

To Whom it May Concern

We met Ms Niki Koulouri on 2003 when we cooperating with Advisor Learning Systems in Greece for the provision of incompany and public training programmes to the Cypriot market.

Ms Koulouri has provided training programmes for the following clients:

- **American Embassy in Cyprus**
2012 'Effective Teamwork & Interpersonal Communication' - a 2-day workshop - 1 group
- **Bank of Cyprus**
2007 'Coaching and Change Management' - a 2-day workshop - 1 group
2007 'Communication' - a 2-day workshop – 1 group
- **Cyprus University of Technology**
2011 'Emotional intelligence and conflict management' a 2-day workshop – 1 group
- **Cyta**
2004 'Selling skills and Account Management' – a 2-day workshop – 4 groups
2005 'Presentation skills' – a 2-day workshop – 3 groups
2011 'Selling Techniques' – a 2-day workshop - 18 groups
- **Hellenic Bank**
2011 'Teambulding' – a 1-day workshop - 2 groups
- **Kronos**
2004 Dynamic Sales – a 2-day workshop – 4 groups

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- **Laiki Bank**
2005 'Customer service – Dynamic Sales – Money collection by phone' – a 3-day workshop – 2 groups
- **Logicom**
2005 Dynamic Sales – a 2-day workshop – 1 group
- **Marks and Spencer**
2005 Time and Stress Management – a 2-day workshop – 1 group
- **Telefone shops**
2011 'Sales techniques and Professional behavior' – a 2-day workshop - 3 groups
- **University of Cyprus**
2009 'Emotional Intelligence in action' – a 2-day workshop – 1 group
2004 'Teamwork and Communication' – a 2-day workshop – 1 group
- **Upset**
2011 'Communication and Presentation Skills' – a 1-day workshop - 1 group
- **Open Workshops**

Additionally Ms Koulouri has delivered the following public programmes organized by MMC:

- 2012 'How to enhance your internet presence with social media' - a 1-day workshop
- 2011 'Emotional Intelligence – My relationship with others' – a 2-hour workshop during the PA'S Conference
- 2008 'Managing Chaos' – a 2-hour workshop during the Manager's Toolbox Conference
- 2007 'Mentors & Trainers Training' - a 1-day workshop
- 2006 'Maximize the effectiveness of a call center' – a 2-day workshop

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- 2004 'Get the appointment' – a 2-day workshop
- 2004 'Transactional Analysis and N.L.P : the tools to maximize your sales' – a 1-day workshop
- 2004 'Life strategies' – a 3-hour workshop

Ms a Koulouri is a strategic partner for MMC since through the years she proved that she can deliver complex training projects at the highest level of quality, always meeting our clients needs. Niki always focuses on meeting customer needs rather than providing ready made solutions. She is an active and interactive speaker. She is participant oriented and she always manages to engage with her audience.

In addition to her expertise in training and development, Niki is an easy to work professional. She is friendly and flexible However the most important quality of Niki is the integrity of her character.

For all the reasons mentioned above we strongly recommend Niki as a trainer and as a professional

Your Sincerely



Christiana Knais

General Manager

MMC Management Center Ltd

M.M.C Management
Center Limited

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