who Should Attend This Training:

• **Various Supervisors, Managers and Leadership Management Ranks within Law Enforcement**

Some Topics To Be Covered

On-Site Or In-House
Training Can Be Arranged

- ◆ OPERATIONAL RANKING OFFICERS
- ◆ RANK DESCRIPTION
- ◆ STANDING ORDERS - DEFINITION
- ◆ THE COMMUNICATION AND LEADERSHIP
- ◆ THE COMMUNICATION PROCESS
- ◆ BARRIERS TO COMMUNICATION
- ◆ ACTIVE LISTENING
- ◆ FEEDBACK
- ◆ NON VERBAL BEHAVIORS OF COMMUNICATION
- ◆ SPEAKING HINTS
- ◆ DEFINING COMMUNICATION
- ◆ HUMAN COMMUNICATION
- ◆ NON VERBAL COMMUNICATION
- ◆ ORAL COMMUNICATION
- ◆ WRITTEN COMMUNICATION AND ITS
- ◆ HISTORICAL DEVELOPMENT
- ◆ COMMUNICATION CYCLE
- ◆ COMMUNICATION NOISE
- ◆ DEFINING LEADERSHIP
- ◆ FACTORS OF LEADERSHIP
- ◆ EMOTIONS
- ◆ POSITIVE REINFORCEMENT
- ◆ STYLES
- ◆ PERFORMANCE
- ◆ CONTEXTS
- ◆ LEADERSHIP MYTHS
- ◆ ACTION ORIENTED ENVIRONMENTS
- ◆ TITLES EMPHASIZING AUTHORITY
- ◆ CRITICAL THOUGHT
- ◆ VARIETIES OF INDIVIDUAL POWER
- ◆ LEADERSHIP COMMUNICATION PURPOSE, STRATEGY AND STRUCTURE
- ◆ COMMUNICATION: THE MOST IMPORTANT KEY TO LEADERSHIP SUCCESS
- ◆ FACTORS OF LAW ENFORCEMENT
- ◆ PHYSICAL AND PSYCHOLOGICAL REQUIREMENTS
- ◆ COMMUNICATION SKILLS
- ◆ COMMITMENT TO HELPING PEOPLE
- ◆ ABILITY TO HANDLE WORKING WITH DIFFICULT PEOPLE IN DIFFICULT SITUATIONS
- ◆ DISCIPLINARY ACTION IN LAW ENFORCEMENT
- ◆ POLICE DISCIPLINE
- ◆ DISCIPLINE
- ◆ POSITIVE AND NEGATIVE
- ◆ ETHICS AND INTEGRITY
- ◆ CULTURAL DIVERSITY IN LAW ENFORCEMENT
- ◆ IMPACT OF CULTURAL DIVERSITY ON LAW ENFORCEMENT
- ◆ THE POLICE BOARDS ROLE
- ◆ ETHICS AND INTEGRITY

Time:
9:00 am - 4:30 pm

CK 6141 Strategic Management for Financial Institutions and the Private Sector

Who Should Attend This Training:

- **Managers, Supervisors, Executives, Heads of Departments, Production and Strategic Management Personnel**

Some Topics To Be Covered

On-Site Or In-House Training Can Be Arranged

- ◆ OPERATIONAL RANKING OFFICERS
 - ◆ AN INTRODUCTION TO STRATEGIC MANAGEMENT
 - ◆ FIVE FACETS OF STRATEGIC MANAGEMENT
 - ◆ STRATEGIC PLANNING AND STRATEGIC MANAGEMENT
 - ◆ THE STRATEGIC MANAGEMENT PROCESS
 - ◆ NINE STEPS
 - ◆ DIFFERENT APPROACHES TO STRATEGIC PLANNING AND MANAGEMENT
 - ◆ STRATEGIC MANAGEMENT FACTS
 - ◆ TEN DIFFERENCE CONCEPTS IDENTIFIED
 - ◆ HISTORY OF STRATEGIC MANAGEMENT
 - ◆ HISTORICAL APPROACHES
 - ◆ STRATEGIC MANAGEMENT VS. STRATEGIC PLANNING
 - ◆ DEFINING STRATEGIC MANAGEMENT
 - ◆ CONCEPTS/APPROACHES OF STRATEGIC MANAGEMENT
 - ◆ STRATEGIC MANAGEMENT CONCEPTS - ADDITIONAL INFO
 - ◆ TWENTY LISTED
 - ◆ PURPOSE OF STRATEGIC MANAGEMENT
 - ◆ PURPOSE OF THE STRATEGIC MANAGEMENT PROCESS
 - ◆ APPROACHES TO STRATEGIC MANAGEMENT
 - ◆ STRATEGIC PLANNING
 - ◆ MISSION STATEMENTS
 - ◆ VISION STATEMENTS
 - ◆ EXAMPLES GIVEN
 - ◆ INFORMATION TECHNOLOGY AND STRATEGIC MANAGEMENT
 - ◆ ABSTRACT PDF WITH ADDITIONAL INFO
 - ◆ STRATEGIC MANAGEMENT AND HRM
 - ◆ CREATING AND MANAGING TEAMS
 - ◆ TEAMS AND DECISION MAKING IN THE STRATEGIC ENVIRONMENT
 - ◆ TEAM COMPLEXITY
 - ◆ TYPES OF WORK TEAMS AND THEIR CHARACTERISTICS
 - ◆ LOYALTY TO TEAM MEMBERS AND IDENTIFICATION WITH THE GROUP
 - ◆ THE OTHER SIDE OF THE COIN: THE TEAM'S LOYALTY TO THE ORGANIZATION AND ITS IDENTIFICATION WITH ORGANIZATIONAL OBJECTIVES
 - ◆ THE CHARACTERISTICS OF HIGH PERFORMANCE TEAMS
 - ◆ CREATING AND MANAGING TEAMS AT THE STRATEGIC LEVEL OF ORGANIZATIONS
 - ◆ PRODUCTIVE CONFLICT
 - ◆ ADVANTAGES OF STRATEGIC MANAGEMENT
 - ◆ COMPETITIVE ADVANTAGE
 - ◆ FINANCIAL ADVANTAGE
 - ◆ ORGANIZATIONAL ADVANTAGE
 - ◆ STRATEGIC MANAGEMENT THE KEY TO COMPETITIVE ADVANTAGE
 - ◆ CASE STUDIES
 - ◆ STRATEGIC LEADERSHIP AND DECISION MAKING
 - ◆ ORGANIZATIONAL CULTURE
 - ◆ THE IMPACT OF CULTURE
- Plus Several Other Topics!*

Time: 9:00 am - 4:30 pm



CK 6141A - Strategic Management for Utility Corporations

Who Should Attend This Training:

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Please email: collect@gate.net
or call: 954-731-6340
For Training Outline,
Cost and Details



CK 6141B - Advanced Strategic Management for Utility Corporations

Who Should Attend This Training:

-

Please email: collect@gate.net
or call: 954-731-6340
For Training Outline,
Cost and Details

CK 6142 Credit Bureau and Credit Counseling Management Procedures

Who Should Attend This Training:

- **Credit and Collection Managers, Supervisors and Department Heads**

Some Topics To Be Covered

On-Site Or In-House
Training Can Be Arranged

- ◆ CREDIT BUREAU AND CREDIT COUNSELING - INTRODUCTION
- ◆ CREDIT BUREAU
- ◆ CREDIT COUNSELING
- ◆ WHAT IS CREDIT BUREAU AND CREDIT COUNSELING
- ◆ EQUIFAX PROCEDURES
- ◆ EXPERIAN PROCEDURES
- ◆ TRANS UNION PROCEDURES
- ◆ THE PURPOSE OF CREDIT COUNSELING
- ◆ THE PURPOSE OF CREDIT BUREAUS
- ◆ COMMON FEATURES
- ◆ HISTORY ON CREDIT COUNSELING
- ◆ SOME CRITICISM OF CREDIT COUNSELING
- ◆ CREDIT COUNSELING SERVICE FUNCTIONS
- ◆ CREDIT COUNSELING BASICS
- ◆ INFORMATION ABOUT DEBT MANAGEMENT PROGRAMS
- ◆ HOW CREDIT BUREAUS WORK
- ◆ HOW CREDIT COUNSELING WORK
- ◆ DEFINITION OF A CREDIT LINE
- ◆ LINE OF CREDIT PROS & CONS
- ◆ THE PROS AND CONS OF A SMALL BUSINESS LINE OF CREDIT
- ◆ TYPES OF LINES OF CREDIT
- ◆ HOW A LINE OF CREDIT WORKS
- ◆ FACTORS TO GETTING A LINE OF CREDIT
- ◆ CREDIT LIMITS
- ◆ DEFINITION OF A CREDIT LINE
- ◆ HOW CREDIT LIMITS WORK
- ◆ SETTING CREDIT LIMITS
- ◆ CREDIT BUREAU AND CREDIT COUNSELING PROCESSES AND PROCEDURES
- ◆ DEBT MANAGEMENT
- ◆ DEBT MANAGEMENT PROS AND CONS
- ◆ ADVANTAGES & DISADVANTAGES OF CREDIT COUNSELING & CREDIT BUREAUS
- ◆ ONE MONTHLY PAYMENT PROCEDURES
- ◆ LOWER INTEREST RATES PROCEDURES
- ◆ LOWER MONTHLY FEES PROCEDURES
- ◆ PAYMENT SETUP ACCORDING TO YOUR SCHEDULE
- ◆ CREDIT COUNSELING PROCEDURES

Plus Several Other Topics!

