Professional Development and Learning Management Office (PDLM)
Program Schedule
Spring 2010

March 2010 - Personal Productivity Month

Developing Procedures: Improving Work Processes (for managers and supervisors)
Monday, March 15, and Tuesday, March 16, 9:00 AM - 5:00 PM
Location: Central Office at 57th Street
Course No.: C9052

Performance Management (for managers and supervisors)
Thursday, March 18, and Friday, March 19, 9:00 AM - 5:00 PM
Location: New York City College of Technology
Course No.: C9037

Motivating Yourself for Success: Making It Happen (for administrative staff)
Tuesday, March 30, 9:00 AM - 5:00 PM
Location: Central Office at 41st Street
Course No.: C9092

April 2010 - Administrative Professionals Month

Delivering Quality In-Person Customer Service (for administrative staff)
Friday, April 2, 9:00 AM - 5:00 PM
Location: Lehman College
Course No.: C5555

Effective Telephone Skills (for administrative staff)
Thursday, April 8, 9:00 AM - 5:00 PM
Location: Central Office at 57th Street
Course No.: C5039

Attitude is Everything (for administrative staff)
Monday, April 12, 9:00 AM - 5:00 PM
Location: Central Office at 41st Street
Course No.: C9266
CUNY Professional Development Program (CPDP)

April 2010 - Administrative Professionals Month, continued

Successful Letter and Memo Writing (for administrative staff)
Thursday, April 15, and Friday, April 16, 9:00 AM – 5:00 PM
Location: Central Office at 57th Street
Course No.: C6788

Managing Multiple Priorities (for administrative staff)
Monday, April 19, 9:00 AM – 5:00 PM
Location: Kingsborough Community College
Course No.: C5044

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

Effective Office Management for Today’s Workplace (for administrative staff)
Tuesday, April 27, 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)
Thursday, April 29, 9:00 AM – 5:00 PM
Location: Central Office at 57th Street
Course No.: C5046

May 2010 - Managers and Supervisors Month

Creating and Delivering Powerful Presentations (for managers, supervisors, and professionals)
Tuesday, May 4, and Wednesday, May 5, 9:00 AM – 5:00 PM
Location: Central Office at 57th Street
Course No.: C9041

Team-Based Leadership (for managers and supervisors)
Tuesday, May 11, and Wednesday, May 12, 9:00 AM – 5:00 PM
Location: Kingsborough Community College
Course No.: C1026

Maintaining a Positive Work Environment (for managers and supervisors)
Friday, May 14, 9:00 AM – 5:00 PM
Location: Central Office at 57th Street
Course No.: C3031
Managing Irritation and Frustration in the Workplace: Creating New Choices (for managers, supervisors, and professionals)
Monday, May 17, 9:00 AM – 5:00 PM
Location: Central Office at 57th Street
Course No.: C9091

Fundamentals of Supervision (for managers and supervisors)
Wednesday, May 19 – Friday, May 21 (3 days), 9:00 AM – 5:00 PM
Location: Graduate Center
Course No.: C1031

Supervising Challenging Employees (for managers and supervisors)
Wednesday, May 26, and Thursday, May 27, 9:00 AM – 5:00 PM
Location: Queens College
Course No.: C9038

June 2010 – Technology Month

Word 2003/2007 Level 2
Tuesday, June 1, 9:30 AM – 4:30 PM
Location: Central Office at 57th Street
Course No.: WTT231

Power Point 2003/2007 Level 1
Thursday, June 3, 9:30 AM – 4:30 PM
Location: Central Office at 57th Street
Course No.: WTT151

Excel 2003/2007 Level 1
Tuesday, June 8, 9:30 AM – 4:30 PM
Location: Central Office at 57th Street
Course No.: WTT141

Access 2003/2007 Level 1
Thursday, June 10, 9:30 AM – 4:30 PM
Location: Central Office at 57th Street
Course No.: WTT161

Excel 2003/2007 Level 2
Tuesday, June 15, 9:30 AM – 4:30 PM
Location: Central Office at 57th Street
Course No.: WTT241
CUNY Professional Development Program (CPDP)

June 2010 - Technology Month, continued

Publisher 2003/2007 Level 1
Thursday, June 17, 9:30 AM – 4:30 PM
Location: Central Office at 57th Street
Course No.: WTT171

