May 1 - 3, 9:00 AM - 5:00 PM  
FUNDAMENTALS OF SUPERVISION (C1031)  
for Managers and Supervisors

An introduction to the issues, challenges, and typical situations related to supervising “frontline” employees. In this three-day workshop, participants will learn basic skills and be introduced to the key techniques they will need to function effectively in their supervisory role.

May 15 - 16, 9:00 AM - 5:00 PM  
DEVELOPING PROCEDURES: IMPROVING WORK PROCESSES (C9054)  
for Managers and Supervisors

Enhance your staff’s performance and productivity by developing, documenting, and refining procedures for work processes. Learn techniques for identifying key steps, building formats, and effectively communicating procedures to employees.

May 21, 9:00 AM - 5:00 PM  
MAXIMIZING YOUR ROLE ON YOUR TEAM (C9111)  
for Professional Staff

Every member in a workgroup or team wants to be useful, valuable and effective. This course will help you to develop your role on the team. Participants will experience the benefits of teamwork as a method for improving performance and productivity, while analyzing their role on a team using a team-style inventory. Participants also will learn to “flex” their team style so that they can add even more value and contribution to their team.

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 and must be received at least 10 days before a course starts. Dates are subject to change.