Professional Development & Learning Management

COURSE CATALOG
FALL 2009/WINTER 2010

Featuring courses in:
♦ Administrative Skills
♦ Communication
♦ CUNY Policies
♦ Customer Service
♦ Diversity
♦ Managerial/Supervisory Skills
♦ Office Productivity
♦ Technology
♦ Training and Facilitation
...and much more!

Course offerings October 2009 - February 2010

Come Learn with Us!
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All human beings are born with an innate desire and ability to learn. We are geared by nature to take in information, build skills and develop new ideas. Learning is an essential tool that helps individuals and societies grow and respond to change. People learn best from one another, and participation in learning communities is essential to their effectiveness, well-being and happiness in any work setting.

Learning doesn’t stop after we leave college – it continues throughout our lifetimes. This is especially important in a fast-changing world where dramatic workplace and lifestyle changes are the norm rather than the exception. No one knows that better than we do here at CUNY – our University and our jobs are growing and evolving every day. We realize that developing new skills and gaining knowledge provides us with the confidence to embrace change and seize opportunities. By embracing lifelong learning, we will not only become more innovative and enterprising at work, but we’ll be better able to cope with all aspects of life, on and off the job.

The new reality of the workplace is that organizations need motivated and highly skilled people to maintain a competitive edge. Think of it as a kind of “knowledge economy.” Technological advances and global competition requires that workers be equipped with not just technical know-how, but the ability to analyze, transform, create and share information. Lifelong learning is a powerful tool for building thriving organizations in which people pool their resources, skills and knowledge to advance the organization and enrich the community at large.

Towards that end, it is the mission of CUNY’s Office of Professional Development and Learning Management to provide opportunities for University employees to hone the skills that have brought them thus far, and to learn new ones that will equip them to succeed in the 21st Century workplace. I hope you will utilize these marvelous programs to invigorate and energize yourselves to move forward in your professional and personal lives. Let us all recommit ourselves to attaining our own personal goals, and to the service of our great University.

Sincerely,

Gloriana B. Waters
Vice Chancellor
Human Resources Management
Thank you for your interest in the Professional Development & Learning Management (PDLM) Catalog of Courses for Fall 2009/Winter 2010. The Professional Development & Learning Management team of the Office of Human Resources Management recognizes that the success of every organization depends on the skills and capabilities of its people. CUNY professional development programs are designed to enhance the knowledge, skills, and competencies of CUNY employees.

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.

FALL 2009/WINTER 2010

The Fall 2009/Winter 2010 PDLM Program Schedule of professional development courses at CUNY, in combination with courses held at the Citywide Training Center (CTC), provides many opportunities for CUNY employees to enhance their professional skills. Ongoing feedback from program participants and Human Resource Directors throughout the University have helped us to focus on those areas of greatest need in developing the fall/winter schedule. Subject areas to be explored this fall/winter include personal productivity, telephone skills, time management, stress management, effective presentation skills, diversity, communication, and strategies for taking charge of one's professional and personal life.

PDLM also offers several technology courses exclusively for CUNY employees. Personal Computer Essentials is a workshop designed for employees who wish to increase their comfort level with everyday computer use. The workshop covers software, hardware, Internet navigation, and other computer essentials. PDLM also offers courses in various software applications, including Excel, Word and PowerPoint. See the Fall 2009/Winter 2010 Program Schedule beginning on page 37 for specific course dates and locations. A variety of technology courses also are available through the Citywide Training Center.

CUNY managers and supervisors have the opportunity to participate in either the Managers or Supervisors Certificate Program. In addition to basic principals of management and supervision, specific subject areas to be explored this fall/winter include conflict resolution, giving effective feedback, and developing oneself and others through delegation. Whether pursuing a certificate or not, both new and long-time managers alike will have access to a variety of courses that can assist them in their growth as leaders. Likewise, CUNY’s administrative professionals will have many opportunities to learn new techniques for providing excellent service. Administrative professionals may take courses in effective office management, effective telephone skills, and maintaining a positive attitude. Administrative professionals also may pursue the Administrative Professionals Certificate.

We are pleased to offer all employees of The City University of New York the opportunity to take charge of their own professional development. In the back of this catalog, you will find a Professional Development Planner (page 45). We hope that as you review this catalog and identify courses that can assist you in your professional growth, you will use the planner to develop a short- or long-term professional development plan, in conversation with your supervisor. Supervisors also can help employees to set development goals by identifying courses that will assist in the performance of current duties, as well as prepare employees to take on additional responsibilities.

Thank you for your continued participation in our professional development programs! We look forward to seeing you this fall/winter.
Through the CUNY Professional Development Program, PDLM offers a variety of courses to help employees in various job groups maximize their personal and workplace productivity and enhance their professional skills. Whether you are a manager or supervisor, non-managerial or administrative professional, or professional or administrative support staff, the Professional Development Program can help you to be more effective in your current position and achieve long-term growth in your career. CPDP courses provide instruction in leadership and supervisory techniques, written and verbal communication, communication across cultural ethnicities, technology and more. All of these courses are designed to assist CUNY employees in working smarter instead of harder.

CUNY Professional Development courses are taught by seasoned professionals from a broad range of disciplines, including education, human resources, law, and government. Most of our instructors come to us through the Citywide Training Center (CTC) and many manage their own companies in the fields of training and consulting. Our diverse roster of course facilitators includes executive coaches, university professors, consultants to Fortune 500 companies, international public speakers, a published author, and an award-winning film producer. We are honored to have these distinguished individuals share their knowledge and experience with the CUNY community.

The Fall 2009/Winter 2010 CPDP course schedule is divided into the following special theme months:

October 2009 — Technology Month

November 2009 — Personal Productivity Month

December 2009 — “Save Yourself” Month

January 2010 — Technology Month

February 2010 — Diversity/Communications Month

Fall 2009/Winter 2010 CPDP course descriptions are provided on the following pages. For schedule information, please refer to the Fall 2009/Winter 2010 Professional Development Program Schedule, beginning on page 37.
CUNY Professional Development Program (CPDP)

OCTOBER 2009 IS TECHNOLOGY MONTH (I)

Ready to take your Microsoft Word or Excel skills to the next level? Want to learn to create great looking presentations in PowerPoint? Or, are you a self-taught computer user who would like a more formal review of PC components and terminology? The CPDP covers all of the above in the first of two Technology Months scheduled for Fall 2009/Winter 2010.

