Professional Development and Learning Management Office (PDLM) Program Schedule for Winter/Spring 2009

CUNY Professional Development Program

February 2009

Giving Effective Ongoing Feedback (for managers and supervisors)
Tuesday, February 17, 9:00 AM – 5:00 PM
Location: Central Office at 57th Street
Course No.: C1041

The Art of Assertiveness (for managers, supervisors, professionals)
Tuesday, February 24, 9:00 AM – 5:00 PM
Location: Central Office at 57th Street
Course No.: C2010

Cross-Cultural Communication (for managers and supervisors)
Thursday, February 26, 9:00 AM – 5:00 PM
Location: Central Office at 57th Street
Course No.: C2210

March 2009

Excel 2003/2007 Basics
Tuesday, March 24, 9:30 AM – 4:30 PM
Location: Central Office at 57th Street
Course No.: WTT 141

Excel 2003/2007 Intermediate
Tuesday, March 31, 9:30 AM – 4:30 PM
Location: Central Office at 57th Street
Course No.: WTT 241

April 2009

Dealing with Difficult People (for administrative staff)
Wednesday, April 1, 9:00 AM – 5:00 PM
Location: Central Office at 41st Street
Course No.: C6060

Successful Workplace Communication (for administrative staff)
Tuesday, April 21, 9:00 AM – 5:00 PM
Location: Central Office at 57th Street
Course No.: C1022
CUNY Professional Development Program

April 2009, continued

Effective Office Management for Today’s Workplace (for administrative staff, office managers)
Thursday, April 23, 9:00 AM – 5:00 PM
Location: Central Office at 57th Street
Course No.: C2202

Managing Multiple Bosses: Meeting Demands and Conflicting Priorities (for administrative staff)
Tuesday, April 28, 9:00 AM – 5:00 PM
Location: Central Office at 57th Street
Course No.: C5046

Successful Letter and Memo Writing (for administrative staff)
Wednesday, April 29, and Thursday, April 30, 9:00 AM – 5:00 PM
Location: Central Office at 41st Street
Course No.: C6788

May 2009

Maintaining A Positive Work Environment (for managers, supervisors, team leaders, professionals)
Tuesday, May 5, 9:00 AM – 5:00 PM
Location: Central Office at 57th Street
Course No.: C3031

Clown: A Diversity Experience (for all staff)
Friday, May 7, 9:30 AM – 1:30 PM
Location: Central Office at 57th Street
Course No.: PDP121

Managerial Leadership (for managers and supervisors)
Tuesday, May 19, and Wednesday, May 20, 9:00 AM – 5:00 PM
Location: Central Office at 41st Street
Course No.: C3032

Team Building (for managers and supervisors)
Thursday, May 28, and Friday, May 29, 9:00 AM – 5:00 PM
Location: Central Office at 57th Street
Course No.: C1233

June 2009

Word 2003/2007 Basics
Thursday, June 4, 9:30 AM – 4:30 PM
Location: Central Office at 57th Street
Course No.: WTT 131
CUNY Professional Development Program

June 2009, continued

Excel 2003/2007 Basics
Monday, June 8, 9:30 AM – 4:30 PM
Location: Central Office at 57th Street
Course No.: WTT 141

Excel 2003/2007 Intermediate
Wednesday, June 10, 9:30 AM – 4:30 PM
Location: Central Office at 57th Street
Course No.: WTT 241

Power Point 2003/2007 Basics
Friday, June 12, 9:30 AM – 4:30 PM
Location: Central Office at 57th Street
Course No.: WTT 151

On-Site Courses

February 2009

Conducting Effective Performance Appraisal Conferences (for Central Office managers and supervisors)
Tuesday, February 24, 9:00 AM – 5:00 PM
Location: Central Office at 41st Street
Course No.: C1012

March 2009

Excel 2003 Level 1 (for CUNY Law School employees)
Tuesday, March 3, 9:00 AM – 5:00 PM
Location: Law School
Course No.: T3034

Excel 2003 Level 1 (for CUNY Law School employees)
Wednesday, March 18, 9:00 AM – 5:00 PM
Location: Law School
Course No.: T3034

Business Writing (for Central Office employees)
Monday, March 23, 9:00 AM – 5:00 PM
Location: Central Office at 57th Street
Course No.: C2036

Conducting Effective Performance Appraisal Conferences (for Central Office employees)
Thursday, March 26, 9:00 AM – 5:00 PM
Location: Central Office at 41st Street
Course No.: C1012
On-Site Courses

March 2009, continued

**Word 2003 Level 2** (for CUNY Law School employees)
Friday, March 27, 9:00 AM – 5:00 PM
Location: Law School
Course No.: T2035

**Enrollment Management Annual Retreat** (for John Jay employees)
Friday, March 27, 9:00 AM – 5:00 PM
Location: John Jay College
Course No.: C5555

**Excel 2003 Level 2** (for CUNY Law School employees)
Monday, March 30, and Tuesday, March 31, 9:00 AM – 5:00 PM
Location: Law School
Course No.: T3035

