



Professional Development & Training Centre

2002 Programme



We Aim to:

- ❖ Strengthen your organisation through knowledge power
 - ❖ Provide great value for your training budget
 - ❖ Empower your organisation to manage a changing business environment
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We Offer:

- ❖ The most powerful, practical and cost efficient professional development and training opportunities on the Island
 - ❖ An established training programme open to Chamber members and non-members
 - ❖ Customised in-house training to suit your organisational needs
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You Gain:

- ❖ Relevant and workable strategies and action plans related to your business objectives
 - ❖ Exposure to current international best practice theories and techniques
 - ❖ Enhanced organisational effectiveness, productivity and staff morale
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**Cayman Islands
Chamber of Commerce**

Your Partner in Business and Community Success

A Comprehensive Programme

The Cayman Islands Chamber of Commerce Professional Development and Training Centre strives to meet the needs of both employers and employees. The Centre brings together a winning combination of training opportunities which can assist firms to succeed in today's competitive business environment.

The Programme has experienced steady growth with more than 900 participants benefiting from over 50 offerings in the past year alone.

The Cayman Islands Chamber of Commerce Professional Development and Training Centre is building on our past success with new and exciting topics offered in 2002.

The Centre will be offering a range of short courses, seminars and workshops in the areas of:

 **Customer Service Strategies**

 **Small Enterprise Management**

 **Essential Business Skills**

 **Marketing and Sales**

 **Supervisory Management**

 **Human Resources Management**

 **Leadership Development**

 **Finance**

And the **Professional Receptionist Certificate Programme**

A Practical Approach

We understand the financial and time constraints involved in professional development and training, so we have designed condensed and focused workshops and short courses to make the most efficient use of your time and training dollar.

Seminars and short courses incorporate structured presentations, case studies, role-play exercises, problem solving and opportunities for discussion of specific issues. Participants learn in a highly supportive and confidential environment paying attention to individual needs.



A Flexible Approach

The Cayman Islands Chamber of Commerce Professional Development and Training Centre can customise programmes for "in-house" specialised needs for individual organisations, offering convenience together with the quality of the best training available on the Island.

This flexible approach allows you to select topics most suitable for your needs. As well as adopting seminars from our training programme, we can design sessions to suit your objectives to:

- Provide relevant and focused training sessions
- Address individual and group needs
- Foster an atmosphere of exchange of ideas
- Save money and time
- Build team spirit and morale

About the Cayman Islands Chamber of Commerce Professional Development and Training Centre

The Cayman Islands Chamber of Commerce is the country's leading non-profit membership-based organisation that advocates, develops and supports business and community initiatives in the Cayman Islands.

The Cayman Islands Chamber of Commerce Professional Development and Training Centre has been meeting the needs of the business community in the Cayman Islands in the area of Human Resources Development and Training since 1995. The Centre offers a range of practical services designed to improve personal and organisational performance.

Thousands of participants have enrolled in hundreds of seminars and courses offered through the Centre since its inception, as both large and small organisations have invested in their human capital, their most important asset.

Our established reputation ensures our ability to access experienced local and international facilitators and instructors who are experts in their fields.

***To register or learn more about the Programme,
please contact the Chamber of Commerce***

P.O. Box 1000 GT
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Tel: (345) 949-8090 Fax: (345) 949-0220 or (345) 946-0974
E-mail: chamber@candw.ky ~ www.cayman.com.ky/chamber
www.caymanchamber.ky



Professional Development & Training Centre 2002 Programme

If you would like more information, please check the course(s) you are interested in

A: Customer Service Strategies		
<input type="checkbox"/>	Secrets of Exceptional Customer Relations	June 13
<input type="checkbox"/>	Service Excellence	July 26
<input type="checkbox"/>	Caribbean Taxi Pride	July 27
<input type="checkbox"/>	Cruise Passengers = Profits	July 27
<input type="checkbox"/>	Making the Most of Your Exhibition Booth	August 8
<input type="checkbox"/>	Dealing With Difficult Customers	September 26
<input type="checkbox"/>	Delivering Superior Customer Service	November 21

B: Small Enterprise Management		
<input type="checkbox"/>	Better Time Management at Work	January 10
<input type="checkbox"/>	Thinking Outside the Box	January 31
<input type="checkbox"/>	Marketing Made Easy and Cost Effective	February 14
<input type="checkbox"/>	Leading Organisational Improvement	March 14
<input type="checkbox"/>	Improving Interpersonal Communications	April 4
<input type="checkbox"/>	Building High Performance Teams	April 11
<input type="checkbox"/>	Management for Small Organisations	May 23
<input type="checkbox"/>	Essential People Skills for Managers	June 5
<input type="checkbox"/>	Project Management	June 27
<input type="checkbox"/>	Delegating for Results	July 18
<input type="checkbox"/>	Negotiating and Mediating Workshop	August 29
<input type="checkbox"/>	Firing Up Employees	October 24
<input type="checkbox"/>	Corporate Strategic Planning & Visioning	November 28

