## Phoenix One Knowledge Solutions, Inc.

## 2023 Training Calendar

## GLOBAL CERTIFICATION COURSES

- ITIL®4
- Change Management
- Digital Transformation
- DevOps
- Agile Scrum
- Lean IT
- IT Governance (COBIT®)
- Big Data Framework
- Cybersecurity
- Project Management
- Six Sigma
- Microsoft Technical Courses
- Comptia+


## NON-CERTIFICATION COURSES

- Project Management
- Business Analysis \& Architecting
- Software Testing \& Quality Assurance
- Business Intelligence \& Analytics
- User Experience \& Design
- Information Technology
- Mobile Application \& Development
o Web Application \& Programming
- Mainframe, Unix
- Databases
- Office Productivity
- Professional Development
o Communication
o Customer Service
- Leadership
o Operation


## Phoenix One Knowledge Solutions, Inc.

2023 Training Calendar

## GLOBAL CERTIFICATION COURSES

| IT Service Management | Duration | Q1 | Q2 | Q3 | Q4 |
| :---: | :---: | :---: | :---: | :---: | :---: |
| ITIL® 4 Foundation Training and Certification | 3 days | Jan 9-11 <br> Feb 20-22 <br> Mar 6-8 | Apr 17-19 <br> May 22-24 <br> June 19-21 | July 3-5 <br> Aug 14-16 <br> Sep 18-20 | Oct 4-6 <br> Nov 18-22 <br> Dec 18-20 |
| ITIL® 4 Specialist: Create Deliver \& Support | $3 \text { days }$ | Jan 16-18 Mar 1-3 | May 29-31 | July 10-12 Sept 25-27 | Nov 6-8 |
| ITIL® 4 Specialist: Drive Stakeholder Value | 3 days | $\begin{aligned} & \text { Jan 4-6 } \\ & \text { Mar 20-22 } \end{aligned}$ | May 22-24 | July 24-26 Sept 4-6 | Nov 1-3 |
| ITIL® 4 Specialist: High Velocity IT | 3 days | Feb 8-10 | Apr 3-5 June 7-9 | Aug 23-25 | Oct 2-4 <br> Dec 27-29 |
| ITIL® 4 Strategist: Direct, Plan \& Improve | 3 days | Feb 13-15 | Apr 10-12 <br> June 26-28 | Aug 2-4 | Oct 9-11 <br> Dec 4-6 |
| ITIL® 4 Leader: Digital \& IT Strategy | 3 days | Feb 20-22 | Apr 17-19 June 14-16 | Aug 9-11 | Oct 23-25 <br> Dec 13-15 |


| FitSM | Duration | Q1 | Q2 | Q3 | Q4 |
| :---: | :---: | :---: | :---: | :---: | :---: |
| FitSM® Foundation | 2 days | Jan 12-13 <br> Feb 2-3 <br> Mar 9-10 | Apr 27-28 May 25-26 June 22-23 | July 6-7 <br> Aug 17-18 <br> Sep 21-22 | $\begin{gathered} \text { Oct 2-3 } \\ \text { Nov 23-24 } \\ \text { Dec 21-22 } \end{gathered}$ |
| CHANGE MANAGEMENT | Duration | Q1 | Q2 | Q3 | Q4 |
| Change Management Foundation | 3 days | Jan 16-18 <br> Mar 15-17 | May 8-10 | July 24-26 <br> Sep 11-13 | Nov 20-22 |
| Change Management Practitioner | 2 days | Jan 19-20 <br> Mar 16-17 | May 11-12 | July 27-28 <br> Sep 14-15 | Nov 23-24 |
| Agile Change Agent | 3 days | Feb 7-9 | Apr 26-28 June 26-28 | S8, Aug 28-30 | Oct 23-25 <br> Dec 11-13 |
| DIGITAL TRANSFORMATION | Duration | Q1 | Q2 | Q3 | Q4 |
| Digital Transformation Foundation | 2 days | Jan 30-31 <br> Mar 23-24 | May 2-3 | July 17-18 Sept 7-8 | Oct 9-10 |
| EXIN AGILE SCRUM | Duration | Q1 | Q2 | Q3 | Q4 |
| Agile Scrum Foundation | 2 days | $\begin{gathered} \text { Jan 12-13 } \\ \text { Mar 2-3 } \end{gathered}$ | May 25-26 | July 27-28 Sep 21-22 | Nov 9-10 |
| Agile Scrum Master | 2 days | Feb 2-3 | Apr 6-7 June 1-2 | Aug 17-18 | Oct 30-31 <br> Dec 7-8 |
| LEAN IT | Duration | Q1 | Q2 | Q3 | Q4 |
| Lean IT Foundation | 2 days | $\begin{aligned} & \text { Jan 30-31 } \\ & \text { Mar 16-17 } \end{aligned}$ | May 2-3 | July 17-18 <br> Sep 21-22 | Nov 14-15 |

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| SOC Network with Threat Detection and Analysis Workshop | 5 days | Jan 16-20 <br> Feb 20-24 <br> Mar 20-24 | Apr 17-20 <br> May 15-19 <br> June 13-16 | July 10-14 <br> Aug 14-18 <br> Sep 11-15 | Oct 16-20 <br> Nov 13-17 <br> Dec 18-22 |
| :---: | :---: | :---: | :---: | :---: | :---: |
| Data Security for Remote Workers Workshop | 2 days | $\begin{aligned} & \text { Jan } 24-25 \\ & \text { Feb } 27-28 \\ & \text { Mar 20-24 } \end{aligned}$ | Apr 3-4 May 2-3 June 1-2 | July 25-26 <br> Aug 22-23 <br> Sep 25-26 | $\begin{aligned} & \text { Oct 26-27 } \\ & \text { Nov 6-7 } \\ & \text { Dec 4-5 } \end{aligned}$ |
| Data Privacy Training | 5 days | Jan 16-20 <br> Feb 20-24 <br> Mar 20-24 | Apr 17-20 <br> May 15-19 <br> June 13-16 | July 10-14 <br> Aug 14-18 <br> Sep 11-15 | Oct 16-20 <br> Nov 13-17 <br> Dec 18-22 |
| MICROSOFT |  |  |  |  |  |
| Windows Server on Premise Courses | Duration | Q1 | Q2 | Q3 | Q4 |
| AZ-800T00-AC Administering Windows Server Hybrid Core Infrastructure**New*** | 4 days | Jan 9-12 <br> Feb 6-9 <br> Mar 6-9 | Apr 10-13 <br> May 2-5 <br> June 13-16 | Jul 3-6 <br> Aug. 1-4 <br> Sep 5-8 | Oct 2-5 Nov 6-9 Dec 4-7 |
| AZ-801T00-AC Configuring Windows Server Hybrid Advanced Services ${ }^{* * *}$ New $^{* * *}$ | 4 days | Jan 16-19 <br> Feb 13-16 <br> Mar 13-16 | Apr 17-20 <br> May 8-11 <br> June 20-23 | July 11-14 <br> Aug. 7-10 <br> Sep 12-15 | Oct 9-12 <br> Nov 13-16 <br> Dec 11-14 |
| SC-900T00-AC Microsoft Security, Compliance, and Identity Fundamentals***New ${ }^{* * *}$ | 1 day | Jan 24 <br> Feb 27 <br> Mar 27 | Apr 23 <br> May 2 <br> June 13 | July 21 <br> Aug 22 <br> Sep 28 | Oct 30 <br> Nov 27 <br> Dec 4 |
| SC-200T00-A Microsoft Security Operations Analyst*** ${ }^{* *}{ }^{* * *}$ | 4 days | Jan 24-27 <br> Feb 20-23 <br> Mar 27-30 | Apr 24-26 \& 28 <br> May 15-18 <br>  <br> 29-30 | July 10-13 <br> Aug 14-17 <br> Sep 18-21 | Oct 23-26 <br> Nov 20-23 <br> Dec 4-7 |
| SC-300T00-A Microsoft Identity and Access Administrator*** ${ }^{*}{ }^{* * *}$ | 4 days | $\begin{gathered} \text { Jan } 17-20 \\ \text { Feb } 27-M a r 2 \\ \text { Mar 28-31 } \end{gathered}$ | Apr 10-13 <br> May 22-25 <br> June 13-16 | July 17-18 \& 20-21 <br> Aug 22-25 <br> Sep 12-15 | Oct 16-19 Nov 14-17 Dec 12-15 |
| SC-400T00-A Microsoft Information Protection Administrator***New*** | 2 days | $\begin{aligned} & \text { Jan 24-25 } \\ & \text { Feb 27-28 } \\ & \text { Mar 23-24 } \end{aligned}$ | Apr 25-26 <br> May 29-30 <br> June 29-30 | July 25-26 <br> Aug 29-30 <br> Sep 25-26 | Oct 30-31 Nov 27-28 Dec 27-28 |
| 55324AC Installation, Storage and Compute with Windows Server 2016 (20740) | 5 days | Jan 9-13 <br> Feb 6-10 <br> Mar 6-10 | Apr 10-14 <br> May 22-26 <br> June 20-23 | July 3-7 <br> Aug 7-11 <br> Sep 18-22 | Oct 9-13 <br> Nov 6-10 <br> Dec 4-7 |

