List of Elective Training

No.	Training Program Name	Type	Category
1	Legal Affairs Training	Thematic	Legal Affairs
2	Harassment Training for Managers	Optional	
3	Understanding Training on Compliance Guidebook	Career Development	
4	Information Security Measures Standard Training (I / II)		
5	Fundamental Training on the Contract Signing and Sealing Process		
6	Voice System Training	Thematic	Information Technology
7	Facility Training		
8	Network Training		
9	Role-playing Training for Telephone Line Arrangement		
10	Sien ∗ Training		
11	Security Seminar		
12	Advanced Technology Research Group Training		
13	Information System Division Application Remand Case Study		
14	Training on the Case Studies of Latest Contact Center Setup		
15	BrightPattern* Training		
16	Innovation & Communication Science Lab. Training		
17	AWS Company Cloud Service Training		
18	BellCloud*, BellCloud+, Bright Pattern Training		
19	IT Literacy Training _ Facility/Network	Optional	
20	Internal Systems Training	Career Development	
21	Infrastructure Training		
22	Accounting Training for Beginners	Thematic	Finance / Accounting
23	Finance Training	Optional	
24	Office Facility Management Training	Career Development	General Affairs
25	SOGI Harassment Training	Thematic	Personnel Affairs
26	People with Disability Training _ Basic	Optional	
27	Support for Balancing Work and Nursing Care _ For Employees/Managers		
28	Let's Understand LGBT		
29	Working Women and Health Issues _ Basic/Advanced		
30	Labor Management Training (I / II)	Career Development	
31	Assertive Communication Training		
32	Motivation & Leadership Training		
33	Recruitment (Directly Contracted/Temporary Employees) Training		
34	Safety and Health Training		
35	Fundamental Training on Interview Skills		
36	Life Planning Seminar		
37	Invoice Issuing Training for Beginners	Thematic	Business
38	Training on Direct Delivery of Employment Notification Letters		
39	Escalation Training	Optional	
40	Real-Time Management Training		
41	Workforce Management _ Scheduling		
42	Workforce Management _ Resource Planning	Optional	Business
43	Training on Complaint Handling for Team Leaders		
44	Excel Training for Team Leaders - Learning Edition		
45	E-Mail Communicator Training		
46	BCA* Evaluator Training (Bell Communication Analysis)		
47	Instruction Training		
48	Power Point Training _ How to Use Color Effectively		
49	Document Literacy Training		

List of Elective Training

No.	Training Program Name	Type	Category
50	Schola (Skill Acquiring School)	Career Development	Business
51	How to Proceed Work Training		
52	Operation Profit Management Training (I / II / III)		
53	Business Manner Training		
54	Training for Strengthening Relationship Building Skills		
55	Hospitality Mindset Training		
56	PDCA Training		
57	Training for Strengthening Hearing Skills		
58	Data Literacy Training (I / II)		
59	Training for Strengthening Proposal Skills		
60	Training on Building Client Relationships		
61	Sales Negotiation Training (I / II)		
62	Understanding of Client-Requiring Indicator Training		
63	Training on Business Process Reengineering Methodology (I / II)		
64	Marketing and Sales Promotion Training		
65	Strategy Framework Training		

*Sien : Our In-House Developed Operating Support System

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

*BellCloud : Our In-House Cloud-Based Contact-Center System

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