Course Descriptions

Excel 2003/2007 Level 1 (Course #WTT141)
Participants will learn skills for creating, editing, and formatting worksheets. An introduction to formulas, functions and using the chart wizard will also be covered, as well as a brief introduction to Excel 2007.

Days of Training: 1  
Target Audience: All staff

Excel 2003/2007 Level 2 (Course #WTT241)
Expanding on the skills learned in Level 1, this workshop will give participants the ability to rotate chart text, plot data, work with objects, sort and protect data. Participants will work intensively with formulas and functions (such as “if” function) and create headers and footers. (For employees seeking more thorough knowledge of Excel. Equivalent working knowledge of the level 1 course is required.) Prerequisite: Excel Level 1 course or the equivalent hands-on skills

Days of Training: 1  
Target Audience: Employees seeking more thorough knowledge of Excel

Personal Computer Essentials (Course #WTT109)
This course will reinforce the attributes of self-taught computer users by providing them with the knowledge, skills and abilities necessary to conduct their assigned tasks. Participants will receive a thorough introduction to the hardware components of a personal computer, while also becoming acquainted with applications. The workshop will teach participants about managing files and folders, using e-mail, and browsing the Internet.

Days of Training: 1  
Target Audience: All staff

PowerPoint 2003/2007 Level 1 (Course #WTT151)
Participants will learn PowerPoint fundamentals for creating, modifying, and presenting basic presentations. A brief introduction to PowerPoint 2007 also will be presented.

Days of Training: 1  
Target Audience: All staff

Word 2003/2007 Level 1 (Course #WTT131)
A highly interactive course designed to build the participants’ proficiency in using Word 2003. This full-day workshop will enable users to create, format, and enhance standard business documents, and to become more comfortable with using the software for daily tasks. A brief introduction of Word 2007 will also be presented. One day.

Days of Training: 1  
Target Audience: All staff
NOVEMBER 2009 IS PERSONAL PRODUCTIVITY MONTH

Does your personal productivity need a boost?

Managers, Supervisors, and Professionals: Learn to delegate effectively for maximum productivity. Also learn to take charge of challenging situations in order to gain control of your professional and personal life.

Administrative Professionals: Learn to maintain a positive attitude even as you face challenging situations and negative attitudes at work. Enhance your telephone service skills to create customer satisfaction.

Course Descriptions

Attitude is Everything (Course #C9266)

Attitude is a highly personal and sensitive topic. As attitudes deteriorate, so do commitment, loyalty and, most importantly, performance. Everyone encounters setbacks that can shake their attitude into a negative focus. Attitude Is Everything provides individuals with the knowledge and skills to develop and maintain positive attitudes while becoming sensitive to underlying causes leading to negative attitudes. Participants will explore various methods for responding to different attitudes in a positive and productive way.

Days of Training: 1 Target Audience: Administrative staff

Developing Yourself and Others Through Delegation (Course #C9117)

Effective delegation may be the hardest skill set for a supervisor or manager to master; it often confounds and eludes even the most experienced leaders. Delegating involves high levels of trust, self-awareness and strategic thinking. It is different from assigning routine work or “dumping.” Done well, it enables you and others to take on new challenges, maximizes productivity, increases team performance and reduces stress. Done incorrectly, it results in improperly completed projects and increased frustration. This highly interactive one day workshop will explore many facets of delegation and take you through the delegation process step by step.

Days of Training: 1 Target Audience: Managers and supervisors

Effective Telephone Skills (Course #C5039)

This course equips participants with techniques critical to maximize telephone service, create “customer” satisfaction through effective communication, and deal with difficult people on the phone. Participants will gain skills for on-the-job effectiveness and be in a position to provide better telephone service. One day.

Days of Training: 1 Target Audience: Administrative staff

New Concepts in Project Management (Course #PDP351)

This course will present an overview of project management concepts and introduce the framework of the project management lifecycle. Participants will learn such concepts as stakeholder management, project initiation, and scope verification. The workshop will focus on the application of these concepts to achieve project success in addition to the use of tools. Participants also will learn the important role of stakeholder communications in project planning, execution and monitoring.

Days of Training: 1 Target Audience: Managers, supervisors, team leaders, and professionals
CUNY Professional Development Program (CPDP)

NOVEMBER/PERSONAL PRODUCTIVITY MONTH, continued

Taking Charge: Gaining Control of Your Professional and Personal Life (C9112)

Everyone experiences times when they feel out of control in their professional and personal lives. Your ability to feel “in charge” of events depends on whether you have a particular personality profile: an Internal or External locus of control. Having an Internal locus of control can be referred to as “self-agency,” “personal control,” or “self-determination.” Psychological research has found that people with more internal locus of control tend to be more achievement oriented. In this workshop, you will learn how to strengthen your ability to take charge of challenging situations.

Days of Training: 1  
Target Audience: Managers, supervisors, team leaders and professionals

DECEMBER 2009 IS “SAVE YOURSELF” MONTH

Need help energizing your team to complete a short-term project? Challenged by deadlines? Feeling stressed?

Learn new strategies to “save yourself” and ensure success in meeting your professional goals. The following December course offerings will help you to successfully lead short-term improvement projects, stress proof your life, and manage your time more effectively.

Course Descriptions

Leading Short-Term Improvement Projects (Course #C9014)

In this course, participants will learn how to set short-term improvement projects, select a project work-team, and create a viable project plan. It will also explore how to maintain focus and infuse energy and enthusiasm into the successful completion of short-term projects, in spite of often present constraints.

Days of Training: 1  
Target Audience: Managers and supervisors

Stressmakers and Stressbreakers: How to Stress Proof Your Life (Course #C9086)

When job stress mounts up, our ability to perform well on and off the job is at risk. Stress affects our ability to concentrate, to work well with others, and to experience job satisfaction. This workshop focuses on how we can better manage the stress we experience and develop greater resiliency to handle challenges both in and out of the workplace. Participants will learn strategies and coping mechanisms for increased stress control.

Days of Training: 1  
Target Audience: All staff

Time Management Strategies (Course #C8002)

This course will assist participants in taking control of the time in their work day. Participants will identify unproductive work habits and learn a wide array of time management tips and techniques to maximize their effectiveness. Focus will be on setting priorities and planning as the cornerstones of developing productive work habits. Participants will also identify those strategies that best fit their work style and the realities of their work environment.

Days of Training: 1  
Target Audience: Administrative staff
CUNY Professional Development Program (CPDP)

JANUARY 2010 IS TECHNOLOGY MONTH (II)

A second Technology Month — including training in Lotus Notes and Word 2003/2007 Level 2 — offers additional opportunities to improve technology skills.