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| 55343AC Networking with Windows Server 2016 (20741) | 5 days | $\begin{aligned} & \text { Jan } 16-20 \\ & \text { Feb } 13-17 \\ & \text { Mar 13-17 } \end{aligned}$ | Apr 24-26 \& 28 May 29-June 2 June 5-9 | July 10-14 Aug 14-18 Sep 11-15 | Oct 16-20 <br> Nov 13-17 <br> Dec 18-22 |
| :---: | :---: | :---: | :---: | :---: | :---: |
| WS 011T00 Windows Server 2019 Administration | 5 days | Jan 9-13 <br> Feb 6-10 <br> Mar 6-10 | Apr 10-14 <br> May 22-26 <br> June 20-23 | July 3-7 <br> Aug 7-11 <br> Sep 18-22 | Oct 23-27 <br> Nov 20-24 <br> Dec 11-15 |
| SharePoint Online | Duration | Q1 | Q2 | Q3 | Q4 |
| 55125 SharePoint Online Power User | 4 days | Jan 10-13 <br> Feb 27-Mar 2 Mar 28-31 | Apr 10-13 May 2-5 June 13-16 | July 4-7 <br> Aug 1-4 <br> Sep 4-7 | Oct 3-6 Nov 7-10 Dec 4-7 Oct $11-13$ |
| 55238 SharePoint Online for Administrators | 3 days | Jan 25-27 <br> Feb 1-3 <br> Mar 1-3 | Apr 3-5 <br> May 29-31 June 7-9 | July 31-Aug 2 <br> Aug 7-11 <br> Sep 13-15 | Oct 11-13 <br> Nov 13-15 <br> Dec 11-13 |
| Power Apps and Flow Courses | Duration | Q1 | Q2 | Q3 | Q4 |
| 55265 Microsoft Power Apps for End User | 2 days | Jan 30-31 <br> Feb 1-2 <br> Mar 1-2 | Apr 3-4 <br> May 2-3 June 1-2 | July 3-4 <br> Aug 3-4 <br> Sep 4-5 | Oct 5-6 Nov 6-7 Dec 4-5 |
| 55268 Microsoft Power Automate for End User | 1 day | Jan 13 <br> Feb 3 <br> Mar 3 | Apr 10 <br> May 5 <br> June 5 | July 7 <br> Aug 4 <br> Sep 1 | Oct 6 Nov 7 Dec 11 |
| Role Based Certification Microsoft Azure Infrastructure Courses | Duration | Q1 | Q2 | Q3 | Q4 |
| AZ-700T00-AC Designing and Implementing Microsoft Azure Networking Solutions ${ }^{* * *}$ New $^{* * *}$ | 3 days | Jan 30-Feb 1 <br> Feb 27-Mar 1 <br> Mar 29-31 | Apr 3-5 May 29-31 June 7-9 | July 5-7 <br> Aug 2-4 <br> Sep 6-7 | Oct 4-6 <br> Nov 8-10 <br> Dec 4-6 |
| AZ-040T00-AC Automating Administration with PowerShell*** ${ }^{* *}{ }^{* * *}$ | 5 days | $\begin{aligned} & \text { Jan 9-13 } \\ & \text { Feb 6-10 } \\ & \text { Mar 6-10 } \end{aligned}$ | Apr 10-14 <br> May 8-12 <br> June 5-9 | July 31-Aug 4 <br> Aug 14-18 <br> Sep 18-22 | Oct 16-20 Nov 13-17 Dec 18-22 |
| AZ-140T00-AC Configuring and Operating Microsoft Azure Virtual Desktop***New ${ }^{* * *}$ | 4 days | Jan 17-20 <br> Feb 14-17 <br> Mar 13-16 | Apr 18-21 <br> May 2-5 June 13-16 | July 4-7 <br> Aug 1-4 <br> Sep 4-7 | Oct 10-13 <br> Nov 14-17 <br> Dec 12-15 |

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| AZ-600T00-AC Configuring and Operating a Hybrid Cloud with Microsoft Azure Stack Hub***New*** | 4 days | $\begin{aligned} & \text { Jan } 23-26 \\ & \text { Feb 21-24 } \\ & \text { Mar 21-24 } \end{aligned}$ | Apr 25-28 May 29-Jun 1 June 27-30 | July 11-14 <br> Aug 8-11 <br> Sep 12-15 | Oct 17-20 <br> Nov 14-17 <br> Dec 26-29 |
| :---: | :---: | :---: | :---: | :---: | :---: |
| Modern Desktop Administrator | Duration | Q1 | Q2 | Q3 | Q4 |
| MD 100 T00 Windows 10 | 5 days | Jan 9-13 <br> Feb 6-10 <br> Mar 6-10 | Apr 10-14 May 29-June 2 June 26-30 | July 31-Aug 4 <br> Aug 14-18 <br> Sep 18-22 | Oct 2-6 <br> Nov 6-10 <br> Dec 11-15 |
| MD 101 T00 Managing Modern Desktop | 5 days | $\begin{aligned} & \text { Jan } 16-20 \\ & \text { Feb 13-17 } \\ & \text { Mar 13-17 } \end{aligned}$ | Apr 17-21 <br> May 8-12 <br> June 5-9 | July 3-7 <br> Aug 7-11 <br> Sep 4-8 | Oct 9-13 <br> Nov 13-17 <br> Dec 18-22 |
| MS 365 Courses/M365 Desktop Administrator | Duration | Q1 | Q2 | Q3 | Q4 |
| MS900 Microsoft 365 Fundamentals | 1 day | Jan 3 <br> Feb 2 <br> Mar 2 | Apr 4 <br> May 4 <br> June 1 | July 6 <br> Aug 3 <br> Sep 7 | Oct 5 <br> Nov 9 <br> Dec 6 |
| MS100 Microsoft 365 Identity and Services | 5 days | Jan 23-27 <br> Feb 20-24 <br> Mar 27-31 | Apr 10-14 May 29-Jun 2 June 26-30 | July 10-14 <br> Aug 7-11 <br> Sep 4-8 | Oct 2-6 Nov 6-10 Dec 18-22 |
| MS101 Microsoft 365 Mobility and Security | 5 days | Jan 2-6 <br> Feb 6-10 <br> Mar 6-10 | Apr 10-14 <br> May 8-12 <br> June 19-23 | July 3-7 <br> Aug 7-11 <br> Sep 4-8 | Oct 2-6 <br> Nov 6-10 <br> Dec 11-15 |
| Messaging Administrator | Duration | Q1 | Q2 | Q3 | Q4 |
| MS203 Microsoft 365 Messaging | 5 days | Jan 30-Feb 3 <br> Feb 27-Mar 3 <br> Mar 27-31 | Apr 10-14 May 29-Jun 2 June 26-30 | July 10-14 <br> Aug 14-18 <br> Sep 11-15 | Oct 9-13 <br> Nov 20-24 <br> Dec 18-22 |
| M365 Security Administrator Managing | Duration | Q1 | Q2 | Q3 | Q4 |
| MS500 Microsoft 365 Security Administration | 4 days | Jan 10-13 <br> Feb 7-10 <br> Mar 7-10 | Apr 18-21 <br> May 16-19 <br> June 13-16 | July 31-Aug 3 <br> Aug 29-Sep 1 <br> Sep 26-29 | Oct 3-6 <br> Nov 7-10 <br> Dec 12-15 |

