Thursday, April 4, 9:00 am - 5:00 pm
ATTITUDE IS EVERYTHING (C9266)
Everyone encounters setbacks that can shake their attitude into a negative focus. Learn to maintain a positive attitude while becoming sensitive to the underlying causes of negative attitudes. Explore methods for responding to different attitudes in a positive and productive way.

Tuesday, April 9, 9:00 am - 5:00 pm
EFFECTIVE OFFICE MANAGEMENT FOR TODAY'S WORKPLACE (C2202)
Acquire the tools to better manage your work environment. Explore common workplace challenges, as well as strategies for managing time and changing priorities, developing effective office routines, better communication, increased motivation and enlisting help to build a team environment.

Friday, April 12, 9:00 am - 5:00 pm
EFFECTIVE TELEPHONE SKILLS (C5039)
Learn techniques critical to providing better telephone service. Learn how to create “customer” satisfaction through effective communication, and deal effectively with difficult people on the phone.

Tuesday, April 16, 9:00 am - 5:00 pm
MANAGING MULTIPLE PRIORITIES (C5044)
Take control of your workday by maximizing efficiency and minimizing stress. Learn to clarify and set work and personal goals and priorities, stay organized, take charge of time, recognize and overcome “productivity killers,” and utilize planning and organizing tools to measure and monitor progress.

Friday, April 19, 9:00 am - 5:00 pm
TIME MANAGEMENT STRATEGIES (C8002)
This course will assist participants in taking control of the time in their work day. Participants will identify unproductive work habits and learn a wide array of time management techniques to maximize their productivity. The focus will be on setting priorities and planning as the cornerstones of developing productive work habits. Participants will identify strategies that fit their work style and the realities of their work environment.

Tuesday, April 23, 9:00 am - 5:00 pm
“PEOPLE SMART” STRATEGIES FOR POSITIVE RELATIONSHIPS (C9156)
Learn to think wisely, be optimistic and use your energy sensibly to negotiate tense and stressful situations at work. Explore smart strategies to manage personality conflicts, complain less, maintain self-control, and avoid undermining your own work performance when faced with challenging situations.

Thursday, April 25, and Friday, April 26, 9:00 am - 5:00 pm
SUCCESSFUL LETTER & MEMO WRITING (C6788)
This course focuses on fundamental writing concepts necessary for moving letters and memos from a draft to a finished document. Participants will acquire a system for organizing and composing clear, concise, and complete letters and memos.

SPECIAL COURSE FOR PROFESSIONAL STAFF
Friday, April 5, 9:00 am - 5:00 pm
MAXIMIZING YOUR ROLE ON YOUR TEAM (C9111)
Every member in a workgroup or team wants to be useful, valuable and effective. Experience the benefits of teamwork as a method for improving performance and productivity, while analyzing your role on a team using a team-style inventory. Learn to “flex” your team style so that you can add even more value and contribution to your team.

REGISTRATION: To register, go to www.cuny.edu/training, click on REGISTRATION, and then click on the PDLM E-Application link. Follow the instructions on the Introduction page to complete and submit your E-Application (“E-App”). Applications must be received in the PDLM Office at least 10 days before a course starts. Dates are subject to change.

Come learn with us @ www.cuny.edu/training