Course Descriptions

Excel 2003/2007 Level 1 (Course #WTT141)

Participants will learn skills for creating, editing, and formatting worksheets. An introduction to formulas, functions and using the chart wizard will also be covered, as well as a brief introduction to Excel 2007.

Days of Training: 1   Target Audience: All staff

Excel 2003/2007 Level 2 (Course #WTT241)

Expanding on the skills learned in Level 1, this workshop will give participants the ability to rotate chart text, plot data, work with objects, sort and protect data. Participants will work intensively with formulas and functions (such as “if” function) and create headers and footers. (For employees seeking more thorough knowledge of Excel.) Equivalent working knowledge of the level 1 course is required.) Prerequisite: Excel Level 1 course or the equivalent hands-on skills

Days of Training: 1   Target Audience: Employees seeking more thorough knowledge of Excel

Lotus Notes 7 (Course #WTT121)

This half-day workshop is designed to give participants a quick overview of the fundamentals of Lotus Notes 7, while providing the necessary skills for customizing the Lotus Notes environment. This will be an interactive workshop designed to prepare participants to schedule meetings, and organize their tasks and address books.

Days of Training: 1/2   Target Audience: All staff

Personal Computer Essentials (Course #WTT109)

This course will reinforce the attributes of self-taught computer users by providing them with the knowledge, skills and abilities necessary to conduct their assigned tasks. Participants will receive a thorough introduction to the hardware components of a personal computer, while also becoming acquainted with applications. The workshop will teach participants about managing files and folders, using e-mail, and browsing the Internet.

Days of Training: 1   Target Audience: All staff

Word 2003/2007 Level 2 (Course #WTT231)

Expanding on the skills learned in Level 1, this highly interactive workshop will give participants the ability to create flyers by using backgrounds, borders & shading, pictures & clipart and WordArt, create fill-in forms, work with tables using formulas, and work with documents to include the use of reference commands. Also in this workshop participants will work with macros and explore how to protect a document. Prerequisite: Level 1 course or equivalent working knowledge of Word

Target Audience: All staff   Days of Training: 1
FEBRUARY 2010 IS DIVERSITY/COMMUNICATIONS MONTH

Learn to communicate effectively with others in the diverse workplace that is CUNY.

Diversity/Communications Month courses will help to foster appreciation of diverse perspectives and communication styles. Employees can learn to be more assertive while maintaining respect for others. Employees for whom English is not their first language will also have an opportunity to strengthen their English writing skills. Managers, supervisors and professionals can enhance their communication skills in the areas of giving effective performance feedback, writing well-organized reports, and delivering powerful presentations.

Course Descriptions

The Art of Assertiveness (Course #C2010)

This course will focus on ways individuals can establish trust, mutual respect, and openness to develop an assertive approach when interacting with others. It will show participants how to build “win-win” relationships and attain the results they expect, without appearing “heavy-handed.” Participants will learn methods to actively persuade others without being aggressive.

Days of Training: 1   Target Audience: Managers, supervisors, and professionals

Clown: A Diversity Experience (Course #PDP121)

A unique, thought-provoking and entertaining look at diversity. The film Clown follows the lives of three “Clown-Americans” and their families as they make poignant observations about life on the other side of stereotypes inspired by their “clown heritage.” Combining drama and comedy, the story explores the negative effect of bias, racism and prejudice. Through the film, participants are inspired to take a fresh look at their personal assumptions and interactions in our diverse society.

Days of Training: 1   Target Audience: All staff

Cross-Cultural Communication (Course #C2210)

Explores the different communication styles that exist in a diverse workplace. Through structured exercises, participants will experience the value of multiple perspectives and see how increased sensitivity to diversity issues can maximize effective communication in the workplace.

Days of Training: 1   Target Audience: Managers and supervisors

“Easy” English for the Multi-Lingual Writer (Course #C8005)

This course is designed for writers for whom English is not their first language. In this course participants will work on their own and with others on job-related writing exercises that will strengthen their ability to write using proper English. Participants will leave the course with an awareness of writing strengths and a sense of confidence in their ability to improve in areas where special focus is needed.

Days of Training: 1   Target Audience: All staff
Course Descriptions

**Fundamentals of Effective Presentations** (Course #C9114)

This program will provide participants with conviction, control, and poise needed to make effective presentations. Specifically, participants will gain skills and direction needed to become comfortable with their presentation style. Participants will receive feedback on videotaped practice presentations.

Days of Training: 2  
Target Audience: Managers, supervisors, and professionals

**Giving Effective Ongoing Feedback** (Course #C1041)

This workshop will focus on teaching managers to use effective feedback as a tool for employee performance, improvement, and development. Emphasis will be placed on developing strategies to maximize the benefits of the feedback process.

Days of Training: 1  
Target Audience: Managers and supervisors

**Report Writing for Managers and Professionals** (Course #C1030)

This workshop focuses on exercises designed to review the standard elements of reports. Participants will have the opportunity to practice on their own and sample reports to ensure that they are composing complete, well-organized, and well-formatted documents.

Days of Training: 2  
Target Audience: Managers, supervisors, and professionals
CERTIFICATE PROGRAMS

PDLM offers professional skills enhancement certificate programs for CUNY managers and supervisors. In addition, administrative staff members may qualify for the administrative professionals certificate, awarded by the Citywide Training Center (CTC). (For more on CTC programs, see page 33.)

Managers and Supervisors

Courses for the managers and supervisors certificate programs have been specifically chosen to equip the CUNY manager and supervisor with cutting-edge managerial competencies and supervisory techniques. Where required, customization for specific CUNY challenges is incorporated into the design of the course.

CUNY supervisors may take courses in the Supervisors Certificate Program (SCP). Supervisors must complete three core courses and three elective courses to obtain the certificate. Core courses for the SCP are: Fundamentals of Supervision (foundation course), Managerial Leadership, and Supervising Challenging Employees.

For managers, the Professional Development Program offers the Managers Certificate Program (MCP). This certificate also requires the completion of three core courses and three elective courses. The core courses for the MCP are Dynamics of Management (foundation course), Leading for Excellence, and Performance Management. MCP candidates are required to choose a leadership course as one of their electives.

Elective courses for these certificate programs may be chosen from a list of communications, diversity, workplace violence prevention, and leadership courses. Managerial assessments and exercises completed during the foundation courses will assist participants in determining their elective courses. In order to count toward a certificate, all courses must be completed within a three-year period. Courses may be taken on-site at CUNY locations or at the CTC.