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| MS700T00 Managing Microsoft Teams | 4 days | $\begin{aligned} & \text { Jan } 17-20 \\ & \text { Feb 14-17 } \\ & \text { Mar } 14-17 \end{aligned}$ | Apr 11-14 <br> May 23-26 <br> June 27-30 | July 4-7 <br> Aug 22-25 <br> Sep 12-15 | Oct 10-13 <br> Nov 14-17 <br> Dec 12-15 |
| :---: | :---: | :---: | :---: | :---: | :---: |
| Azure Courses | Duration | Q1 | Q2 | Q3 | Q4 |
| AZ 104 Microsoft Azure Administrator | 4 days | Jan 10-13 <br> Feb 7-10 <br> Mar 7-10 | Apr 25-28 May 29-Jun 1 June 27-30 | July 11-14 <br> Aug 8-11 <br> Sep 12-15 | Oct 3-6 <br> Nov 7-10 <br> Dec 4-7 |
| AZ 500 Microsoft Azure Security Technologies | 4 days | Jan 17-20 <br> Feb 21-24 <br> Mar 21-24 | Apr 11-14 <br> May 2-5 <br> June 6-9 | July 18-21 <br> Aug 29-Sep 1 <br> Sep 26-29 | Oct 10-13 Nov 14-17 <br> Dec 26-29 |
| AZ 900T00-A Microsoft Azure Fundamentals | 2 days | Jan 5-6 <br> Feb 27-28 <br> Mar 30-31 | Apr 4-5 <br> May 4-5 <br> June 15-16 | July 6-7 <br> Aug 29-30 <br> Sep 14-15 | $\begin{gathered} \text { Oct 30-31 } \\ \text { Nov 27-28 } \\ \text { Dec 4-5 } \end{gathered}$ |
| AZ 204T00 Developing Solutions for Microsoft Azure | 5 days | Jan 16-20 <br> Feb 13-17 <br> Mar 13-17 | Apr 24-28 <br> May 8-12 <br> June 19-23 | July 24-28 <br> Aug 14-18 <br> Sep 25-29 | Oct 23-27 <br> Nov 20-24 <br> Dec 11-15 |
| PL 400T00 A Microsoft Power Platform Developer | 5 days | Jan 30-Feb 3 Feb 13-17 Mar 20-24 | Apr 17-21 <br> May 22-26 <br> June 26-30 | July 17-21 <br> Aug 7-11 <br> Sep 4-8 | Oct 16-20 Nov 6-10 Dec 18-22 |
| Microsoft Azure Infrastructure Courses | Duration | Q1 | Q2 | Q3 | Q4 |
| AZ 700T00 AC Designing and Implementing Microsoft Azure Networking | 3 days | $\begin{gathered} \text { Jan } 30-\mathrm{Feb} 1 \\ \text { Feb } 27-\mathrm{Mar} 1 \\ \text { Mar 29-31 } \end{gathered}$ | Apr 3-5 <br> May 3-5 June 14-16 | July 5-7 <br> Aug 29-31 <br> Sep 6-8 | Oct 25-27 <br> Nov 27-29 <br> Dec 27-29 |
| AZ 040T00 AC Automating Administration with PowerShell | 5 days | Jan 9-13 <br> Feb 6-10 <br> Mar 6-10 | Apr 10-14 <br> May 8-12 <br> June 5-9 | July 3-7 <br> Aug 7-11 <br> Sep 4-8 | Oct 2-6 <br> Nov 6-10 <br> Dec 4-7 |
| AZ 140T00 AC Configuring and Operating Microsoft Azure Virtual Desktop | 4 days | Jan 30-Feb 2 <br> Feb 27-Mar 2 <br> Mar 28-31 | Apr 11-14 <br> May 2-5 June 13-16 | July 18-21 <br> Aug 22-25 <br> Sep 19-22 | Oct 10-13 <br> Nov 7-10 <br> Dec 4-7 |