Time:
9:00 am - 4:30 pm

CK 6143B - Advanced Executive Assistant Management

Who Should Attend This Training:

- **Various Supervisors, Managers and Leadership Management Ranks within Law Enforcement**

Some Topics To Be Covered

On-Site Or In-House
Training Can Be Arranged

- ◆ PERFORMANCE REVIEWS
- ◆ STAFF MEETING TECHNIQUES
- ◆ PROJECT MANAGEMENT
- ◆ DELIVERING PROJECTS THAT ARE COMPLETE, ON TIME, WITHIN BUDGET TO ACHIEVE DESIRED RESULTS
- ◆ ESTABLISHING PROJECT RESOURCE REQUIREMENTS
- ◆ ASSESSING EACH PROJECT SITUATION, AND DETERMINING ACTIONS TO TAKE, AND MAKING MODIFICATIONS
- ◆ LEARNING TO AVOID PROJECT START-UP PROBLEMS
- ◆ IMPROVING PRODUCTIVITY AND EFFICIENCY
- ◆ BALANCING PRIORITIES WHILE MANAGING MULTIPLE PROJECTS
- ◆ BUSINESS OFFICE WRITING AND COMMUNICATION MANAGEMENT
- ◆ GOAL-SETTING AND TIME MANAGEMENT PROCEDURES
- ◆ THE GOAL-SETTING PROCESS
- ◆ ESTABLISHING DEADLINE TO ACHIEVE GOALS
- ◆ IDENTIFYING OBSTACLES TO ACHIEVE GOALS
- ◆ TEN COMMON TIME MANAGEMENT MISTAKES
- ◆ WAYS TO MANAGING TIME MORE EFFECTIVELY
- ◆ WAYS TO DELEGATING AUTHORITY
- ◆ CONFLICT RESOLUTION
- ◆ ADVANCED ADMINISTRATIVE DUTIES FOR EXECUTIVE SECRETARIES
- ◆ MANAGERIAL RESPONSIBILITIES OF AN EXECUTIVE SECRETARY
- ◆ ENHANCED DUTIES OF EXECUTIVE SECRETARIES
- ◆ ADVANCED ADMINISTRATIVE SKILLS OF AN EXECUTIVE ASSISTANT
- ◆ WORKING IN AN ORGANIZATION
- ◆ OFFICE ORGANIZATION
- ◆ WORKING WITH DIFFERENT PEOPLE
- ◆ SUPERVISING STAFF
- ◆ BUSINESS ETHICS AND ETIQUETTE
- ◆ LEGAL ISSUES AND ETHICS
- ◆ GENERAL OFFICE MANAGEMENT
- ◆ MANAGING OFFICE SUPPLIES
- ◆ ORGANIZING TRAVEL ARRANGEMENTS
- ◆ HANDLING IN-COMING TELEPHONE CALLS
- ◆ PROFESSIONAL TELEPHONE SKILLS
- ◆ MANAGING CHALLENGING CALLS
- ◆ NEW EMPLOYEE ORIENTATION PROGRAM
- ◆ CORPORATE MISSION AND VISION
- ◆ REWARDS, RECOGNITION AND INCENTIVES
- ◆ EXTERNAL AND INTERNAL RECRUITMENT
- ◆ DEALING WITH STAFF INTERNAL CONFIDENTIAL MATTERS
- ◆ EFFECTIVELY COMMUNICATING PROJECT GOALS, ASSIGNMENTS, PLANS, AND PROGRESS

**CK 6144 Loan Modification and Collections
Procedures for Financial Institutions**

Who Should Attend This Training:

- **Loan Managers, Credit and Collection Managers and Supervisors of Financial Institutions**

Some Topics To Be Covered

On-Site Or In-House
Training Can Be Arranged

- WHAT IS MORTGAGE MODIFICATION?
- ◆ BACKGROUND
- ◆ MORTGAGE LOAN
- ◆ WHAT IS LOAN MODIFICATION?
- ◆ HOW DOES ONE GET A LOAN MODIFICATION?
- ◆ BENEFITS OF A LOAN MODIFICATION
- ◆ WHY THEY ARE OFFERED
- ◆ LOAN MODIFICATION FAQ
- ◆ MORTGAGE MODIFICATION AND POTENTIAL OUTCOMES
- ◆ ELIGIBILITY
- ◆ LOAN MODIFICATION PROCEDURES
- ◆ LOAN MODIFICATION STEPS TO TAKE
- ◆ LOAN MODIFICATION PROCESS
- ◆ COMMERCIAL LOAN MODIFICATION
- ◆ WHAT IS COMMERCIAL LOAN MODIFICATION?
- ◆ COMMERCIAL LOAN MODIFICATION PROCESS AND PROCEDURES
- ◆ RESIDENTIAL AND COMMERCIAL LOAN MODIFICATION
- ◆ LOAN 'WORK OUT'
- ◆ REPAYMENT PLANS
- ◆ FORBEARANCE
- ◆ LOAN MODIFICATION
- ◆ LOAN ASSUMPTION
- ◆ PROMISSORY NOTES PROCEDURES
- ◆ PRE – FORECLOSURE
- ◆ DEED IN LIEU OF FORECLOSURE
- ◆ REQUIRED ITEMS FOR A SUCCESSFUL 'LOAN WORKOUT'
- ◆ THE LOAN WORK PROCESS
- ◆ LOSS MITIGATION
- ◆ TYPES OF LOSS MITIGATION
- ◆ BENEFITS
- ◆ HISTORY AND CAUSES
- ◆ LOSS MITIGATION PROGRAMS AND PROCEDURES
- ◆ ADVANTAGES AND DISADVANTAGES OF MORTGAGE MODIFICATION
- ◆ COLLECTIONS PROCEDURES (FINANCIAL INSTITUTIONS)
- ◆ COLLECTIONS IN THREE (3) STEPS
- ◆ CORPORATE DEBT COLLECTIONS PROCEDURES
- ◆ INVOICES AND THE COLLECTION PROCESS
- ◆ HOW THE COLLECTION PROCESS WORKS
- ◆ THE 'SIMPLE' COLLECTION PROCESS
- ◆ DEBT COLLECTIONS STAGES
- ◆ OPTIMIZING THE COLLECTION PROCESS
- ◆ ADVANTAGES AND DISADVANTAGES OF COLLECTIONS
- ◆ PROS AND CONS OF DO IT YOURSELF RECOVERY VERSUS A DEBT COLLECTION AGENCY
- ◆ DEBT COLLECTIONS PROCEDURES

Time:
9:00 am - 4:30 pm

PLUS SEVERAL OTHER TOPICS!

CK 6144B - Advanced Loan Modification and Collections Procedures for Financial Institutions

Who Should Attend This Training:

Please email: collect@gate.net
or call: 954-731-6340
For Training Outline,
Cost and Details

**CK 6145B - Advanced Foreign Account Tax Compliance Act (FATCA),
Compliance Procedures**

Who Should Attend This Training:

Please email: collect@gate.net
or call: 954-731-6340
For Training Outline,
Cost and Details

CK 6145 – The Foreign Account Tax Compliance Act (FATCA), Compliance Procedures

On-Site Or In-House
Training Can Be Arranged

Who Should Attend This Training:

- Compliance Managers, Supervisors of Financial Institutions, Private and Public Sector Institutions

Some Topics To Be Covered

- ◆ COMPREHENSIVE OVERVIEW OF FATCA REGULATIONS
 - ◆ STATUTORY PROVISIONS AND FATCA NOTICES
 - ◆ FATCA DUE DILIGENCE REQUIREMENT TO IDENTIFY US ACCOUNTS
 - ◆ THE PROVISIONS OF FATCA PROPOSED REGULATIONS
 - ◆ ACCOUNT REPORTING UNDER FFI AGREEMENT
 - ◆ FOREIGN ACCOUNT TAX COMPLIANCE ACT (FATCA) COMPLIANCE PROCEDURES
 - ◆ FATCA PROVISIONS AND COMPLIANCE ISSUES
 - ◆ FATCA REPORTING PROCEDURES OF US TAXPAYERS HOLDING FOREIGN FINANCIAL ASSETS
 - ◆ FATCA REPORTING PROCEDURES OF FOREIGN FINANCIAL INSTITUTIONS
 - ◆ IMPACT OF FATCA ON MULTINATIONAL CORPORATIONS THAT ARE NOT IN THE FINANCIAL SERVICES INDUSTRY
 - ◆ IMPLEMENTING FOREIGN ACCOUNT TAX COMPLIANCE ACT (FATCA) PROPOSED REGULATIONS TIMELINES
 - ◆ THE NEW PROPOSED FATCA REGULATIONS OVERVIEW
 - ◆ HOW DO THE PROPOSED FATCA REGULATIONS IMPACT ASSET MANAGERS?
 - ◆ HOW DO THE PROPOSED FATCA REGULATIONS IMPACT INSURERS?
 - ◆ COMBATING MONEY LAUNDERING AND TERRORISM FINANCING
 - ◆ U.S. MONEY LAUNDERING ASSESSMENT PROCEDURES
 - ◆ THE IMPACT OF FATCA WITHHOLDING ON REITS, REAL ESTATE FUNDS, AND REAL ESTATE INVESTMENT ENTITIES
 - ◆ ACCELERATING FATCA COMPLIANCE
 - ◆ VULNERABILITIES OF BANKS
 - ◆ VULNERABILITIES OF MONEY SERVICES BUSINESSES
 - ◆ MONEY TRANSMITTERS RESPONSIBILITIES
 - ◆ VULNERABILITIES OF CHECK CASHERS
 - ◆ CURRENCY EXCHANGERS PROCEDURES
 - ◆ REGULATION AND PUBLIC POLICY ON MONEY ORDERS
 - ◆ VULNERABILITIES OF ONLINE PAYMENT SYSTEMS
 - ◆ REGULATION AND PUBLIC POLICY OF BULK CASH SMUGGLING
 - ◆ VULNERABILITIES OF TRADE-BASED MONEY LAUNDERING
 - ◆ VULNERABILITIES OF INSURANCE COMPANIES
 - ◆ SHELL COMPANIES AND TRUSTS
 - ◆ CASINOS – POLICIES AND PROCEDURES
 - ◆ SUSPICIOUS ACTIVITY REPORT FILING LOCATIONS
 - ◆ MEASURES TO PREVENT MONEY LAUNDERING
 - ◆ LEGAL CONSIDERATIONS OF MONEY LAUNDERING
 - ◆ USE OF TECHNOLOGY TO DETECT MONEY LAUNDERING
 - ◆ INTERNATIONAL REGULATORY REQUIREMENTS
 - ◆ THE USA PATRIOT ACT
 - ◆ DOMESTIC REGULATORY REQUIREMENTS
 - ◆ GUIDANCE TO ANTI-MONEY LAUNDERING
 - ◆ GENERAL REQUIREMENTS FOR CUSTOMERS DUE DILIGENCE
 - ◆ ESTABLISHING APPROPRIATE IDENTIFICATION
 - ◆ SUSPICIOUS TRANSACTIONS
- PLUS SEVERAL OTHER TOPICS!*

Time:
9:00 am - 4:30 pm



CK 6146B - Advanced Performance Management for Financial Institutions and Private Sector Corporations

Who Should Attend This Training:

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Please email: collect@gate.net
or call: 954-731-6340
For Training Outline,
Cost and Details

CK 6146A - Advanced Performance Management for Utility Corporations

Who Should Attend This Training:

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Please email: collect@gate.net
or call: 954-731-6340
For Training Outline,
Cost and Details

CK 6146 Performance Management for Financial Institutions and Private Sector Corporations

Who Should Attend This Training:

- Managers and Supervisors of Financial Institutions and Private Sector Corporations

