Learning & Development  
Citywide Training Center

February 2013 Class Schedule and Course Descriptions  
*For more information: nyc.gov/ctc or call 212.487.5600*

<table>
<thead>
<tr>
<th>COURSE TITLE</th>
<th>CODE</th>
<th>CREDITS</th>
<th>DAYS</th>
<th>DATES</th>
<th>COST</th>
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<tr>
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<td>T6043</td>
<td>.6CEU/8CPE</td>
<td>1</td>
<td>Feb 1</td>
<td>$125</td>
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<tr>
<td>Dealing with Difficult People</td>
<td>C6060</td>
<td>.6CEU/8CPE</td>
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<tr>
<td>Access 2010, Level 1</td>
<td>T4051</td>
<td>1.2CEU/16CPE</td>
<td>2</td>
<td>Feb 7-8</td>
<td>$250</td>
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<tr>
<td>Building Operator Certification, Level 1</td>
<td>C7200</td>
<td>TBD</td>
<td>15</td>
<td>Feb 8, 22; Mar 8, 22; Apr 5, 19; May 3, 10, 17 8:30am-4:30pm, plus 6 online self-paced sessions</td>
<td>N/C*</td>
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<tr>
<td>Environmentally Preferable Purchasing and Green Building Principles and Requirements</td>
<td>P6015M</td>
<td>.3CEU</td>
<td>½ day</td>
<td>Feb 8, 1:30pm-5:00pm</td>
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<td>Fundamentals of Supervision</td>
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<td>1.2CEU/16CPE</td>
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<td>Feb 13-14</td>
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<td>Utilization Review – FY12/FY13 (Half-Year)</td>
<td>P6003C</td>
<td>.3CEU</td>
<td>½ day</td>
<td>Feb 14, 9:30am-12:30pm</td>
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<td>Prevailing Wage for Resident Engineers/Project Managers</td>
<td>P6034M</td>
<td>.3CEU</td>
<td>½ day</td>
<td>Feb 14, 9:00am-12:30pm</td>
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<td>Word 2007, Level 2</td>
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<td>.6CEU/8CPE</td>
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<td>Action Grammar</td>
<td>C5031</td>
<td>1.2CEU/16CPE</td>
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<td>.3CEU</td>
<td>½ day</td>
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<td>NYC Nonprofit Assistance: Building Infrastructure to Support Organizational Development</td>
<td>P6163M</td>
<td>.3CEU</td>
<td>½ day</td>
<td>Feb 20, 9:00am-12:30pm</td>
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<td>Cultural Competency for Security Officers</td>
<td>C1590</td>
<td>.3CEU</td>
<td>½ day</td>
<td>Feb 21, 9:00am-12:30pm or 1:30pm-5:00pm</td>
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<td>Competitive Sealed Proposal</td>
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<td>.6CEU</td>
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<td>.6CEU/8CPE</td>
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<td>$125</td>
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*The Building Operator Certification, Level 1 course is being offered at NO COST. However, a fee of $1,875 will be assessed for a “no show” or late cancellation in accordance with the CTC Cancellation Policy.*
Course Descriptions

Project 2010, Level 1

<table>
<thead>
<tr>
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<th>Fee</th>
<th>Date</th>
</tr>
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<tbody>
<tr>
<td>T6043</td>
<td>1</td>
<td>.6 / 8</td>
<td>$125</td>
<td>Feb 1</td>
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In this course, participants will create and manage a project schedule using Microsoft® Project 2010.

Prerequisite: Basic knowledge of computer applications

Dealing with Difficult People

<table>
<thead>
<tr>
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<th>CEU / CPE</th>
<th>Fee</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>C6060</td>
<td>1</td>
<td>.6 / 8</td>
<td>$125</td>
<td>Feb 6</td>
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</table>

This workshop provides participants with techniques to enhance their skills for dealing with difficult people in the workplace. Participants will learn how to manage their own behavior, explore different coping mechanisms, and develop more effective communication skills when confronted with a difficult person or situation.