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| AZ 600T00 AC Configuring and Operating a Hybrid Cloud with Microsoft Azure Stack Hub | 4 days | Jan 16-19 <br> Feb 13-16 <br> Mar 20-23 | Apr 18-21 <br> May 22-25 <br> June 20-23 | July 25-28 <br> Aug 29-Sep 1 <br> Sep 26-29 | Oct 17-20 <br> Nov 14-17 <br> Dec 19-22 |
| :---: | :---: | :---: | :---: | :---: | :---: |
| DATA Analyst/AI Engineer/Data Scientist | Duration | Q1 | Q2 | Q3 | Q4 |
| DA 100 Analyzing Data with Power BI | 4 days | Jan 30-Feb 2 <br> Feb 27-Mar 2 <br> Mar 28-31 | Apr 11-14 <br> May 2-5 <br> June 13-16 | Apr 18-21 <br> May 22-25 <br> June 20-23 | Oct 10-13 <br> Nov 7-10 <br> Dec 4-7 |
| Al 102 Designing and Implementing an Azure AI Solution | 4 days | $\begin{aligned} & \text { Jan 16-19 } \\ & \text { Feb 13-16 } \\ & \text { Mar 20-23 } \end{aligned}$ | Apr 18-21 <br> May 22-25 <br> June 20-23 | July 25-28 <br> Aug 29-Sep 1 <br> Sep 26-29 | Oct 17-20 <br> Nov 14-17 <br> Dec 19-22 |
| DP 100 Designing and Implementing a Data Science Solution on Azure | 3 days | Jan 30-Feb 1 Feb 27-Mar 1 Mar 29-31 | Apr 3-5 <br> May 3-5 <br> June 14-16 | July 5-7 <br> Aug 29-31 <br> Sep 6-8 | $\begin{aligned} & \text { Oct 25-27 } \\ & \text { Nov 27-29 } \\ & \text { Dec 27-29 } \end{aligned}$ |
| COMPTIA+ | Duration | Q1 | Q2 | Q3 | Q4 |
| A+ | 5 days | Jan 16-20 <br> Feb 13-17 <br> Mar 13-17 | Apr 24-28 <br> May 8-12 <br> June 19-23 | July 3-7 <br> Aug 22-25 <br> Sep 4-8 | Oct 23-27 Nov 20-24 Dec 11-15 |
| Network+ | 5 days | Jan 30-Feb 3 <br> Feb 13-17 <br> Mar 20-24 | Apr 17-21 <br> May 22-26 <br> June 26-30 | July 10-14 <br> Aug 7-11 <br> Sep 11-15 | Oct 16-20 <br> Nov 6-10 <br> Dec 18-22 |
| Security + | 5 days | Jan 2-6 <br> Feb 6-10 <br> Mar 6-10 | Apr 10-14 <br> May 8-12 <br> June 19-23 | July 17-21 Aug 14-18 Sep 18-22 | Oct 2-6 <br> Nov 6-10 <br> Dec 11-15 |
| Cybersecurity Analyst + (CySA) | 5 days | Jan 16-20 Feb 13-17 Mar 13-17 | Apr 24-28 May 8-12 June 19-23 | July 24-28 <br> Aug 7-11 <br> Sep 25-29 | Oct 23-27 <br> Nov 20-24 <br> Dec 11-15 |
| PenTest+ | 5 days | $\begin{aligned} & \text { Jan } 23-27 \\ & \text { Feb 20-24 } \\ & \text { Mar 27-31 } \end{aligned}$ | Apr 10-14 May 29-Jun 2 June 26-30 | July 10-14 <br> Aug 7-11 <br> Sep 4-8 | Oct 2-6 <br> Nov 6-10 <br> Dec 18-22 |
| CompTIA Advanced Security Practitioner (CASP+) | 5 days | $\begin{aligned} & \text { Jan 23-27 } \\ & \text { Feb 20-24 } \\ & \text { Mar 27-31 } \end{aligned}$ | Apr 10-14 May 29-Jun 2 June 26-30 | July 10-14 <br> Aug 7-11 <br> Sep 4-8 | Oct 2-6 <br> Nov 6-10 <br> Dec 18-22 |

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## NON-CERTIFICATION COURSES

| PROJECT MANAGEMENT | Duration | Q1 | Q2 | Q3 | Q4 |
| :---: | :---: | :---: | :---: | :---: | :---: |
| Project Management Fundamentals | 2 days | Jan 4-5 <br> Feb 1-2 <br> Mar 1-2 | Apr 3-4 <br> May 2-3 <br> June 1-2 | July 3-4 <br> Aug 2-3 <br> Sep 4-5 | Oct 4-5 Nov 6-7 Dec 4-5 |
| Project Management with SDLC | 5 days | Jan 9-13 <br> Feb 6-10 <br> Mar 6-10 | Apr 10-14 May 8-12 June 5-9 | July 10-14 <br> Aug 7-11 <br> Sep 11-15 | Oct 9-13 Nov 13-17 Dec 11-15 |
| Project Management Fundamentals (PMBOK v7) | 4 days | Jan 3-6 <br> Jan. 31-Feb 3 <br> Mar 13-16 | Apr 11-14 <br> May 2-5 <br> June 5-8 | July 3-6 <br> Aug 1-4 <br> Sep 4-7 | Oct 3-6 <br> Nov 6-9 <br> Dec 4-7 |
| Project Risk Management | 2 days | Jan 16-17 <br> Feb 13-14 <br> Mar 13-14 | Apr 17-18 <br> May 15-16 <br> June 13-14 | July 17-18 <br> Aug 14-15 <br> Sep 18-19 | Oct 16-17 Nov 20-21 Dec 18-19 |
| Project Schedule Management | 2 days | Jan 18-19 <br> Feb 15-16 <br> Mar 15-16 | Apr 19-20 <br> May 17-18 <br> June 15-16 | July 19-20 <br> Aug 16-17 <br> Sep 20-21 | Oct 18-19 Nov 22-23 Dec 20-21 |
| Project Contract Management ${ }^{\text {chem }}$ | 2 days | $\begin{aligned} & \text { Jan 23-24 } \\ & \text { Feb 20-21 } \\ & \text { Mar 20-21 } \end{aligned}$ | Apr 24-25 <br> May 22-23 <br> June 19-20 | July 24-25 <br> Aug 22-23 <br> Sep 25-26 | Oct 23-24 <br> Nov 27-28 <br> Dec 26-27 |
| Project Scope Management | 2 days | $\begin{aligned} & \text { Jan 25-26 } \\ & \text { Feb 22-23 } \\ & \text { Mar 22-23 } \end{aligned}$ | Apr 26-27 <br> May 24-25 <br> June 21-22 | July 26-27 <br> Aug 24-25 <br> Sep 27-28 | Oct 25-26 <br> Nov 16-17 <br> Dec 28-29 |

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| Project Cost Management | 2 days | Jan 26-27 <br> Feb 27-28 <br> Mar 27-28 | $\begin{array}{r} \text { Apr 27-28 } \\ \text { May29-30 } \\ \text { June 26-27 } \end{array}$ | July 31-Aug 1 <br> Aug 29-30 <br> Sep 21-22 | $\begin{aligned} & \text { Oct } 30-31 \\ & \text { Nov } 23-24 \\ & \text { Dec } 5-6 \end{aligned}$ |
| :---: | :---: | :---: | :---: | :---: | :---: |
| Construction Project Management | 3 days | Jan 30-Feb 1 <br> Feb 28-Mar 1 <br> Mar 29-31 | Apr 3-5 <br> May 29-31 <br> June 28-30 | July 26-28 <br> Aug 29-31 <br> Sep 27-29 | Oct 25-27 Nov 27-29 Dec 11-13 |
| Fundamentals of Scrum | 2 days | Jan 30-31 <br> Feb 27-28 <br> Mar 30-31 | Apr 4-5 <br> May 2-3 <br> June 29-30 | July 31-Aug 1 <br> Aug 30-31 <br> Sep 28-29 | Oct 26-27 <br> Nov 27-28 <br> Dec 27-28 |
| AGILE Project Management | 4 days | Jan 24-27 <br> Feb 21-24 <br> Mar | Apr 3-5 <br> May 23-26 <br> June 20-23 | July 25-28 <br> Aug 22-25 <br> Sep 19-22 | Oct 17-20 <br> Nov 21-24 <br> Dec 26-29 |
| BUSINESS ANALYSIS \& ARCHITECTING | Duration | Q1 | Q2 | Q3 | Q4 |
| Business Analysis Fundamentals | 2 days | Jan 26-27 <br> Feb 27-28 <br> Mar 27-28 | Apr 27-28 <br> May29-30 <br> June 26-27 | July 31-Aug 1 <br> Aug 29-30 <br> Sep 21-22 | Oct 30-31 Nov 23-24 Dec 5-6 |
| Object Oriented Analysis and Design with UML (OOAD) in Agile New! | 5 days | Jan 30-Feb 3 Feb 28-Mar 3 Mar 27-31 | Apr 24-28 <br> May 29-June 2 June 26-30 | July 31-Aug 4 Sep 25-29 | Oct 23-27 <br> Nov 20-24 <br> Dec 18-22 |
| Structured Systems Analysis \& Design (SSAD) | 5 days | Jan 16-20 <br> Feb 13-17 <br> Mar 13-17 | Apr 24-28 <br> May 8-12 <br> June 19-23 | July 24-28 <br> Aug 7-11 <br> Sep 11-15 | Oct 23-27 Nov 20-24 Dec 11-15 |
| Business Analysis in Agile Environment | $2 \text { days }$ | Jan 18-19 <br> Feb 15-16 <br> Mar 15-16 | Apr 19-20 <br> May 17-18 <br> June 15-16 | July 19-20 <br> Aug 16-17 <br> Sep 20-21 | Oct 18-19 <br> Nov 22-23 <br> Dec 20-21 |
| Business Requirements with Use Case | 2 days | $\begin{aligned} & \text { Jan 23-24 } \\ & \text { Feb 20-21 } \\ & \text { Mar 20-21 } \end{aligned}$ | Apr 24-25 <br> May 22-23 <br> June 19-20 | July 24-25 <br> Aug 22-23 <br> Sep 25-26 | Oct 23-24 <br> Nov 27-28 <br> Dec 26-27 |
| Requirements Elicitation Management \& Techniques | 2 days | Jan 25-26 <br> Feb 22-23 <br> Mar 22-23 | Apr 26-27 <br> May 24-25 <br> June 21-22 | July 26-27 <br> Aug 24-25 <br> Sep 27-28 | Oct 25-26 <br> Nov 16-17 <br> Dec 28-29 |
| Requirements Analysis \& Documentation (OO Approach) | 2 days | Jan 4-5 <br> Feb 1-2 <br> Mar 1-2 | Apr 3-4 <br> May 2-3 <br> June 1-2 | July 3-4 <br> Aug 2-3 <br> Sep 4-5 | Oct 4-5 <br> Nov 6-7 <br> Dec 4-5 |
| Requirements Analysis \& Documentation (Structured Approach) | 2 days | $\begin{gathered} \text { Jan } 16-17 \\ \text { Feb } 13-14 \\ \text { Mar } 13-14 \\ \hline \end{gathered}$ | Apr 17-18 May 15-16 June 13-14 | July 17-18 <br> Aug 14-15 <br> Sep 18-19 | Oct 16-17 <br> Nov 20-21 <br> Dec 18-19 |

