As part of our annual professional development program, Central Office Human Resources offers targeted training opportunities to our staff members, in partnership with the Professional Development and Learning Management Office and the NYC Citywide Training Center. This February and March 2014, we are offering three training workshops entitled, **Reframing Difficult Workplace Conversations for Positive Outcomes, Dealing with Conflict on Work Teams, and Resilience at Work**. These workshops promote more collaborative workplace interactions and problem solving through enhanced interpersonal communication skills and mutual understanding of oneself and others.

Detailed workshop information is provided below. To register, click the hyperlink for the workshop you would like to attend, and press “Send.” This will send a pre-written email with the workshop name and date in the subject line.

### Workshop: Reframing Difficult Workplace Conversations for Positive Outcomes

**Code:** C1301  
**Date:** Tuesday, February 11, 2014  
**Time:** 9:15 AM – 5:00 PM  
**Location:** 205 East 42nd Street, 8th Floor Conference Room #819  
**Audience:** All Central Office staff members  
**Facilitator:** Mr. Alan Goodman  
**Learning Objectives:**  
- Analyze appropriate and inappropriate conversations used for colleagues, superiors, and staff  
- Gain a better understanding of your own communication style and responsibility  
- Develop methods for separating emotions from facts  
- Identify circumstances where you or others may become sensitive or have an emotional reaction  
- Establish strategies for using communication for problem solving and developing better workplace relationships

[Click Here to Register for Reframing Difficult Workplace Conversations for Positive Outcomes on Tues. Feb. 11](#)

### Workshop: Dealing with Conflict on Work Teams

**Code:** C8020  
**Date:** Monday, February 24, 2014  
**Time:** 9:15 AM – 5:00 PM  
**Location:** 205 East 42nd Street, 8th Floor Conference Room #818  
**Audience:** Managers, supervisors and department, unit, program or team leaders  
**Facilitator:** Mr. Antoine Gerschel  
**Learning Objectives:**  
- Practice methods for effectively managing different work styles  
- Clarify department, unit, program or team members’ expectations and roles  
- Identify the leadership style needed for each of the five stages of team development  
- Explain task and relationship behaviors that add or detract from team effectiveness  
- Recognize warning signs of problems and discover a process to uncover and resolve conflicts  
- Learn and apply tips for fostering collaboration rather than competition

[Click Here to Register for Dealing with Conflict on Work Teams on Mon. Feb. 24](#)
Workshop: Resilience at Work
Code: C9446
Date: Thursday, March 6, 2014
Time: 9:15 AM – 5:00 PM
Location: 205 East 42nd Street, 8th Floor Conference Room #818
Audience: All Central Office staff members
Facilitator: Ms. Lynnea Brink
Learning Objectives:
• Understand the definitions of resilience
• Increase resilience, sense of personal power and focus on priorities in challenging times
• Improve ability to maintain professional poise and have impact in key relationships
• Strengthened ability to create a culture of SUPPORT™ and respond positively to change

Click Here to Register for Resilience at Work on Thurs. March 6

Reframing Difficult Workplace Conversations for Positive Outcomes promotes ways to effectively handle workplace interactions and conversations that could be considered “difficult” because they affect people’s emotions and sense of self-worth. Based on the Harvard Negotiation Project, this workshop will introduce you to a structured approach for dissecting difficult workplace communication, transforming (re-route and re-frame) it into a “learning” conversation and moving towards a positive resolution and a more harmonious workplace and relationships.

Dealing with Conflict on Work Teams addresses the unique challenges faced by team or work group members (project, unit or department) and leaders in dealing with different work styles and communication needs. The workshop focuses on effectively confronting and addressing group conflicts.

Resilience at Work is an experiential training workshop that will enable you to master the competencies of professional resilience, even during times of tremendous organizational change. Using the SUPPORT™ model of resilience, you will learn to assess your individual adaptability by examining what enhances and detracts from your professional work life. By exploring the skills required to SUPPORT™ your own resilience, you will gain Stress-hardiness, Understanding, Purpose, Perseverance, Optimism, Resourcefulness and Teamwork. The SUPPORT™ approach will help you build resources, prepare for anticipated change, positively influence others, and contribute to a dynamic organizational culture.

Be sure to discuss your individual training needs with your immediate director, manager or supervisor, and obtain their approval to register for and attend a workshop. Confirmation emails will be sent within a week of each workshop’s date. Contact Katherine Isaacs at 646-664-3268 or COHRTraining@cuny.edu with any questions.