SEMINAR OBJECTIVES:

- Identify emotionally charged situations at work in order to minimize their impact
- Practice strategies for gaining control of volatile situations
- Apply techniques to take charge of work-place conversations
- Learn how to fend off a personal attack without being drawn into a “no-win” showdown
- Discover methods to keep pressure from affecting job performance

Target Audience: Individuals who wish to discover better ways to deal with difficult people in the workplace

Access 2010, Level 1

<table>
<thead>
<tr>
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<th>Fee</th>
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<tr>
<td>T4051</td>
<td>2</td>
<td>1.2 / 16</td>
<td>$250</td>
<td>Feb 7-8</td>
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In this course, participants will create and modify new databases and their various objects. Participants will maintain data consistency and integrity; improve queries, forms, and reports; and also integrate Microsoft® Office Access™ 2010 with other applications.

Prerequisite: Basic knowledge of computer applications

Building Operator Certification, Level 1

<table>
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<tr>
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<th>Days of Training</th>
<th>CEU / CPE</th>
<th>Fee</th>
<th>Period</th>
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<td>C7200</td>
<td>15</td>
<td>TBD</td>
<td>N/C*</td>
<td>Feb 8,22; Mar 8, 22; Apr 5, 19; May 3,10,17 8:30am-4:30pm, plus 6 online self-paced sessions</td>
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The course provides an overview of building systems, especially those related to energy use. The course focuses on equipment and system functions, including lighting, mechanical, and electrical systems, as well as provides guidance to improve thermal comfort, air quality, and life-safety considerations.

SEMINAR OBJECTIVES:

- Knowledge of building mechanical and electrical systems—HVAC equipment and controls, electrical distribution, motors, and lighting—and how their operation relates to energy efficiency performance and building comfort conditions
- Recognition of system configurations, drawing of schematics, observation and interpretation of operating conditions
- Ability to develop strategies for systematic maintenance and performance monitoring
- Understanding of energy data sources, data management and interpretation, including use of software tools, calculation of indices
- Capabilities for participating in a structured approach to surveying and assessing energy-using systems, leading to qualitative and quantitative formulation of energy projects

Target Audience: Building operators who may have limited formal training but have substantial work experience in building systems

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Environmentally Preferable Purchasing and Green Building Principles and Requirements

In this course, participants will learn about the procurement impacts of the recent "Green Buildings" and "Environmentally Preferable Purchasing" (EPP) local laws. Participants will be given an overview of the requirements of Local Law 86.

SEMINAR OBJECTIVES:
- Determine whether a project must comply with a Green Building/LEED (Leadership in Energy and Environmental Design) standard or energy/water efficiency requirements
- Explore potential exemptions and waivers
- Discuss the oversight review process and reporting provisions
- Examine the following Local Laws as they relate to design and construction projects
  - Local Law 119 - Energy and Water Efficiency
  - Local Law 120 - Hazardous Materials

Target Audience: This course is designed for City procurement personnel who wish to gain an understanding of the impact of Local Laws on purchasing decisions

Fundamentals of Supervision

This workshop offers participants an introduction to the issues, challenges, and typical situations related to supervising “frontline” employees. Participants will learn basic skills and be introduced to the key techniques that they will need to function effectively in their supervisory role. Emphasis will be placed on the supervisor as part of a management team committed to developing excellence in government.

SEMINAR OBJECTIVES:
- Recognize the challenges of public sector supervision
- Propose strategies to effectively work with a diverse workforce
- Communicate performance objectives for effective staff performance
- Develop leadership practices that encourage commitment and teamwork
- Employ delegation as a work method that benefits both the supervisor and subordinate
- Coach staff members for top performance
- Master conflict management skills

Target Audience: All supervisors or individuals being moved and/or promoted into a supervisory position

Utilization Review – FY12/FY13 (Half-Year)

This class provides an understanding of the City's M/WBE Program and its implementation.