Some Topics To Be Covered

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|---------------------------------------------------------------|-----------------------------------------------------|
| ◆ PERFORMANCE MANAGEMENT - INTRODUCTION | ◆ INDICATORS |
| ◆ APPLICATION | ◆ ORGANIZATIONAL GOALS |
| ◆ BENEFITS | ◆ ORGANIZATIONAL PREFERRED RESULTS |
| ◆ ORGANIZATIONAL DEVELOPMENT | ◆ ALIGNING RESULTS |
| ◆ FIELD OF PERFORMANCE MANAGEMENT | ◆ WEIGHTING RESULTS |
| ◆ ON "PERFORMANCE" IN ORGANIZATIONS | ◆ STANDARDS |
| ◆ GOALS OF PERFORMANCE MANAGEMENT | ◆ PERFORMANCE PLANS |
| ◆ THE PERFORMANCE CURVE | ◆ OBSERVATION, MEASUREMENTS AND FEED BACK |
| ◆ ORGANIZATIONAL POTENTIAL | ◆ APPRAISALS/REVIEW |
| ◆ OBJECTIVES OF PERFORMANCE MANAGEMENT | ◆ REWARD |
| ◆ PRINCIPLES OF DEVELOPING A PERFORMANCE MANAGEMENT PLAN | ◆ PERFORMANCE GAPS |
| ◆ PERFORMANCE STANDARDS | ◆ DEVELOPMENTAL PLANS |
| ◆ PROFESSIONAL DEVELOPMENT | ◆ MANAGING PERFORMANCE |
| ◆ DOCUMENTATION OF PERFORMANCE | ◆ FORMAL ASSESSMENT |
| ◆ TRAINING | ◆ PURPOSE OF PERFORMANCE ASSESSMENT |
| ◆ SUPERVISORS RESPONSIBILITIES | ◆ PURPOSE OF PERFORMANCE MANAGEMENT |
| ◆ BUSINESS PERFORMANCE MANAGEMENT & PERFORMANCE OF EMPLOYEES | ◆ DRIVING RESULTS |
| ◆ THE GOAL SETTING PROCESS | ◆ BUILDING CAPABILITY |
| ◆ PERFORMANCE MANAGEMENT & MOTIVATION | ◆ GROWING TALENT |
| ◆ KEY TERMS USED IN PERFORMANCE MANAGEMENT AND THEIR MEANING; | ◆ FEEDBACK MECHANISM |
| ◆ DOMAIN | ◆ DOCUMENTATION CONCERN |
| ◆ RESULTS | ◆ DIAGNOSIS OF ORGANIZATIONAL PROBLEMS |
| ◆ MEASURES | ◆ EMPLOYMENT DECISIONS |
| | ◆ PERFORMANCE MANAGEMENT CHECKLIST |
| | ◆ PREPARATION & PLANNING FOR PERFORMANCE MANAGEMENT |
- PLUS SEVERAL OTHER TOPICS!*

On-Site Or In-House
Training Can Be Arranged

Time:
9:00 am - 4:30 pm

CK 6147 Change Management Procedures for Private and Public Sector Corporations

Who Should Attend This Training:

- Managers and Supervisors of Public and Private Sector Organizations

Some Topics To Be Covered

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| <ul style="list-style-type: none"> ◆ DEFINING CHANGE MANAGEMENT ◆ EXAMINING THE DEFINITION OF CHANGE MANAGEMENT ◆ THE NEED FOR A COMMON AND SHARED DEFINITION ◆ ORGANIZATIONAL CHANGES ◆ RECOGNIZE THE CONTEXT OF CHANGE ◆ MAKING ORGANIZATION CHANGE HAPPEN EFFECTIVELY ◆ WHO'S RESPONSIBLE ◆ CHANGE MANAGEMENT ACTIVITIES ◆ BRIEF HISTORY OF CHANGE MANAGEMENT ◆ MANAGING CHANGE ◆ RESPONSIBILITY FOR MANAGING CHANGE ◆ IDEAS IN ILLUSTRATING CHANGE MANAGEMENT ISSUES ◆ BUSINESS DEVELOPMENT DRIVEN CHANGE ◆ FAST CHANGING ENVIRONMENT ◆ KEY ELEMENTS FOR SUCCESS ◆ CHANGE MANAGEMENT THEORIES ◆ CHANGE MANAGEMENT- WHAT IT IS AND WHY YOU NEED IT ◆ THE BENEFITS & DISADVANTAGES OF CHANGE MANAGEMENT ◆ FACTORS INFLUENCING CHANGE MANAGEMENT ◆ COMPETITION ◆ TECHNOLOGY ◆ DESIRE FOR GROWTH ◆ NEED TO IMPROVE PROCESSES ◆ GOVERNMENT REGULATIONS ◆ WHAT CAUSES STRUCTURAL CHANGE WITHIN AN ORGANIZATION ◆ ACQUISITIONS | <ul style="list-style-type: none"> ◆ JOB DUPLICATION ◆ MARKETPLACE CHANGES ◆ PROCESS CHANGES ◆ CAUSES OF ORGANIZATIONAL CHANGE ◆ EXIT STRATEGY AT THE END OF THE PRODUCT LIFE CYCLE ◆ CHANGE IN GOVERNMENT ◆ MERGERS AND ACQUISITIONS ◆ STRATEGIC REFOCUS ◆ STRUCTURAL CHANGE ◆ PROCESS ORIENTED ◆ EXTERNAL ENVIRONMENT THEORY ◆ ECONOMIC POLICY ◆ LEGAL CHANGES ◆ FACTORS TO CONSIDER FOR COMMUNICATING ORGANIZATIONAL CHANGE ◆ EFFECTIVE LEADERSHIP AND ORGANIZATIONAL CHANGE ◆ SELECTING THE RIGHT LEADERSHIP STYLE ◆ STEPS FOR LEADING CHANGE ◆ ORGANIZATIONAL CHANGE MANAGEMENT PROCESS ◆ LEVERS FOR CREATING ORGANIZATIONAL CHANGE ◆ THE SENIOR MANAGEMENT TEAM ◆ A COMMON ORGANIZATIONAL MODEL ◆ STRUCTURED CHANGE METHODOLOGY ◆ THE CHANGE MANAGEMENT METHODOLOGY ◆ CONFIRMING THE COMPELLING NEED TO CHANGE ◆ IDENTIFYING THE BOUNDARY CONDITIONS ◆ CREATING THE VISION OF THE DESIRED END STATE ◆ DEVELOPING THE CORE WORK PROCESSES |
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On-Site Or In-House
Training Can Be Arranged

Time:
9:00 am - 4:30 pm

PLUS SEVERAL OTHER TOPICS!

CK 6147A - Change Management Procedures for Utility Corporations

Who Should Attend This Training:

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Please email: collect@gate.net
or call: 954-731-6340
For Training Outline,
Cost and Details

CK 6147B - Advanced Change Management Procedures for Private and Public Sector Corporations

Who Should Attend This Training:

-

Please email: collect@gate.net
or call: 954-731-6340
For Training Outline,
Cost and Details

**CK 6147G - *Change Management Procedures for Government
and Statutory Corporations***

Who Should Attend This Training:

- Please email: collect@gate.net
or call:954-731-6340
For Training Outline,
Cost and Details



CK 6147L - *Change Management Procedures for Law Enforcement Officers*

Who Should Attend This Training:

- Please email: collect@gate.net
or call:954-731-6340
For Training Outline,
Cost and Details

CK 6148 Business Ethics and Professional Management Procedures

Who Should Attend This Training:

- Managers and Supervisors of Private and Public Sector Corporations

Some Topics To Be Covered

- ◆ DEFINING BUSINESS ETHICS
- ◆ DEFINING PROFESSIONALISM MANAGEMENT
- ◆ PROFESSIONAL ETHICS
- ◆ WHAT IS BUSINESS ETHICS?
- ◆ SHAREHOLDER VERSUS STAKEHOLDER
- ◆ SHAREHOLDER PERSPECTIVE
- ◆ MANAGEMENT & BUSINESS ETHICS
- ◆ IMPORTANCE OF ETHICAL BUSINESS DECISIONS
- ◆ COSTLY CONSEQUENCES
- ◆ A HISTORY OF BUSINESS ETHICS
- ◆ WHAT IS PROFESSIONAL MANAGEMENT?
- ◆ PROFESSIONALISM & WORK ETHIC
- ◆ BASIC QUALITIES OF PROFESSIONAL MANAGERS
- ◆ TRAITS OF A PROFESSIONAL MANAGER
- ◆ DISTINCT FACETS THAT PERSONIFY PROFESSIONALISM
- ◆ IMPORTANCE OF PROFESSIONALISM
- ◆ PROFESSIONAL CODE OF CONDUCT
- ◆ RECOGNIZING BUSINESS ETHICS
- ◆ BUSINESS ETHICS FROM A MANAGERIAL POINT OF VIEW
- ◆ FACTORS THAT AFFECT BUSINESS ETHICS
- ◆ BUSINESS ETHICS: NON COMPETE
- ◆ BUSINESS ETHICS: NONDISCLOSURE AGREEMENTS
- ◆ NON-COMPETE AGREEMENTS
- ◆ NON-DISCLOSURE, AND NON-SOLICITATION AGREEMENTS
- ◆ SETTING CODES FOR BUSINESS ETHICS
- ◆ CONFLICTS IN BUSINESS AND PERSONAL ETHICS
- ◆ BRINGING ABOUT PROFESSIONALISM AT WORK
- ◆ REASONS FOR A LACK OF PROFESSIONALISM
- ◆ INCREASING PROFESSIONALISM IN SIX (6) STEPS
- ◆ BUSINESS ETHICS & PROFESSIONALISM MANAGEMENT
- ◆ DERIVING BUSINESS ETHICS FROM THE PROFIT MOTIVE
- ◆ BUSINESS ETHICS RESTRICTED TO FOLLOWING THE LAW

PLUS SEVERAL OTHER TOPICS!