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| Developing Business Case | 2 days | $\begin{aligned} & \text { Jan } 30-31 \\ & \text { Feb } 27-28 \\ & \text { Mar 30-31 } \end{aligned}$ | Apr 13-14 <br> May 2-3 <br> June 29-30 | July 31-Aug 1 <br> Aug 30-31 <br> Sep 28-29 | Oct 26-27 <br> Nov 27-28 <br> Dec 27-28 |
| :---: | :---: | :---: | :---: | :---: | :---: |
| Information Systems \& Technology Fundamentals | 1 day | $\begin{gathered} \text { Jan } 4 \\ \text { Feb } 1 \\ \text { Mar } 1 \end{gathered}$ | Apr 3 <br> May 2 <br> June 1 | July 3 <br> Aug 2 <br> Sep 4 | Oct 4 Nov 6 Dec 4 |
| Developing Agile Requirements: User Stories Workshop | 1 day | Jan 5 <br> Feb 2 <br> Mar 2 | Apr 4 <br> May 3 June 2 | July 4 <br> Aug 3 <br> Sep 5 | Oct 5 <br> Nov 7 <br> Dec 5 |
| SOFTWARE TESTING \& QUALITY ASSURANCE | Duration | Q1 | Q2 | Q3 | Q4 |
| Requirements Based Testing Techniques | 3 days | Jan 4-6 <br> Feb 1-3 <br> Mar 1-3 | Apr 3-5 <br> May 2-4 <br> May 31-June 2 | July 3-5 <br> Aug 2-4 <br> Sep 4-6 | Oct 4-6 <br> Nov 6-8 <br> Dec 4-6 |
| Principles of Software Testing | 2 days | Jan 16-17 <br> Feb 13-14 <br> Mar 13-14 | Apr 17-18 <br> May 15-16 June 13-14 | July 17-18 <br> Aug 14-15 <br> Sep 18-19 | Oct 16-17 Nov 20-21 Dec 18-19 |
| Managing UAT (User Acceptance Testing) | 2 days | Jan 30-31 <br> Feb 27-28 <br> Mar 30-31 | Apr 13-14 <br> May 2-3 June 29-30 | July 31-Aug 1 <br> Aug 30-31 <br> Sep 28-29 | Oct 26-27 Nov 27-28 Dec 27-28 |
| BUSINESS INTELLIGENCE \& ANALYTICS | Duration | Q1 | Q2 | Q3 | Q4 |
| Business Analytics- Visualization, Predictive \& Forecasting | 6 days | Jan 16-20 \& 23 <br> Feb 13-17 \& 20 <br> Mar 13-17 \& 20 | Apr 17-21 \& 24 May 8-12 \& 15 June 19-23 \& 26 | July 24-28 \& 31 <br> Aug 7-11 \& 14 <br> Sep 11-15 \& 18 | Oct 23-27 \& 30 Nov 20-24 \& 27 Dec 11-15 \& 18 |
| Descriptive and Predictive Analytics | 2 days | Jan 10-11 <br> Feb 7-8 <br> Mar 7-8 | Apr 11-12 <br> May 9-10 June 8-9 | July 11-12 <br> Aug 8-9 <br> Sep 5-6 | Oct 16-17 <br> Nov 20-21 <br> Dec 18-19 |
| Business Analytics Foundation | 2 days | $\begin{gathered} \text { Jan } 17-18 \\ \text { Feb } 14-15 \\ \text { Mar 14-15 } \end{gathered}$ | Apr 18-19 <br> May 16-17 <br> June 13-14 | July 13-14 <br> Aug 10-11 <br> Sep 7-8 | Oct 18-19 <br> Nov 16-17 <br> Dec 14-15 |
| Business Analytics: Predictive Analytics | 2 days | $\begin{aligned} & \text { Jan 24-25 } \\ & \text { Feb 21-22 } \\ & \text { Mar 21-22 } \end{aligned}$ | Apr 25-26 May 23-24 June 20-21 | July 18-19 <br> Aug 15-16 <br> Sep 12-13 | Oct 12-13 <br> Nov 13-14 <br> Dec 18-19 |
| Power BI | 2 day | Jan 12-13 <br> Feb 9-10 <br> Mar 9-10 | Apr 27-28 <br> May 25-26 <br> June 22-23 | July 19-20 <br> Aug 22-23 <br> Sep 21-22 | Oct 23-24 <br> Nov 27-28 <br> Dec 27-28 |

