The training unit of the Office of Human Resources Management (formerly Faculty and Staff Relations) has a new name! We are now the Office of Professional Development and Learning Management.

MISSION

The mission of the Professional Development and Learning Management Office is to coordinate training and professional development programs that support University initiatives, assist in attaining organizational goals, and contribute to the professional and personal development of CUNY employees. CUNY faculty and staff occasionally may be asked to complete questionnaires and participate in focus groups to assist us in determining and meeting University training needs.

REGISTRATION

Employees must complete enrollment procedures and obtain permission from their supervisors to attend programs coordinated by the Professional Development Office. For information on additional program offerings, eligibility requirements, program costs, and enrollment and registration procedures, contact your campus HR office, or visit our pages on the CUNY website at www.cuny.edu/training.
UNIVERSITY PROGRAMS
The Professional Development and Learning Management team offers training and professional development programs designed to enhance the knowledge, skills, and competencies of University employees.

CUNY PROFESSIONAL DEVELOPMENT PROGRAM
The CUNY Professional Development Program (CPDP) has been expanded to include courses for employees in several professional job groups, professional skills certificate programs for CUNY managers and supervisors, and personal and workplace productivity courses for professional and administrative support staff. A limited number of technology courses also are available. All courses have been designed to assist CUNY employees in “working smarter” instead of harder.

PROFESSIONAL DEVELOPMENT AND TRAINING
By special arrangement, University employees may attend professional development programs offered by NYC’s Department of Administrative Services (DCAS). The DCAS Citywide Training Center (CTC) offers programs in administrative workplace effectiveness, managerial and supervisory skills, computer technology, and auditing and procurement management. Many CTC courses also may be conducted on-site. For more information, contact your campus HR/Personnel Office or visit the CTC website at www.nyc.gov/ctc.

CUSTOMER SERVICE
The DCAS Citywide Training Center (CTC) offers customer service workshops that provide participants with the skills and tools necessary to cultivate positive interactions with both internal and external customers. Topics covered include; effective written and verbal communication, handling callers with composure and confidence, handling challenging customers and situations with tact and diplomacy, and how to interact more effectively with all “customers” (students, staff, faculty, co-workers, visitors). Participants may take these courses at CTC locations, or at on-site (campus) sessions.

EXECUTIVE LEADERSHIP
Initiated by the Chancellor, this program offers CUNY executives the opportunity to explore leadership practices, management communications theory, technological innovations, change management theory, strategic planning methods, and employee motivation techniques in the context of higher education administration.

E-LEARNING
The Professional Development Office supports the University’s e-learning initiative by bringing administrative and management e-courses to participants in certain OHRM Professional Development Programs, and to Central Office HR for distribution to Central Office employees.

WORKPLACE VIOLENCE PREVENTION
The Professional Development Office offers several courses to assist the University community in the prevention of workplace violence. Topics covered include; supervision, management, conflict resolution, diversity and cross-cultural appreciation, communication skills, and best practices for implementing CUNY’s Workplace Violence Policy and Procedures.

SEXUAL HARASSMENT PREVENTION
In compliance with federal and local laws and CUNY policy, training is provided to disseminate the University’s Policy Against Sexual Harassment and to inform faculty and staff of their responsibilities.

For Campus Investigators
A series of workshops for employees responsible for the intake and resolution of sexual harassment complaints.

For Campus Trainers
A Train-the-Trainer workshop to introduce techniques for training others on sexual harassment law and CUNY policy.

For Managers and Supervisors
A workshop designed to heighten awareness and inform managerial/supervisory employees of their legal responsibilities.

For the CUNY Community
A self-paced, comprehensive, interactive program on sexual harassment law and CUNY policy available on the CUNY website.