On-Site Programs

March 2010

Customer Service Training for Operations Staff (for Central Office operations staff)
Wednesday, March 3, 9:00 AM – 5:00 PM
Location: Central Office at 80th Street
Course No.: C5555

Developing Yourself and Others Through Delegation (for Central Office managers and supervisors)
Monday, March 8, 9:00 AM – 5:00 PM
Location: Central Office at 41st Street
Course No.: C9117

The Situational Leadership II Workshop (for LaGuardia managers and supervisors)
Friday, March 12, 9:00 AM – 5:00 PM
Location: LaGuardia Community College
Course No.: C9129

Conducting Effective Performance Appraisal Conferences (for Central Office managers and supervisors)
Thursday, March 18, 9:00 AM – 5:00 PM
Location: Central Office at 41st Street
Course No.: C1012

Preparing for Supervision: Managing the Transition (for Central Office managers and supervisors)
Tuesday, March 23, 9:00 AM – 5:00 PM
Location: Central Office at 41st Street
Course No.: C8009

Dynamic Customer CARE for Frontline Staff (for College of Staten Island employees)
Tuesday, March 30, 9:00 AM – 5:00 PM
Location: College of Staten Island
Course No.: C9066

Dynamic Customer CARE for Frontline Staff (for College of Staten Island employees)
Wednesday, March 31, 9:00 AM – 5:00 PM
Location: College of Staten Island
Course No.: C9066
On-Site Programs

April 2010

Managing Dynamic Customer CARE (for College of Staten Island managers and supervisors)
Thursday, April 1, 9:00 AM – 5:00 PM
Location: College of Staten Island
Course No.: C9067

Writing Effective & Efficient Emails (for Central Office employees)
Wednesday, April 7, 9:00 AM – 5:00 PM
Location: Central Office at 57th Street
Course No.: C4260

Best Practices for Effective Management and Supervision (for Central Office managers and supervisors)
Tuesday, April 20, and Wednesday, April 21, 9:00 AM – 5:00 PM
Location: Hunter School of Social Work
Course No.: OSC2030

May 2010

Stressmakers & Stressbreakers: How to Stress Proof Your Life (for Central Office employees)
Wednesday, May 5, 9:00 AM – 5:00 PM
Location: Central Office at 41st Street
Course No.: C9086

Giving Effective Ongoing Feedback (for Central Office managers and supervisors)
Thursday, May 13, 9:00 AM – 5:00 PM
Location: Central Office at 41st Street
Course No.: C1041

June 2010

Managing Multiple Priorities (for Central Office administrative staff)
Tuesday, June 15, 9:00 AM – 5:00 PM
Location: Central Office at 41st Street
Course No.: C5044

CUNY Policy Programs

March 2010

Domestic Violence and the Workplace - Orientation (restricted registration)
Wednesday, March 24, 9:30 AM – 5:00 PM
Location: Central Office at 57th Street
Course No.: DVP101
March 2010, continued

Domestic Violence and the Workplace - Program Implementation: Tools and Techniques for Trainers (restricted registration)
Thursday, March 25, 9:30 AM – 2:00 PM
Location: Central Office at 57th Street
Course No.: DVP201

Sexual Harassment Prevention: Respectful Workplaces (for Baruch College managers and supervisors)
Thursday, March 25, 1:30 – 4:30 PM
Location: Baruch College
Course No.: SHP401

Sexual Harassment Prevention: Respectful Workplaces (for CSI managers and supervisors)
Monday, March 29, 1:30 – 4:30 PM
Location: College of Staten Island
Course No.: SHP401

April 2010

Workplace Violence Advisory Team (WVAT) Orientation (for college WVAT members)
Tuesday, April 20, 9:00 AM to 5:00 PM
Location: Central Office at 57th Street
Course No.: WVP101

June 2010

7 Steps to Investigate Alleged Employee Misconduct (restricted registration)
Wednesday, June 9, 8:00 AM to 4:00 PM
Location: Off-Site (Midtown Manhattan)
Course No.: GC101

Writing Comprehensive Investigative Reports (restricted registration)
Wednesday, June 9, 8:00 AM to 4:00 PM
Location: Off-Site (Midtown Manhattan)
Course No.: GC201

*****************************************************************************************
This Program Schedule is subject to change. Please check www.cuny.edu/training frequently for updates. Rev. 3.22.10