PUBLIC RELATIONS AND COMMUNICATION

COURSE CODE	COURSE TITLE	YEAR 2025	YEAR 2026	DURATION
CPS120	Government Relations and Public Affair	22nd-24th Jan	12th-14th Jan	3 Days
CPS121	Effective Business Communication Skills	10th - 12th Feb	19th -21st Jan	3 Days
CPS123	Human Relations & Communications Skills	18th - 20th Feb	9th -11th Feb	3 Days
CPS124	Service Quality & Customer Satisfaction: Tools Techniques	25th - 27th Feb	16th-18th Feb	3 Days
CPS125	Retail Customer Experience Best Practices	3rd - 5th Mar	23rd-25th Feb	3 Days
CPS126	Customer Relationship Management	10th-12th Mar	2nd - 4th Mar	3 Days
CPS127	Customer Service for the Public Sector	17th -19th Mar	9th-11th Mar	3 Days
CPS129	Sustainability, Energy and Change	25th -27th Mar	23rd-25th Mar	3 Days
CPS130	Managing Public-Private Partnerships & Alliance	2nd - 4th Apr	6th - 8th Apr	3 Days
CPS131	Presentation Skills Masterclass	8th - 10th Apr	13th-15th Apr	3 Days
CPS121	Effective Business Communication Skills	14th -16th Apr	4th - 6th May	3 Days
CPS133	Effective Negotiation, Persuasion & Critical thinking	24th-26th Apr	18th-20th May	3 Days
CPS135	Customer Experience Management Strategies	1st - 3rd May	1st - 3rd Jun	3 Days
CPS128	Strategic Communication Management	8th - 10th May	8th - 10th Jun	3 Days

PUBLIC RELATIONS AND COMMUNICATION CONT.D

COURSE CODE	COURSE TITLE	YEAR 2025	YEAR 2026	DURATION
CPS127	Customer Service for the Public Sector	8th - 10th May	15th-17th Jun	3 Days
CPS136	Strategic Internal Business Partner	12th -14th May	18th-20th Jun	3 Days
CPS123	Human Relations & Communications Skills	11th -13th Jun	1st - 3rd Jul	3 Days
CPS124	Service Quality & Customer Satisfaction: ToolsTechniques	2nd - 4th Jul	13th - 15th Jul	3 Days
CPS125	Retail Customer Experience Best Practices	9th - 11th Jul	3th - 5th Aug	3 Days
CPS126	Customer Relationship Management (CRM) Practices	14th - 16th Jul	10th-12th Aug	3 Days
CPS127	Customer Service for the Public Sector	4th - 6th Aug	17th-19th Aug	3 Days
CPS128	Strategic Communication Management	11th-15th Aug	7th-11th Sep	5 Days
CPS129	Sustainability, Energy and Change	4th - 6th Sep	14th-16th Sep	3 Days
CPS130	Managing Public-Private Partnerships & Alliance	9th - 11th Sep	5th - 7th Oct	3 Days
CPS131	Strategies for Effective Board Membership	6th - 9th Oct	12th-15th Oct	4 Days
CPS121	Effective Business Communication Skills	6th - 8th Nov	9th -11th Nov	3 Days
CPS133	Effective Negotiation, Persuasion and Critical thinking	1st - 3rd Dec	1st - 3rd Dec	3 Days
CPS134	Customer Experience Professional Workshop	9th - 11th Dec	7th - 9th Dec	3 Days