

## CUNY Professional Development Program

April 2018



### The Science of Success: Motivation, Judgment and Teamwork (C7977)

*Monday, April 1, 9:00 AM - 5:00 PM*

Why do teams of over-performers sometimes underperform? Why do monetary incentives often fail to get results? Current research reveals a host of often overlooked factors and practices that affect people's motivation, judgment, and teamwork. In this workshop, participants will learn to use the latest research and best practices to motivate themselves and others, make better decisions, and collaborate effectively. **Target Audience: Directors, Managers, Supervisors, and Professionals**

#### Topics for Exploration:

- ◊ The current science on what really motivates people.
- ◊ Elements that result in effective decision making.
- ◊ Skills that result in the highest levels of collaboration and teamwork.
- ◊ Applying research-based techniques to motivate people and to build teams that make effective decisions and collaborate effectively.



**CUNY Professional Development Program**

**April 2018**

## **DYNAMIC CUSTOMER RELATIONS (C7816)**

**Thursday, April 25, 9:00 AM - 5:00 PM**



Looking for tools that will empower you to deliver and manage the highest standards of customer relations? This workshop has them. This workshop will reinforce the value of delivering courteous and effective customer service to the CUNY community. Participants will examine the four stages of competence and how they influence personal development and interaction with others, learn to diagnose and manage customers' needs, goals, and expectations, and discover how to handle challenging customers in person and on the telephone with more confidence and less stress. **Target Audience: All Staff**



**REGISTRATION:** Go to [www.cuny.edu/pdlm](http://www.cuny.edu/pdlm) and click on **How Do I Register?** to complete the **PDLM E-Application**. Be sure to click on **SUBMIT** after you print your application for your supervisor's signature. **Applications must be received in the PDLM Office at least 10 days before a course starts.** Dates are subject to change.

## CUNY Professional Development Program

May 2019



**Thursday, May 2, 9:00 AM - 5:00 PM**

### Enhancing Your Personal Productivity (C9226)

Are you always busy? Do you have hundreds of voicemails to return, endless e-mails to read, and mounds of paperwork to conquer? Often the whirlwind of activities that we engage in does not add significant value to the work we do for our campus or the services we provide. This program identifies ten "time-stealers" and provides practical, easy-to-use tips on how to overcome them. **Target Audience: All Staff**

**Friday, May 3, 9:00 AM - 5:00 PM**

### Motivating Yourself for Professional Success (C9092)

Personal motivation is the key to all human success. Where do you want to be in life? What are the required attitudes, thoughts, and actions for raising personal and professional skill and efficiency? Explore actions for overcoming personal and professional stumbling blocks and see how creative thinking, effective decision making, and personal motivation can determine the destiny you create.

**Target Audience: All Staff**

**Monday, May 6 & Tuesday, May 7, 9:00 AM - 5:00 PM (Two Days)**

### The Manager in the Middle: Effective Power Relationships Up & Down (C9210)

Managers know the stress of leading from the middle – being influenced by and accountable to those they report to while managing their own staff for harmony and productivity. Learn how to balance relationships and build alliances up and down the organizational hierarchy. Participants also will experiment with and discuss tools and techniques for influencing their manager in collaborative ways while engaging their sometimes reactive or resistant staff. **Target Audience: Directors, Managers and Supervisors**

**Wednesday, May 8, 9:00 AM - 5:00 PM**

### Attitude is Everything (C9266)

Attitude is a highly personal and sensitive topic. As attitudes deteriorate, so do commitment, loyalty and, most importantly, performance. Everyone encounters setbacks that can shake their attitude into a negative focus. This course provides participants with the knowledge and skills to develop and maintain positive attitudes while becoming sensitive to underlying causes leading to negative attitudes. Various methods for responding positively and productively to different attitudes in a positive and productive way will be explored. **Target Audience: All Staff**

**Wednesday, May 22, 9:00 AM - 5:00 PM**

### The Art of Assertiveness (C2010)

This course focuses on ways individuals can establish trust, mutual respect, and openness to develop an assertive approach when interacting with others. A how to build "win-win" relationships with the results you expect, without appearing "heavy-handed." Learn to persuade others without being aggressive.



**Target Audience: All Staff**

**Thursday, May 23 & Thursday, May 30, 9:00 AM - 5:00 PM**

### Smart Solutions for Unacceptable Employee Behavior (C9017)

From "first approach" to "last resort" actions, this workshop will explore the management skills and techniques needed to stop the negative effects of problem performers, bad attitudes, and unacceptable behaviors. Focus will be on employing "smart" methods for managing, controlling, and resolving problem situations without the resentment and anger that some outdated approaches may generate.

**Target Audience: Managers and Supervisors**

## CUNY Professional Development Program

**Monday, June 3, 9:00 AM - 5:00 PM**

### **Business Writing: Clarity Through Critical Thinking (C2036)**

Do you want to increase your ability to think critically and write with greater clarity? This one-day course will help you to use critical thinking skills in your writing. Participants will practice using a specific writing model to improve their general business writing ability and complete both large and small writing projects.

**Target Audience: All Staff**



**Friday, June 14, 9:00 AM - 12:30 PM**

### **MS WORD: Using Styles, Graphics, Symbols, Charts & Translation (WTT131A)**

Want to create more exciting, professional looking documents using Microsoft Word? Learn to use *graphics, charts, and symbols* to communicate information visually rather than simply using text. Take your Word documents to the next level using *styles and themes* (predefined combinations of font style, color, text size, and effects). Broaden your communications by using the *translate* feature to translate words, phrases, paragraphs, or an entire document from one language to another. After completing this workshop, create flyers, organizational charts, marketing materials, and other professional documents with your newly enhanced skills! **Target Audience: All Staff**

**Tuesday, June 18, 9:00 AM - 12:30 PM**

### **MS POWERPOINT: Creating Powerful Presentations (WTT151A)**

Learn how to create presentations that gain attention and enhance your credibility. Deliver informative and visually appealing presentations that engage your audience. Avoid common "PowerPoint pitfalls" and learn how to handle questions and comments with ease.

**Target Audience: All Staff**

**Friday, June 21, 9:00 AM - 12:30 PM**

### **MS EXCEL: Formulas and Functions (WTT141A)**

Need to calculate data in an Excel spreadsheet? Create *formulas* to let Excel do the calculations for you, and then use *functions* (prewritten formulas) to shorten and simplify your formulas. Learn to use formulas and functions to perform simple or complex calculations on a single worksheet or across multiple worksheets, to combine multiple columns of data into a single column, and to effectively utilize the five most common Excel functions. **Target Audience: All Staff**

**REGISTRATION:** Go to [www.cuny.edu/pdlm](http://www.cuny.edu/pdlm) and click on **How Do I Register?** to complete the **PDLM E-Application**. Be sure to click on **SUBMIT** after you print your application for your supervisor's signature. **Applications must be received in the PDLM Office at least 10 days before a course starts.** Dates are subject to change.



**June 2019**

**Tuesday June 11, 9:00 AM - 5:00 PM**

### **MS EXCEL: An Introduction (WTT141)**

Looking for a brief introduction or quick review of Excel formulas and chart wizards? Then register for this class! Work your way through a quick review of the basics for creating, editing, formatting, and printing worksheets. A great course for beginners, advanced beginners and the self-taught.

**Target Audience: All Staff**



**Friday, June 14, 1:30 PM - 5:00 PM**

### **MS WORD: Using Mail Merge, Tables, and Electronic Forms (WTT131P)**

This workshop will provide skills for organizing and presenting information in a variety of formats using Microsoft Word. Learn to use the *mail merge* feature to produce letters, mailing labels, envelopes, name tags, and other documents from information stored in a list, database, or spreadsheet. Learn how to summarize and present numerical data or text information in rows and columns using *tables*. Finally, are you looking to collect and organize information gathered from others? Learn to create *forms* that can be filled out electronically, including check boxes, text boxes, date pickers, and drop-down lists.

**Target Audience: All Staff**

**Tuesday, June 18, 1:30 - 5:00 PM**

### **MS POWERPOINT: Dynamic, Impactful PowerPoint Delivery (WTT151P)**

Learn the fundamentals of delivering dynamic PowerPoint presentations. Deliver presentations that gain attention and enhance credibility. Learn to use visual aids as they are intended, handle questions and comments with confidence, and effectively manage fear and anxiety.

**Target Audience: All Staff**

**Friday, June 21, 1:30 - 5:00 PM**

### **MS EXCEL: Pivot Tables and Lookups (WTT141P)**

Need to perform an in-depth analysis of the data in your Excel spreadsheet or quickly answer an unanticipated question about your data? Learn to create a PivotTable or PivotChart report. Pivot tables allow you to summarize values in an Excel spreadsheet without having to create formulas to perform the calculations. Rearrange your summarized data simply by rotating row and column headings to create easy to read reports. **Target Audience: All Staff**

# Office of Human Resources Management

## Course Catalog

### Spring 2019

**Develop yourself.**



**Expand your knowledge.**



**It's time to invest in YOU!**



#### COURSE OFFERINGS FOR FEBRUARY THROUGH JUNE

Office Productivity • Managerial/Supervisory Skills • Administrative Skills  
Professional Skills • Communications • Customer Service  
Technology • Compliance/Risk Management



**Professional Development & Learning Management**  
[www.cuny.edu/pdlm](http://www.cuny.edu/pdlm)

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Office of

**Human Resources Management**

# A Message from OHRM

All human beings are born with an innate desire and ability to learn. We are geared by nature to take in information, build skills and develop new ideas. Learning is an essential tool that helps individuals and societies grow and respond to change. People learn best from one another, and participation in learning communities is essential to their effectiveness, well-being and happiness in any work setting.

