List of Elective Training

No.	Training Program Name	Type	Category
1	Training on the isolation flow for the handling of personal information	Optional	Legal Affairs
2	Harassment Training for Managers		
3	Risk management	Career Development	
4	Understanding Training on Compliance Guidebook		
5	Information Security Measures Standard Training (Ⅰ/Ⅱ)		
6	Fundamental Training on the Contract Signing and Sealing Process		
7	Contract literacy training		
8	Sien＊Training	Thematic	Information Technology
9	Training to understand important matters in information systems		
10	Information system division support structure training		
11	Information System Division Application Remand Case Study		
12	Training on the Case Studies of Latest Contact Center Setup		
13	BrightPattern* Training		
14	Sony Computer Science Laboratories training		
15	Generative AI training		
16	IT literacy training (security)	Optional	
17	Internal Systems Training	Career Development	
18	Infrastructure Training		
19	System development technology (basic/advanced)		
20	System development management (basic/advanced)		
21	UI and UX design training		
22	Agile development training		
23	Finance Training	Career Development	Finance / Accounting
24	Office Facility Management Training	Career Development	General Affairs
25	School to learn about employing people with disabilities	Thematic	Personnel Affairs
26	SOGI Harassment Training		
27	Mental health training		
28	Career training for contract employees		
29	Training to enhance career support capabilities		
30	Working Mom's Session		
31	People with Disability Training _ Basic	Optional	
32	Motivation & Leadership Training		
33	Let's Understand LGBT		
34	Working Women and Health Issues _ Basic/Advanced		
35	Health and productivity management for managers and BELLSYSTEM24 initiatives		
36	Labor Management Training (Ⅰ/Ⅱ)	Career Development	
37	Assertive Communication Training		
38	Motivation & Leadership Training		
39	Recruitment (Directly Contracted/Temporary Employees) Training		
40	Safety and Health Training		
41	Fundamental Training on Interview Skills		
42	Career planning and development training	Career Development	Personnel Affairs
43	Life Planning Seminar		
44	Invoice Issuing Training for Beginners	Thematic	Business
45	Job placement worker training		
46	Escalation Training	Optional	
47	Real-Time Management Training		

List of Elective Training

No.	Training Program Name	Type	Category
48	Workforce Management _ Scheduling	Optional	Business
49	Workforce Management _ Resource Planning		
50	Training on Complaint Handling for Team Leaders		
51	Excel Training for Team Leaders - Learning Edition		
52	E-Mail Communicator Training		
53	BCA* Evaluator Training (Bell Communication Analysis)		
54	Instruction Training		
55	Power Point Training _ How to Use Color Effectively		
56	Document Literacy Training		
57	Schola (Skill Acquiring School)		
58	Training to understand our services	Career Development	
59	How to Proceed Work Training		
60	Operation Profit Management Training（Ⅰ/Ⅱ/Ⅲ）		
61	Business Manner Training		
62	Training for Strengthening Relationship Building Skills		
63	Hospitality Mindset Training		
64	Facilitation training		
65	PDCA Training		
66	PL management training		
67	Training for Strengthening Hearing Skills		
68	Data Literacy Training （Ⅰ/Ⅱ/Ⅲ）		
69	Digital transformation literacy training		
70	Planning formulation process training		
71	Training for Strengthening Proposal Skills		
72	Training on Building Client Relationships		
73	Sales Negotiation Training（Ⅰ/Ⅱ）		
74	Understanding of Client-Requiring Indicator Training		
75	Training on Business Process Reengineering Methodology（Ⅰ/Ⅱ）		
76	Training planning and development training		
77	Task management training		
78	Project management training	Career Development	Business
79	Performance management training		
80	Logical thinking training		
81	Critical thinking training		
82	Hypothesis thinking training		
83	Strategic thinking training		
84	Design thinking training		
85	Problem-solving thinking training		
86	Quality Management System training (beginner, intermediate and advanced)		
87	Basic sales management process training		
88	Cost price estimation process training		
89	Sales price determination process training		
90	Billing process training		
91	Startup process training		
92	Introductory account owner training		
93	Marketing and Sales Promotion Training		
94	Sales process training		

No.	Training Program Name	Type	Category
95	Basic dispatch training	Career Development	Business
96	Introductory dispatch coordinator training		
97	Dispatch rules (I / II)		
98	Worker dispatch contract checkpoint training		
99	Basic job placement knowledge training		
100	Strategy Framework Training		

*Sien : Our In-House Developed Operating Support System

*BrightPattern : Cloud Contact-Center System by Communication Business Avenue, Inc.

*BCA : Bell Communication Analysis (Our Original Service Quality Analysis)