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| USER EXPERIENCE \& DESIGN | Duration | Q1 | Q2 | Q3 | Q4 |
| :---: | :---: | :---: | :---: | :---: | :---: |
| Design Sprint | 4 days | $\begin{gathered} \text { Jan 3-6 } \\ \text { Jan 31- Feb } 3 \\ \text { Feb 28- Mar } 3 \end{gathered}$ | Apr 10-13 May 2-5 May 30-June 2 | July 3-6 <br> Aug 1-4 <br> Sep 4-7 | Oct 3-6 Nov 6-9 Dec 4-7 |
| Design Thinking Workshop | 2 days | Jan 17-18 <br> Feb 14-15 <br> Mar 14-15 | Apr 18-19 <br> May 16-17 <br> June 13-14 | July 13-14 <br> Aug 10-11 <br> Sep 7-8 | Oct 18-19 <br> Nov 16-17 <br> Dec 14-15 |
| UX Design Workshop | 1 day | Jan 5 <br> Feb 2 <br> Mar | Apr 4 <br> May 3 <br> June 2 | July 4 <br> Aug 3 <br> Sep 5 | Oct 5 <br> Nov 7 <br> Dec 5 |
| INFORMATION TECHNOLOGY | Duration | Q1 | Q2 | Q3 | Q4 |
| BOOTCAMP |  |  |  |  |  |
| Java Core Programming with Javascript (Course Outline Available Upon Request) | 7 Days | - TBD | TBD | TBD | TBD |
| MICROSOFT .NET (Course Outline Available Upon Request) | 21 Days | TBD | - TBD | 888 TBD | TBD |
| java core and EE programming with Mongo DB and SQL (Course Outline Available Upon Request) | 30 Days | 88. TBD | TBD | TBD | TBD |
| Mobile Application \& Development |  |  |  |  |  |
| Android Mobile Application Development in JAVA New! | 5 days | Jan 9-13 <br> Feb 6-10 <br> Mar 6-10 | Apr 10-14 May 22-26 June 19-23 | July 3-7 <br> Aug 7-11 <br> Sep 18-22 | Oct 2-6 <br> Nov 6-10 <br> Dec 4-7 |
| Android Mobile Application Development in Kotlin New! | 5 days | $\begin{gathered} \text { Jan } 30-F e b 3 \\ \text { Feb 13-17 } \\ \text { Mar 20-24 } \end{gathered}$ | Apr 17-21 <br> May 22-26 <br> June 26-30 | July 31-Aug 4 Sep 11-15 | Oct 16-20 <br> Nov 13-17 <br> Dec 18-22 |
| Kotlin Essentials | 3 days | $\begin{aligned} & \text { Jan 4-6 } \\ & \text { Feb 1-3 } \\ & \text { Mar 1-3 } \end{aligned}$ | Apr 3-5 May 2-4 May 31-June 2 | July 3-5 <br> Aug 2-4 <br> Sep 4-6 | Oct 4-6 <br> Nov 6-8 <br> Dec 4-6 |
| Ionic Angular | 5 days | $\begin{gathered} \text { Jan 23-27 } \\ \text { Feb 20-24 } \\ \text { Mar 20-24 } \end{gathered}$ | Apr 24-28 <br> May 15-19 <br> June 5-9 | July 10-14 <br> Aug 14-18 <br> Sep 25-29 | Oct 9-13 <br> Nov 13-17 <br> Dec 11-15 |
| Ionic ReactJS | 5 days | $\begin{gathered} \text { Jan 2-6 } \\ \text { Feb 13-17 } \\ \text { Mar 13-17 } \end{gathered}$ | Apr 17-21 <br> May 8-12 <br> June 19-23 | July 3-7 <br> Aug 7-11 <br> Sep 18-22 | Oct 2-6 <br> Nov 20-24 <br> Dec 18-22 |

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| Web Application \& Programming | Duration | Q1 | Q2 | Q3 | Q4 |
| :---: | :---: | :---: | :---: | :---: | :---: |
| JAVA Core Programming | 5 days | $\begin{aligned} & \text { Jan 9-13 } \\ & \text { Feb 6-10 } \\ & \text { Mar 6-10 } \end{aligned}$ | Apr 10-14 <br> May 22-26 <br> June 19-23 | July 3-7 <br> Aug 7-11 <br> Sep 18-22 | Oct 9-13 <br> Nov 20-24 <br> Dec 11-15 |
| JAVA Enterprise Edition (EE) | 5 days | Jan 23-27 <br> Feb 20-24 <br> Mar 27-31 | Apr 24-28 May 29-June 2 June 26-30 | July 24-28 <br> Aug 7-11 <br> Sep 11-15 | $\begin{aligned} & \text { Oct 16-20 } \\ & \text { Nov 13-17 } \\ & \text { Dec 18-22 } \end{aligned}$ |
| JavaScript Fundamentals | 2 days | Jan 17-18 <br> Feb 14-15 <br> Mar 14-15 | Apr 18-19 <br> May 16-17 <br> June 13-14 | July 13-14 <br> Aug 10-11 <br> Sep 7-8 | Oct 18-19 <br> Nov 16-17 <br> Dec 14-15 |
| Modern Application Development (HTML5 CSS, JS) | 3 days | Jan 30-Feb 1 Feb 28-Mar 1 Mar 29-31 | Apr 3-5 <br> May 29-31 <br> June 28-30 | July 26-28 <br> Aug 29-31 <br> Sep 27-29 | Oct 16-18 Nov 27-29 Dec 11-13 |
| Node JS (JavaScript) | 3 days | Jan 4-6 <br> Feb 1-3 <br> Mar 1-3 | Apr 3-5 <br> May 3-5 June 14-16 | July 5-7 <br> Aug 29-31 <br> Sep 6-8 | Oct 25-27 <br> Nov 27-29 <br> Dec 27-29 |
| Angular + Node JS | 5 days | Jan 30-Feb 3 Feb 13-17 Mar 20-24 | Apr 17-21 <br> May 22-26 <br> June 26-30 | July 31-Aug 4 Sep 11-15 | Oct 16-20 Nov 13-17 Dec 18-22 |
| React JS + Node JS | 5 days | Jan 23-27 <br> Feb 20-24 <br> Mar 27-31 | July 4-8 Sept 26-30 | July 3-7 <br> Aug 7-11 <br> Sep 18-22 | Oct 2-6 <br> Nov 20-24 <br> Dec 18-22 |
| ASP.Net MVC | 5 days | Jan 16-20 <br> Feb 13-17 <br> Mar 13-17 | Apr 24-28 <br> May 8-12 <br> June 19-23 | July 3-7 <br> Aug 22-25 <br> Sep 4-8 | Oct 23-27 <br> Nov 20-24 <br> Dec 11-15 |
| SQL | 2 days | Jan 18-19 <br> Feb 15-16 <br> Mar 15-16 | Apr 19-20 May 17-18 June 15-16 | July 19-20 Aug 16-17 <br> Sep 20-21 | Oct 18-19 Nov 22-23 <br> Dec 20-21 |
| Oracle PL/SQL | 3 days | Jan 10-12 <br> Feb 14-16 <br> Mar 29-31 | Apr 3-5 <br> May 16-18 <br> June 13-15 | July 4-6 <br> Aug 11-13 <br> Sep 12-14 | Oct 10-12 Nov 7-9 Dec 5-7 |
| PHP Programming | 5 days | Jan 16-20 <br> Feb 13-17 <br> Mar 13-17 | Apr 24-28 <br> May 8-12 <br> June 19-23 | July 3-7 <br> Aug 22-25 <br> Sep 4-8 | Oct 23-27 <br> Nov 20-24 <br> Dec 11-15 |
| COBOL | 10 days | Jan 23-Feb. 3 | Apr 17-21 \& 24-28 | July 3-7 \& 10-14 | $\begin{gathered} \text { Oct 16-20 \& } \\ 23-27 \end{gathered}$ |