To find out which core and elective courses for the MCP and SCP are being offered at CUNY locations this fall/winter, and for dates, times, and locations, refer to the Fall 2009/Winter 2010 Program Schedule in this Catalog, or visit our web page at www.cuny.edu/training and select Fall 2009/Winter 2010 under the heading Program Schedule.

MCP and SCP Elective Courses

- Communications Courses
  - The Art of Assertiveness
  - Business Writing for Managers and Professionals
  - Giving Effective Ongoing Feedback

- Diversity Courses
  - Achieving Cross-Cultural Appreciation
  - Cross-Cultural Communication

- Workplace Violence Prevention Courses
  - Resolving Conflict: A Leadership Approach
  - Managing Non-Productive Emotions in the Workplace

- Leadership Courses (for managers only)
  - Emotional Intelligence
  - Team Building
  - Managing the Challenges of Change
The Professional Development and Learning Management Office is pleased to provide CUNY administrative professionals the opportunity to earn the Administrative Professional Certificate (APC) through the DCAS Citywide Training Center (CTC). The CTC provides courses for administrative professionals at various levels who wish to improve their skills and gain new knowledge. The courses focus on strengthening the skills of administrative professionals and equipping them with the knowledge necessary to provide exceptional service. To obtain the Administrative Professional Certificate, employees must take the following:

- Three core courses
  - Effective Office Management for Today’s Workplace
  - Managing Multiple Priorities
  - Dealing with Difficult People
- One communications course
- One technology course at a CTC location

Refer to the Fall 2009/Winter 2010 Program Schedule to view a list of the core courses and communications courses to be offered at CUNY locations this winter/spring. Technology courses for the APC must be taken at CTC locations. Check the CTC Course Schedule to find out when they are being offered. Contact your Human Resource Office for the CTC course schedule or visit the CTC web site at www.nyc.gov/ctc.

Upon successful completion of the APC program, candidates will be invited to the Citywide Training Center’s APC Graduation and Celebration Ceremony where they will be awarded certificates of achievement.

For more information about the APC, visit the Citywide Training Center web site at www.nyc.gov/ctc.

**Personal Productivity Courses**

Courses to enhance personal productivity, communications, diversity awareness, and workplace violence prevention also are provided for various job groups in the 2009-10 CUNY Professional Development Program. Courses are offered for managers, supervisors, professionals, and administrative support staff.

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Employees are not required to work toward a certificate to register for individual managerial, supervisory or administrative courses. However, all participants must meet course prerequisites and eligibility requirements. Descriptions for these courses begin on the following page.
Managers Certificate Program (MCP)/Supervisors Certificate Program (SCP)  
Course Descriptions

MCP CORE COURSES

Dynamics of Management (Course #C1006)
Foundation Course - An overview of the managerial role in the public sector. Emphasis is placed on internal and external customers, devising and implementing process improvement, and tracking measurable outcomes. Prerequisite: Fundamentals of Supervision or two years managerial experience.

Days of Training: 3  
Target Audience: Managers

Leading for Excellence (Course #C9043)
This workshop helps participants assume the qualities of leadership that can help their units to achieve improved performance. The concentration will be on proactive adaptation to change, assumption of responsibility and accountability, and taking initiative to ensure success. Prerequisite: Fundamentals of Supervision or two years managerial experience.

Days of Training: 2  
Target Audience: Managers, supervisors, team and project leaders

Performance Management (Course #C9037)
A presentation of best practices managers and supervisors may use to set standards, expectations, and goals for optimal performance from their staff. Provides participants with methods to reinforce positive results while addressing performance gaps. Participants will examine the most challenging aspects of their own work environments and devise action plans for maximizing high performance outcomes. Also an SCP elective course.

Days of Training: 2  
Target Audience: Managers and supervisors

SCP CORE COURSES

Fundamentals of Supervision (Course #C1031)
Foundation Course - 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 they will need to function effectively in their supervisory role.

Days of Training: 3  
Target Audience: New and prospective frontline supervisors

Managerial Leadership (Course #C3032)
Teaches supervisors to coordinate newly developed leadership styles with supervisory/managerial responsibilities. Supervisors learn to use leadership skills to achieve department goals and promote a culture of trust and high performance. Prerequisite: Fundamentals of Supervision or two years supervisory experience.

Days of Training: 2  
Target Audience: Managers and supervisors

CUNY Professional Development Program (CPDP)
Managers Certificate Program (MCP)/Supervisors Certificate Program (SCP)
Course Descriptions

SCP CORE COURSES (continued)

Supervising Challenging Employees (Course #C9038)

Designed to give supervisors the interpersonal and communication skills to effectively manage challenging employees and situations. Participants will examine behaviors and attitudes that “label” a person as “challenging” and develop techniques to formulate and communicate positive behavior change goals for the employee. Emphasis will be on maintaining a positive professional image and practicing communication techniques to address “attitude issues” that affect performance. Prerequisite: Fundamentals of Supervision or two years supervisory experience

Days of Training: 2   Target Audience: Managers and supervisors

MCP and SCP ELECTIVE COURSES

Communication Courses

The Art of Assertiveness (Course #C2010)

This course will focus on ways individuals can establish trust, mutual respect, and openness to develop an assertive approach when interacting with others. It will show participants how to build “win-win” relationships and attain the results they expect, without appearing “heavy-handed.” Participants will learn methods to actively persuade others without being aggressive.

Days of Training: 1   Target Audience: Managers, supervisors, and professionals

Business Writing for Managers and Professionals (Course #C2034)

Participants will learn to write letters, memos, and reports that are informative and persuasive - and to distinguish between the two. Participants will also practice contemporary writing techniques to increase the ease and quality of their writing in a variety of work situations. This course is not intended as a remedial writing course.

Days of Training: 2   Target Audience: Managers and professionals

Giving Effective Ongoing Feedback (Course #C1041)

This workshop will focus on teaching managers to use effective feedback as a tool for employee performance, improvement, and development. Emphasis will be placed on developing strategies to maximize the benefits of the feedback process.

Days of Training: 1   Target Audience: Managers and supervisors
CUNY Professional Development Program (CPDP)

Managers Certificate Program (MCP)/Supervisors Certificate Program (SCP) Course Descriptions

MCP and SCP ELECTIVE COURSES (continued)

Diversity Courses

Achieving Cross-Cultural Appreciation (Course #C8017)

Cross-cultural appreciation is the foundation of successful customer service and partnering relationships among managers, peers and customers. The course will focus on increasing participant knowledge and awareness of - as well as sensitivity to - different perspectives, values, and behaviors. Individuals who want to communicate successfully and have meaningful and rewarding interactions in multi-cultural environments.

