



WORKPLACE VIOLENCE PREVENTION MONTH

FEBRUARY 2012

***FREE** professional development for CUNY employees to help foster respect and civility, and prevent incidents of violence in the workplace.*



February 3, 9:00 am - 5:00 pm

Communication Essentials for Resolving Conflict (C9077) - Wish you had a tool kit filled with the communication essentials to resolve conflict on the job? This workshop focuses on "face-to-face" communication in the context of conflict. You will gain and practice specific skills that can minimize and even eradicate workplace conflict, and help you maintain your composure. **For Managers and Supervisors**

February 7 & February 24 (register for one session only), 9:00 am - 5:00 pm

Creating Workplace Civility (C9100) - Employees may face angry or disruptive behavior during the course of their work, including harassment, intimidation, disrespect, verbal aggression, or even violence. This course gives employees the confidence to proactively and effectively address problematic situations while maintaining their professionalism. **For All Employees**

February 14, 9:00 am - 5:00 pm

Dealing with Difficult People (C6060) - Learn to manage your own behavior, explore coping mechanisms, and develop more effective communication skills when confronted with a difficult person or situation. **For Administrative Professionals**

February 15, 9:00 am - 5:00 pm

Having That "Challenging" Conversation (C9158) - Gain the skills to deliver difficult news or unpleasant feedback to colleagues, customers, or employees in a direct, yet, respectful manner. **For All Employees**

February 28 - March 1 (three days), 9:00 am - 5:00 pm

Foundations of Management (C1006) - Get an overview of the managerial role in the public sector, including issues related to effectively managing people and processes. Emphasis is placed on dealing with internal and external customers, devising and implementing process improvement, and tracking measurable outcomes. **Prerequisite: Fundamentals of Supervision or two years managerial experience. For Managers and Supervisors**

TO REGISTER: Complete the **OHRM/PDLM Application**, obtain your supervisor's signature, and deliver the application to your campus Human Resources Office. Applications are available at campus Human Resources Offices and online at www.cuny.edu/training. Applications for professional development courses must be received **at least 10 days before a course starts**. Dates are subject to change.

Professional Development and Learning Management

www.cuny.edu/training