

# TRAINING CALENDAR 2023 – Q1

MONTH	TRAINING WORKSHOP TITLE	DURATION	TARGET AUDIENCE	COST \$
<b>JANUARY 24<sup>TH</sup> -25<sup>TH</sup></b>	<b>Leading with Impact in a Unionized Environment (Supervisory Training)</b>	<b>2 Day</b>	<b>Designed to offer supervisors the tools and understanding to manage effectively in today's environment and implement effective industrial relations practices.</b>	<b>\$2250.00 plus VAT</b>
<b>FEBRUARY 2<sup>ND</sup></b>	<b>AML/CFT Trends and Developments for 2023</b>	<b>Half-Day</b>	<b>Customer service agents and compliance officers employed within banks and other financial institutions including: money laundering reporting officers &amp; deputies, technology officers, training officers, investment advisors and broker dealers.</b>	<b>\$900.00 Plus VAT</b>
<b>MARCH 6<sup>TH</sup></b>	<b>International Women's Day Webinar</b>	<b>1 hour</b>	<b>Women - professionals and leaders</b>	<b>FREE</b>
<b>MARCH 21<sup>ST</sup> - 22<sup>ND</sup></b>	<b>Effective Written Business Communication</b>	<b>2 Day</b>	<b>Individuals who wish to refresh and refine their business writing skills.</b>	<b>\$2500.00 plus VAT</b>
<b>MARCH 15<sup>TH</sup> -16<sup>TH</sup></b>	<b>Introduction to Accounting and Finance for Non-Accounting Staff</b>	<b>2 Day</b>	<b>Professionals whose core competencies maybe outside of the area of Finance and Accounting and require knowledge with respective terns, jargons and accounting principles.</b>	<b>\$2340.00 plus VAT</b>
<b>MARCH 28<sup>TH</sup> - 29<sup>TH</sup></b>	<b>Customer Journey Management</b>	<b>2 Day</b>	<b>Professionals, customer experience and service leaders, frontline managers and process improvement team leads.</b>	<b>\$2250.00 plus VAT</b>

**Contact us for further information or to customize any of these topics for your team**

 **868-235-6291 Ext: 1002 / 321-9330**

 **marketing@ibf.org.tt**

 **www.ibf.org.tt**





# TRAINING CALENDAR 2023 – Q2

MONTH	TRAINING WORKSHOP TITLE	DURATION	TARGET AUDIENCE	COST \$
APRIL 12 <sup>TH</sup> - 13 <sup>TH</sup>	Public Speaking and Presentation Skills	2 Day	Professionals who address small or large audiences in forums which include management meetings; sale presentations; employee presentations and public speaking engagements virtually or in person.	\$2500.00 plus VAT
APRIL 20 <sup>TH</sup> - 21 <sup>ST</sup>	Debt Recovery and Delinquency Management	2 Day	Credit and collection officers/agents, loan administrator, recoveries officers delinquency management supervisors.	\$2340.00 Plus VAT
APRIL 25 <sup>TH</sup>	AML/CFT Trends and Developments for 2023 - Advanced Session	Half Day	Compliance officers, risk management officers, finance professionals, accountants, legal and corporate secretaries.	\$900.00 Plus VAT
MAY 17 <sup>TH</sup> - 18 <sup>TH</sup>	Women in Leadership	2 Day	Professionals and leaders.	\$3000.00 plus VAT
JUNE 21 <sup>ST</sup> - 22 <sup>ND</sup>	Digital Marketing Analytics	2 Half-Days	Professionals that are responsible for marketing efforts, communications, and sales within an organization including: <ul style="list-style-type: none"> <li>- Sales Manager/Sales Supervisor</li> <li>- Marketing Manager / Coordinator</li> <li>- Business Development Lead</li> </ul>	\$1800.00 plus VAT
JUNE 13 <sup>TH</sup>	Recruitment 101	1 hour	Human resource professionals including: HR assistants, recruitment officers, and other personnel involved in the recruiting and reviewing process.	FREE

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