Days of Training: 1   Target Audience: All staff

Cross-Cultural Communication (Course #C2210)

Explores the different communication styles that exist in a diverse workplace. Through structured exercises, participants will experience the value of multiple perspectives and see how increased sensitivity to diversity issues can maximize effective communication in the workplace.

Days of Training: 1   Target Audience: Managers and supervisors

Workplace Violence Prevention Courses

Resolving Conflict: A Leadership Approach (Course #C5151)

Enables participants to develop collaborative problem-solving methods for addressing conflict-related work situations and disputes. Participants will practice constructive framing and confronting of conflict issues and learn to transfer conflict into positive situations.

Days of Training: 2   Target Audience: Managers and Supervisors

Managing Non-Productive Emotions in the Workplace (Course #C1640)

This workshop is designed to give participants a set of tools for preventing and/or managing non-productive emotions in the workplace including their own, their superiors’; their colleagues’ and their subordinates’. It will focus on how to respond constructively to the frustrations and stress encountered during the workday.

Days of Training: 2   Target Audience: Managers, supervisors, and professionals
CUNY Professional Development Program (CPDP)

Managers Certificate Program (MCP)/Supervisors Certificate Program (SCP)

Course Descriptions

MCP and SCP ELECTIVE COURSES

Leadership Courses (for managers only, except where noted)

Emotional Intelligence: The Key to Effective Leadership  (Course #C9207)

Presents methods for dealing effectively with personal emotions and those of others. Participants will learn to “read” emotional situations, choose emotional responses, manage non-productive emotions, and use the 5 key EQ competencies.

Days of Training: 2  
Target Audience: Managers and supervisors

Team Building  (Course #C1233)

This workshop provides participants with the tools and techniques needed to build an effective team. Helps supervisors, team leaders and managers turn existing work groups into teams. Explores how a team approach can result in improved work performance and productivity for the work unit.

Days of Training: 1  
Target Audience: Managers, supervisors and team leaders

Managing the Challenges of Change  (Course #C5678)

This course will assist managers in enabling and implementing change initiatives. Participants will explore the dynamics of change and their roles in the change process. Emphasis will be placed on: understanding and dealing with resistance to change; smoothing transitions; understanding the complexities of change; assessing staff openness and readiness for change; and identifying and practicing ways to communicate change.

Days of Training: 2  
Target Audience: Managers in position to implement change
CUNY Professional Development Program (CPDP)

Administrative Professionals Certificate Program — Course Descriptions

CORE COURSES

Effective Office Management for Today’s Workplace  (Course #C2202)

Provides clerical associates and administrative assistants with the tools for superior management of their work environment. Addresses day-to-day workplace challenges and gives participants strategies and techniques to gain a better perspective on their job, as well as a streamlined approach for achieving results. Topics covered include: managing your time more effectively; managing changing priorities; developing office routines that achieve optimum work outcomes; building better communication skills to facilitate cooperation; enlisting the support and help of others to build a team environment; and the impact of motivation on workplace effectiveness.

Days of Training: 1   Target Audience: Clerical and administrative personnel who wish to manage the office more effectively

Managing Multiple Priorities  (Course #C5044)

Prepares participants to better manage the multiple priorities faced in today’s fast paced work environment. Focuses on how participants can take control of their workday with methods for maximizing efficiency and effectiveness and minimizing stress. Participants will learn to: clarify and set work and personal goals and objectives; develop skills that get you organized and help you stay organized; take charge of time; identify and keep top priorities in motion when everything is important; recognize and overcome “productivity killers”; utilize planning and organizing tools to measure and monitor progress.

Days of Training: 1   Target Audience: Individuals who need to balance multiple tasks and manage their time

Dealing with Difficult People  (Course #C6060)

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. Topics covered include: identifying emotionally charged situations at work in order to minimize their impact; practicing strategies for gaining control of volatile situations; apply techniques to take charge of workplace 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.

Days of Training: 1   Target Audience: Managers, supervisors, and professionals

Communication Courses

Action Grammar  (Course #C5031)

This workshop is recommended for individuals who want to enhance or refresh their understanding of the rules of standard English grammar. Participants will learn to write more effectively using the practical suggestions that are presented in this class. Topics covered include: clear-cut answers to grammar questions; common errors in grammar and sentence structure; principles of subject-verb agreement; applying the rules of grammar to writing; correctly using abbreviations, quotations, capitalization, and punctuation; eliminating unnecessary words and phrases.

Days of Training: 2   Target Audience: Individuals who want to enhance their grammar skills
Administrative Professionals Certificate Program — Course Descriptions

Communication Courses (continued)

Developing Dynamic Listening Skills  (Course #C2508)

This workshop will focus on the skills, knowledge, and attitudes necessary to meet the challenges of listening effectively. Through practical exercises, participants will improve their behavior in this critical component of the communication process. Topics covered include: attitudes that interfere with effective listening; listening to understand versus listening to reply; separating the message content from feelings; and achieving results through better communication. Participants will assess their own listening strengths and weaknesses, practice active listening skills and receive feedback on their listening ability.

Days of Training: 1  
Target Audience: Professionals seeking to enhance their listening behaviors

“Easy” English for the Multi-Lingual Writer  (Course #C8005)

This course is designed for writers for whom English is not their first language. In this course participants will work on their own and with others on job-related writing exercises that will strengthen their ability to write using proper English. Participants will leave the course with an awareness of writing strengths and a sense of confidence in their ability to improve in areas where special focus is needed.

Days of Training: 1  
Target Audience: All staff

Successful Letter and Memo Writing  (Course #C6788)

This course focuses on fundamental writing concepts necessary for moving letters and memos from draft to finished document. Participants will acquire a system for organizing and composing clear, concise, and complete letters and memos. Participants will learn to: identify characteristics of effective business writing; plan and organize thoughts before writing; create a professional tone; avoid run-on sentences and sentence fragments; check for cohesive paragraphs; and avoid the most frequently made grammatical errors.

Days of Training: 2 days  
Target Audience: Clerical and administrative support staff responsible for drafting and writing routine office correspondence

Successful Workplace Communication  (Course #C1022)

Provides participants with methods to improve everyday interactions with co-workers and enable them to work more productively in group situations. Evaluate your own communication style and explore methods and techniques for improving your personal communication, including: active listening techniques; recognizing and respecting others’ needs; interpreting verbal and non-verbal communication cues; and diffusing and resolving conflict situations.