On-Site Or In-House
Training Can Be Arranged

Time:
9:00 am - 4:30 pm

CK 6150 Airport Debt Collection and Revenue Management Procedures

Who Should Attend This Training:

- Managers and Supervisors of Financial Institutions and Private Sector Corporations

Some Topics To Be Covered

- ◆ THE DUTIES AND RESPONSIBILITIES OF A DEBT COLLECTION MANAGER OR REVENUE MANAGER
- ◆ CAN COLLECTORS ACHIEVE THE IMPOSSIBLE?
- ◆ VARIOUS JOB DESCRIPTIONS OF DEBT COLLECTORS AND REVENUE COLLECTORS
- ◆ WHAT DOES YOUR JOB DESCRIPTION ENTAIL?
- ◆ HOW DO YOU PERFORM YOUR DUTIES AND RESPONSIBILITIES?
- ◆ SOME COLLECTION STRATEGIES & CONCEPTS
- ◆ TYPICAL INTERNAL OPERATION OF A COLLECTION AGENCY DEPARTMENT
- ◆ A STRATEGIC APPROACH OF A DEBT COLLECTION OR REVENUE MANAGER
- ◆ THIRD PARTY COLLECTION
- ◆ WHEN WILL EXTERNAL COLLECTION AGENCIES BE NECESSARY?
- ◆ MANAGING THE MOST VALUABLE ASSET – PEOPLE, STAFF, LABOR
- ◆ CONDUCTING PERFORMANCE REVIEWS
- ◆ DAILY SUMMARY OF A DEBT COLLECTOR'S DUTIES
- ◆ A PRACTICAL APPROACH TO DEBT COLLECTION MANAGEMENT
- ◆ TRANSPARENCIES OF DEBT COLLECTION FIGURES
- ◆ BROKEN PROMISES PROCEDURES
- ◆ PARTIAL PAYMENT ARRANGEMENTS (PPA)
- ◆ DEBT COLLECTION MANAGEMENT ACTIVITIES IN RELATION TO DEPARTMENT LAYOUT STRUCTURE
- ◆ SUMMARY APPROACH TO DEBT COLLECTION — DEBT COLLECTION STRATEGIES IN RELATION TO TARGETS AND GOAL-SETTING BENCHMARKS
- ◆ FEATURES AND FUNCTIONALITIES OF A DEBT COLLECTION OR REVENUE MANAGEMENT SOFTWARE SYSTEM
- ◆ COLLECTION ABBREVIATED CODES
- ◆ COLLECTION ABBREVIATED CODE ANALYSIS
- ◆ SCHEDULING AND ALLOCATION OF COLLECTORS
- ◆ SAMPLE DEBT COLLECTION LETTERS PRESENTATION
- ◆ SAMPLE DEBT COLLECTION LETTERS – EXHIBIT
- ◆ RELEVANCE OF MISCELLANEOUS LETTER
- ◆ MISCELLANEOUS LETTERS
- ◆ WHY ARE THEY NECESSARY?
- ◆ HOW SHOULD THEY BE USED?
- ◆ ANALYSIS OF MAILING RESULTS
- ◆ OUTGOING MAILING ANALYSIS
- ◆ INCOMING MAILING ANALYSIS
- ◆ THE IMPORTANCE OF EFFECTIVE SKIP-TRACING TO EFFECTIVELY ADDRESS DEBT COLLECTIONS
- ◆ A COMPARISON AND CONTRAST OF THE USA AND OTHER COUNTRIES
- ◆ VARIOUS LAWS, RULES AND REGULATIONS
- ◆ COMPLIANCE REQUIREMENTS
- ◆ CHAPTER 7 – BANKRUPTCY –
- ◆ THE SKIP-TRACING WORKSHEET
- ◆ WHY IS IT NECESSARY?
- ◆ CHAPTER 11 – BANKRUPTCY
- ◆ CHAPTER 13 – BANKRUPTCY
- ◆ A PRACTICAL AND COMPREHENSIVE APPROACH TO AIRPORT CREDIT MANAGEMENT PROCEDURES

On-Site Or In-House
Training Can Be Arranged

Time:
9:00 am - 4:30 pm

CK 6154 9-1-1 Emergency Call Procedures & Standards

Who Should Attend This Training:

- **Managers, Supervisors, Frontline Telecommunication Staff of Emergency Call Centers**

Some Topics To Be Covered

- ◆ CALL CENTERS
- ◆ DEFINITION
- ◆ DYNAMICS
- ◆ VARIETIES
- ◆ STANDING OPERATING PROCEDURES
- ◆ HUMAN RESOURCES
- ◆ TRAINING
- ◆ QUALITY CONTROL
- ◆ TECHNOLOGY
- ◆ CALL CENTRE OPERATIONS GUIDELINES
- ◆ PREDICTING SUCCESS BY DEFINING CALL CENTER COMPETENCIES
- ◆ EMERGENCY DISPATCHERS: WHAT POLICE, FIRE, AND AMBULANCE DISPATCHERS DO
- ◆ EMERGENCY MEDICAL DISPATCHING POLICY & PROCEDURES
- ◆ DISPATCHER TRAINING MANUALS
- ◆ CALL-TAKING
- ◆ POLICE RADIO DISPATCHING
- ◆ FIRE RADIO DISPATCHING
- ◆ EMERGENCY/9-1-1 CALL CENTERS
- ◆ DESCRIPTION
- ◆ EMERGENCY/911 CALL CENTER Q&A
- ◆ EMERGENCY CONTROL CENTERS
- ◆ BILINGUAL PERSONNEL IN AN EMERGENCY 9-1-1 CALL CENTER
- ◆ RECOMMENDATIONS FOR IMPROVING 9-1-1 CALL CENTER OPERATIONS
- ◆ EMERGENCY 9-1-1 COMMUNICATIONS
- ◆ EMERGENCIES
- ◆ HOW IT WORKS
- ◆ TYPES OF POLICE RESPONSE
- ◆ MOST COMMON CALLS
- ◆ AUTOMOBILE ACCIDENT
- ◆ REPORTING A SUSPICIOUS PERSON
- ◆ REPORTING A SUSPICIOUS VEHICLE
- ◆ WIRELESS 9-1-1 SERVICES
- ◆ BACKGROUND
- ◆ UNIQUE CHALLENGES/PROBLEMS POSED BY WIRELESS PHONES
- ◆ EDUCATING INDIVIDUALS ON MAKING EMERGENCY 9-1-1 CALLS
- ◆ TIPS FOR CUSTOMERS
- ◆ TIPS FOR CALLING 9-1-1
- ◆ EMERGENCY 9-1-1 CALL PROCEDURES
- ◆ WHAT HAPPENS WHEN YOU CALL 911?
- ◆ INFORMATION DISPATCHERS NEED
- ◆ FOR MEDICAL EMERGENCIES
- ◆ FOR FIRE EMERGENCIES
- ◆ FOR POLICE EMERGENCIES
- ◆ FOR SEARCH & RESCUE EMERGENCIES
- ◆ POLICE RESPONSE TO 9-1-1 CALLS
- ◆ WHY PRIORITIZE CALLS?
- ◆ HOW ARE COMMON CALLS PRIORITIZED?
- ◆ EMERGENCY 9-1-1 DISPATCHER: REQUIRED SKILLS, DUTIES & RESPONSIBILITIES
- ◆ REQUIRED SKILLS
- ◆ DISPATCHER JOB DUTIES
- ◆ DISPATCHER RESPONSIBILITIES
- ◆ PLUS SEVERAL OTHER TOPICS!

On-Site Or In-House Training
Can Be Arranged

Time:
9:00 am - 4:30 pm

CK 6156 Conflict Resolution Management Procedures

Who Should Attend This Training:

- **Managers and Supervisors of Financial Institutions and Private Sector Corporations**

Some Topics To Be Covered

- ◆ YOUR ORGANIZATION'S MISSION AND VISION STATEMENT
- ◆ CLARIFYING ORGANIZATIONAL VALUES
- ◆ CONFLICT AND CONFLICT RESOLUTION - DEFINITIONS
- ◆ REASONS FOR CONFLICT
- ◆ CONFLICT AND THEIR CONSEQUENCES
- ◆ ADVANTAGES AND DISADVANTAGE OF CONFLICT
- ◆ USEFUL FUNCTIONS OF CONFLICT
- ◆ TYPES OF ORGANIZATIONAL CONFLICTS
- ◆ THE ROLE OF PERCEPTIONS IN CONFLICT
- ◆ TURNING WORKPLACE CONFLICT INTO OPPORTUNITY
- ◆ CAUSES OF WORKPLACE CONFLICT
- ◆ MOTIVATIONAL STRATEGIES IN THE WORKPLACE
- ◆ MOTIVATIONAL STRATEGIES THAT AFFECT PRODUCTIVITY IN THE WORKPLACE
- ◆ WORKPLACE STRATEGIES FOR DYNAMIC ORGANIZATIONS
- ◆ RESOLVING WORKPLACE PERSONALITY CONFLICT - RESOLUTION STRATEGIES
- ◆ SUCCESSFUL CONFLICT MANAGEMENT STRATEGIES
- ◆ STRATEGIES FOR CONFLICT RESOLUTION IN A TEAM-SETTING
- ◆ TEAM CONFLICT MANAGEMENT STRATEGIES TO GROW YOUR ORGANIZATION
- ◆ COMMUNICATION AND CONFLICT RESOLUTION STYLES
- ◆ WAYS TO IMPROVE VERBAL AND NON-VERBAL COMMUNICATION SKILLS
- ◆ TOP TEN NON-VERBAL COMMUNICATION TIPS
- ◆ EMPOWERMENT PROCEDURES IN ORGANIZATIONS
- ◆ BECOMING AN EFFECTIVE PROBLEM-SOLVER
- ◆ RESPONDING TO CONFLICT WITH INTERNAL CUSTOMERS
- ◆ THE IMPORTANCE OF OUR INTERNAL CUSTOMERS
- ◆ IDENTIFYING INTERNAL CUSTOMERS AND MEASURING THEIR SATISFACTION
- ◆ RESPONDING TO CONFLICT WITH EXTERNAL CUSTOMERS
- ◆ DEALING WITH DIFFICULT CUSTOMERS - INTERNAL AND EXTERNAL
- ◆ HOW POOR INTERNAL CUSTOMER SERVICE AND NEGATIVITY IMPACTS EXTERNAL CUSTOMERS
- ◆ WHAT IS EXTERNAL CUSTOMER SERVICE?
- ◆ ENSURING YOUR INTERNAL CUSTOMERS LOOK AFTER YOUR EXTERNAL CUSTOMERS
- ◆ HOW TO IDENTIFY NEGATIVITY IN THE WORKPLACE
- ◆ TURNING NEGATIVITY INTO POSITIVE ACTION
- ◆ ENSURING A MORE CIVIL WORKPLACE ATMOSPHERE
- ◆ TIPS FOR HANDLING NEGATIVITY IN THE WORKPLACE
- ◆ HOW TO DEAL WITH A NEGATIVE CO-WORKER
- ◆ FIVE CAUSES OF EMPLOYEE NEGATIVITY IN THE WORKPLACE
- ◆ CURES AND SOLUTIONS FOR NEGATIVITY IN THE WORKPLACE
- ◆ TEAM-WORK AND TEAM-BUILDING — A COMPREHENSIVE OVERVIEW
- ◆ TEAM WORK AND TEAM-BUILDING PROCEDURES

