

CU Office of
NY **Human Resources Management**
Professional Development and Learning Management

The OHRM Professional Development and Learning Management (PDLM) Office is proud to announce the addition of *eleven* new professional development courses to our Fall 2019/Spring 2020 Professional Development Program. The new courses are as follows:

- **Behavioral Interviewing (Managers/Supervisors/HR Professionals/ORD)**
- **Communication and Collaboration for Project Success (Managers/Supervisors/Project Leaders)**
- **Communicating Up, Down, and Across the Organization (ALL)**
- **Customer Service: Making Waves (ALL)**
- **Essential Skills for Leaders (Directors/Managers/Supervisors)**
- **Improving Your Effectiveness in a Multicultural Workplace (ALL)**
- **Introduction to Data Visualization with Excel (ALL)**
- **Manage Change or Change Will Manage You (ALL)**
- **Microsoft Project 2016, Part 1 (ALL)**
- **Microsoft Project 2016, Part 2 (ALL)**
- **Six Steps to Effective Problem Solving (Managers/Supervisors)**

For detailed course descriptions check out our Fall/Winter 2019 Program Schedule on www.cuny.edu/pdlm and visit the website often for updates on future courses.

Course Costs

Some CUNY Professional Development Program courses are \$90 per person per day of training. Registration cancellations for a PDLM course must be received at least 5 work days in advance or campuses will be charged for “no-shows.” Substitutes for campus no-shows are welcome if the campus Human Resources Office authorizes the “switch.”

Registration

Potential learners *must* register by completing the OHRM PDLM **E-Application (E-App)** which is located at www.cuny.edu/pdlm under “**How do I register.**” E-App registrations must be completed **and authorized** by campus Human Resources at least 5 days before the start of the course. Successful applicants receive registration confirmation notices from University.Training@cuny.edu approximately one week prior to the start of the course. *It is imperative that employees register for courses and not just “show up.”* PDLM reserves the right to ask unregistered/unauthorized attendees to return to their campuses. Human Resources Offices should CALL the PDLM office if they have questions about late registration.

CUNY Professional Development Program



October 2019

Thursday, October 10, 9:30 AM - 4:30 PM

MS EXCEL: An Introduction (WTT141)

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

Target Audience: All Staff

Tuesday, October 15, 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 by 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 this workshop, create flyers, organizational charts, marketing materials, and other professional documents with your newly enhanced skills! **Target Audience: All Staff**

Tuesday, October 15, 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 to summarize and present numerical data or text information in rows and columns with *tables*. Finally, are you looking for a way to collect and organize information from others? Learn to create *forms* that others can fill-in electronically, including check boxes, text boxes, date pickers, drop-down lists, and various other features.

Target Audience: All Staff



Tuesday, October 22, 9:00 AM - 12:30 PM

MS POWERPOINT 2010: 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**

Tuesday, October 22, 1:30 - 5:00 PM

MS POWERPOINT 2010: 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, deal effectively with fear and anxiety, and handle questions and comments with confidence. **Target Audience: All Staff**

Wednesday, October 30, 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**

Wednesday, October 30, 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**



CUNY Professional Development Program

November 2019

NEW COURSE!!!

NEW COURSE!!!



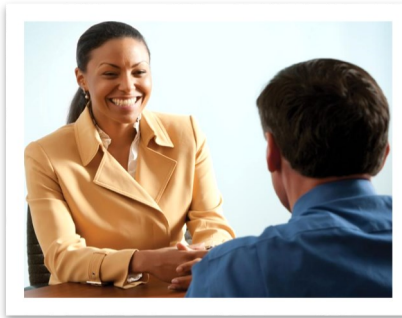
Behavioral Interviewing (C8050)
Friday, November 15, 9:00 AM - 5:00 PM

Looking to streamline the entire selection and hiring process, then this course is for you. It begins by addressing methods of identifying your staffing needs, including the basics of job analysis and how to write a job description. It describes the applicant flow, reviews the buy or build methodology, and focuses on the behavioral interviewing process. Learn what questions to ask, and more importantly, what questions not to ask to ensure that you do not discriminate in the hiring process.

Target Audience: Managers, Supervisors, Human Resources Professionals, and Office of Recruitment & Diversity

CUNY Professional Development Program

December 2019



Conducting Effective Performance Appraisal Interviews (C1012)

Wednesday, December 11, 9:00 AM - 5:00 PM

This practical workshop will boost the confidence and skills of participants in conducting both interim and yearly feedback evaluation interviews with staff. It will focus on the core purposes of performance evaluation and the communication skills needed to discuss employee performance.