April 2009

**Stressmakers & Breakers** (for Central Office employees)
Monday, April 13, 9:00 AM – 5:00 PM
Location: Central Office at 57th Street
Course No.: C9086

**Writing Effective & Efficient Emails** (for Central Office employees)
Friday, April 17, 9:00 AM – 5:00 PM
Location: Central Office at 41st Street
Course No.: C4260

**Performance Management** (for Central Office employees)
Monday, April 20, and Wednesday, April 22, 9:00 AM – 5:00 PM
Location: Hunter School of Social Work
Course No.: C9037

**Power Point 2003 Level 1** (for CUNY Law School employees)
Friday, April 24, 9:00 AM – 5:00 PM
Location: CUNY Law School
Course No.: T5031

May 2009

**Student Development Retreat** (for John Jay employees)
Friday, May 1, 9:00 AM – 5:00 PM
Location: John Jay College
Course No.: C9272
On-Site Courses

May 2009, continued

Managing for Customer Service (for Central Office employees)
Friday, May 8, 9:00 AM – 5:00 PM
Location: Central Office at 80th Street
Course No.: C3033

Smart Solutions for Unacceptable Employee Behavior (for Central Office managers and supervisors)
Wednesday, May 20, and 27, 9:00 AM – 5:00 PM
Location: Hunter School of Social Work
Course No.: C9017

June 2009

Fundamentals of Supervision (for Central Office employees)
Monday, June 1, and 15, 9:00 AM – 5:00 PM
Location: Hunter School of Social Work
Course No.: C1031

Report Writing for Managers and Professionals (for Central Office managers, supervisors and professionals)
Wednesday, June 3, and 10, 9:00 AM – 5:00 PM
Location: Hunter School of Social Work
Course No.: C1030

Team Building (for Queens College managers and supervisors)
Wednesday, June 3, 9:00 AM – 5:00 PM
Location: Queens College
Course No.: C1233

Delivering Quality in-Person Customer Service (for Queens College employees)
Wednesday, June 10, 9:00 AM – 5:00 PM
Location: Queens College
Course No.: C5555

Student Development Retreat (for John Jay employees)
Monday, June 15, 9:00 AM – 5:00 PM
Location: John Jay College
Course No.: C9272

Supervising Challenging Employees (for Queens College managers and supervisors)
Tuesday, June 16, and Wednesday, June 17, 9:00 AM – 5:00 PM
Location: Queens College
Course No.: C9038
On-Site Courses

June 2009, continued

Delivering Quality in-Person Customer Service (for Central Office employees)
Thursday, June 18, 9:00 AM – 5:00 PM
Location: Central Office at 41st Street
Course No.: C5555

Best Practices for Effective Management and Supervision (for LaGuardia Community College managers and supervisors)
Thursday, June 18, and Friday, June 19, 9:00 AM – 5:00 PM
Location: LaGuardia Community College
Course No.: OSC2030

University Office of Library Services Retreat (for Central Office Library Services employees)
Monday, June 22, 9:00 AM – 5:00 PM
Location: John Jay College
Course No.: C9272A

Authentic Leadership: The “Inside” Story (for CUNY Law School managers and supervisors)
Monday, June 29, and Tuesday, June 30, 9:00 AM – 5:00 PM
Location: CUNY Law School
Course No.: C9096

Sexual Harassment Prevention Program

March 2009

Sexual Harassment Prevention: Respectful Workplaces (for Hunter College managers and supervisors)
Wednesday, March 11, 9:30 AM – 1:00 PM
Location: Hunter College
Course No: SHP 401

Preventing Sexual Harassment: It’s Up to You! (for Central Office employees)
Tuesday, March 17
Session 1: 9:30 AM – 12:30 PM
Session 2: 1:30 – 4:30 PM
Location: Central Office at 80th Street

Preventing Sexual Harassment: It’s Up to You! (for Central Office employees)
Monday, March 30
Session 1: 9:30 AM – 12:30 PM
Session 2: 1:30 – 4:30 PM
Location: Central Office at 57th Street
**Sexual Harassment Prevention Program**

*March 2009, continued*

**Preventing Sexual Harassment: It's Up to You!** (for Central Office employees)
Tuesday, March 31
*Session 1*: 9:30 AM – 12:30 PM  
*Session 2*: 1:30 – 4:30 PM  
Location: Central Office at 80th Street

**April 2009**

**Preventing Sexual Harassment: It’s Up to You!** (for Central Office employees)
Friday, April 3, 9:30 AM – 12:30 PM  
Location: Central Office at 42nd Street

**Sexual Harassment Prevention: Respectful Workplaces** (for NYCCT managers and supervisors)  
Monday, April 6, 9:30 AM – 1:00 PM  
Location: New York City College of Technology  
Course No: SHP 401

**Preventing Sexual Harassment: It’s Up to You!** (for Central Office employees)  
Tuesday, April 14  
*Session 1*: 9:30 AM – 12:30 PM  
*Session 2*: 1:30 – 4:30 PM  
Location: CUNY TV/Graduate Center

**Preventing Sexual Harassment: It’s Up to You!** (for Central Office employees)  
Wednesday, April 15  
*Session 1*: 9:30 AM – 12:30 PM  
*Session 2*: 1:30 – 4:30 PM  
Location: CUNY TV/Graduate Center