On-Site Or In-House
Training Can Be Arranged

Time:
9:00 am - 4:30 pm

CK 6156G - Conflict Resolution Management Procedures for Government and Statutory Corporations

Who Should Attend This Training:

-

Please email: collect@gate.net
or call: 954-731-6340
For Training Outline,
Cost and Details

CK 6157 Credit Underwriting Management

Who Should Attend This Training:

- Managers and Supervisors of Public and Private Sector Organizations

Some Topics To Be Covered

- ◆ DUTIES OF A CORPORATE CREDIT MANAGER
- ◆ DUTIES AND RESPONSIBILITIES OF A CREDIT AND COLLECTION DEPARTMENT
- ◆ WAYS TO ESTABLISH A CREDIT AND COLLECTION DEPARTMENT
- ◆ WAYS TO ESTABLISH A CREDIT AND COLLECTION MANUAL (POLICIES AND PROCEDURES)
- ◆ WAYS TO CONTROL OVEREXTENSION OF CREDIT
- ◆ FUNCTIONS OF CREDIT AND COLLECTION SOFTWARE
- ◆ FORMULATING AN AUTOMATED CREDIT INFORMATION SYSTEM
- ◆ USING THE CREDIT APPLICATION TO EDUCATE CUSTOMERS
- ◆ HOW CREDIT BUREAUS OPERATE
- ◆ ANALYZING BUSINESS CREDIT APPLICATIONS
- ◆ WHEN AND HOW TO ENFORCE A DEBT IN COURT
- ◆ PROCESSING NEW ACCOUNTS EFFECTIVELY
- ◆ THE FUNCTION OF A CREDIT COMMITTEE
- ◆ HOW CREDIT LIMITS IMPACT ON CREDIT APPROVAL
- ◆ PURPOSE OF CREDIT SCORING
- ◆ HOW TO INVESTIGATE CREDIT CUSTOMERS
- ◆ CONSUMER CREDIT AND CREDIT BUREAUS
- ◆ CREDIT POLICY VERSUS SALES VOLUME
- ◆ WAYS TO ANALYZE BILLING DISPUTES
- ◆ THE 4 PILLARS OF A CREDIT ANALYSIS FRAMEWORK
- ◆ TARGET MARKET (TM) RISK PROCEDURES
- ◆ RISK ACCEPTANCE CRITERIA (RAC) PROCEDURES
- ◆ RISK RATINGS & DEBT RATING MODELS
- ◆ BASEL COMMITTEE ON BANKING SUPERVISION
- ◆ RISK-ADJUSTED RETURN ON CAPITAL (RAROC)
- ◆ COUNTRY AND JURISDICTION ENVIRONMENTAL RISK
- ◆ FINANCIAL INSTITUTION RISK RATINGS CONCERNS
- ◆ QUANTITATIVE CRITERIA OF CREDIT RISK
- ◆ QUALITATIVE CRITERIA OF CREDIT RISK
- ◆ RETURN ON ECONOMIC CAPITAL
- ◆ WORLDWIDE FINANCIAL MARKETS REGULATORY ASPECTS OF CREDIT RISK
- ◆ THE ROLE OF REGULATORS IN FINANCIAL MARKETS
- ◆ WHAT SHOULD BE THE ROLE OF REGULATORS?
- ◆ THE CARIBBEAN AND THE UNITED STATES REGULATORY FRAMEWORK – A POINT OF REFERENCE
- ◆ PROFIT AND LOSS BALANCE SHEET ANALYSIS
- ◆ THE CREDIT RISK PRINCIPLES AND POLICIES MANUAL
- ◆ CREDIT RISK ADMINISTRATION MANAGEMENT
- ◆ CREDIT PORTFOLIO MANAGEMENT OF FINANCIAL INSTITUTIONS
- ◆ PROBLEM RECOGNITION AND REMEDIAL MANAGEMENT
- ◆ CREDIT RISKS RELATED TO TREASURY FACILITIES

On-Site Or In-House
Training Can Be Arranged

Time:
9:00 am - 4:30 pm

CK 6157B - Advanced Credit Underwriting Management

Who Should Attend This Training:

-

Please email: collect@gate.net
or call: 954-731-6340
For Training Outline,
Cost and Details

CK 6158 Utility Regulatory Management Procedures and Management

Who Should Attend This Training:

- **Managers and Supervisors of Financial Institutions and Private Sector Corporations**

Some Topics To Be Covered

- ◆ PUBLIC UTILITIES REGULATORY PROCEDURES
- ◆ UTILITY RATE MAKING PROCEDURES
- ◆ THE FOUNDATIONS OF ELECTRIC UTILITY REGULATION
- ◆ THE FAIRNESS CRITERION IN PUBLIC UTILITY REGULATION: DOES FAIRNESS STILL MATTER?
- ◆ THE INDUSTRY HANDBOOK: THE UTILITIES INDUSTRY
- ◆ GENERATORS PROCEDURES OF THE UTILITY INDUSTRY
- ◆ ENERGY NETWORK OPERATORS
- ◆ ENERGY TRADERS AND MARKETERS
- ◆ ENERGY SERVICE PROVIDERS AND RETAILERS
- ◆ POWER PURCHASE AGREEMENTS (PPA)
- ◆ MEGAWATT HOUR PROCEDURES
- ◆ LOAD MANAGEMENT PROCEDURES
- ◆ FEDERAL ENERGY REGULATORY COMMISSION (FERC)
- ◆ PUBLIC UTILITY HOLDING COMPANY ACT
- ◆ POWER SUPPLIERS PROCEDURES
- ◆ POWER OF BUYERS PROCEDURES
- ◆ AVAILABILITY OF SUBSTITUTES CONCERNS
- ◆ COMPETITIVE RIVALRY CONCERNS
- ◆ HOW TECHNOLOGY IS MAKING THE US MORE ENERGY INDEPENDENT
- ◆ LEVERAGING REGIONAL ECONOMIC DATA TO FORECAST UTILITY COMPANY RECEIVABLES

- ◆ ECONOMIC FORECAST AND INDUSTRY OUTLOOK
- ◆ POWER AND UTILITIES MANAGEMENT
- ◆ ENERGY CONSUMPTION AND MANAGEMENT
- ◆ UTILITY EXPLORATION AND PRODUCTION
- ◆ 2013 POWER AND UTILITIES INDUSTRY OUTLOOK
- ◆ HOW TECHNOLOGY IS MAKING THE US MORE ENERGY INDEPENDENT
- ◆ WAYS TO REDUCE OPERATING EXPENSES
- ◆ WAYS TO INCREASE REVENUE AND PROFITS
- ◆ WAYS TO INCREASE AND IMPROVE PRODUCTIVITY
- ◆ WAYS TO REDUCE DELINQUENT ACCOUNTS
- ◆ REDUCE DELINQUENT ACCOUNTS
- ◆ REDUCE CUSTOMER COMPLAINTS PROCEDURES
- ◆ DEALING WITH VARIOUS FRAUD ACCOUNTS OR TRANSACTIONS
- ◆ DEALING WITH DISPUTED ACCOUNTS
- ◆ PRODUCTIVITY REQUIREMENTS OF UTILITIES INDUSTRY

On-Site Or In-House
Training Can Be Arranged



CK 6159 Health and Safety Management Compliance Procedures for Private and Public Sector Corporations

Who Should Attend This Training:

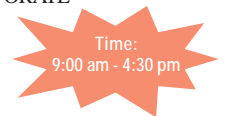
- **All Managers and Supervisors**

Some Topics To Be Covered

- ◆ IDENTIFYING SAFETY AND HEALTH PROBLEMS IN THE WORKPLACE
- ◆ FILING AN OSHA COMPLAINT
- ◆ WEEKLY FATALITY / CATASTROPHE REPORT
- ◆ JOB SAFETY AND HEALTH CONCERNS
- ◆ HAZARDS IDENTIFICATION
- ◆ FIRST AID MEASURES
- ◆ FIRE FIGHTING MEASURES
- ◆ ACCIDENTAL RELEASE MEASURES
- ◆ HANDLING AND STORAGE
- ◆ EXPOSURE CONTROLS- PERSONAL PROTECTION
- ◆ DISPOSAL CONSIDERATIONS
- ◆ UNFAVORABLE PERSONNEL ACTIONS
- ◆ REFUSING TO WORK BECAUSE CONDITIONS ARE DANGEROUS
- ◆ LOG OF WORK – RELATED INJURIES AND ILLNESS
- ◆ EMPLOYERS MUST PROVIDE AND PAY FOR PPE
- ◆ IDENTIFYING SAFETY AND HEALTH PROBLEMS IN THE WORKPLACE
- ◆ COMMON TYPES OF HEALTH HAZARDS IN THE WORKPLACE
- ◆ HOW HEALTH HAZARDS ENTER YOUR BODY
- ◆ THE HARM CAUSED BY HEALTH HAZARDS
- ◆ TYPES OF HEALTH EFFECTS
- ◆ COMMON TYPES OF SAFETY HAZARDS IN THE WORKPLACE
- ◆ SLIPS, TRIPS AND FALLS
- ◆ CAUGHT IN OR STRUCK BY MOVING MACHINERY / OBJECTS
- ◆ FIRE AND EXPLOSIONS
- ◆ TRANSPORTATION AND VEHICLE – RELATED ACCIDENTS
- ◆ CONFINED SPACES
- ◆ NOTICE OF ALLEGED SAFETY OR HEALTH HAZARDS
- ◆ OSHA REQUIREMENTS WHEN A WORKER EXPERIENCES A JOB-RELATED INJURY OR ILLNESS