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| Databases | Duration | Q1 | Q2 | Q3 | Q4 |
| :---: | :---: | :---: | :---: | :---: | :---: |
| MS SQL | 5 days | $\begin{gathered} \text { Jan 30-Feb } 3 \\ \text { Mar 27-31 } \end{gathered}$ | Apr 24-28 <br> May 15-19 <br> June 5-9 | July 17-21 <br> Aug 14-18 <br> Sep 18-22 | Oct 16-20 <br> Nov 20-24 <br> Dec 18-22 |
| OFFICE PRODUCTIVITY | Duration | Q1 | Q2 | Q3 | Q4 |
| MS Excel Intermediate | 1 day | $\text { Jan } 9$ <br> Feb 10 <br> Mar 2 | Apr 3 <br> May 2 <br> June 14 | July 5 <br> Aug 2 <br> Sep 6 | Oct 4 <br> Nov 8 <br> Dec 4 |
| MS Excel Advance | 1 day | Jan 10 <br> Feb 1 <br> Mar 1 | Apr 4 <br> May 3 <br> June 15 | July 6 <br> Aug 3 <br> Sep 7 | Oct 5 Nov 9 Dec 5 |
| MS Excel Advanced with Macros (VBA) | 2 days | Jan 10-11 <br> Feb 1-2 <br> Mar 1-2 | Apr 4-5 <br> May 3-4 June 15-16 | July 6-7 <br> Aug 3-4 <br> Sep 7-8 | Oct 5-6 <br> Nov 9-10 <br> Dec 5-6 |
| MS Excel Formulas and Functions Overload | $2 \text { days }$ | Jan 12-13 <br> Feb 13-14 <br> Mar 21-22 | Apr 10-11 <br> May 8-9 June 19-20 | July 17-18 <br> Aug 22-23 <br> Sep 18-19 | Oct 16-17 <br> Nov 20-21 <br> Dec 4-5 |
| MS Excel VBA Comprehensive | 2 days | Jan 16-17 <br> Feb 15-16 <br> Mar 23-24 | Apr 12-13 <br> May 10-12 <br> June 21-22 | July 19-20 <br> Aug 23-24 <br> Sep 20-21 | Oct 18-19 Nov 22-23 Dec 6-7 |
| MS Excel PowerPivot | 2 days | Jan 18-19 <br> Feb 13-14 <br> Mar 13-14 | Apr 17-18 <br> May 15-16 <br> June 5-6 | July 10-11 <br> Aug 8-9 <br> Sep 11-12 | Oct 2-3 <br> Nov 6-7 <br> Dec 11-12 |
| MS PowerPoint Basic and Advance | 2 days | Jan 23-24 <br> Feb 15-16 <br> Mar 15-16 | Apr 19-20 <br> May 17-18 <br> June 7-8 | July 12-13 <br> Aug 10-11 <br> Sep 13-14 | Oct 4-5 Nov 8-9 Dec 13-14 |
| MS Project | 2 days | $\begin{aligned} & \text { Jan 25-26 } \\ & \text { Feb 20-21 } \\ & \text { Mar 20-21 } \end{aligned}$ | Apr 24-25 <br> May 22-23 <br> June 13-14 | July 17-18 <br> Aug 14-15 <br> Sep 18-19 | Oct 9-10 <br> Nov 13-14 <br> Dec 18-19 |
| MS Access | 2 days | $\begin{aligned} & \text { Jan 30-31 } \\ & \text { Feb 22-23 } \\ & \text { Mar 22-23 } \end{aligned}$ | Apr 26-27 <br> May 24-25 <br> June 15-16 | July 19-20 <br> Aug 16-17 <br> Sep 20-21 | Oct 11-12 <br> Nov 15-16 <br> Dec 20-21 |
| Creating Dashboards with Microsoft Excel | 2 days | $\begin{aligned} & \text { Jan 9-10 } \\ & \text { Feb 27-28 } \\ & \text { Mar 23-24 } \end{aligned}$ | Apr 11-12 <br> May 29-30 <br> June 22-23 | July 24-25 <br> Aug 22-23 <br> Sep 25-26 | Oct 16-17 <br> Nov 20-21 <br> Dec 27-28 |

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| PROFESSIONAL DEVELOPMENT | Duration | Q1 | Q2 | Q3 | Q4 |
| :---: | :---: | :---: | :---: | :---: | :---: |
| Communications |  |  |  |  |  |
| Effective Business Communication | 2 days | Jan 3-4 <br> Feb 1-2 <br> Mar 1-2 | Apr 3-4 <br> May 2-3 <br> June 1-2 | July 3-4 <br> Aug 1-2 <br> Sep 4-5 | Oct 2-3 Nov 6-7 Dec 4-5 |
| Effective Technical Writing | 2 days | Jan 4-5 <br> Feb 6-7 <br> Mar 6-7 | Apr 10-11 May 4-5 June 5-6 | July 5-6 <br> Aug 3-4 Sep 6-7 | Oct 4-5 <br> Nov 8-9 <br> Dec 6-7 |
| Effective Virtual Meeting and Presentations New! | 2 days | Jan 9-10 <br> Feb 8-9 <br> Mar 8-9 | Apr 13-14 May 8-9 June 7-8 | July 10-11 <br> Aug 7-8 <br> Sep 11-12 | Oct 9-10 <br> Nov 13-14 <br> Dec 11-12 |
| Making Virtual Learning Workshop New! | 2 days | $\begin{aligned} & \text { Jan } 11-12 \\ & \text { Feb 13-14 } \\ & \text { Mar } 13-14 \end{aligned}$ | Apr 17-18 <br> May 10-11 <br> June 13-14 | July 12-13 <br> Aug 9-10 <br> Sep 13-14 | Oct 11-12 <br> Nov 15-16 <br> Dec 13-14 |
| Effective Presentation Skills | 2 days | Jan 16-17 <br> Feb 15-16 <br> Mar 15-16 | Apr 19-20 May 15-16 June 15-16 | July 17-18 <br> Aug 14-15 <br> Sep 18-19 | Oct 16-17 Nov 20-21 Dec 18-19 |
| Emotional Intelligence | 2 days | Jan 18-19 <br> Feb 20-21 <br> Mar 20-21 | Apr 24-25 <br> May 17-18 June 22-23 | July 19-20 Aug 16-17 Sep 20-21 | $\begin{aligned} & \text { Oct 18-19 } \\ & \text { Nov 22-23 } \\ & \text { Dec 20-21 } \end{aligned}$ |
| Customer Service | Duration | Q1 | Q2 | Q3 | Q4 |
| Customer Service at Work | 3 days | Jan 23-25 <br> Feb 22-24 <br> Mar 22-24 | Apr 26-28 <br> May 22-24 <br> June 19-21 | July 10-12 Aug 22-24 Sep 25-27 | Oct 23-25 Nov $27-29$ Dec $26-28$ |
| Exceptional Customer Service | 2 days | Jan 26-27 <br> Feb 27-28 <br> Mar 27-28 | Apr 24-25 <br> May 25-26 <br> June 22-23 | July 13-14 <br> Aug 29-30 <br> Sep 28-29 | Oct 26-27 <br> Nov 20-21 <br> Dec 27-28 |
| Telephone and Email Etiquette | 1 day | Jan 26 <br> Feb 24 <br> Mar 29 | Apr 4 May 4 June 7 | July 31 <br> Aug 31 <br> Sep 27 | Oct 30 <br> Nov 27 <br> Dec 28 |
| Leadership | Duration | Q1 | Q2 | Q3 | Q4 |
| Coaching Clinic for Leaders and Managers | 2 days | Jan 3-4 Feb 1-2 <br> Mar 1-2 | Apr 3-4 May 2-3 June 1-2 | July 3-4 Aug 1-2 <br> Sep 4-5 | Oct 2-3 Nov 6-7 Dec 4-5 |
| Problem Solving and Decision Making | 2 days | Jan 4-5 <br> Feb 6-7 <br> Mar 6-7 | Apr 10-11 <br> May 4-5 <br> June 5-6 | July 5-6 Aug 3-4 Sep 6-7 | Oct 4-5 Nov 8-9 Dec 6-7 |

