



**International Business**



**Technical Institute**



**Professional Certifications**

**E-Book**

# Who We Are

The International Business Technical Institute provides affordable, advanced short certified Executive **online courses** that are relevant to developing key business, **Leadership, Marketing and Management** competencies

within organizations



## Our Mission

The International Business Technical Institute's mission is to provide **affordable** advanced practical business & web based **Executive** & Continuing education training that improves employability, workplace productivity, organizational profitability and overall **global competitiveness** anywhere and everywhere in the **World**.





# What we do

The International Business Technical Institute is predominantly focused on developing **global leaders** through high-impact **Executive Education** in developing markets by providing sensible **online Certificate programs** designed by professionals for professionals.



*"Ask us about our Professional Membership benefits and our Master Certifications"*



# What can you expect?



IBTI's Professional **Trainings** will help you gain **specialized** knowledge in high valuable niches such as International Business, Project Management, Marketing etc... Enhance your **credibility**, enhance your **resume** and lastly enhance your overall value in the **marketplace**. Forget Overcrowded Colleges or universities our trainings are **100% Online** and **Self-paced** with **Flexible Tuition**.



# Why an Online certificate not a degree? Why IBTI Online?

Maybe you have hit a plateau and want to increase your **professional skills** base, so you are qualified to take on a **higher-level** position. Perhaps your employer is encouraging or requiring additional job training or **specialization**. You may have a license or certification that requires ongoing continuing education. You might be looking to shift gears - by choice or by circumstance. Or, maybe you just want to learn something **new**.



*"Take Action now, sign up for a Professional Membership"*



## Our History

Founded in 2014, IBTI designs Online **Executive** certificate programs for professionals by professionals. The International Business Technical Institute is a dynamic group of professional communicators and leadership **experts**, working to create unique certificate programs and services. Our goal is to not simply be a premier Online Executive Certified training facility but to be synonymous with excellence in the any industry. Setting the standard is one thing but continually raising the executive bar is **our goal**.





# Our Certifications Catalog



The International Business Technical Institute's has a variety of Executive trainings available for personal and group settings.

**International Business Technical Institute**  
The International Business Technical Institute provides affordable, advanced short certified Executive online courses that are relevant to developing key business, leadership and management competencies within organizations.



Global Business Management

Business Coaching

info@mbttonline.org



# Certified Professional Sales Specialist



The **CPSS** certification will provide the student with comprehensive and significant insight to **tactics** and **techniques** to accomplish the sale. This Online training will provide significant presentations, discussions and **ethical dilemmas** found in today's Sales Industry.

**This training certificate will provide you the following:**

- Personal Sales Concepts & Techniques
- Questioning techniques
- Strategic Sales Communication
- Listening techniques
- Powerful Presentations
- Trust Based Selling
- Understanding Sales Ethics
- Strategic Prospecting
- The Prospecting Plan
- Practical Exercises and research





# Certified Conflict Management Professional



This **CCMP** is an Interactive training that strengthen your personal and professional negotiations by constructively addressing **conflicts** between individuals and within organizations. You'll build skills specifically aimed at managing **intercultural** conflicts in today's global society, and you'll explore how competing interests and goals, power disparities, and other factors influence the nature of conflict and **management strategies**.

**This training certificate will provide emphasis on the following:**

- Personality
- Negotiation
- Persuasion
- Personal Approaches to Conflict
- Managing, Avoiding, Resolving Conflict
- Negotiation Styles
- Negotiation Temperaments
- Cultural & General Differences
- Perception & Persuasion
- Asserting Yourself



# Certified Project Manager

The **CPM** training has become the management of technology, people, culture, stakeholders and any other diverse elements necessary to successfully complete a project. Project Management is the central operations in industries such as construction, information technology, architecture, engineering and hospitality, and much more.

**This training certificate will provide emphasis on the following:**

- Strategy, Structure & Cultures
- Project Selection
- Scope Management
- Team Building, Conflict & Negotiation
- Risk Management
- Cost Estimation, & Budgeting
- Project Scheduling, Networks, Lagging & Crashing, Constraints & Critical Chain
- Resource Management, Evaluation & Control
- Project Close out & Termination





# Certified International Business Specialist



The **CIBS** training will provide the student with comprehensive and significant insight to the principles of International Business. This online training will provide significant presentations, discussions and ethical dilemmas found when doing business overseas. This comprehensive training is also recommended for Entrepreneurs, business managers and investors that want to open an overseas market.

**This training certificate will provide emphasis on the following:**

- Globalization
- Drivers of Globalization
- Difference in Culture
- Ethics in International Business
- International Trade
- Foreign Domestic Investment
- Foreign Exchange Market
- The International Monetary System
- Import & Export
- Outsourcing



# Certified Customer Service Specialist



The **CCSS** training is an Intensive online training that provide comprehensive skills and **strategies** needed to build and maintain customer **service excellence**. Good customer service is vital for all businesses, large or small. It can have a direct impact on customer loyalty and where potential customers choose to spend their money. IBTI's customer service training offers **innovative** ways to gain employee commitment to organizational objectives through workplace learning and development.

**This training certificate will provide emphasis on the following:**

- New Trends in Customer Service
- Creating Customer Service Excellence
- Customer Expectations vs. Customer Perceptions
- Reputation Management
- Problem solving in customer service
- Building Customer Intelligence
- Challenging customers
- Customer service culture
- Customer retention
- Building customer loyalty



customer support



# Certified Management Consultant

The **CMC** certification is designed to help professionals in areas like **strategy**, marketing, sales, and business development among others. Becoming IBTI Certified Management Consultant means that an organization has trained you and tested your **Management abilities** within a specific business industry field to ensure you hold a minimum level of specialized knowledge in that field. This IBTI certification is designed for individuals (**students and professionals**) that are looking to improve their **Management skills**.

**This training certificate will provide emphasis on the following:**

- Estimate project costs and schedules using simple techniques
- Assemble a project team, and gain commitment on project objectives
- Plan, estimate and organize project efforts and avoid costly project delays
- Identify customer requirements using proven techniques
- Apply simple but effective tools to identify, manage and respond to risks
- Create an environment where quality is part of the project
- Communicate effectively throughout the entire project lifecycle, with all members of the project team





# Professional Executive Membership



Our **Executive** membership is a comprehensive business **leadership** and **Management** development program that provides **specialized** leading edge business skills, coaching, career mentoring and leadership training to help excel your career to the next level. Our Professional Membership will provide you with full access to all our Specialized Certifications trainings for a whole year. *(you can combine them as you wish and receive a Master certification in addition to each individual certification)*

## Membership Benefits:

- Gain applied experience in problem solving and applying new practical techniques, skills and proven strategies.
- Strengthen your overall business acumen by gaining a better understanding of the key functional areas of Management, Marketing, Advertising & Sales.
- You will gain the skills required to think strategically across different functions in your chosen Industry
- Complete five or more certification and you will receive a Master Certification based on the total specialized trainings you completed.
- Imagine having a whole year to complete 5 different certifications plus, receiving one Master Specialized Certification all inclusive with customer support, career planning, resume feedback and Placement Assistance.
- Contact administration for more info via [admin@skilledcertifications.com](mailto:admin@skilledcertifications.com) for pricing, group rates and assistance.



*Become a Member Today!!!*



# Where you can find us



Admission Counselors are standing by.  
*Become the difference...Get Certified!!!*

**International Business Technical Institute Inc.**

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[www.skilledcertifications.com](http://www.skilledcertifications.com)

[www.myibti.com](http://www.myibti.com)

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TIME FOR SUCCESS