Target Audience: Directors, Managers, Supervisors, and HR Professionals



REGISTRATION: Go to 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

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.

CORE COURSES FOR THE CERTIFICATE for ADMINISTRATIVE PROFESSIONALS (CAP)

Administrative Professionals must complete three Core courses.

Attitude Is Everything (C9266)

Effective Office Management in Today's Workplace (C2202)

Managing Multiple Priorities (C5044)

ELECTIVE COURSES FOR THE CERTIFICATE for ADMINISTRATIVE PROFESSIONALS

Administrative Professionals must complete 1 Communications course and 1 Technology course.

Communications Courses

**New course: Substitute for "How To Write Fast Under Pressure (C7513)*

***Customer Service: Making Waves (C8056)**

The Art of Assertiveness (C2010)

Technology Courses

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

Excel, PowerPoint, or Word - All Levels Full Days

Come Learn With Us!

Visit www.cuny.edu/pdlm for course descriptions and dates.

CUNY PROFESSIONAL DEVELOPMENT PROGRAM

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.

CORE COURSES FOR THE MANAGERIAL COMPETENCIES CERTIFICATE (MCC)

Managers must complete three core courses.

***New Course:** Substitute for "The Manager in the Middle: Effective Power Relationships Up & Down" (C9210)

Foundations of Management (C1006)

Managerial Power Tools: Motivating, Delegating, Teambuilding (C9286)

***Communicating Up, Down, & Across the Organization (C8055)**

ELECTIVE COURSES FOR THE MANAGERIAL COMPETENCIES CERTIFICATE

Managers must complete 1 Leadership course and 1 Communications course.

***New Courses:** Substitutes for "Inspired Leadership: Creating a Motivational Environment" (C9248), "Resolving Conflict: A Leadership Approach" (C5151), "Understanding and Managing Organizational Change" (C9172), and "Tactical Communication for Gaining Cooperation" (C5400)

Leadership Courses

***Essential Skills for Leaders (C8062)**

***Six Steps to Effective Problem Solving (C7779)**

***Manage Change or Change Will Manage You (C807XA)**

Communications Courses

Strengthening Workplace Communication (C7724)

***Behavioral Interviewing (C8050)**

Come Learn With Us!

Visit www.cuny.edu/pdlm for course descriptions and dates.

CUNY PROFESSIONAL DEVELOPMENT PROGRAM

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 and technology courses presented below.

CORE COURSES FOR CERTIFICATE FOR PROFESSIONAL STAFF (CPS)

Professionals must complete three Core courses.

**New Course: Substitutes for Professional Presence (C7721)*

Attitude Is Everything (C9266)

Enhancing Your Personal Productivity (C9226)

***Manage Change or Change Will Manage You (C807XA)**

ELECTIVE COURSES FOR THE CERTIFICATE FOR PROFESSIONAL STAFF

Professionals must complete 2 Elective courses. One Communication Course and One Technology Course.

**New Courses: Substitutes for Creating & Delivering Powerful Presentations (C9091) and
Tactical Communications for Gaining Cooperation (C5400)*

Communications Courses

Effective Office Management in Today's Workplace (C2202)

***Improving Your Effectiveness in a Multicultural Workplace (C8067)**

Technology Courses

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

Excel, PowerPoint, or Word - All Levels Full Days

Come Learn With Us!

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CUNY PROFESSIONAL DEVELOPMENT

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.

CORE COURSES FOR THE SUPERVISORY COMPETENCIES CERTIFICATE (SCC)

Supervisors must complete three core courses.

Essentials of Supervision for the 21st Century (C1031)

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

Smart Solutions for Unacceptable Employee Behavior (C9017)

ELECTIVE COURSES FOR SUPERVISORY COMPETENCIES CERTIFICATE PROGRAM

Supervisors must complete 1 Leadership course and 1 Communications course.

**New Course: Substitutes for "Inspired Leadership: Creating a Motivational Environment (C9248)*

Leadership Courses

Developing Yourself and Others Through Delegation (C9117)

***Essential Skills for Leaders (C8062)**

Communications Courses

Conducting Effective Performance Appraisal Interviews (C1012)

Strengthening Workplace Communication (C7724)

Come Learn With Us!

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