- ◆ RECORDING INJURIES AND ILLNESS
- ◆ INVESTIGATING ACCIDENTS
- ◆ TEN STEPS TO HAZARDS MITIGATION
- ◆ EMPLOYER HEALTH INCENTIVES: EMPLOYEE WELLNESS PROGRAMS PROUD WORKERS TO ADOPT HEALTHY LIFESTYLES.
- ◆ WHAT IS AN EMPLOYEE WELLNESS PROGRAM?
- ◆ DEFINITION OF WELLNESS PROGRAM
- ◆ BENEFITS OF WELLNESS PROGRAM
- ◆ INCENTIVES OF WELLNESS PROGRAM
- ◆ FEATURES OF WELLNESS PROGRAM
- ◆ TYPES OF EMPLOYEE WELLNESS PROGRAMS
- ◆ REASONS TO HAVE EMPLOYEE WELLNESS PROGRAMS
- ◆ ADVANTAGES AND DISADVANTAGES OF COMPANY WELLNESS PROGRAMS
- ◆ INCREASING EMPLOYEE PARTICIPATION IN CORPORATE WELLNESS PROGRAMS
- ◆ ADVANTAGES TO THE EMPLOYER
- ◆ ADVANTAGES TO THE EMPLOYEE
- ◆ THE ROLE OF INCENTIVES-
- ◆ WHAT ARE SOME COMPONENTS OF AN EMPLOYEE WELLNESS PROGRAM?
- ◆ HOW DO YOU START AN EMPLOYEE WELLNESS PROGRAM?
- ◆ WHAT ARE SOME WORKPLACE SAFETY ISSUES?
- ◆ SLIPPING AND TRIPPING
- ◆ WORKPLACE VIOLENCE
- ◆ ELECTRICAL DANGERS
- ◆ LIST OF DAILY SAFETY TRIPS IN THE WORKPLACE
- ◆ TOPICS FOR SAFETY IN THE WORKPLACE
- ◆ FIRE SAFETY
- ◆ BUILDING SECURITY

On-Site Or In-House
Training Can Be Arranged



Phone: (954) 731-6340 • Fax: (954) 731-6606

***CK 6159B - Advanced Health and Safety Management Compliance
Procedures for Private and Public Sector Corporations***

Who Should Attend This Training:

•

**Please email: collect@gate.net
or call:954-731-6340
For Training Outline,
Cost and Details**



P.S.: Photocopy before complete

COURSE REGISTRATION FORM

Full Name: _____ **Your title/position:** _____

Company Name: _____ **Mailing Address:** _____

City: _____ **State:** _____ **Zip:** _____ **Country:** _____

Home Phone: _____ **Work Phone:** _____

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Signature of Authorized Person: _____ **Identification** _____

2017 Training Payment Schedule (Select your locations and dates)

Course Title (Fill - in Name of Course)

Seminar Location

	<i>Course Title (Fill - in Name of Course)</i>	<i>Seminar Location</i>
1	CK 500 Credit and Collection Management	
2	CK 500B Advanced Credit and Collection Management	
3	CK 600 Debt Collection and Revenue Management	
4	CK 600B Advanced Debt Collection and Revenue Management	
5	CK 600A Revenue Management for Utility Corporations	
6	CK 600M Debt Collection Strategies for Regional Medical Health Schemes	
7	CK 700 Debt Collection Strategies and Techniques for Private Sector and Financial Institutions	
8	CK 700A Debt Collection Strategies for Utility Corporations	
9	CK 700N Debt Collection Strategies for Regional and National Insurance Corporations	
10	CK 800 Customer Service, Sales, Marketing and Public Relations for the Private Sector	
11	CK 800A Customer Service, Sales, Marketing Public Relations Procedures for Utility Corporations	
12	CK 900 Call Center and Contact Center Procedures	
13	CK 900A Call Center and Contact Center Procedures for Utility Corporations	
14	CK 1100 Marketing and Public Relation Management	
15	CK 1100B Advanced Marketing and Public Relation Management	
16	CK 2000 Supervisory Management for Private Sector and Financial Institutions	
17	CK 2000A Supervisory Management Techniques for Utility Corporations	
18	CK 2000B Advanced Supervisory Management Techniques	
19	CK 2000G Advanced Supervisory Management Techniques for Government and Statutory Corporations	
20	CK 2003 Leadership and Communication Management	
21	CK 2003B Advanced Leadership and Communication Management	
22	CK 2003G Leadership and Communication Management for Government and Statutory Corporations	
23	CK 2003L Leadership and Communication Management for Law Enforcement Officers	
24	CK 2004 Coaching and Mentoring Management	
25	CK 2004B Advanced Coaching and Mentoring Management	
26	CK 2007 Training Design and Presentation Delivery (Train the Trainer)	
27	CK 2007B Advanced Training Design and Presentation Delivery (Train the Trainer)	
28	CK 2009B Advanced Management Strategies	
29	CK 2009A Management Strategies for Utility Corporations	
30	CK 2100 Project Management Procedures	
31	CK 2100B Advanced Project Management Procedures	
32	CK 3000 Financial Risk Management Procedures and Supervision	
33	CK 3200 Crisis Management Procedures and Supervision	
34	CK 3200A Crisis Management Procedures and Supervision for Utility Corporations	
35	CK 3200B Advanced Crisis Management Procedures and Supervision	

THE IDEAL TRAINING TO IMPROVE PRODUCTIVITY AND STAFF EFFICIENCY

(Registration Deadline is Urgent - Ten working days before selected course start date)

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COURSE REGISTRATION FORM

Full Name: _____ Your title/position: _____

Company Name: _____ Mailing Address: _____

City: _____ State: _____ Zip: _____ Country: _____

Home Phone: _____ Work Phone: _____

Cell Phone 1: _____ Cell Phone 2: _____

Work E-mail: _____ Fax No. _____

Other E-mail: _____

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Name of Authorized Person: _____ Transaction Date: _____

Signature of Authorized Person: _____ Identification _____

2017 Training Payment Schedule (Select your locations and dates)

Course Title	On-Site Or In-House Training Can Be Arranged	Seminar Location	Duration	Date	Cost
36 CK 4000 Disaster Preparedness Management					
37 CK 4000A Disaster Preparedness Management for Utility Corporations					
38 CK 4000B Advanced Disaster Preparedness Management					
39 CK 4500 Anti-Money Laundering Compliance Procedures and Supervision					
40 CK 4500B Advanced Anti-Money Laundering Compliance Procedures and Supervision					
41 CK 4700 Business Continuity Planning Procedures and Management					
42 CK 4900 Financial Fraud Prevention Procedures and Supervision					
43 CK 5100 Performance Review and Job Evaluation for Private Sector and Financial Institutions					
44 CK 5100A Performance Review and Job Evaluation for Utility Corporations					
45 CK 5100B Advanced Performance Review and Job Evaluation					
46 CK 5100L Performance Review and Job Evaluation for Law Enforcement Officers					
46 CK 5100G Performance Review for Government and Statutory Corporations					
47 CK 5200 Call Center and Contact Center Management					
48 CK 5200A Call center and Contact Center Management for Utility Corporations					
49 CK 5600 Customer Service Management and Supervision					
50 CK 5600A Customer Service Management and Supervision for Utility Corporations					
51 CK 5600B Advanced Customer Service Management and Supervision					
52 CK 5700 Business Office Writing and Communication Management					
53 CK 5700B Advanced Business Office Writing and Communication Management					
54 CK 6112 Treasury Department Management					
55 CK 6113 ACH-Automated Clearing House Procedures and Management					
56 CK 6114 Government Revenue, Tax and Debt Collection Management					
57 CK 6114B Adanvced Government Revenue, Tax and Debt Collection Management					
58 CK 6116 Banks Main Branch or Head Office Audit Procedures and Compliance					
59 CK 6117 Trust artment Audit of Banks and Financial Institutions					
60 CK 6118 Financial Risk-Based Auditing of Banks and Other Financial Institutions					
61 CK 6119 Banks Cash and Demand Deposit Audit and Compliance Procedures					
62 CK 6120 Banks Branch Audit and other Financial Institutions					
63 CK 6121 Bank Loans Audit and Compliance Procedures					
64 CK 6121B Advanced Bank Loans Audit and Compliance Procedures					
65 CK 6122 Banks IT Audit and Compliance Procedures					
66 CK 6123 Banks Oversight Requirements and Procedures					
67 CK 6123B Advanced Banks Oversight Requirements and Procedures					
68 CK 6124 Government Revenue, Tax and Debt Collection Procedures					
69 CK 6125 Bank Loan Portfolio Administration and Management					
70 CK 6126 Credit and Collection Counseling Management					

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COURSE REGISTRATION FORM

Full Name: _____ **Your title/position:** _____

Company Name: _____ **Mailing Address:** _____

City: _____ **State:** _____ **Zip:** _____ **Country:** _____

Home Phone: _____ **Work Phone:** _____

Cell Phone 1: _____ **Cell Phone 2:** _____

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Name of Authorized Person: _____ **Transaction Date:** _____

Signature of Authorized Person: _____ **Identification** _____

2016 Training Payment Schedule (Select your locations and dates)

Course Title	On-Site Or In-House Training Can Be Arranged	Seminar Location	Duration	Date	Cost
70	CK 6126B Advanced Bank Credit Appraisal Procedures and Management				
71	CK 6127 Bank Credit Risk and Compliance Management				
72	CK 6128 Business and Work Ethics Management				
73	CK 6129 Staff Morale and Change Management Procedures				
74	CK 6130 Goalsetting and Time Management Procedures				
75	CK 6131 Airport Customer Service Procedures and Management				
76	CK 6133 Succession Planning and Leadership Management				
77	CK 6133B Advanced Succession Planning and Leadership Management				
78	CK 6133G Succession Planning and Leadership Management for Government and Statutory Corporations				
79	CK 6133L Succession Planning and Leadership Management for Law Enforcement Officers				
80	CK 6134 Executive Assistant Management				
81	CK 6140 Leadership and Communication Management for Private & Public Sector Corporations				
82	CK 6140L Leadership and Communication Management for Law Enforcement Officers				
83	CK 6141A Strategic Management for Utility Corporations				
84	CK 6141B Advanced Strategic Management for Utility Corporations				
85	CK 6142 Credit Bureau and Credit Counseling Management Procedures				
86	CK 6143B Advanced Executive Assistant Management				
87	CK 6144 Loan Modification and Collections Procedures for Financial Institutions				
88	CK 6144B Advanced Loan Modification and Collections Procedures for Financial Institutions				
89	CK 6145 FATCA Compliance Procedures Including Anti-Money Laundering Management				
90	CK 6145B Advanced FATCA Compliance Procedures Including Anti-Money Laundering Management				
91	CK 6146 Performance Management for Financial Institutions and Private Sector				
92	CK 6146A Performance Management for Utility Corporations				
93	CK 6146B Advanced Performance Management for Financial Institutions and Private Sector				
94	CK 6147 Change Management Procedures for Private and Public Corporations				
95	CK 6147A Change Management Procedures for Utility Corporations				
96	CK 6147B Advanced Change Management Procedures for Private and Public Corporations				
97	CK 6147G Change Management Procedures for Government and Statutory Corporations				
98	CK 6147L Change Management Procedures for Law Enforcement Officers				
99	CK 6148 Business Ethics and Professional Management Procedures				
100	CK 6150 Airport Debt Collection and Revenue Management				
101	CK 6154 9-1-1 Emergency Call Procedures & Standards				
102	CK 6156 Conflict Resolution Management Procedures				
103	CK 6156B Advanced Conflict Resolution Management Procedures				
104	CK 6156G Conflict Resolution Management Procedures for Government and Statutory Corporations				
105	CK 6157 Credit Underwriting Management				