Learning doesn't stop after we leave college – it continues throughout our lifetimes. This is especially important in a fast-changing world where dramatic workplace and lifestyle changes are the norm rather than the exception. No one knows that better than we do here at CUNY – our University and our jobs are growing and evolving every day. We realize that developing new skills and gaining knowledge provides us with the confidence to embrace change and seize opportunities. By embracing lifelong learning, we will not only become more innovative and enterprising at work, but will be better able to cope with all aspects of life, on and off the job.

The new reality of the workplace is that organizations need motivated and highly-skilled people to maintain a competitive edge. Think of it as a kind of "knowledge economy." Technological advances and global competition require that workers be equipped with not just technical know-how, but the ability to analyze, transform, create and share information. Lifelong learning is a powerful tool for building thriving organizations in which people pool their resources, skills and knowledge to advance the organization and enrich the community at large.

Towards that end, it is the mission of CUNY's Office of Professional Development and Learning Management to provide opportunities for University employees to hone the skills that have brought them this far, and to learn new ones that will equip them to succeed in the 21<sup>st</sup> Century workplace. It is our hope that you will utilize these marvelous programs to invigorate and energize yourselves to move forward in your professional and personal lives. Let us all recommit ourselves to attaining our own personal goals, and to the service of our great University.

Sincerely,

**The Office of Human Resources Management**



## Professional Development & Learning Management

The Professional Development and Learning Management Office (PDLM) is the learning and professional development unit within the University Office of Human Resources Management (OHRM). PDLM's mission is to design and coordinate learning and talent development programs that align with University initiatives and support the unique developmental opportunities and challenges experienced by CUNY's diverse workforce. To that end, OHRM's PDLM remains dedicated to enhancing the professional talents and skill-sets of CUNY employees to assist them in attaining organizational and personal developmental goals.

The OHRM Professional Development and Learning Management Office - promoting individual and organizational excellence for employees of the nation's largest urban institution of public higher education.

Come learn with us at [www.cuny.edu/pdlm](http://www.cuny.edu/pdlm)



## Professional Development & Learning Management

Welcome to the Spring 2019 OHRM Professional Development & Learning Management (PDLM) Catalog of Courses. This Catalog contains course descriptions and registration instructions as well as information on additional learning and development opportunities available to CUNY employees. For the latest schedules and information, consult the Course Schedule on the PDLM CUNY website at [www.cuny.edu/pdlm](http://www.cuny.edu/pdlm).

### Exciting opportunity this year!

#### Lean Six Sigma White Belt

PDLM is offering two sessions of the **Lean Six Sigma** introductory course during the 2018-19 year. **Lean Six Sigma** courses focus on streamlining office processes and improving work quality and productivity.

**Lean Six Sigma: An Introduction to Quality and Productivity Improvement (C7784)** provides tools and techniques to streamline tasks, improve time management, and produce higher quality work while satisfying internal and external customers. These tools, originally developed for business, are now used extensively in government and higher education. Participants will earn a **Lean Six Sigma White Belt** at the conclusion of this two-day course.

***Target Audience: Directors, Managers, and Supervisors  
Scheduled in April, 2019***

#### Certificate Programs

PDLM features four **Professional Development Certificate Programs** — the Managerial Competencies Certificate, the Supervisory Competencies Certificate, the Certificate for Administrative Professionals, and the Certificate for Professional Staff. These certificate programs are designed to improve job performance and personal productivity for all staff members.

#### Learning Opportunities & Resources

The **Learning Opportunities & Resources** section of the PDLM Catalog features the most up-to-date information on employee development opportunities and benefits, such as the CUNY Employee Tuition Fee Waiver, and learning opportunities in a variety of fields available from CUNY's School of Professional Studies, and campus Continuing Education programs.

#### Professional Development Planner

We've included a **Professional Development Planner** to assist you in recording suitable courses for professional growth and for developing short- or long-term employee development plans. Supervisors may use the Planner to help employees set developmental goals based on current and/or future responsibilities.

Team PDLM acknowledges that the success of every employer depends on the development of the talent, skills and abilities of its employees. Thank you for your interest in our professional development programs! We look forward to seeing you this spring.

Sincerely,

**Team PDLM**

Spring  
2019

# CUNY PROFESSIONAL DEVELOPMENT PROGRAM



# PROFESSIONAL DEVELOPMENT & LEARNING MANAGEMENT COURSE CATALOG • SPRING 2019

Through the CUNY Professional Development Program (CPDP), PDLM offers a variety of courses to assist employees in various job groups in maximizing their personal workplace effectiveness and enhancing their professional skills. No matter your job title, the CUNY Professional Development Program will assist you in achieving long-term growth in your career. CPDP courses provide instruction in leadership and supervisory techniques, technology, written and verbal communication, and more.



CUNY Professional Development Program (CPDP) courses are taught by veteran learning professionals from a broad range of disciplines, including education, human resources, law, and government. Most of our instructors are contractors with the Citywide Training Center (CTC) and manage their own workforce consulting companies. Our diverse roster of course facilitators includes executive coaches, university professors, consultants to Fortune 500 companies, international public speakers, published authors, and an award-winning film producer. We are honored to have these distinguished individuals share their knowledge and experience with the CUNY community.

Descriptions for the Spring 2019 CPDP courses are presented on subsequent pages. For schedule information, please refer to the **Spring 2019 Professional Development Schedule** available online at [www.cuny.edu/pdlm](http://www.cuny.edu/pdlm) and at the end of this Catalog.



## CUNY Professional Development Program

Spring  
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The following are the general registration procedures for most CUNY professional development courses. Most courses are designed for specific audiences. Authorization from a manager or supervisor and campus Human Resources is required. Contact your campus Human Resources Office for more information.

### To register for CUNY Professional Development Program courses:

1. Complete the OHRM Professional Development and Learning Management Office (PDLM) **E-Application ("E-App")**, available at [www.cuny.edu/pdlm](http://www.cuny.edu/pdlm) under the **HOW DO I REGISTER?** link.
2. Print the completed **E-App** and then return to the computer and click **SUBMIT** at the end of the **E-App**. (Your registration will not be recorded nor transmitted to PDLM if you do not click **SUBMIT**.)
3. Obtain your supervisor's signature on the printed **E-App**.
4. Submit the printed **E-App signed by your supervisor** to your college Human Resources Office.
5. **The college Human Resources Office** will forward authorized **E-Apps** to the PDLM Office for processing. E-Applications should be received in the PDLM Office at least 10 days before the start of a course.
6. The PDLM Office confirms an applicant's registration for a course by sending a confirmation email from **University.Training@cuny.edu** three to five days before the start of the course.

The screenshot shows the CUNY PDLM website with a red arrow highlighting the 'REGISTER FOR PDLM COURSES' button. The page features a sidebar with links for various HR topics and a main content area with sections for course schedules, certificate programs, and training options.

### CUNY Professional Development Program Course Costs

For most **CUNY Professional Development Program courses**, colleges are charged **\$70 per person per day of training**. The cost for PDLM half-day technology courses is **\$15 per person**. A full day of PDLM technology training (two half-day courses on the same day) is **\$25 per person**.

### CUNY Professional Development Program Course Cancellation Policy

Requests for cancellations must be received in writing at least 5 business days prior to the start of a confirmed class. Campuses will be charged the full fee for the course (\$70 per person per day of training) if a confirmation is issued and no one from the campus attends the course. Campuses may designate an eligible substitute up to the commencement of the class.

# CUNY Professional Development Program

## MANAGEMENT & SUPERVISION COURSES

**\*\*\*Schedule is subject to change\*\*\***

## DEVELOPING YOURSELF AND OTHERS THROUGH DELEGATION (C9117)

Delegating is different from assigning routine work. It involves high levels of trust, self-awareness and strategic thinking. Done well, it enables the manager and others to take on new challenges, maximizes productivity, increases team performance, and reduces stress. Done incorrectly, it can result in improperly completed projects and increased frustration. This highly interactive workshop will explore the many facets of delegation and introduce the delegation process step by step.

Days of Training: 1 Target Audience: Directors, Managers, Supervisors

DYNAMIC CUSTOMER RELATIONS (C7816)

Looking for tools that will empower you to deliver and manage the highest standards of customer relations? This course has them. This workshop will reinforce the value of delivering courteous and effective customer service to the CUNY community. Participants will examine the four stages of competence and how they influence personal development and interaction with others, learn to diagnose and manage customers' needs, goals, and expectations, and discover how to handle challenging customers in person and on the telephone with more confidence and less stress.

Days of Training: 1      Target Audience: Directors, Managers, Supervisors

ESSENTIALS OF SUPERVISION FOR THE 21<sup>ST</sup> CENTURY (C1031)

An introduction to the issues, challenges, and typical situations related to supervising “frontline” employees. In this two-day workshop, participants will learn essential skills and be introduced to key techniques for functioning effectively in their supervisory roles.