SEMINAR OBJECTIVES:
- Overview of FY12/FY13 (Half-Year) LL129 agency utilization
  - Citywide M/WBE Utilization by award method
  - Citywide M/WBE Utilization by contract size
  - Citywide M/WBE Utilization by agency
- Overview of agency requirements and best practices
- Overview of new reports to help monitor agency performance
- Overview of new forms and online directory

Target Audience: Appropriate for M/WBE liaisons, ACCOs, DACCOs, procurement and program staff
Prevailing Wage for Resident Engineers/Project Managers

P6034M | Days of Training: ½ | .3CEU | N/C | Feb 14, 9:30am-12:30pm

This course will focus on the role of Project Managers (PM) / Resident Engineers (RE) as part of The City’s team effort to fairly enforce prevailing wage requirements on construction projects.

SEMINAR OBJECTIVES:
- An overview/history of prevailing wage laws in New York State
- A review of responsibilities on prevailing wage of the City Comptroller and others on the ‘prevailing wage team’
- PM/RE responsibilities at project mobilization
- PM/RE issues throughout the project such as sign-in sheets, certified payrolls, and employee notifications
- ‘Tell-tale signs’ of potential prevailing wage abuses for the PM/RE
- A ‘mock exercise’ in examining a certified payroll and related sign-in sheet

Target Audience: City agency procurement and contracting staff and Project Managers (PM)/ Resident Engineers (RE)

Word 2007, Level 2

T2045 | Days of Training: 1 | .6CEU / 8CPE | $125 | Feb 14

In this course, participants create complex documents in Microsoft® Office Word 2007 documents and build personalized efficiency tools in Microsoft® Word 2007.

Prerequisite: Word 2007, Level 1

Action Grammar

C5031 | Days of Training: 2 | 1.2CEU / 16CPE | $250 | Feb 14-15

This course is designed to answer the most frequently asked questions about grammar, punctuation, and usage. Focus is on the grammatical issues that are essential for ensuring that on-the-job writing reflects a polished, professional image.

SEMINAR OBJECTIVES:
- Identify well-constructed sentences and correct run-on sentences and sentence fragments
- Create transitions between sentences
- Use correct verb tenses
- Learn the principles of subject-verb agreement
- Form possessives of singular and plural nouns
- Use pronouns correctly
- Learn rules of capitalization and correct punctuation, including commas, semi-colons, colons, and quotation marks
- Understand the meanings and differences of commonly misused words, including words that sound alike and look alike

Target Audience: Individuals who want to enhance or refresh their understanding of Standard English grammar

Maximizing the Use of the iPad

T1278 | Days of Training: ½ | .3CEU | N/C | Feb 15, 9:00am-12:30pm

This ½-day program is designed for iPad users who want to learn how to use the Apple device efficiently. Learn how to effectively use the basic functions and applications that the iPad offers. Topics will include: using the multi-touch screen; customizing the home screen; changing the iPad settings; using iCloud; typing; printing; using apps; opening and closing apps; searching; setting up e-mail; checking, reading and sending e-mail; sending and receiving text messages; and connecting to Wi-Fi.

Requirement: Participants must provide their own iPad

Prerequisite: Basic knowledge of computer applications

Target Audience: City managers who are using city-issued iPads for their day-to-day operations
NYC Nonprofit Assistance: Building Infrastructure to Support Organizational Development

P6163M
Days of Training: ¼
0.3CEU
N/C
Feb 20, 9:00am-12:30pm

There are a number of administrative investments that are needed to support an organization’s development and continued effectiveness as it grows and succeeds in providing excellent services to its community. This training will explore the key infrastructure needs of an organization to measure performance and effectiveness, track donated and earned funds, provide financial reports to management and report back to funders to cultivate ongoing funding relationships.

