Thursday, May 2, 9:00 am - 5:00 pm
THE LEADER AS CHANGE AGENT (C1266)
The role of change agent is only one in a leader’s constellation of roles, but in today’s competitive environment of dwindling resources and competing priorities, it is a highly critical one. Most think change is about issuing directives and communicating with stakeholders, bosses, and subordinates – but leading successful and sustainable change requires solid thought and planning. This course provides leaders, managers, and supervisors the tools and skills needed to create widespread commitment to and manage the details of any change initiative, large or small.  
For Directors, Managers, and Supervisors

Tuesday, May 7, and Wednesday, May 8, 9:00 am - 5:00 pm
LEAN SIX SIGMA: AN INTRODUCTION TO QUALITY AND PRODUCTIVITY IMPROVEMENT (C9287)  
NEW!
SIX SIGMA is a systematic method for improving quality through team problem solving. Performance Management is a method to measure individual and team results and motivate staff. Learn the basics of both systems and how to apply some of their techniques to hold staff accountable for measurable results while at the same time creating a positive work climate.
For Directors, Managers, and Supervisors

Friday, May 10, 9:00 am - 5:00 pm
ATTITUDES AT WORK: FOSTERING RESILIENCE AND OPTIMISM (C2503)
Positive attitudes contribute to an engaging and effective work climate and can be a source of creativity, team spirit, and productivity under pressure. Learn to shape the attitudes and optimism of your staff in order to create a positive work environment. Also, learn practical techniques for dealing with negative workplace behaviors.
For Managers and Supervisors

Tuesday, May 14, 9:00 am - 5:00 pm
SUPERVISING FOR PERFORMANCE IMPROVEMENT (C6789)
This course presents positive approaches for supervising staff for better performance and increased unit productivity. Participants will learn concepts, skills, and methods to develop productive work environments and communicate staff performance expectations.
For Managers and Supervisors

Tuesday, May 14, 9:00 am - 5:00 pm
THE MANAGER IN THE MIDDLE (C9210)
Managers know the stress of leading from the middle — being accountable to those they report to while managing their own staff for harmony and productivity. Learn how to balance relationships and build alliances up and down the organizational hierarchy. In this highly interactive workshop, participants will experiment with and discuss tools and techniques for influencing their manager in collaborative ways while engaging their sometimes reactive or resistant staff.
For Managers

Tuesday, May 21, 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, Supervisors, and Professionals

Thursday, May 23, 9:00 am - 5:00 pm
FRANKLIN COVEY’S FOCUS: ACHIEVING YOUR HIGHEST PRIORITIES (FC451)  
NEW!
Learn to execute your highest priorities with a reliable planning system based on value-aligned time management. Clearly define your goals and break them down into key tasks. Reduce stress by eliminating unnecessary activities. Master information management, including technology best practices, and learn how to balance work and life priorities and avoid burnout. Participants will receive a Focus Participant Pack and 30-Day Sample Planners.
For Managers and Supervisors

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.