Days of Training: 2 Target Audience: Managers and Supervisors

## **FOUNDATIONS OF MANAGEMENT (C1006)**

This course provides an overview of the role of the manager in the public sector. Emphasis is placed on identifying internal and external customers, devising and implementing process improvement, and tracking measurable outcomes. Managers will explore ways to develop strategies for employee involvement through team building, mutual problem-solving, and decision making.



Days of Training: 3 Target Audience: Directors and Managers

INSPIRED LEADERSHIP: CREATING A MOTIVATIONAL ENVIRONMENT (C9248)

Do you need to increase productivity and encourage positive long-term change? Want staff members to *choose* to be their best at work? Then the four cornerstones of the FISH philosophy are for you. Explore this unique technique for increasing morale and motivating team members to challenge themselves to improve. Learn to be a “genuine” leader and to leave a legacy of integrity and success.

Days of Training: 2 Target Audience: Managers and Supervisors

## MANAGEMENT & SUPERVISION COURSES (CONTINUED)

**\*\*\*Schedule is subject to change\*\*\***

## INTRODUCTION TO STATISTICAL ANALYSIS (C7747)

This course introduces participants to the use of statistics for understanding and communicating CUNY data. Using Excel, participants will learn common statistical measures for understanding data as content for making operational decisions. Methods for displaying statistical information in meaningful ways also will be presented. *Prerequisite: Data Analytics for Managers (C4311)*

Days of Training: 1 Target Audience: Managers, Supervisors, and Project Leaders

LEAN SIX SIGMA: AN INTRODUCTION TO QUALITY AND PRODUCTIVITY IMPROVEMENT (C7784)

Feeling pressure to do more with less time and resources? In this two-day course, participants learn proven methods for achieving higher productivity with limited resources. Lean Six Sigma provides tools and techniques to streamline tasks, improve time management, and produce higher quality work while satisfying internal and external customers. Originally developed for business, these tools are now used extensively in government and higher education.

Days of Training: 2 Target Audience: Directors, Managers, Supervisors

MANAGERIAL POWER TOOLS: MOTIVATING, COACHING AND TEAMBUILDING (C9286)

As a manager or supervisor, you need to get things done through others. Everyone is motivated to do something – but is it what you need them to do? How do you get people to *want* to do what they are supposed to do, do it well, and in collaboration with others? This highly interactive one-day course will give you some answers. You will have the chance to explore and practice the skills of motivating, delegating and teambuilding

Days of Training: 1      Target Audience: Directors, Managers, Supervisors

## PROFESSIONAL PRESENCE (C7721)

In this highly interactive workshop, workplace leaders will be introduced to essential and sometimes overlooked business manners that contribute to workplace success. Specific takeaways include tips and insights for assessing your “personal brand,” making a fantastic first impression, leading through listening, setting goals and work targets that inspire your team, and bolstering your communications style to create a collaborative working environment. Discover techniques for obtaining the “professional polish” to assist you in continuing to make a valuable contribution to your workplace.

Days of Training: 1 Target Audience: Managers, Supervisors, Professionals

## **RESOLVING & MANAGING CONFLICT (C7518)**

Do you want to transform conflict into a win-win situation? Or develop collaborative problem-solving skills that can be used to coach staff and address conflict-related work situations and disputes? This is the course for you! Participants will role-play different approaches for managing workplace conflict.



Days of Training: 1 Target Audience: Directors, Managers, Supervisors

# CUNY Professional Development Program

## **MANAGEMENT & SUPERVISION COURSES (CONTINUED)**

**\*\*\*Schedule is subject to change\*\*\***

## SMART SOLUTIONS FOR UNACCEPTABLE EMPLOYEE BEHAVIOR (C9017)

From “first approach” to “last resort” actions, this workshop will explore the management skills and techniques needed to stop the negative effects of problem performers, bad attitudes, and unacceptable behaviors. Focus will be on employing “smart” methods for managing, controlling, and resolving problem situations without the resentment and anger that some outdated approaches may generate.

Days of Training: 2 Target Audience: Managers and Supervisors

## STRENGTHENING WORKPLACE COMMUNICATIONS (C7724)

Participants will learn methods to improve everyday interactions with co-workers to enable them to work more productively in group situations. They will evaluate their individual communication styles and explore methods and techniques for strengthening their personal communication effectiveness.

Days of Training: 1 Target Audience: Managers and Supervisors

## THE MANAGER IN THE MIDDLE: EFFECTIVE POWER RELATIONSHIPS UP & DOWN (C9210)



Managers know the stress of leading from the middle – being influenced by and accountable to those they report to while managing their own staff for harmony and productivity. Learn how to balance relationships and build alliances up and down the organizational hierarchy. Participants also will experiment with and discuss tools and techniques for influencing their manager in collaborative ways while engaging their sometimes reactive or resistant staff.

Days of Training: 2  
Target Audience: Directors, Managers, Supervisors

THE SCIENCE OF SUCCESS: MOTIVATION, JUDGMENT AND TEAMWORK (C7977)

Why do teams of over-performers often underperform? Why do monetary incentives often fail to get results? Current research reveals a host of often overlooked factors and practices that affect people's motivation, judgment, and teamwork. In the workshop, participants will learn to use the latest research and best practices to motivate themselves and others, make better decisions, and collaborate effectively.

Days of Training: 1 Target Audience: Directors, Managers, Supervisors, and Professionals

## THE SUPERVISOR'S CHALLENGE: MANAGING YOURSELF WHILE MANAGING OTHERS (C9051)

To do the best job leading others, we begin by managing ourselves, creating a work-life balance, and developing people skills that allow us to lead by setting an example. Participants will gain insight into managing themselves through increasing their self-awareness and developing relationship building skills. Focus will be on using emotional intelligence to build self-esteem and self-awareness.

Days of Training: 2 Target Audience: Directors, Managers, Supervisors

# PERSONAL DEVELOPMENT COURSES

**\*\*\*Schedule is subject to change\*\*\***

## ATTITUDE IS EVERYTHING (C9266)

Attitude is a highly personal and sensitive topic. As attitudes deteriorate, so do commitment, loyalty and, most importantly, performance. Everyone encounters setbacks that can shake their attitude into a negative focus. This course provides participants with the knowledge and skills to develop and maintain positive attitudes while becoming sensitive to underlying causes leading to negative attitudes. Various methods for responding positively and productively to different attitudes in a positive and productive way will be explored.

Days of Training: 1 Target Audience: All Staff

BUSINESS WRITING: CLARITY THROUGH CRITICAL THINKING (C2036)

Do you want to increase your ability to think critically and write with greater clarity? This one-day course will help you to use critical thinking skills in your writing. Participants will practice using a specific writing model to improve their general business writing ability and complete both large and small writing projects.

Days of Training: 1 Target Audience: All Staff

## **CONFLICT MANAGEMENT: STRATEGIES FOR HANDLING DIFFICULT BEHAVIOR (C7858)**

Explore techniques for dealing with people who exhibit challenging behaviors in the workplace. Learn how to manage your own behaviors, discover different coping mechanisms, and develop more effective communication skills when confronted with a difficult person or situation.

Days of Training: 1 Target Audience: All Staff

EFFECTIVE OFFICE MANAGEMENT FOR TODAY'S WORKPLACE (C2202)

Acquire the tools to better manage your work environment. Explore common workplace challenges and techniques for managing time, changing priorities, developing effective office routines, communicating better, increasing motivation, and enlisting help for developing a more positive team environment.

Days of Training: 1 Target Audience: All Staff

## ENHANCING YOUR PERSONAL PRODUCTIVITY (C9226)

Are you always busy? Do you have hundreds of voicemails to return, countless e-mails to read, and mounds of paperwork to conquer? Often the whirlwind of activities that we engage in does not add significant value to the work we do or the services we provide. This workshop identifies ten “time stealers” and offers practical, easy-to-use tips on how to overcome them.

Days of Training: 1 Target Audience: All Staff

## HOW TO WRITE FAST UNDER PRESSURE (C7513)

When deadlines on several writing tasks are rapidly approaching, do you feel under stress? Have a hard time getting started? Struggle to put your thoughts together? Revise and edit slowly? Then, this course is for you! Learn the tips used by professional writers to write more assertively and practice them in real-life situations to increase your output.

Days of Training: 1 Target Audience: All Staff



# CUNY Professional Development Program

## **PERSONAL DEVELOPMENT COURSES (CONTINUED)**

**\*\*\*Schedule is subject to change\*\*\***

## MANAGING MULTIPLE PRIORITIES (C5044)

Take control of your workday by maximizing efficiency and minimizing stress. Learn to clarify and set work and personal goals and priorities, stay organized, take charge of time, recognize and overcome “productivity killers,” and utilize planning and organizing tools to measure and monitor progress.

Days of Training: 1 Target Audience: All Staff

## **MOTIVATING YOURSELF FOR PROFESSIONAL SUCCESS (C9092)**

Personal motivation is the key to all human success. Where do you want to be in life? What are the required attitudes and thoughts and the actions you should take to raise your level of personal and professional skill and efficiency? Explore what actions you can take to overcome personal and professional stumbling blocks and see how creative thinking, effective decision making, and personal motivation can determine the destiny you create.