**Preventing Sexual Harassment: It’s Up to You!** (for Central Office employees)  
Friday, April 17, 9:30 AM – 12:30 PM  
Location: Central Office at 42nd Street

**Preventing Sexual Harassment: It’s Up to You!** (for Central Office employees)  
Tuesday, April 28  
*Session 1*: 9:30 AM – 12:30 PM  
*Session 2*: 1:30 – 4:30 PM  
Location: Central Office at 80th Street

**Sexual Harassment Prevention: Respectful Workplaces** (for Lehman College managers and supervisors)  
Thursday, April 30, 9:30 AM – 1:00 PM  
Location: Lehman College  
Course No: SHP 401
Sexual Harassment Prevention Program

May 2009

Sexual Harassment Prevention: Respectful Workplaces (for Kingsborough Community College managers and supervisors)
Friday, May 15, 9:30 AM – 1:00 PM
Location: Kingsborough Community College
Course No: SHP 401

Preventing Sexual Harassment: It's Up to You! (for Central Office employees)
Monday, May 18
Session 1: 9:30 AM – 12:30 PM
Session 2: 1:30 – 4:30 PM
Location: Central Office at 57th Street

Preventing Sexual Harassment: It's Up to You! (for Central Office employees)
Tuesday, May 19, 9:30 AM – 12:30 PM
Location: Central Office at 31st Street

Sexual Harassment Prevention: Respectful Workplaces (for University Directors)
Thursday, May 28, 12:30 – 2:30 PM
Location: Central Office at 80th Street
Course No: SHP 401

June 2009

Sexual Harassment Prevention: Respectful Workplaces (for CSI managers and supervisors)
Thursday, June 11
Session 1: 9:30 AM – 1:00 PM
Session 2: 1:30 – 5:00 PM
Location: College of Staten Island
Course No: SHP 401

Preventing Sexual Harassment: It's Up to You! (for Central Office employees)
Monday, June 15
Session 1: 9:30 AM – 12:30 PM
Session 2: 1:30 – 4:30 PM
Location: Central Office at 41st Street

Preventing Sexual Harassment: It's Up to You! (for Central Office employees)
Tuesday, June 16
Session 1: 9:30 AM – 12:30 PM
Session 2: 1:30 – 4:30 PM
Location: Central Office at 41st Street
**Special Courses**

**February 2009**

**Excel 2003/2007 SPECIAL** (for CUNYfirst HCM training)
Monday, February 9, 9:30 AM – 4:30 PM
Location: Central Office at 57th Street
Course No.: WTT 201

**Excel 2003/2007 SPECIAL** (for CUNYfirst HCM training)
Friday, February 27, 9:30 AM – 4:30 PM
Location: Central Office at 57th Street
Course No.: WTT 201

**March 2009**

**Connections Train-the-Trainer** *(restricted registration)*
*Trainer Essentials*: Thursday, March 19, 9:00 AM – 5:00 PM
Location: Central Office at 57th Street
*Connections Train-the-Trainer Specific*: Friday, March 20, 9:00 AM – 5:00 PM
Location: John Jay College
Course No.: C8004/NLC110

**Domestic Violence and the Workplace – Orientation** *(restricted registration)*
Thursday, March 26, 9:30 AM – 4:30 PM
Location: Graduate Center
Course No.: DVP 101

**Domestic Violence and the Workplace – Program Implementation: Tools and Techniques for Trainers** *(restricted registration)*
Friday, March 27, 9:30 AM – 2:00 PM
Location: Central Office at 57th Street
Course No.: DVP 201

**Executive Leadership Alumni Academy**

**Leading in Times of Fiscal Stress** *(for alumni of the CUNY Executive Leadership Program)*
Friday, March 13, 9:30 AM – 1:30 PM
Location: John Jay College
Course No.: ECP711

**MicroInequities** *(for alumni of the CUNY Executive Leadership Program)*
Friday, March 27, 9:30 AM – 12:30 PM
Location: Central Office at 41st Street
Course No.: ECP711

**The Engaging Leader** *(for alumni of the CUNY Executive Leadership Program)*
Friday, March 27, 1:30 – 4:30 PM
Location: Central Office at 41st Street
Course No.: ECP711
Executive Leadership Alumni Academy, continued

Influence, Persuasion and Negotiation (for alumni of the CUNY Executive Leadership Program)
Thursday, April 2, 9:30 AM – 4:30 PM
Location: Central Office at 41st Street
Course No.: ECP711

Leading Organizational Change (for alumni of the CUNY Executive Leadership Program)
Friday, April 3, 9:30 AM – 4:30 PM
Location: John Jay College
Course No.: ECP711

Empowerment & Personal Renewal in Times of Change (for alumni of the CUNY Executive Leadership Program)
Friday, April 24, 9:30 AM – 1:30 PM
Location: Hunter College
Course No.: ECP711

********************************************************************************************************************
This Program Schedule is subject to change. Please check www.cuny.edu/training frequently for updates. Rev. 6.3.09