C: Essential Business Skills		
<input type="checkbox"/>	Better Time Management at Work	January 10
<input type="checkbox"/>	Better Business Letters	January 24
<input type="checkbox"/>	Grammar & Writing Workshop	February 7
<input type="checkbox"/>	Business Writing Workshop	March 28
<input type="checkbox"/>	Improving Interpersonal Communications in the Workplace	April 4
<input type="checkbox"/>	Essential Grammar Skills	April 25
<input type="checkbox"/>	Workplace Conflict Resolution Tools & Strategies	May 9
<input type="checkbox"/>	Superior Business Writing	May 30
<input type="checkbox"/>	Fundamentals of English & Grammar	June 20
<input type="checkbox"/>	Powerful Business Writing	July 11
<input type="checkbox"/>	Managing Workplace Pressure & Priorities	August 1
<input type="checkbox"/>	Professional Image & Relationships at Work	September 12
<input type="checkbox"/>	Assertiveness & Self Esteem on the Job	October 10
<input type="checkbox"/>	Promotion Preparation and Career Path Planning	November 7
<input type="checkbox"/>	Writing for Results	December 12

D: Marketing & Sales		
<input type="checkbox"/>	Marketing Made Easy and Cost Effective	February 14
<input type="checkbox"/>	Presentation Skills for Business	April 18
<input type="checkbox"/>	Super Selling Skills	June 7
<input type="checkbox"/>	Making the Most of Your Exhibition Booth	August 8
<input type="checkbox"/>	Winning Sales Presentations	October 17
<input type="checkbox"/>	Writing for Results	December 12

E: Supervisory Management		
<input type="checkbox"/>	The Essentials of Supervision	February 21
<input type="checkbox"/>	Masterful Coaching, Counseling & Mentoring	March 7

Continued.....

<input type="checkbox"/>	Improved Interpersonal Communications	April 4
<input type="checkbox"/>	Presentation Skills for Business	April 18
<input type="checkbox"/>	Successful Supervision	May 2
<input type="checkbox"/>	Setting Performance Objectives and Appraisal Systems	May 16
<input type="checkbox"/>	Essential People Skills for Managers	June 5
<input type="checkbox"/>	Project Management	June 27
<input type="checkbox"/>	Delegating for Results	July 18
<input type="checkbox"/>	Goal Setting for Supervisors	August 22
<input type="checkbox"/>	Communication Skills for Managers	September 5
<input type="checkbox"/>	Principles of Practical Supervision	September 19
<input type="checkbox"/>	Firing Up Employees	October 24
<input type="checkbox"/>	Promotion Preparation and Career Planning	November 7
<input type="checkbox"/>	Women in Management	November 14
<input type="checkbox"/>	If you aren't confused, you don't know what's going on	December 5

F: Human Resources Management		
<input type="checkbox"/>	Recognising, Rewarding & Motivating Employees	January 17
<input type="checkbox"/>	Recruiting, Selecting & Creating Excellent Employees	February 28
<input type="checkbox"/>	Masterful Coaching, Counseling & Mentoring	March 7
<input type="checkbox"/>	Human Resources Development & Succession Planning	March 21
<input type="checkbox"/>	Building High Performance Teams	April 11
<input type="checkbox"/>	Workplace Conflict Resolution Tools & Strategies	May 9
<input type="checkbox"/>	Setting Performance Objectives	May 16
<input type="checkbox"/>	Project Management	June 27
<input type="checkbox"/>	Negotiating and Mediating Workshop	August 29
<input type="checkbox"/>	Performance Management	October 3
<input type="checkbox"/>	Firing Up Employees	October 24
<input type="checkbox"/>	Promotion Preparation and Career Path Planning	November 7
<input type="checkbox"/>	If you aren't confused, you don't know what's going on	December 5

G: Leadership Development		
<input type="checkbox"/>	Thinking Outside the Box	January 31
<input type="checkbox"/>	Leading Organisational Improvement	March 14
<input type="checkbox"/>	Approaches to Effective Leadership	June 6
<input type="checkbox"/>	Building on Leadership Development Skills	August 15
<input type="checkbox"/>	Communications Skills for Managers	September 5
<input type="checkbox"/>	Management in Action	October 31
<input type="checkbox"/>	Women in Management	November 14
<input type="checkbox"/>	Corporate Strategic Visioning and Planning	November 28

H: Professional Receptionist Certificate		
<input type="checkbox"/>	Computer Applications in Business	January 9—February 20
<input type="checkbox"/>	Bookkeeping & Accounting Level 2	February 4—March 11
<input type="checkbox"/>	Business Communications Level 1	March 13—April 17
<input type="checkbox"/>	The Exceptional Receptionist	April 8—May 13
<input type="checkbox"/>	Office Administration	May 1—June 5
<input type="checkbox"/>	Business Communications Level 2	September 4—October 9
<input type="checkbox"/>	Computer Assisted Accounting	September 30—November 4
<input type="checkbox"/>	Bookkeeping & Accounting Level 1	October 23—November 27
<input type="checkbox"/>	Business Basics	Dates TBA

Finance Workshops and Short Courses	
Topics and dates TBA	

Name: _____

Organisation: _____

Phone: _____ Fax: _____

E-Mail: _____