Days of Training: 1 Target Audience: All Staff

## TACTICAL COMMUNICATION FOR GAINING COOPERATION (C5400)

This workshop allows participants to learn and practice communication skills and techniques for handling difficult work issues with candor, tact, and sensitivity. It explores complex situations, such as dealing with tensions among team members and enforcing policies. Participants also will practice communication skills for neutralizing and de-fusing potential altercations.

Days of Training: 1      Target Audience: All Staff

## THE ART OF ASSERTIVENESS (C2010)

This course focuses on ways individuals can establish trust, mutual respect, and openness to develop an assertive approach when interacting with others. The course presents a “how-to” for building win-win relationships with the results you expect and without appearing “heavy-handed.” Learn to persuade others without being aggressive.

Days of Training: 1 Target Audience: All Staff



**CUNY Professional Development Program**

Spring  
2019

**TECHNOLOGY COURSES**

**MS EXCEL: AN INTRODUCTION (WTT141)**

This workshop is designed to provide participants the skills to create, edit, format, and print worksheets. A brief introduction to formulas and using chart wizards will be presented. Looking to review these skills? Then this is a course you should attend!

Days of Training: 1      Target Audience: All Staff



**MS EXCEL: FORMULAS AND FUNCTIONS (WTT141A)**

Learn how to create *formulas* and how to use *functions* (prewritten formulas) to shorten and simplify formulas. Perform simple or complex calculations on a single worksheet or across multiple worksheets, combine multiple columns of data into a single column, and effectively utilize the five most common functions.

Days of Training: 1/2      Target Audience: All Staff

**MS EXCEL: PIVOT TABLES AND LOOKUPS (WTT141P)**

Need to perform an in-depth analysis of the data in your Excel spreadsheet or quickly answer an unanticipated question about your data? Learn to create a PivotTable or PivotChart report. Pivot tables allow you to summarize values in an Excel spreadsheet without having to create formulas to perform the calculations. Rearrange your summarized data simply by rotating row and column headings to create easy to read reports. Want to search for information across spreadsheets and workbooks? Then the LookUp function is what you need. Learn how to use it effectively.

Days of Training: 1/2      Target Audience: All Staff

**MS POWERPOINT: CREATING POWERFUL PRESENTATIONS (WTT151A)**

Learn how to create presentations that gain attention and enhance your credibility. Deliver informative and visually appealing presentations that engage your audience. Avoid common "PowerPoint pitfalls" and learn how to handle questions and comments with ease.



Days of Training: 1/2      Target Audience: All Staff

**MS POWERPOINT: DYNAMIC, IMPACTFUL POWERPOINT DELIVERY (WTT151P)**

Learn the fundamentals of delivering a dynamic PowerPoint presentation. Deliver presentations that gain attention and enhance credibility. Learn to use visual aids as they are intended, deal effectively with fear and anxiety, and handle questions and comments with confidence.

Days of Training: 1/2      Target Audience: All Staff

## CUNY Professional Development Program

### TECHNOLOGY COURSES (CONTINUED)

#### MS WORD: USING STYLES, GRAPHICS, SYMBOLS, CHARTS & TRANSLATION (WTT131A)

Want to create more exciting, professional looking documents using MS Word? Learn to use *graphics, charts, and symbols* to communicate information visually rather than simply using text. Take your Word documents to the next level using *styles and themes*: predefined combinations of font style, color, text size, and effects. Broaden your communications by using the *translate* feature to translate words, phrases, paragraphs, or an entire document from one language to another. After completing this workshop, create eye-catching fliers, organizational charts, marketing and promotional materials, and other professional documents with your newly enhanced skills!

Days of Training: 1/2

Target Audience: All Staff

#### MS WORD: USING MAIL MERGE, TABLES, AND ELECTRONIC FORMS (WTT131P)

This workshop will provide skills for organizing and presenting information in a variety of formats using MS Word. Learn to use the *mail merge* feature to produce letters, mailing labels, envelopes, name tags, and other documents from information stored in a list, database, or spreadsheet. Learn how to summarize and present numerical data or text information in rows and columns using *tables*. Finally, are you looking for a way to collect and organize information from others? Learn to create *forms* that others can fill out electronically, including check boxes, text boxes, date pickers, and drop-down lists.

Days of Training: 1/2

Target Audience: All Staff



## PDLM Certificate Programs

Spring  
2019

The OHRM Professional Development & Learning Management Office conducts periodic analyses of employee feedback captured from course evaluation forms, training needs surveys, and conversations with participants regarding developmental needs. PDLM course participants are asked to provide qualitative responses to questions on course content and instructional methods, and to identify current and future professional development needs. The Professional Development Office then uses this information to align employee developmental needs with organizational goals and initiatives. These types of needs assessments have been essential in assisting the PDLM Office in re-imagining course offerings and in helping PDLM to provide CUNY employees with meaningful pathways for improving skill-sets and developing job competencies.

To serve the CUNY employee population, PDLM created Certificate Programs to encourage learning and growth for four general CUNY job groups. Each certificate program caters to a broad subsection of CUNY employees, takes two years to complete, and includes five courses specifically selected to build job skills and enhance the knowledge, skills, and abilities of the particular job group.

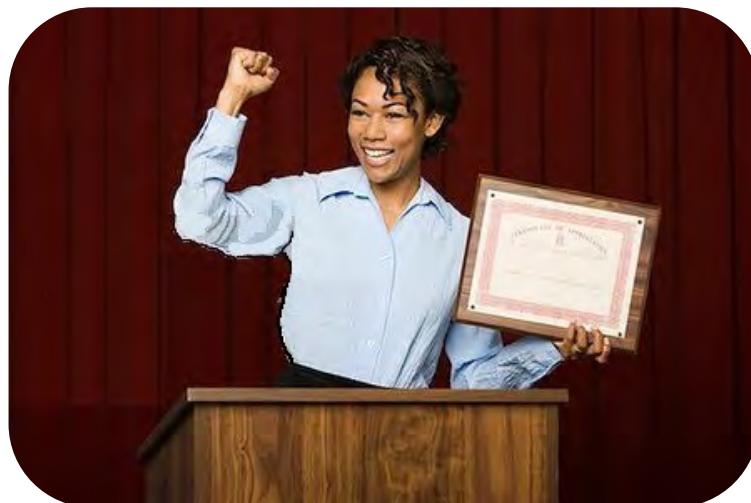
**Managerial Competencies Certificate** — Courses within this Certificate Program are designed to provide directors and managers with innovative leadership and managerial competencies and strategies.

**Supervisory Competencies Certificate** — Courses within this Certificate Program allow managers and supervisors to explore managerial and communication tools for enhancing their working relationships with employees.

**Certificate for Professional Staff** — Courses within this Certificate Program are designed to deliver essential skill-sets and competencies to non-supervisory CUNY professionals.

**Certificate for Administrative Professionals** — Technology and Communication courses within this Certificate Program encourage more efficient office management skills for administrative professionals.

*For eligibility information regarding the Certificate Programs, please contact your Campus Human Resources Office.*



## MANAGERIAL COMPETENCIES CERTIFICATE (MCC)



PDLM's skills enhancement certificate for CUNY managers is designed to provide innovative managerial competencies and strategies. To qualify for a managerial competency certificate, participants must complete three core courses and two elective courses within a two-year period. Elective courses may be chosen from the list of Leadership Development and Communications courses indicated below.

### Requirements

To earn a certificate, Managers must complete:

- 3 core courses
- 1 course from the Leadership course list
- 1 course from the Communications course list

Courses may be taken on-site at CUNY locations or at the Citywide Training Center. **In order to count toward a certificate, all courses must be completed within a two-year period. Please note that every course may not be offered every year.**

### CORE COURSES FOR THE MANAGERIAL COMPETENCIES CERTIFICATE (MCC)

Foundations of Management (C1006)

Managerial Power Tools: Motivating, Coaching, and Team-Building (C9286)

The Manager in the Middle: Effective Power Relationships Up & Down (C9210)

### ELECTIVE COURSES FOR THE MANAGERIAL COMPETENCIES CERTIFICATE (MCC)

#### Leadership Courses

Inspired Leadership: Creating a Motivational Environment (C9248)

Resolving Conflict: A Leadership Approach (C5151)

Understanding and Managing Organizational Change (C9172)

#### Communications Courses

Strengthening Workplace Communication (C7724)

Tactical Communication for Gaining Cooperation (C5400)



## PDLM Certificate Programs

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### SUPERVISORY COMPETENCIES CERTIFICATE (SCC)

PDLM's skills enhancement certificate for CUNY supervisors is designed to provide cutting-edge supervisory competencies and techniques. To qualify for a supervisory competency certificate, participants must complete three core courses and two elective courses within a two-year period. Elective courses may be chosen from a list of Leadership Development and Communications courses indicated below.

