As part of our annual professional development program, Central Office Human Resources offers targeted training opportunities to our staff members, in collaboration with the Professional Development and Learning Management Office and the NYC Citywide Training Center. These workshops are designed to enhance your interpersonal skills and professional competencies. In May and June 2013, and we are offering two training workshops, **Managerial Power Tools: Motivating, Delegating and Teambuilding** and **Cultural Appreciation of Colleagues and Customers**.

**Managerial Power Tools** focuses on enabling managers and supervisors to get things done through others, particularly how do you get people to want to do what they are supposed to do, do it well, and in collaboration with others. Participants will explore why delegating is the hardest managerial skill set to master, and will practice the skills of motivating, delegating and teambuilding via interactive exercises.

**Cultural Appreciation** focuses on using cultural awareness and sensitivity as an integral part of creating positive work relationships and delivering excellent customer service. Participants will discuss and perform activities which increase their self-awareness about personal values, motives, and beliefs and enhance their understanding of how these factors influence their interactions with others.

The dates, locations and enrollment instructions for each workshop are provided below. Please discuss your individual training needs with your immediate manager/supervisor and obtain his or her explicit approval to attend one of the workshops. Since space is limited, be sure to enroll as early as possible. We look forward to working with you. If you have any questions, contact Katherine Isaacs at 646-664-3268 or Katherine.Isaacs@cuny.edu.

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**Workshop:** Managerial Power Tools: Motivating, Delegating and Teambuilding (Code #9286)

**Date:** Thursday, May 30, 2013  
**Time:** 9:15 AM – 5:00 PM  
**Location:** 230 West 41st Street (bet. 7th & 8th Avenues) – 10th Floor Conference Room  
**Audience:** Managers, supervisors and department, unit or program leaders  
**Facilitator:** Dr. Stephanie “Stevie” Twin  
**Learning Objectives:**
- Discover techniques to uncover and capitalize on people’s motivators
- Learn to effectively manage de-motivators and causes of dissatisfaction
- Distinguish the differences among delegating, “dumping,” and assigning work
- Explore the benefits of developing others through delegation
- Identify real and self-imposed barriers to delegating
- Practice the “RAMBOS” method of delegating
- Identify the advantages of working in a team-based environment
- Learn and experience how to build a high performance team
Workshop: Cultural Appreciation of Colleagues and Customers (code #C9150)

Date: Tuesday, June 4, 2013
Time: 9:15 AM – 5:00 PM
Location: 230 West 41st Street (bet. 7th & 8th Avenues) – 5th Floor Conf. Room #525
Audience: All Central Office staff members
Facilitator: Ms. Judi Hampton

Learning Objectives:
- Develop a “keener” self-awareness about personal values, motives, and beliefs
- Understand how personal values, motives, and beliefs impact interactions with colleagues and customers
- Acknowledge that cultural awareness and sensitivity are integral components of establishing and maintaining positive work relations and delivering excellent customer service
- Become aware of cultural similarities and cultural differences in colleagues and customers
- Identify the necessary skills to effectively communicate, work and serve across cultures
- Apply the knowledge and skills to address bias and stereotyping in various interactions

To register by Friday May 17, click the following link Register for Cultural Appreciation on Tues, June 4 to email your request with the workshop name and date in the subject line. You will receive a confirmation email by Friday, May 24.