Days of Training: 1  
Target Audience: Clerical and administrative staff seeking to improve their communication effectiveness
CUNY Professional Development Program (CPDP)

**Administrative Professionals Certificate Program**

**CTC Technology Courses**

Candidates for the Administrative Professionals Certificate must complete one of the following technology skills electives at a CTC location. Refer to page 52 of the *Fall 2009 Citywide Training Center Course Catalog*, available at [www.nyc.gov/ctc](http://www.nyc.gov/ctc), for technology course descriptions.

- Excel (Level 1, 2, or 3)
- Outlook (Level 1, 2, or 3)
- Word (Level 1, 2, or 3)

*Note that not all CTC courses are offered each semester. Please refer to the CTC Course Schedule, distributed separately, for dates, times and locations, as well as additional courses. The CTC Course Schedule also is accessible via the CTC web site at [www.nyc.gov/ctc](http://www.nyc.gov/ctc).*
Policy Mandated Courses

Sexual Harassment Prevention Program

Policy

Harassment of employees or students based upon sex is inconsistent with and contrary to the University’s non-discrimination policy. Sexual harassment is illegal under Federal, State, and City laws, and cannot be tolerated within the University. 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. The University provides training programs for campus employees who intake and investigate sexual harassment complaints, who train others on the campus about the CUNY policy, managers and supervisors, and the CUNY Community-at-large. Campuses provide training programs to educate students and staff about the University’s policy and their responsibilities.

CUNY’s Policy Against Sexual Harassment is available at: http://web.cuny.edu/administration/ohrm/policies-procedures/policy-against-sexual-harassment.html

Core Courses

Three Core Courses are required for all campus Sexual Harassment Awareness and Intake Committee (SHAIC) members and/or investigators. The core courses provide SHAIC members with basic skills for executing general committee responsibilities. The core courses are:

1. Policy and Procedures
2. Complaint Intake
3. Managing Intake Communications

For Campus Investigators (SHAIC members)

In addition to the three core courses, campus investigators must take two courses, Informal Resolution: Conciliation, and Complaint Investigations, to assist them in resolving and investigating sexual harassment complaints.

For Campus Trainers (SHAIC members)

In addition to the three core courses, campus trainers must take the three-day Train-the-Trainer course. This interactive workshop teaches training techniques that can be applied to any subject area. SHAIC members will have the opportunity to practice training others in the prevention of sexual harassment and the University’s Policy Against Sexual Harassment. For more information on Train-the-Trainer, turn to page 27.

For Managers and Supervisors

Managers and supervisors have additional responsibilities in accordance with the law and CUNY Policy. For them, CUNY offers the campuses a half-day workshop entitled Respectful Workplaces: Preventing Sexual Harassment. This workshop, conducted on-site, is designed to heighten their awareness and inform managers and supervisors of their responsibilities for preventing sexual harassment. For more information, contact your campus Sexual Harassment Prevention Coordinator or the Professional Development and Learning Management Office.

For the University Community

The University provides a self-paced, comprehensive, interactive program on sexual harassment law and CUNY policy on the CUNY website. All members of the CUNY community are encouraged to take this web course at: http://www.newmedialearning.com/psh/cuny/index.htm.
Policy Mandated Courses

Sexual Harassment Prevention Program — Course Descriptions

SHAIC members

Policy and Procedures (Course #SHP201)

Participants will review CUNY’s Policy Against Sexual Harassment and CUNY’s Procedures for Implementation of the City University’s Policy Against Sexual Harassment.

Days of Training: 1/2 (3 hours)  Target Audience: Sexual Harassment Prevention Coordinators, Deputy Coordinators and all campus SHAIC Members

Complaint Intake (Course #SHP202)

This course is the second in a series of workshops for employees responsible for the intake of sexual harassment complaints. Participants will learn to intake a sexual harassment complaint in compliance with CUNY’s policy and procedures regarding sexual harassment. Through the use of a CUNY Sexual Harassment Intake Form and simulations of intake situations, participants learn the communication and process skills needed to collect information effectively from complainants, provide complainants with information on CUNY’s policy and procedures, and prepare reports for Sexual Harassment Coordinators. Prerequisite: Policy and Procedures

Days of Training: 1/2 (3 hours)  Target Audience: Sexual Harassment Prevention Coordinators, Deputy Coordinators and all campus SHAIC Members

Managing Intake Communications (Course #: SHP203)

This course is the third in a series of workshops for employees responsible for the intake and resolution of sexual harassment complaints. Participants will learn to: recognize and manage their personal biases about sexual harassment, effectively communicate during a sexual harassment intake, and recognize behaviors that can be perceived as sexual harassment. Emphasis will be placed on becoming familiar with CUNY’s policy and procedures regarding sexual harassment and knowing your responsibilities in reporting incidents of sexual harassment. Prerequisites: Policy and Procedures and Complaint Intake

Days of Training: 1  Target Audience: Sexual Harassment Prevention Coordinators, Deputy Coordinators and all campus SHAIC Members

Informal Resolution: Conciliation (Course #SHP301)

This highly interactive workshop is the fourth in a series of sessions designed for employees who are responsible for the informal resolution of sexual harassment complaints. This course teaches participants to: manage interactions and communications sensitively between complainants and accused parties, explore options that may lead to an informal resolution, prepare informal resolution reports for the Sexual Harassment Coordinator and anticipate potential challenges experienced in conciliation efforts. Prerequisites: Policy and Procedures, Complaint Intake, and Managing Intake Communications

Days of Training: 2  Target Audience: Sexual Harassment Prevention Coordinators, Deputy Coordinators and all campus SHAIC Members assigned to resolve or investigate complaints
Policy Mandated Courses

Sexual Harassment Prevention Program — Course Descriptions

Managers and Supervisors

Respectful Workplaces: Preventing Sexual Harassment (Course #SHP401)

This course provides a comprehensive review of the problem of sexual harassment in the workplace. Managers and supervisors receive information on sexual harassment law, their responsibilities under the law, and CUNY’s policy against sexual harassment. They learn how to recognize harassing behavior in the workplace and what they can do to prevent a sexually hostile work environment. The Professional Development & Learning Management Office coordinates on-site presentations of this program to assist campus Sexual Harassment Awareness and Intake Committees in educating their managers and supervisors.