#### Requirements

To earn a certificate, Supervisors must complete:

- 3 core courses
- 1 course from the Leadership course list
- 1 course from the Communications course list



Courses may be taken on-site at CUNY locations or at the Citywide Training Center. **In order to count toward a certificate, all courses must be completed within a two-year period. Please note that every course may not be offered every year.**

#### CORE COURSES FOR THE SUPERVISORY COMPETENCIES CERTIFICATE (SCC)

Essentials of Supervision for the 21<sup>st</sup> Century (C1031)

The Supervisor's Challenge: Managing Yourself while Managing Others (C9051)

Smart Solutions for Unacceptable Employee Behavior (C9017)

#### ELECTIVE COURSES FOR THE SUPERVISORY COMPETENCIES CERTIFICATE (SCC)

##### Leadership Courses

Developing Yourself and Others through Delegation (C9117)

Inspired Leadership: Creating a Motivational Environment (C9248)

##### Communications Courses

Conducting Effective Performance Appraisal Interviews (C1012)

Strengthening Workplace Communication (C7724)

Tactical Communication for Gaining Cooperation (C5400)



## CERTIFICATE FOR PROFESSIONAL STAFF (CPS)



PDLM's skills enhancement certificate for professional staff is designed to deliver essential skill-sets and competencies to non-supervisory CUNY professionals. To qualify for a CUNY professionals certificate, participants must complete three core courses and two elective courses within a two-year period. Elective courses may be chosen from the list of Communications, Technology, and Workplace Effectiveness courses presented below.

### Requirements

To earn a certificate, Professional Staff must complete:

- 3 core courses
- 2 elective courses from Electives list

In order to count toward a certificate, all courses must be completed within a two-year period. Please note that every course may not be offered every year.

### CORE COURSES FOR THE SUPERVISORY COMPETENCIES CERTIFICATE (CPS)

Attitude is Everything (C9266)

Enhancing Personal Productivity (C9226)

Professional Presence (C7721)

### ELECTIVE COURSES FOR THE SUPERVISORY COMPETENCIES CERTIFICATE (CPS)

#### Communications Courses

Creating and Delivering Powerful Presentations (C9091)

Tactical Communications for Gaining Cooperation (C5400)

#### Technology Courses

Must be taken at the Citywide Training Center (CTC) or through the PDLM Professional Development Program

Excel, PowerPoint, or Word—Any Level

#### Workplace Effectiveness Courses

How to Write Fast Under Pressure (C7513)

Leading Short Term Improvement Projects (C9014)



## PDLM Certificate Programs

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### CERTIFICATE FOR ADMINISTRATIVE PROFESSIONALS (CAP)



PDLM's skills enhancement certificate for CUNY administrative professionals is designed to introduce office management techniques and essential administrative competencies. To qualify for an administrative professionals certificate, participants must complete three core courses and two elective courses within a two-year period. Elective courses may be chosen from the list of Communications and Technology courses indicated below.

#### Requirements

To earn a certificate, Administrative Professionals must complete:

- 3 core courses
- 1 course from the Technology course list
- 1 course from the Communications course list

In order to count toward a certificate, all courses must be completed within a two-year period. Please note that every course may not be offered every year.

#### CORE COURSES FOR THE CERTIFICATE FOR ADMINISTRATIVE PROFESSIONALS (CAP)

Attitude is Everything (C9266)

Effective Office Management in Today's Workplace (C2202)

Managing Multiple Priorities (C5044)

#### ELECTIVE COURSES FOR THE CERTIFICATE FOR ADMINISTRATIVE PROFESSIONALS (CAP)

##### Technology Courses

Must be taken at the Citywide Training Center (CTC) or through the PDLM Professional Development Program

Excel, PowerPoint, or Word—Any Level

##### Communications Courses

How to Write Fast under Pressure (C7513)

Tactical Communication for Gaining Cooperation (C5400)



# CUSTOMER/CLIENT RELATIONS



## Customer/Client Relations

Spring  
2019

The importance of customer service to any business cannot be overstated. High client satisfaction leads to loyalty within the client base, stronger lines of communication, and better working relationships.

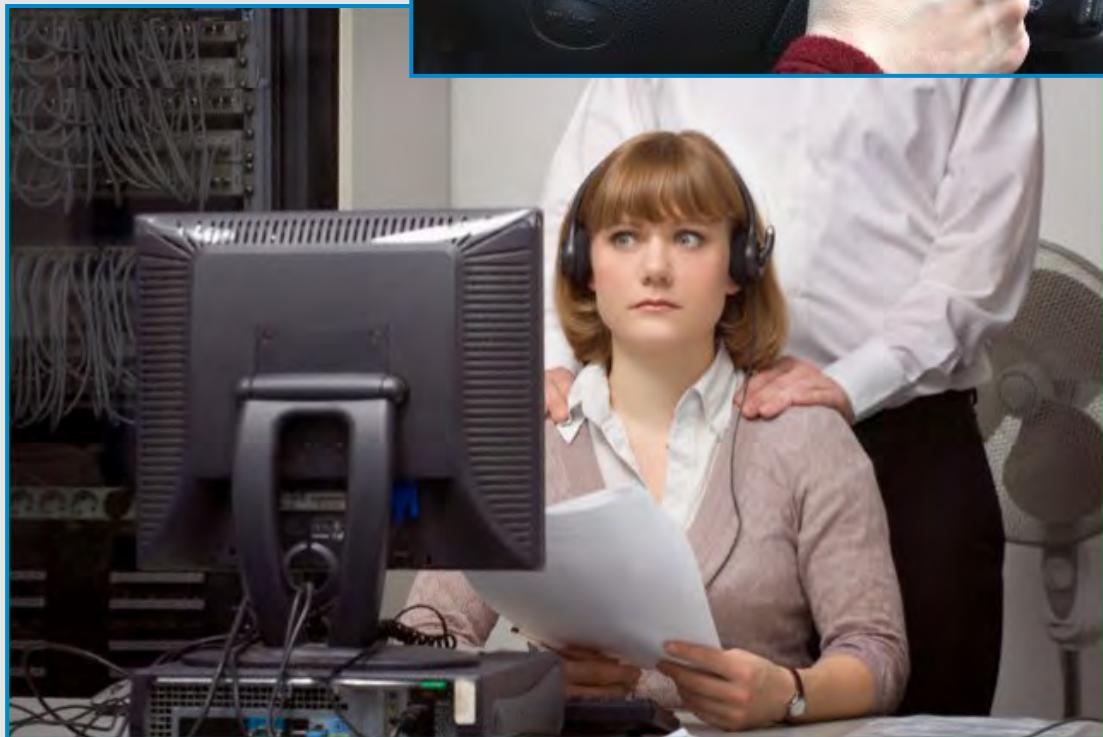
Customer service in higher education is *not* an oxymoron! The Department of Professional Development & Learning Management continues to offer Customer Service/Client Relations courses to aid CUNY employees in delivering quality customer service to CUNY students, faculty, and staff.

### Dynamic Customer Relations (C7816)

Looking for the tools that will empower you to deliver and manage the highest standards of customer relations? *This workshop has them.* It will help to enhance your value as an individual delivering vital services to the CUNY community. This workshop will reinforce the importance and value of delivering courteous and effective customer service. Participants will examine how the four stages of competence influence personal development and interaction with others, how to diagnose customers' needs, goals, and expectations, and how to handle challenging customers in person and on the telephone with less stress and more confidence. *Target Audience: All Staff*



# COMPLIANCE & RISK MANAGEMENT



## Compliance Training

Spring  
2019



The City University of New York has a long-standing commitment to promoting a safe and secure academic and work environment that promotes the achievement of its mission of teaching, research, scholarship, and service. All members of the University community are expected to maintain a working and learning environment free from violence, intimidation, threats of harassment, or coercion. While these behaviors are not prevalent at the University, no organization is immune. New York State law mandates that CUNY train all employees in the risks and prevention of workplace violence upon hire and annually thereafter. To assist CUNY campuses in meeting this requirement, the OHRM PDLM Office provides an online workplace violence prevention course.

### Workplace Violence Prevention: Online Training Program

The City University of New York's *Workplace Violence Prevention* online training program was implemented to familiarize CUNY employees with CUNY's *Workplace Violence Prevention Policy* and to provide information on workplace violence risk factors, tips for identifying and defusing threatening situations, potential workplace hazards, and recommended active shooter safety procedures.

This 25-minute course now available on CUNY Blackboard reviews policy and procedures and presents questions on hypothetical situations which must be answered in accordance with CUNY policy. Employees also may access *Campus-Specific Information Supplements* to learn campus risks and prevention methods, and the contact information for campus WVATs (Workplace Violence Advisory Teams) and WVP Training Administrators. Employees may print a Certificate of Completion at the end of the course.

*In addition to the topics covered in the online course, individual campuses assess risks and prevention needs and provide this campus-specific information during the online training. Interested employees should contact their campus WVAT Chair for information about workplace violence prevention activities on their campuses.*



## Risk Management

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2019

The OHRM Professional Development and Learning Management Office partners with various workplace learning providers to offer targeted skill-building opportunities for various CUNY audiences. Professional partnerships with corporate learning leaders, CUNY colleges, other University offices, educational institutions, and noted talent development specialists have helped PDLM to offer timely and targeted learning sessions to CUNY employees.

### Passenger Van Training for CUNY Drivers

Since June 2011, the OHRM Professional Development and Learning Management Office has worked with the University's Risk Management Committee to coordinate a driver safety course for campus passenger van drivers. The customized training session entitled "Defensive Driving for Passenger Vans" continues to address the unique challenges imposed upon passenger van drivers in New York City. Over 990 drivers have taken the course since the training began. Employees with van driving responsibilities should contact their Campus Fleet Coordinator for more information.