SEMINAR OBJECTIVES:
During this training session, board members, executive leaders, and fundraising staff of nonprofit organizations will learn:

- The components of a financial infrastructure system and when they are needed
- How to evaluate your organization’s infrastructure needs and make the case for investment
- How to support relationship development with funders with investment in infrastructure and reporting systems

TARGET AUDIENCE: Board members, executive leaders, and fundraising staff of nonprofit organizations

Cultural Competency for Security Officers

C1590
Days of Training: ¼
0.3CEU
$60
Feb 21, 9:00am-12:30pm OR 1:30pm-5:00pm

The focus of this workshop is to enhance cultural awareness and provide excellent customer service in a multicultural environment. This interactive workshop is designed to enable security officers to provide services in a respectful and inclusive manner.

SEMINAR OBJECTIVES:

- Explore and discuss how diversity and inclusion affect the delivery of services
- Recognize the impact of learned messages on current behavior patterns
- Improve security officers’ ability to communicate about and across differences with customer

TARGET AUDIENCE: Security Officers

Managing Stress and Preventing Burnout

C9033
Days of Training: 1
0.6CEU/BCPE
$125
Feb 22

This course is designed for individuals who want to take specific actions to beat job burnout. In this workshop participants will explore ways to transform the pressures of work overload into productive and positive work outcomes. This workshop helps participants to address associated fatigue and lack of focus and explore strategies for prevention. Participants will develop techniques and practice exercises for alleviating the stressors—both personal and work related—that contribute to this syndrome.

SEMINAR OBJECTIVES:

- Recognize factors that contribute to that “frazzled condition”
- Determine if you exhibit symptoms
- Distinguish the external and internal factors associated with feeling “overwhelmed” by responsibility
- Employ techniques to strengthen your resolve and “take control”
- Construct a step-by-step action plan for alleviating and preventing burnout

Target Audience: Individuals who want to develop skills for preventing, and alleviating job burnout

Understanding the VENDEX Process

P6008M
Days of Training: ¼
0.3CEU
N/C
Feb 26, 9:00am-12:30pm

In this course, participants will learn about the Vendor Information Exchange System (VENDEX), the City’s primary tool for determining vendor responsibility. Participants will learn VENDEX policies and procedures, as well as how to query the database.

SEMINAR OBJECTIVES:

- Understand the VENDEX statute and other legal requirements for determining vendor responsibility
- Learn about the various VENDEX forms and the information vendors are required to provide
- Use the VENDEX system, including how to conduct queries and initiate vendor name checks

Target Audience: City contracting personnel
### Competitive Sealed Proposal

<table>
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<tr>
<th>P4005M</th>
<th>Days of Training: 1</th>
<th>.6CEU</th>
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This course explores the range of activities involved in procurement via the Competitive Sealed Proposal, referred to as the Request for Proposal, or RFP process in New York City government for both Construction and Human Client Service agencies.

**SEMINAR OBJECTIVES:**
- Participants learn in detail, through lectures and case studies, how to deal with each aspect of the process

**Target Audience:** Public procurement personnel who are involved in the Human Client Service and Construction Competitive Sealed Proposal process will benefit from the in-depth breakdown of this lengthy process

### Fundamentals of Effective Presentations

<table>
<thead>
<tr>
<th>C9114</th>
<th>Days of Training: 1</th>
<th>.6CEU/8CPE</th>
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This course is designed for agency personnel who want to learn the fundamentals of making effective presentations. Participants will be provided the basic skills and practice of effective presentations including: dealing effectively with fear and anxiety; planning presentations that gain attention and enhance credibility; using visual aids to underscore key points; handle questions and comments with confidence. Participants will make group presentations and receive one-to-one feedback to enable them to return to their agency with greater confidence and skills they will need for their next presentation.

**SEMINAR OBJECTIVES:**
- Handle the anxiety and fear of speaking to groups
- Present your ideas with credibility
- Create impressive visual aids
- Keep your audience’s interest during the entire session
- Use simple techniques to deal with negative or hostile audiences
- Expertly handle Q & A session
- Practice giving a presentation

**Target Audience:** Agency personnel with little or no experience in giving presentations