Days of Training: 1/2 (3 hours)  Target Audience: Managers and supervisors

Online Training (for all staff, vendors, and visitors to the CUNY web site)

Preventing Sexual Harassment at CUNY: Online Course and Mastery Test

PDLM has partnered with New Media Learning, an on-line compliance software provider, to offer a comprehensive, interactive computer tutorial on sexual harassment law and CUNY’s policy, via the CUNY website. The tutorial is followed by a 15-question mastery test. Participants are required to review CUNY’s Policy Against Sexual Harassment before taking the test. Upon successful completion of the test, a Completion Certificate can be printed, either to submit to your manager or for your personal records. The course and test can be completed at your own pace and are available to the entire CUNY community.

To access the online course and mastery test:

2. From the home page, click the Faculty & Staff heading.
3. Scroll down to Personnel Policies and Procedures and select Preventing Sexual Harassment at CUNY: Online Course and Mastery Test from the list of links.

OR

Enter the following address in your web browser: http://www.newmedialearning.com/psh/cuny/index.htm.

All members of the CUNY community are invited to take the sexual harassment prevention on-line course and mastery test available on the CUNY web site. Specific editions of the course are offered to faculty, administrators and supervisors, nonsupervisory employees, students, and guests (vendors and other visitors to the CUNY website who are not CUNY employees or students).

By special arrangement with New Media Learning, The City University of New York has obtained authorization for small employers located in the five Boroughs of New York City, with not more than fifty (50) employees in total, to use the “Guest” version of the Online Course and Mastery Test free of charge for employee training. Larger employers may use this program for demonstration and evaluation, but must obtain a license from New Media Learning for instructional use.

Course Costs for Sexual Harassment Prevention Courses

Sexual harassment prevention courses for college SHAIC members are offered free of charge. A small materials fee of $5 per person is charged for the course for managers and supervisors, Respectful Workplaces: Preventing Sexual Harassment. This fee is waived if the college is paying for the course. Contact your campus Sexual Harassment Prevention Coordinator or SHAIC representative for more information.

Note that not all courses are offered each semester. Please refer to the PDLM Program Schedule for dates, times and locations, as well as additional courses. The Program Schedule also is accessible via our web pages at www.cuny.edu/training.
Policy Mandated Courses

Workplace Violence Prevention Program

The City University of New York has a long-standing commitment to promoting a safe and secure academic and work environment that promotes the achievement of its mission of teaching, research, scholarship, and service. All members of the University community are expected to maintain a working and learning environment free from violence, threats of harassment, intimidation or coercion. While these behaviors are not prevalent at the University, no organization is immune.

In 2005, OHRM’s Professional Development and Learning Management Office (PDLM) and Human Resources Operations and Services Office (HROS) collaborated with the University Public Safety Office and faculty from John Jay College and New York City College of Technology to deliver an orientation program for campus Workplace Violence Advisory Teams ("WVATs"). WVATs are responsible for assisting college Presidents in implementing the University’s workplace violence prevention policy. Participants reviewed general information on workplace violence, best practices for implementing CUNY’s policy, information on preventing student violence, and resources for presenting training and workplace violence prevention information to their campuses.

Since that time, the Professional Development and Learning Management Office has offered several courses each year to assist the University community in preventing incidents of workplace violence. As recommended by workplace violence prevention experts, basic courses in supervision, management, conflict resolution, diversity awareness, communication skills, and cross-cultural appreciation were provided to CUNY audiences. These courses were presented as part of the CUNY Professional Development Program. Courses were conducted at the Central Office and at several CUNY colleges.

CUNY campuses also are engaged in assessing prevention needs and providing information and training in workplace violence prevention. Interested persons should contact their campus WVAT Coordinator for information about workplace violence prevention activities on their campuses.

CUNY’s Workplace Violence Policy and Procedures is available at: http://web.cuny.edu/administration/ohrm/policies-procedures/domestic-violence.html

Course Descriptions

Creating Workplace Civility: Respect, Service, and Safety at Work® (Course #C9100)

Employees may face angry, challenging, disruptive, and sometimes even dangerous behavior during the course of their work. Such behavior might involve conflict, harassment, intimidation, incivility, disrespect, verbal aggression, or even violence. Both internal and external customers could potentially present these behaviors at any time. At these times, it is vital that employees maintain a workplace culture incorporating the guiding principles of Respect, Service, and Safety at Work®. Creating Workplace Civility focuses on building employee confidence to proactively address problematic situations while maintaining their own professionalism.

Days of Training: 1  
Target Audience: All staff

Managing Irritation and Frustration in The Workplace: Creating New Choices (Course #: C9091)

Do you repeatedly experience irritation and frustration on the job? If so, you are aware of how these emotions reduce job satisfaction and impact your life outside work. However, when irritation and frustration in the workplace are managed, the results are dramatic: improved communication, productivity and a sense of well-being. This course provides practical guidance for individuals who wish to improve the way they deal with irritation and frustration and free up their personal energy.

Days of Training: 1  
Target Audience: All staff
Policy Mandated Courses

Workplace Violence Prevention Program — Course Descriptions (continued)

Managing Non-Productive Emotions in the Workplace  (Course #C1640)

This workshop is designed to give participants a set of tools for preventing and/or managing non-productive emotions in the workplace including their own, their superiors’, their colleagues’ and their subordinates’. It will focus on how to respond constructively to the frustrations and stress encountered during the workday.

Days of Training: 2   Target Audience: Managers, supervisors, and professionals

Resolving Conflict: A Leadership Approach  (Course #C5151)

Enables participants to develop collaborative problem-solving methods for addressing conflict-related work situations and disputes. Participants will practice constructive framing and confronting of conflict issues and learn to transfer conflict into positive situations.

Days of Training: 2   Target Audience: Managers and Supervisors

Workplace Violence Advisory Team Orientation  (Course #WVP201)

CUNY’s Workplace Violence Prevention Policy requires campus Workplace Violence Advisory Teams (“WVATs”) to assist college Presidents in responding to campus workplace violence issues and to develop workplace violence prevention tools. The purpose of this training is to present campus WVATs with industry “best practices” for preventing and managing workplace violence incidents and to identify resources to assist in the development of workplace violence prevention and education tools.