Due to this program and a professional development collaboration with Central Office Human Resources, the Office of Human Resources Management was awarded a CUNY Productivity Award in 2015. The Passenger Van Training program provides knowledge and skills to an ever-increasing number of attendees, thus reducing liability for accident claims arising from auto accidents by over a million dollars since 2011, and decreasing the total number of accident claims by 78% since 2012.



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# LEARNING OPPORTUNITIES & RESOURCES



## Learning Opportunities & Resources

### CUNY Employee Tuition Fee Waiver



Under specific circumstances, full-time CUNY employees are provided an opportunity to have their tuition waived for courses toward degree programs from CUNY colleges. This tuition assistance benefit enables employees to further their education at a cost of up to \$5,250 per year.\*

#### PROCEDURES

1. Obtain the CUNY Employee Tuition Fee Waiver form (Form OFSR 305) from the Human Resources Office of the college of employment. Complete the form and submit a copy to the Human Resources Office of employment. Failure to submit a completed Form OFSR 305 to the Human Resources Office of the college of employment may result in the inclusion of the value of the tuition assistance as wages.
2. Submit the completed Form OFSR 305 to the registrar at the college of enrollment who will complete the registration certification portion of the waiver form and forward a copy of the waiver form to the Human Resources Director at the college of enrollment. In addition, a copy must be submitted to the Bursar's Office at the college of enrollment.
3. The Human Resources Director at the college of enrollment will forward the OFSR 305 form to the Human Resources Director at the college of employment.
4. Employees must submit evidence of enrollment, including the Management Certification, Bursar's Office receipt, and the course description to the college of employment in order to ascertain whether the course(s) is taxable. The management representative designated by the employee's college will use the University Accounting Office guidelines to determine whether the course is job related.
5. If the educational benefit exceeds the \$5,250 threshold and the course is determined to be non-job related and does not meet the working condition fringe benefits exclusion within the Internal Revenue and University Accounting Office guidelines, the Human Resources Director of the college of employment will advise the Payroll Office so that the actual dollar amount of the tuition fee that has been waived will then be reported as wages and subject to tax withholding.
6. A copy of the employee's certified Form OFSR 305 with a record of transmittal to Payroll is kept on file at the Human Resources Office at the employee's college of employment. The employee may request a copy for his/her records.

**\*NOTE:** Eligible CUNY employees using the CUNY Employee Tuition Fee Waiver Form OFSR 305 to enroll in undergraduate and graduate level courses are advised that the tuition waiver amount **may** be reportable as wages and subject to taxes if the benefits exceed the \$5,250 threshold, are non job-related, and do not meet the requirements of the "working condition fringe benefit" exclusion. To meet the requirements of the "working condition fringe benefit" exclusion, the courses must: (1) maintain or improve employment-relevant skills; and (2) be required either by the employer, or, in order to retain an employment relationship, status, or rate of compensation. The course must **not** (1) be for the purpose of being eligible for employment; and/or (2) qualify the employee for a transfer to a new trade or business.

## Learning Opportunities & Resources

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### NYC CITYWIDE TRAINING CENTER Professional Development and Training Programs

By special agreement, CUNY employees may attend professional development programs offered by the **Citywide Training Center** of the **New York City Department of Administrative Services (DCAS)**. DCAS Citywide Training Center (CTC) courses and programs are designed to improve participants' skills, job performance, and career opportunities. Instructors are drawn from government, universities, and the private sector and are practitioners of the skills they teach. The CTC offers courses and programs in professional and administrative workplace effectiveness, executive, managerial and supervisory skills, computer technology, certifications for IT professionals, and auditing and procurement management and certification programs.

#### Course Portfolio Categories

**Technology Skills Portfolio** courses for general staff cover the Microsoft Office Suite products, Adobe products, IT Certification, eLearning at Your Desktop, and Online Live Training.

**Personal Development Portfolio** programs provide a full spectrum of options for enhancing your personal and professional development, including: creative thinking, written and oral communication, analysis and decision making skills, time management skills, cultural competency, project management knowledge, and achieving enhanced work-life balance.

**Managerial and Supervision Portfolio** courses emphasize leadership skills as strategic tools for realizing an employer's mission and goals. This portfolio offers a broad range of development opportunities for managers and supervisors. Programs link to the core competencies necessary to manage within a public sector environment, and include navigating within a civil service framework.

**Professional Practices Portfolio** courses and programs are designed for specific communities of practice to allow for continuity in networking, collaboration, and knowledge-sharing. Employees working in the fields of Energy Management, Auditing, Procurement or IT community, or Human Resources may explore programs created specifically for these fields of expertise.

**Executive Development Portfolio** programs provide developmental experiences for mid-to-senior level managers and executives in New York City agencies. Eligible CUNY managers and executives occasionally may participate on a limited basis. Participants are introduced to best practices in management, leadership, strategic change, and innovation.

**Certification and Credit Bearing Portfolio** courses prepare NYC employees for specific professional certifications and examinations. CUNY employees in specific fields may take courses on a limited basis. The CTC's current offerings include the CUNY Public Administration Program, the National Institute of Governmental Purchasing Certification (NIGP), and a wide variety of Information Technology certifications (IT).

Review the current DCAS Citywide Training Center on the DCAS website for more information.

## Learning Opportunities & Resources

### NYC CITYWIDE TRAINING CENTER Professional Development and Training Programs

#### Continuing Education Units (CEUs)

The DCAS Citywide Training Center is an authorized provider of Continuing Education Units (CEUs) and professional development credits for various professional accreditation programs. A Continuing Education Unit is a nationally recognized standard unit for measuring professional education credits. These units are earned when individuals complete a qualified continuing education course. One CEU is equal to ten hours of participation in an organized continuing education course taught by experienced trainers and consultants. By obtaining CEUs in specific topics, participants may be able to combine acquired courses toward professional certification and toward certain academic degrees.

#### Registration

The DCAS Citywide Training Center has designated the OHRM Professional Development and Learning Management Office (PDLM) as the official CUNY liaison to the DCAS Citywide Training Center (CTC). This designation requires the PDLM Office to submit campus approved applications from CUNY employees for DCAS courses. Registration begins at the campus. Employees must download a completed **CUNY CTC application** located on the PDLM web site and forward it to their supervisor. The supervisor must sign the application and forward it to the college Human Resources Office where it will be approved and forwarded to PDLM. PDLM will then submit the application to the DCAS CTC and await registration confirmation. When the CTC confirms registration, PDLM forwards the registration information to the campus Human Resources Office. The special CUNY CTC application is available on the PDLM website at [www.cuny.edu/pdlm](http://www.cuny.edu/pdlm) under the **COURSES AT CITYWIDE TRAINING CENTER THROUGH DCAS** link. Interested employees should contact their Human Resources Office for more information.

#### DCAS Citywide Training Center Course Costs

If there is space, CUNY employees may attend Citywide Training Center courses *at CTC locations* for the same price as New York City employees. Costs for most CTC professional development courses range from **\$150 to \$350 per person, per day of training**. Most courses are \$200. Prices for certain certificate courses may vary depending on the subject. Contact campus Human Resources for more information.

#### CTC Course Cancellation Policy

If a registered employee cannot attend a course, notice of cancellation must be submitted in writing to the PDLM Office via an email to [University.Training@cuny.edu](mailto:University.Training@cuny.edu) at least **10 days before the class begins**. Departments or colleges should have one or two alternate employees on “stand-by” as potential substitutes when an individual employee registers for a CTC course. If a registered employee or substitute fails to attend and written notification is not provided to the CTC within the specified timeframe, the college will be charged for the course.

## Learning Opportunities & Resources

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### NYC CITYWIDE TRAINING CENTER Courses on Campus

The OHRM Professional Development and Learning Management Office partners with campus Human Resources Offices to offer Citywide Training Center (CTC) courses on CUNY campuses. “On-site” courses may be arranged for 10 to 24 employees and may include professional development courses in workplace effectiveness, management and supervision, communication, and office technology. Departments must work with campus Human Resources to arrange on-site courses. The Professional Development Office must be contacted *at least two months* before the course is to be offered.

#### On-Site Course Costs

Costs for on-site training provided by the DCAS Citywide Training Center (CTC) range from \$1,800 to \$2,500 per day of training. The average cost is \$2,000. Course costs increase if customization is required and, if required, individual assessments require an extra fee. In addition, costs increase for on-site technology courses may depend on several other variables. Human Resources Offices should contact the OHRM Professional Development Office for more information.

#### To arrange a campus on-site course:

1. Consult with your campus Human Resources Office.
2. Complete the PDLM Office *On-site Training Request Form*. To obtain this form, visit [www.cuny.edu/pdlm](http://www.cuny.edu/pdlm) and click on the **TRAINING ON CAMPUS** link. You also may contact PDLM via email at [University.Training@cuny.edu](mailto:University.Training@cuny.edu) to receive this form.
3. Obtain the signature of your college fiscal officer (or official designee).
4. Submit the completed form to your college Human Resources Office.
5. The College Human Resources Office must forward the completed form to the Professional Development and Learning Management Office *at least two months* before the course is to be presented.