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Partial List of Available Courses for In-House or On-Site Training

Course Title

1	CK 300	Healthcare Collection Techniques for Healthcare & Hospital Staff- Caribbean
2	CK 400	Healthcare Collection Management for Managers & Supervisors- Caribbean Topics
3	CK 500	Credit & Collection Management (Consumer and Collection Topics for Managers & Supervisors)
4	CK 600	Debt Collection Management Strategies for Managers & Supervisors
5	CK 700	Debt Collection Strategies & Techniques for New & Experienced Collectors
6	CK 800	Customer Service, Marketing & Sales Techniques for Sales & Customer Service Representatives and all Front Line Staff
7	CK 900	Customer Services & Communication Techniques for Hotel & Hospitality Industry Front Line Staff
8	CK 1000	Marketing & Public Relations Techniques for Hotel & Hospitality Industry - Managers & Supervisors
9	CK 1100	Marketing & Public Relation Techniques for Public & Private Sector Corporations - Managers & Supervisors
10	CK 1200	Hotel & Hospitality Operation for the 21 st Century for Managers & Supervisors
11	CK 1300	Human Resources Management for Hotel & Hospitality Industry Managers & Supervisors
12	CK 1400	Human Resources Management for Private & Public Sector Corporations for Managers & Supervisors
13	CK 1500	Hospitality Law: Hotel, Travel & Tourism Industry
14	CK 1600	Sexual Harassment & Discrimination Compliance for Hotel & Hospitality Industry for Managers & Supervisors
15	CK 1700	Sexual Harassment & Discrimination Compliance for Private & Public Sector Corporations for Managers & Supervisors
16	CK 1800	Customer Service Techniques for Airports Front Line Staff, as well as, Customs & Immigration Officers
17	CK 2000	Supervisory Management Techniques for Private & Public Sector Corporat
18	CK 2001	Supervisory Management Techniques for Hotel & Hospitality Industry
19	CK 2002	Stress & Time Management Techniques for Managers & Supervisors
20	CK 2003	Leadership & Communication Techniques for Managers & Supervisors
21	CK 2004	Coaching, Mentoring & Teambuilding Techniques for Managers & Supervisors
22	CK 2005	Recruitment, Interviewing & Selection Process Techniques for Managers & Supervisors
23	CK 2009	Management Strategies & Techniques for Managers & Supervisors
24	CK 2100	Project Management & Goal Setting Strategies
25	CK 2200	Hotel Reservation & Customer Service Procedures for Front Line Staff
26	CK 2300	Housekeeping & Customer Service Procedures
27	CK 2400	Loss Prevention & Hotel Security Procedures
28	CK 2600	Teambuilding & Empowerment Techniques for Team Leaders & Supervisors
29	CK 2700	Administrative Assistant Procedures for All Clerical Staff
30	CK 2800	Call Center (Telemarketing) & Sales Procedures for Call Centers for Front Line Staff
31	CK 2900	Pharmacy Technician Procedures
32	CK 3000	Risk Management Procedures & Techniques
33	CK 3100	Consulting Management Strategies
34	CK 3200	Crisis Management Procedures & Techniques
35	CK 3500	Hotel Front Desk Operations
36	CK 3600	Hotel Safety & Security
37	CK 3700	Hotel Maintenance & Repair
38	CK 3800	Housekeeping & Laundry Operations Housekeeping Standards & Procedures
39	CK 3900	Food & Beverage Procedures - Standards Operating Procedures
40	CK 4000	Disaster Preparedness Management
41	CK 4500	Anti-Money Laundering Supervision and Compliance
42	CK 4600	Payment and Securities Systems Management (For Banks & Financial Sectors)
43	CK 4700	Business Continuity Planning and Management
44	CK 4900	Financial Fraud Prevention Supervision (For Banks & Financial Sectors)
45	CK 5100	Performance Review Management
46	CK 5200	Call Center Supervision and Management
47	CK 5600	Customer Service Supervision and Management
48	CK 5700	Business Office Writing and Communication Management
49	CK 5900	Banking and Financial Services Management (For Banks & Financial Sectors)
50	CK 6124	Government Revenue, Tax and Debt Collection Procedures
51	CK 6112	Treasury Department Management
52	CK 6113	ACH-Automated Clearing House Management
53	CK 6114	Government Revenue, Tax and Debt Collection Management

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A Partial List of Regional Clients - See Testimonials at www.cohenandklein.com

1. Central Bank Of Trinidad & Tobago, Trinidad
2. Ministry Of Financial Services & Investment, Bahamas
3. Water and Sewage Company Inc., St. Lucia
4. Dominica Electricity Services, LTD, Dominica
5. Atlantic Bank Limited, Belize
6. Nevis Electricity Company Ltd, St. Kitts
7. Grenada Co-operative Bank Ltd, Grenada
8. United Telecommunication Services, St. Maarten
9. Bahamas Electricity Corp., Bahamas
10. Dacosta Mannings Inc., Barbados
11. Cayman Islands Treasury Department,
12. Cayman National Bank, Cayman Islands
13. National Insurance Scheme, St. Lucia and Barbados
14. Airport Authority of Jamaica, Jamaica
15. Bank of Butterfield (Bermuda & Grand Cayman)
16. Miami University Hospital, Florida
17. Royal Bank (Various Countries)
18. Nassau Guardian, Bahamas
19. Bank of Bermuda, Bermuda
20. Florida Atlantic University, U.S.A.
21. Florida International University, U.S.A.
22. Nova Southeastern University, U.S.A.
23. Cable & Wireless (Various Countries)
24. Bahamas Mortgage Corporation, Bahamas
25. Workers Bank Bahamas, Bahamas
26. Texaco Bahamas, Bahamas
27. Nevis Cooperative Credit Union, St. Kitts
28. Bermuda Telephone Company, Bermuda
29. Bahamas Development Bank, Bahamas
30. Development Bank of the BVI
31. St. Lucia Co-Operative Bank, St. Lucia
32. Belize Bank, Belize
33. US Virgin Islands Water & Power Authority
34. Tell-Cel, St. Maarten
35. Princess Juliana International Airport
36. Caribbean Commercial Bank, Barbados
37. Antigua Commercial Bank, Antigua
38. Telecommunication Services of Trinidad
39. Aruba Airport Authority, Aruba
40. University of The West Indies Hospital, Jamaica
41. Grenada Co-operative Bank, Grenada
42. British Virgin Islands Electricity Corporation,
43. Bahamas Telephone Company (BATELCO)
44. Bank of St. Lucia, St. Lucia
45. Development Bank of St. Kitts & Nevis
46. Chase Manhattan Bank, U.S.A.
47. Barclays Bank (Various Countries)
48. National Commercial Bank (Various Countries)
49. Courts International Retail Group (Various Countries)
50. Deloitte & Touche, Cayman Islands
51. Government of Bermuda, Bermuda
52. MBJ Airports Limited, Sangsters International Airport
53. U.S.V.I. Economic Development Authority, U.S.V.I.
54. Barbados Investment Development Corp., Barbados
55. Carib Supplies Limited, Various Countries
56. Provo Water and Electricity Company,
57. The Mustique Company Ltd., St. Vincent
58. CaribSupply, St. Crois, U.S.V.I.
59. Texas Furniture Store, Aruba
60. Teachers' Credit Union, Bahamas
61. National Bank of Dominica
62. Gov. of the Island Ter. of St. Maarten - Dep. Public Works
63. National Insurance Services, St. Vincent
64. Caribbean Supermarket Ltd., Grenada
65. National Bank of Anguilla Ltd.
66. Caribbean Publishing Company, Cayman Islands
67. Cayman General Insurance Company Limited
68. National Roads Authority, Cayman Islands
69. Provo Water Company, Turks & Caicos
70. Jamaica Public Service Company Limited
71. Grenada Co-operative Bank Ltd., Grenada
72. CaribSupply Ltd, St. Kitts
73. Inland Revenue Department (Various Parishes) Jamaica
74. Teacher's Credit Union, Bahamas
75. National Bank of Dominica, Dominica
76. Jonas Browne & Hubbard Grenada, Ltd., Grenada
77. Treasury Department, Bahamas
78. St. Vincent Building & Loan Association, St. Vincent
79. National Insurance Services, St. Vincent
80. National Commercial Bank, St. Vincent
81. Development Bank of the Virgin Islands, Tortola
82. Caribbean Supermarket Ltd., Grenada
83. Sol (Shell) Petroleum Ltd. (Various Countries)
84. Cayman General Insurance Company Ltd.
85. Children & Youth Services (CAYS) Foundation, Cayman
86. St. Ignatius Catholic Church, Cayman Islands
87. Commonwealth Building Supplies Ltd., Bahamas
88. Bahamas Hot Mix, Bahamas
89. Jamaica Public Service Company Ltd., Jamaica
90. The Winward Islands Bank Ltd., St. Maarten
91. National Insurance Scheme, Barbados
92. Ministry of France, Grand Turks & Caicos
93. Bank of Bahamas, Bahamas
94. Reserve Control Unit, Turks & Caicos
95. Government Employees Retirement Systems, USVI
96. Tortola Exterminating Services Ltd., British V.I.
97. Nevis Electricity Company Ltd., Nevis
98. Timothy Beach Resort, St. Kitts
99. Federation Media Group, St. Kitts
100. Cable Bahamas, Bahamas
101. J.S. Johnson & Co. Ltd., Bahamas
102. Ministry of Public Service, Bahamas
103. Cayman National Corporation, Cayman Islands
104. World Brands Services Ltd. (Grace Kennedy), Jamaica
105. The Ritz-Carlton Golf and Spa Resort, Jamaica
106. Department of Statistics, Bahamas
107. Inland Revenue Department, Jamaica
108. B&B Distribution, Barbados
109. Department of Immigration, Grand Cayman Islands
110. Cable & Wireless, Anguilla
111. H.H.V. Whitchurch & Company Limited, Dominica
112. Contec-Construction Technologies, St. Kitts
113. Antigua & Barbuda Development Bank, Antigua
114. BVI Social Security Board, British Virgin Islands
115. Samuels Richardson & Co., British Virgin Islands
116. St. Lucia Electricity Services Ltd, Castries, St. Lucia
117. Treasury Department, Bahamas
118. Jonas Browne & Hubbard Grenada Ltd, Grenada
119. St. Vincent Building & Loan Association
120. National Insurance Services, St. Vincent
121. National Commercial Bank, St. Vincent
122. Her Majesty Prison, Bahamas
123. Pictet Bank & Trust Limited, Bahamas
124. Caribbean Supermarket Ltd., Grenada
125. Summit Insurance Company, Bahamas
126. RBTT Bank, Trinidad
127. NCB, Kingston, Jamaica
128. Civil Aviation Authority, Kingston, Jamaica
129. O'Neal Webster Law Office, Tortola, BVI
130. National Insurance Board (Turks & Caicos Islands)
131. Mount Gay Distilleries Ltd, Barbados
132. National Irrigation Commission Ltd., Jamaica
133. Royal Bank of Canada, Andros, Bahamas
134. Royal Turks and Caicos Police Force
135. Turks and Caicos GOVT-National Drug Unit
136. Turks and Caicos GOVT-Ministry of Finance
137. Health Authority of Anguilla, Anguilla
138. Anguilla Development Board, Anguilla
139. Land Development Survey Services Ltd., Anguilla
140. Fidelity Bank, Cayman Islands
141. Affinity Personnel Solutions, Cayman Islands
142. Cayman Islands Health Services Authority, Cayman Islands
143. Cayman Islands Gov. Dep. of Agriculture, Cayman Islands
144. Montserrat Port Authority, Montserrat
145. Bermuda Small Business Development Corporation, Bermuda
146. Department of Social Insurance, Bermuda
147. Office of the Tax Commissioner, Bermuda
148. Atlantic Insurance Co. Ltd., Belize
149. Social Security Board of Antigua & Barbuda
150. Community First Credit Union, Antigua & Barbuda
151. Cable & Wireless (St. Kitts), St. Kitts & Nevis
152. The Bank of Nevis, St. Kitts & Nevis
153. Innovative Business Systems, United States Virgin Islands
154. Saint Lucia Air and Sea Ports Authority, St. Lucia
155. ING Bank, Curacao
156. Bahamas Utilities Commission
157. Antigua Public Utilities Authority, St. John's, Antigua
158. The Windward Island Bank St. Maarten
159. Caribbean Commercial Bank, The Valley, Anguilla
160. Dominica Electricity Services, Roseau, Dominica
161. St. Kitts-Nevis-Anguilla National Bank
162. St. Lucia Marine Terminals Ltd, Vieux Fort, St. Lucia
163. Department of Public Service, Nassau, Bahamas
164. Cayman National Bank, Cayman Islands
165. Courts Antigua Ltd, St. John's, Antigua
166. Courts Guyana Inc, Georgetown, Guyana
167. Courts St. Lucia Ltd, Castries, St. Lucia
168. Courts St. Vincent Ltd, Kingstown, St. Vincent
169. Unicomer Trinidad Ltd, Port of Spain, Trinidad
170. Courts Grenada Ltd, St. George's, Grenada
171. Courts St. Kitts Nevis Ltd, Basseterre, St. Kitts
172. Courts Belize Ltd, Belize City, Belize
173. Unicomer Trinidad Ltd, Chaguanas, Trinidad
174. Courts Barbados Ltd, Bridgetown, Barbados
175. Courts Dominica Ltd, Roseau, Dominica
176. Courts Jamaica Ltd, Kingston, Jamaica
177. St. Lucia Air & Sea Ports Authority, Castries, St. Lucia
178. Tax Administration and Stamp Duty Division, Jamaica
179. Tax Payer Audit and Assessment Department, Jamaica
180. Barbados Community College, Barbados
181. Bermuda College, Bermuda
182. Student Revolving Loan Fund, Barbados
183. Jamaica Co-Operative Credit Union League, Jamaica
184. National Telecommunication Regulatory Commission St. Vincent
185. Airport Services Limited, Antigua
186. Island Car Rentals, Kingston, Jamaica
187. St. Kitts and Nevis Anguilla National Bank
188. Barbados Light and Power Company, Barbados
189. Caribbean Commercial Bank, Anguilla
190. Community First Co-Operative Credit Union, Antigua
191. Biovail Laboratories, Barbados
192. Petrojam, Jamaica
193. Provo Water Limited, Turks & Caicos Islands
194. Fidelity Bank, Bahamas