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| Working with Teams | 1 day | $\begin{aligned} & \text { Jan } 13 \\ & \text { Feb } 10 \\ & \text { Mar } 10 \end{aligned}$ | Apr 4 May 4 June 7 | July 7 <br> Aug 9 <br> Sep 6 | Oct 11 <br> Nov 15 <br> Dec 13 |
| :---: | :---: | :---: | :---: | :---: | :---: |
| Leading Effective Meetings | 2 days | $\begin{gathered} \text { Jan 9-10 } \\ \text { Feb 8-9 } \\ \text { Mar 8-9 } \end{gathered}$ | Apr 13-14 <br> May 8-9 <br> June 7-8 | $\begin{gathered} \text { July } 10-11 \\ \text { Aug 7-8 } \\ \text { Sep 11-12 } \\ \hline \end{gathered}$ | Oct 9-10 <br> Nov 13-14 <br> Dec 11-12 |
| Negotiation Skills | 2 days | $\begin{aligned} & \text { Jan } 18-19 \\ & \text { Feb 20-21 } \\ & \text { Mar 20-21 } \end{aligned}$ | Apr 24-25 <br> May 17-18 <br> June 22-23 | July 19-20 <br> Aug 16-17 <br> Sep 20-21 | Oct 18-19 <br> Nov 22-23 <br> Dec 20-21 |
| Leading Leaders | 2 days | Jan 26-27 <br> Feb 27-28 <br> Mar 27-28 | Apr 24-25 <br> May 25-26 <br> June 22-23 | July 13-14 <br> Aug 29-30 <br> Sep 28-29 | Oct 26-27 <br> Nov 20-21 <br> Dec 27-28 |
| Strategic Thinking, Planning and Implementing | 2 days | $\begin{aligned} & \text { Jan 16-17 } \\ & \text { Feb 15-16 } \\ & \text { Mar 15-16 } \end{aligned}$ | Apr 19-20 <br> May 15-16 <br> June 15-16 | July 17-18 <br> Aug 14-15 <br> Sep 18-19 | Oct 16-17 <br> Nov 20-21 <br> Dec 18-19 |
| Situational Leadership | 2 days | Jan 30-31 <br> Feb 22-23 <br> Mar 22-23 | Apr 26-27 <br> May 24-25 <br> June 15-16 | July 19-20 <br> Aug 16-17 <br> Sep 20-21 | Oct 11-12 <br> Nov 15-16 <br> Dec 20-21 |
| Managing Change in Organization | 2 days | $\begin{aligned} & \text { Jan 25-26 } \\ & \text { Feb 20-21 } \\ & \text { Mar 20-21 } \end{aligned}$ | Apr 24-25 <br> May 22-23 <br> June 13-14 | July 17-18 <br> Aug 14-15 <br> Sep 18-19 | Oct 9-10 <br> Nov 13-14 <br> Dec 18-19 |
| Crucial Conversation | 2 days | Jan 23-24 <br> Feb 15-16 <br> Mar 15-16 | Apr 19-20 <br> May 17-18 <br> June 7-8 | July 12-13 <br> Aug 10-11 <br> Sep 13-14 | Oct 4-5 <br> Nov 8-9 <br> Dec 13-14 |
| Basic Trainer Skills | 2 days | Jan 18-19 <br> Feb 13-14 <br> Mar 13-14 | Apr 17-18 <br> May 15-16 <br> June 5-6 | July 10-11 <br> Aug 8-9 <br> Sep 11-12 | Oct 2-3 <br> Nov 6-7 <br> Dec 11-12 |
| Frontline Coaching | 2 days | Jan 12-13 <br> Feb 13-14 <br> Mar 21-22 | Apr 10-11 May 8-9 June 19-20 | July 17-18 <br> Aug 22-23 <br> Sep 18-19 | Oct 16-17 <br> Nov 20-21 <br> Dec 4-5 |
| Operations | Duration | Q1 | Q2 | Q3 | Q4 |
| Key Accounts Management $\quad 88888888$ | 2 days | $\begin{gathered} \text { Jan 19-20 } \\ \text { Feb 16-17 } \\ \text { Mar 16-17 } \end{gathered}$ | Apr 4-5 <br> May 4-5 <br> June 1-2 | July 25-26 <br> Aug 24-25 <br> Sep 21-22 | Oct 5-6 <br> Nov 9-10 <br> Dec 6-7 |
| Operations Management Basics | 2 days | $\begin{gathered} \text { Jan 9-10 } \\ \text { Feb 13-14 } \\ \text { Mar 20-21 } \end{gathered}$ | Apr 10-11 <br> May 8-9 June 19-20 | July 3-4 <br> Aug 7-8 <br> Sep 11-12 | Oct 2-3 <br> Nov 13-14 <br> Dec 11-12 |
| Workforce Management | 2 days | $\begin{aligned} & \text { Jan 5-6 } \\ & \text { Feb 6-7 } \\ & \text { Mar 6-7 } \end{aligned}$ | Apr 10-11 <br> May 4-5 <br> June 1-2 | July 3-4 <br> Aug 1-2 <br> Sep 4-5 | Oct 2-3 <br> Nov 8-9 <br> Dec 4-5 |

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| Vendor Management | 2 days | $\begin{aligned} & \text { Jan 18-19 } \\ & \text { Feb 13-14 } \end{aligned}$ Mar 13-14 | Apr 17-18 <br> May 15-16 <br> June 5-6 | July 10-11 <br> Aug 8-9 <br> Sep 11-12 | Oct 2-3 <br> Nov 6-7 <br> Dec 11-12 |
| :---: | :---: | :---: | :---: | :---: | :---: |
| Completed Staff Work: Delivering Results Effectively | 2 days | $\begin{aligned} & \text { Jan 11-12 } \\ & \text { Feb 13-14 } \\ & \text { Mar 13-14 } \end{aligned}$ | Apr 17-18 <br> May 10-11 <br> June 13-14 | $\begin{gathered} \text { July } 12-13 \\ \text { Aug } 9-10 \\ \text { Sep } 13-14 \end{gathered}$ | Oct 11-12 <br> Nov 15-16 <br> Dec 13-14 |

## REMINDER

Prices are subject to change without prior notice.
$\checkmark$ For other course inquiries not reflected in the above Training Schedule, please feel free to share the specific description, target date, profile/tenure and total number of participants. Kindly include the training expectations, so we can assess and help you deliver your training requirements.
For Personal or self-sponsored enrollment
o Submit the signed reservation form and wait for the email acknowledgement if the class is confirmed. The request for payment will be made once the class is confirmed to run. Kindly settle the total fee and send us the proof of payment three days before the schedule.

- Submit the signed reservation form and/or Purchase Order along with the BIR 2303 form and wait for the email acknowledgement if the class is confirmed. We can run an exclusive class with at least 8 pax in one session for non-certification courses, while minimum of 10 pax for training with corresponding exam.
Bundled ITIL Exam Voucher for ITIL Global Certification Courses
Make sure to check the voucher details as it is valid for one year. Kindly access and schedule your examination ahead of time to avoid its expiration. We can't extend its expiration date, otherwise an additional charge will apply if you wish to take the examination.Rescheduling or Cancellation (Please review the policy stated in the Course Reservation Form or Training Proposal.)


PHOENIX ONE KNOWLEDGE SOLUTIONS, INC.

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[^0]:    Phoenix One Knowledge Solutions, Inc.