#### On-Site Course Cancellation Policy

Notice of **cancellation of an on-site course must be submitted in writing** to the Professional Development and Learning Management Office via email at [University.Training@cuny.edu](mailto:University.Training@cuny.edu) no later than **15 days prior to the start of the course**. Failure to meet this deadline may result in the college having to pay for the cancelled course.

## Learning Opportunities & Resources

### Continuing Education at CUNY

Continuing Education at CUNY serves New Yorkers with many goals – workers seeking advancement, career professionals ensuring their up-to-date certification, people exploring new careers and occupations, and many more.

CUNY's seventeen continuing education departments have 275,000 enrollees in over 1,500 programs. CUNY colleges offer a variety of courses in such fields as Healthcare, Technology, Language, Law Enforcement, and Buildings & Maintenance. Please explore the continuing education courses that our colleges offer.



**Learning Opportunities & Resources**

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<b>CUNY College</b>	<b>Continuing Education Fields</b>
<b>Baruch College</b>	Accounting, Information Technology, Real Estate
<b>Borough of Manhattan Community College</b>	Education, Healthcare, Technology
<b>Bronx Community College</b>	Buildings & Construction, Business & Entrepreneurship, Technology
<b>City College of New York</b>	Education, English Language, Hospitality & Food
<b>College of Staten Island</b>	Education, Healthcare, Law Enforcement & Security
<b>CUNY School of Professional Studies</b>	Buildings & Construction, Business & Entrepreneurship, Education
<b>Hostos Community College</b>	Education, Healthcare, Language
<b>Hunter College</b>	Healthcare, Office Administration, Technology
<b>John Jay College of Criminal Justice</b>	Law Enforcement & Security
<b>Kingsborough Community College</b>	English Language, Healthcare, Transportation
<b>LaGuardia Community College</b>	Buildings & Construction, English Language, Youth Education
<b>Lehman College</b>	Education, Healthcare, Youth Education
<b>Medgar Evers</b>	Business & Entrepreneurship, Healthcare, Technology
<b>New York City College of Technology</b>	Technology
<b>Queens College</b>	Education, Healthcare
<b>Queensborough Community College</b>	Healthcare, Technology, Youth Education
<b>York College</b>	Buildings & Construction, Hospitality & Food, Technology

This listing has been substantially abbreviated due to space limitations. Visit the college website of your choice for complete information.

## Learning Opportunities & Resources

### CUNY School of Professional Studies

**CUNY's School of Professional Studies (SPS)** offers courses and academic programs that meet the needs of adults looking for new skills to advance in their careers and for employees looking to keep their edge in today's competitive marketplace. SPS offers classes for college credit, as well as certificates and professional accreditations in a range of fields, including education, law, science, arts and culture, healthcare, and human services. Offering 15 Bachelor's degrees, 11 Master's degrees, undergraduate and advanced professional certificates, and professional non-degree programs, the CUNY School of Professional Studies presents opportunity for personal growth and job mobility.

Drawing on CUNY's nationally and internationally renowned faculty and practitioners, as well as industry and education partners, School of Professional Studies programs provide educational opportunities in a flexible and supportive environment.

Offered both online and on campus, CUNY SPS Undergraduate and Graduate programs meet the needs of adults who are looking to seamlessly finish or transition to a degree program or to change careers.

CUNY SPS Certificate programs afford employees the opportunity to obtain specialized skills and professional knowledge in many fields. See the listing of SPS programs on the next page for more information.

To learn more about the CUNY School of Professional Studies, visit <http://www.sps.cuny.edu>.



## Learning Opportunities & Resources

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# CU CUNY School of NY Professional Studies

### **Undergraduate Degree Programs**

- *Online* Bachelor of Arts in Communication and Media
- *Online* Bachelor of Arts in Disability Studies
- Bachelor of Arts in Human Relations
- *Online* Bachelor of Arts in Liberal Studies
- *Online* Bachelor of Arts in Psychology
- *Online* Bachelor of Arts in Sociology
- *Online* Bachelor of Science in Business
- *Online* Bachelor of Science in Health Information Management
- *Online* Bachelor of Science Health Services Administration
- *Online* Bachelor of Science in Information Systems
- *Online* Bachelor of Science in Nursing
- *Online* Bachelor of Science in Nursing Dual/ Joint with Queensborough Community College
- *Online* RN to BS-MS in Nursing Education (Accelerated)
- *Online* RN to BS-MS in Nursing Informatics (Accelerated)
- *Online* RN to BS-MS in Nursing Organizational Leadership (Accelerated)

### **Graduate Degree Programs**

- Master of Arts in Applied Theatre
- *Online, On Campus* Master of Arts in Disability Studies
- *Online* Master of Arts in Psychology
- Master of Arts in Youth Studies
- *Online* Master of Science in Business Management and Leadership
- *Online* Master of Science in Data Science
- *Online* Master of Science in Disability Services in Higher Education
- *Online* Master of Science in Nursing Education
- *Online* Master of Science in Nursing Informatics
- *Online* Master of Science in Nursing Organizational Leadership
- *Online* Master of Science in Research Administration and Compliance

### **Advanced Certificate Programs**

- *Online, On Campus* Advanced Certificate in Disability Studies
- *Online, On Campus* Advanced Certificate in Immigration Law Studies
- Advanced Certificate in Management
- *Online* Advanced Certificate in Project Management
- *Online* Advanced Certificate in Research Administration
- *Online* Advanced Certificate in Research Compliance
- Advanced Certificate in Youth Studies

### **Certificate Programs**

- *Online* Certificate in Medical Coding
- Child Development Associate Certificate

### **Non-Degree Programs**

- *Online, On Campus* Children's Program Administrator Credential
- *Online, On Campus* Implementing ERP Business Software
- *Online* Seminars on Science



Updated 1/28/2019

## Learning Opportunities & Resources

### Public Administration Certificates through The CUNY School of Labor and Urban Studies

The CUNY School of Labor and Urban Studies offers undergraduate and graduate degree programs in Labor Studies and Urban Studies designed to meet the needs of working adults as well as traditional college students seeking to learn about the challenges confronting poor and working class populations in the workplace and the community. The School also collaborates with other CUNY units to offer college-credit programs designed to give workers the academic and technical skills required for professional advancement. Founded on four equally important pillars, Labor Studies, Urban Studies, Workforce Development, and Community Service, the School supports a range of intellectual aspirations and practical needs, and serve as a gateway to college for many workers and working-class communities.

Two certificate programs of particular interest to CUNY employees are the School's undergraduate and graduate programs in Public Administration and Public Policy. Formerly administered through DCAS and the Murphy Institute, information on these programs is now directly available through the School of Labor and Urban Studies. For information about these programs, please visit the following site: <https://slu.cuny.edu/about/labor-community-employer-partners/dcas/>.

For information about additional programs offered by the School of Labor and Urban Studies, visit the School online at [information@slu.cuny.edu](mailto:information@slu.cuny.edu).



Spring  
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# SPRING 2019 COURSE SCHEDULE