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CK 6169 Mail Service Provider Operational Procedures and Customer Service

Who Should Attend This Training:

- **Mail**

Some Topics To Be Covered

- ◆ DESTINATION SERVICES BY AIR, LAND AND SEA
- ◆ PACKING AND STORAGE PROCEDURES
- ◆ CRATING AND CONTAINER ON-LOADING PROCEDURES
- ◆ PICKUP AND DELIVERY TO RESIDENCE & BUSINESS
- ◆ DOOR-2-DOOR PACKING & SHIPPING SERVICE PROCEDURES
- ◆ OFFICE REMOVAL, PACK & MOVE PROCEDURES
- ◆ OUT ISLAND SERVICE DESTINATION SERVICES
- ◆ GUARANTEED 3-DAYS DELIVERY SERVICE
- ◆ AIRPORT & DOCK DELIVERY SERVICES AND PROCEDURES
- ◆ OVERVIEW OF THE US POSTAL SERVICE (USPS)
- ◆ OVERVIEW OF FEDEX OPERATIONAL PROCEDURES
- ◆ OVERVIEW OF (UPS) OPERATIONAL PROCEDURES
- ◆ ANALYSIS OF VARIOUS MISSION AND VISION STATEMENTS
- ◆ ANALYSIS OF OPERATIONAL PROCEDURES
- ◆ SAFETY AND COMPLIANCE OPERATIONAL PROCEDURES
- ◆ INTERNATIONAL REGULATORY STANDARDS AND PROCEDURES
- ◆ STAFF ORIENTATION TRAINING – INTERNAL AND EXTERNAL ACCEPTABLE STANDARDS
- ◆ OPERATING A MAIL SERVICE CUSTOMER SERVICE CALL CENTER
- ◆ OPERATING AN INTERNAL AND EXTERNAL MAIL SERVICE CUSTOMER-FOCUSED ORGANIZATION
- ◆ LAW ENFORCEMENT STANDARDS AND REQUIREMENTS IN RELATION TO MAIL SERVICE FACILITIES
- ◆ PROBLEM-RESOLUTION PROCEDURES TECHNIQUES OF MAIL SERVICE FACILITIES
- ◆ TECHNOLOGICAL REQUIREMENTS OF MAIL SERVICE FACILITIES
- ◆ ANTI-MONEY LAUNDERING AND DRUG COMPLIANCE PROCEDURES
- ◆ ANTI-TERRORISM AND ITS EFFECTS ON MAIL SERVICES
- ◆ IMPROVING SALES AND MARKETING TECHNIQUES
- ◆ KEEPING CUSTOMERS IS A CONTINUOUS PROCESS
- ◆ WHAT DO YOU DO BETTER THAN YOUR COMPETITORS?
- ◆ WHAT ARE YOUR SALES PRACTICES?
- ◆ HOW TO HANDLE DIFFICULT CUSTOMERS
- ◆ MAKING A GREAT FIRST IMPRESSION
- ◆ BUILDING AND MAINTAINING A POSITIVE ATTITUDE
- ◆ REMEMBERING AND USING CUSTOMERS' NAMES
- ◆ TURNING IRATE CUSTOMERS INTO THE BEST CUSTOMERS
- ◆ TURNING TOUGH SITUATIONS INTO SALES OPPORTUNITIES
- ◆ DELIVERING EXCEPTIONAL CUSTOMER SERVICE
- ◆ OUTSERVICING YOU'RE COMPETITORS
- ◆ MAKING YOUR CUSTOMERS FEEL IMPORTANT AND APPRECIATED
- ◆ REMAINING CALM IN THE MOST DEMANDING SITUATIONS
- ◆ WINNING OVER ANGRY AND ABUSIVE CUSTOMERS
- ◆ LEARNING TO SEE HOW YOUR CUSTOMERS SEE YOU
- ◆ ACHIEVING COMPANY GOALS AND KEEPING CUSTOMER GOODWILL
- ◆ WAYS TO PERSONALIZE YOUR SERVICE
- ◆ UNDERSTANDING CUSTOMERS WHO COMMUNICATE POORLY
- ◆ ***PLUS SEVERAL OTHER TOPICS!***

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

Time:
9:00 am - 4:30 pm

CK 6174 - Technical Writing Procedures for Public and Private Sector Organizations

Who Should Attend This Training:

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**Please email: collect@gate.net
or call: 954-731-6340
For Training Outline,
Cost and Details**

CK 6174L - Technical Writing Procedures for Law Enforcement Officers

Who Should Attend This Training:

- **Please email: collect@gate.net
or call:954-731-6340
For Training Outline,
Cost and Details**

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CK 6174A - Technical Writing Procedures for Utility Corporations

Who Should Attend This Training:

- **Please email: collect@gate.net
or call:954-731-6340
For Training Outline,
Cost and Details**

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CK 6175 - Recruitment and Selection Management Procedures

Who Should Attend This Training:

- **Please email: collect@gate.net
or call:954-731-6340
For Training Outline,
Cost and Details**

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CK 6180 - Time Management Procedures

Who Should Attend This Training:

- **Please email: collect@gate.net
or call:954-731-6340
For Training Outline,
Cost and Details**

CK 6181 - Hazardous Work Environment Management

Who Should Attend This Training:

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Please email: collect@gate.net
or call:954-731-6340
For Training Outline,
Cost and Details

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CK 6182 - Industrial Security Management

Who Should Attend This Training:

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Please email: collect@gate.net
or call:954-731-6340
For Training Outline,
Cost and Details

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**CK 6183 - Media Presentation and Public Relations Management
Procedures for Public and Privat Sector Corporations**

Who Should Attend This Training:

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Please email: collect@gate.net
or call:954-731-6340
For Training Outline,
Cost and Details

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**CK 6183A - Media Presentation and Public Relations Management
Procedures for Utility Corporations**

Who Should Attend This Training:

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Please email: collect@gate.net
or call:954-731-6340
For Training Outline,
Cost and Details

CK 6184 - *Shareholders Relationship Management Procedures*

CK 6185 - *Facilities Managementn Procedures for Private and Public Corporations*

CK 6186A - *Facilities Managementn Procedures for Private and Public Sector Corporations*

CK 6186G - *Facilities Management Procedures for Government and Statutory Corporations*

CK 6187 - *Records Management Procedures for Private and Public Sector Corporations*

CK 6188 - *Disaster Preparedness Madeia Management Procedures for Private and Public Sector Corporations*

CK 6189 - *Anti-Money Laundering and FATCA Compliance Procedures*

For more information on these courses:

Please email: collect@gate.net

or call:954-731-6340

For Training Outline,

Cost and Details