## Spring 2019 Course Schedule

### CUNY PROFESSIONAL DEVELOPMENT PROGRAM (CPDP)

\*\*\*Schedule is subject to change.\*\*\*

#### FEBRUARY 2019

##### **How to Write Fast Under Pressure (C7513)**

*For All Staff*

Monday, February 4, 9:00 AM – 5:00 PM

##### **Resolving & Managing Conflict (C7518)**

*For Directors, Managers and Supervisors*

Thursday, February 21, 9:00 AM – 5:00 PM



#### MARCH 2019

##### **Essentials of Supervision for the 21st Century (C1031)**

*For Managers and Supervisors*

Tuesday, March 5 and Wednesday, March 6 (2 Days), 9:00 AM – 5:00 PM

##### **Professional Presence (C7721)**

*For Managers, Supervisors and Professionals*

Thursday, March 14, 9:00 AM – 5:00 PM

##### **Conflict Management: Strategies for Handling Difficult Behavior (C7858)**

*For All Staff*

Tuesday, March 19, 9:00 AM – 5:00 PM

##### **Managerial Power Tools: Motivating, Delegating, Team Building (C9286)**

*For Directors, Managers and Supervisors*

Thursday, March 21, 9:00 AM – 5:00 PM

##### **Tactical Communication for Gaining Cooperation (C5400)**

*For All Staff*

Monday, March 25, 9:00 AM—5:00 PM



##### **Developing Yourself and Others Through Delegation (C9117)**

*For Directors, Managers and Supervisors*

Tuesday, March 26, 9:00 AM – 5:00 PM

##### **Effective Office Management For Today's Workplace (C2202)**

*For All Staff*

Friday, March 29, 9:00 AM – 5:00 PM

## Spring 2019 Course Schedule

Spring  
2019

### CUNY PROFESSIONAL DEVELOPMENT PROGRAM (CONTINUED)

*\*\*\*Schedule is subject to change.\*\*\**

#### APRIL 2019

##### **The Science of Success: Motivation, Judgment and Teamwork (C7977)**

*For Managers, Directors, Supervisors and Professionals*

Monday, April 1, 9:00 AM – 5:00 PM

##### **Supervisors Challenge: Managing Yourself While Managing Others (C9051)**

*For Managers and Supervisors*

Tuesday, April 2, and Wednesday, April 3 (2 Days), 9:00 AM – 5:00 PM

##### **Inspired Leadership: Creating a Motivational Environment (C9248)**

*For Managers and Supervisors*

Thursday, April 4 and Friday, April 5 (2 Days), 9:00 AM – 5:00 PM

##### **Lean Six Sigma: An Introduction to Quality and Productivity Improvement (C7784)**

*For Directors, Managers and Supervisors*

Monday, April 8 and Wednesday, April 10 (2 Days), 9:00 AM – 5:00 PM

##### **Introduction to Statistical Analysis (C7747)**

*For Managers, Supervisors and Project Leaders*

Tuesday, April 9, 9:00 AM – 5:00 PM

##### **Managing Multiple Priorities (C5044)**

*For All Staff*

Thursday, April 11, 9:00 AM – 5:00 PM

##### **Strengthening Workplace Communications (C7724)**

*For Managers and Supervisors*

Monday, April 15, 9:00 AM – 5:00 PM

##### **Dynamic Customer Relations (C7816)**

*For All Staff*

Thursday, April 25, 9:00 AM – 5:00 PM



## Spring 2019 Course Schedule

### CUNY PROFESSIONAL DEVELOPMENT PROGRAM (CONTINUED)

\*\*\*Schedule is subject to change.\*\*\*

#### MAY 2019

##### **Enhancing Your Personal Productivity (C9226)**

*For All Staff*

Thursday, May 2, 9:00 AM – 5:00 PM

##### **Motivating Yourself for Professional Success (C9092)**

*For All Staff*

Friday, May 3, 9:00 AM – 5:00 PM

##### **The Manager in the Middle: Effective Power Relationships Up & Down (C9210)**

*For Managers and Supervisors*

Monday, May 6 & Tuesday, May 7, 9:00 AM – 5:00 PM

##### **Attitude is Everything (C9266)**

*For All Staff*

Wednesday, May 8, 9:00 AM – 5:00 PM

##### **How to Write Fast Under Pressure (C7513)**

*For All Staff*

Tuesday, May 21 9:00 AM – 5:00 PM

##### **The Art of Assertiveness (C2010)**

*For All Staff*

Wednesday, May 22, 9:00 AM – 5:00 PM

##### **Smart Solutions for Unacceptable Employee Behavior (C9017)**

*For Managers and Supervisors*

Thursday, May 23 & Thursday, May 30 (2 days), 9:00 AM – 5:00 PM



**Spring 2019 Course Schedule**

Spring  
2019

**CUNY PROFESSIONAL DEVELOPMENT PROGRAM (CONTINUED)**

*\*\*\*Schedule is subject to change.\*\*\**

**JUNE 2019**

**Business Writing: Clarity Through Critical Thinking (C2036)**

*For All Staff*

Monday, June 3

**MS Excel: An Introduction (WTT141)**

*For All Staff*

Tuesday, June 11, 9:00 AM – 5:00 PM



**MS Word: Using Styles, Graphics, Symbols, Charts & Translation (WTT131A)**

*For All Staff*

Friday, June 14, 9:00 AM – 12:30 PM

**MS Word: Using Mail Merge, Tables and Electronic Forms (WTT131P)**

*For All Staff*

Friday, June 14, 1:30 – 4:30 PM

**MS PowerPoint: Creating Powerful Presentations (WTT151A)**

*For All Staff*

Tuesday, June 18, 9:00 AM – 12:30 PM

**MS PowerPoint: Dynamic, Impactful PowerPoint Delivery (WTT151P)**

*For All Staff*

Tuesday, June 18, 1:30 – 4:30 PM

**MS Excel: Formulas and Functions (WTT141A)**

*For All Staff*

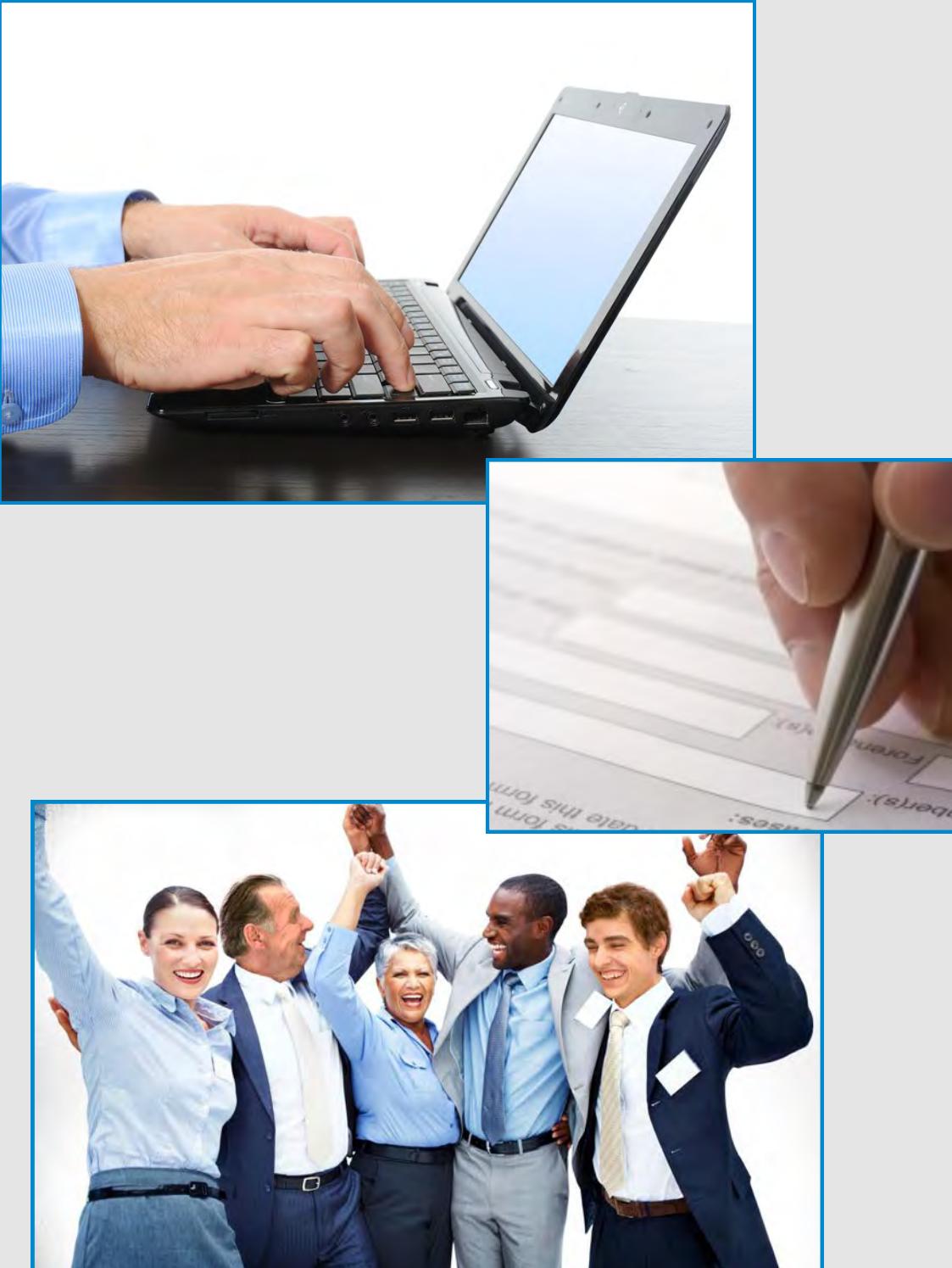
Friday, June 21, 9:00 AM – 12:30 PM

**MS Excel: Pivot Tables and LookUps (WTT141P)**

*For All Staff*

Friday, June 21, 1:30 – 4:30 PM

# PROFESSIONAL DEVELOPMENT PLANNER



# PROFESSIONAL DEVELOPMENT & LEARNING MANAGEMENT COURSE CATALOG • SPRING 2019

Spring  
2019

PDLM has provided this tool to aid CUNY staff members in creating and customizing a short- or long-term professional development plan for themselves or their employees.

**Managers/Supervisors:** As you review the catalog, use this form to note courses that would aid in your professional growth (or the professional growth of your direct reports).

**Non-Supervisory Employees:** Identify courses that would aid in your professional growth, note them on the Professional Development Planner, and discuss them with your manager to determine an appropriate professional development plan.

Include notes explaining how each course will help in meeting current or future performance goals.

Employee Name and Title	Course Name and Number	Course Date(s)	Notes

## Professional Development Planner

# PROFESSIONAL DEVELOPMENT & LEARNING MANAGEMENT COURSE CATALOG • SPRING 2019



## Office of Human Resources Management

### **Margaret Egan**

Vice Chancellor for Human Resources/Director of Strategic Initiatives

### **Dona Roy**

Deputy to the Vice Chancellor

## Professional Development & Learning Management Office

### **Rhonnye L. Ricks**

University Director

### **Jacqueline Womack-Worrell**

Associate Director

### **Despina Kouvaros**

HR Training Specialist

### **Kru Bavishi**

HR Training Specialist

### **Karen Ford**

Executive Coordinator

### **Starr Hargraves**

Training Assistant

### **Andrés Rivera Sarmiento**

Training Assistant

## Contact

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