Days of Training: 1   Target Audience: Members of campus Workplace Violence Advisory Teams (“WVATs”)

Note that not all courses are offered each semester. Please refer to the PDLM Program Schedule for dates, times and locations, as well as additional courses. The Program Schedule is also accessible via our web pages at www.cuny.edu/training.
Policy Mandated Courses

Domestic Violence Prevention Program

CUNY Domestic Violence and the Workplace Policy Statement

The City University of New York (“CUNY”) disapproves of violence against women, men, or children in any form, whether as an act of workplace violence or in any employee’s personal life. Domestic violence can spill over into the workplace, compromising the safety of both victims and co-workers and resulting in lost productivity, increased health care costs, increased absenteeism, and increased employee turnover. CUNY is committed to full compliance of all applicable laws governing domestic violence in the workplace, to promoting the health and safety of its employees, and to making a significant and continual difference in the fight to end domestic violence. CUNY will review this policy annually and will notify all employees and the New York State Office for the Prevention of Domestic Violence (“OPDV”) of any revisions.

Training

New York State requires employees designated as Domestic Violence Liaisons to complete a one-day Domestic Violence and the Workplace training course. This "orientation" course is conducted by The New York State Office for the Prevention of Domestic Violence (OPDV).

In addition, Liaisons who will conduct training on domestic violence prevention for employees on their campuses also are required to complete the half-day New York State train-the-trainer course, Program Implementation: Tools and Techniques for Trainers. (Note that the full-day orientation course is a prerequisite for Tools and Techniques.)

CUNY’s Domestic Violence and the Workplace Policy is available at: http://web.cuny.edu/administration/ohrm/policies-procedures/domestic-violence.html.

Course Descriptions

Domestic Violence and the Workplace (Course #DVP101)

This workshop will prepare campus Domestic Violence Liaisons to: better understand the dynamics of domestic violence, identify possible signs and indicators of victimization, make appropriate referrals to domestic violence service providers, work with professionals to assist identified victims with safety planning, and develop individualized responses in recognition of the physical, social and cultural realities that may affect an individual victim’s situation. Training will also include information on ways in which domestic violence impacts the workplace, including potential impact on worker productivity and the safety risks to on-site personnel and visitors.

Days of Training: 1
Target Audience: Campus Domestic Violence Liaisons and employees providing training in domestic violence

Domestic Violence and the Workplace – Program Implementation: Tools and Techniques for Trainers (Course #DVP201)

This session is intended to support individuals who will be providing training on domestic violence on their campuses, as well as to standardize the message being delivered to all New York State employees. Training materials that will support campus training efforts will be distributed and reviewed. Prerequisite: Domestic Violence and the Workplace

Days of Training: 1/2
Target Audience: Employees providing training in domestic violence
The Trainers Circle

Courses for CUNY Trainers

Today, more CUNY employees are stepping into training roles to assist in the implementation of new systems and policy initiatives such as CUNYfirst and the Domestic Violence Prevention Program. In addition, CUNY employees already occupying training roles have had to take on new topics. In order to develop and support CUNY’s growing training community, PDLM presents a series of courses to help employees sharpen their training and facilitation skills.

Course Descriptions

Train-the-Trainer (Course #TTT101)

This workshop will prepare participants to design and deliver effective training programs for employees on their campuses. Participants will use their own training content to practice the following skills: developing learning objectives and activities for specific competencies, applying creative training designs for delivering difficult or sensitive material, using technology and audiovisual aids to enhance presentations and materials, and designing training programs based on adult learning principles.

Days of Training: 3
Target Audience: Training specialists and others responsible for designing and conducting training and professional development programs

Fundamentals of Effective Presentations (Course #C9114)

This course is designed for employees 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.

Days of Training: 1
Target Audience: Employees with little or no experience in giving presentations

Connections Train-the-Trainer (Course #C8004/NLC110)

This two-day workshop prepares participants to provide customer service training for others on their campuses, using the Connections training program. In session one, Trainer Essentials, participants will review adult learning theory, basic presentation skills, and effective facilitation techniques. In session two, participants will receive an introduction to the Connections program content and training components. Working in teams, participants will have the opportunity to prepare and deliver a short presentation of a specific program segment. Strategies for successful implementation will also be reviewed. To learn more about Connections, see the Customer Service Training section of this catalog.

Days of Training: 2
Target Audience: Employees designated as campus Connections Group Leaders
Some studies indicate that educational institutions can lose as much as 15 percent of enrollment because of poor customer service. To assist in combating such negative statistics, the Professional Development and Learning Management Office offers two employee development options aimed at helping CUNY employees to provide exceptional customer service: (1) courses provided by the Citywide Training Center and (2) the Connections™ customer service training program.

Citywide Training Center

The DCAS Citywide Training Center (CTC) offers a series of customer service workshops that provide participants with the skills and tools necessary to cultivate positive interactions with both internal and external customers. Participants may take these courses at CTC locations or at CUNY locations when offered.

Two CTC courses, Delivering Quality In-Person Customer Service and Practicing Telephone Techniques That Make A Difference, have been especially effective with CUNY audiences. Both courses are a half-day in length and often are presented together as a one-day session. A third course, Preparing On-Target Customer Correspondence, helps participants to prepare customer-focused letters. Staff members who take all three customer service courses may qualify for the CTC’s Excellence in Customer Service Certificate. It is recommended that the supervisors of employees who take these classes take the Managing for Customer Service Excellence course in order to reinforce the techniques learned by their employees.

Additional customer service/communications courses available through the CTC are:

- Working Effectively with Internal Clients (Course #C6000)
- Interpersonal Skills for Technical Professionals (Course #C8680)

Registration

To find out which Citywide Training Center customer service/communications courses are scheduled for Fall 2009/Winter 2010, contact your Human Resource office for a copy of the CTC schedule or visit the CTC web site at www.nyc.gov/ctc. To register for CTC (DCAS) courses, contact your campus Human Resource Office for the CTC application and registration procedures. All applications must be sent to PDLM for processing. Any applications sent directly to DCAS/CTC will not be processed.

Course Costs

Citywide Training Center professional development courses generally cost $125 per person, per day of training, when taken at a CTC location. (PDLM is able to offer many CTC courses at CUNY locations for roughly half the price.) Occasionally, a series of courses taken to earn a CTC certificate may be offered at a discount. Contact your campus Human Resource Office for more information.
Customer Service Courses

Citywide Training Center (CTC) Customer Service/Communications Training

Course Descriptions

Delivering Quality In-Person Customer Service  (Course #C5555)
This half-day workshop provides participants with the techniques necessary to provide courteous in-person customer service and support. Participants will learn how to interact more effectively with customers, manage potentially challenging situations, and handle difficult customers with tact and diplomacy. Explores techniques to obtain information and understand customer needs; effective responses to difficult customer service situations; dealing with stressful interactions; using external customer service skills to enhance relations with internal agency customers. Requirement for CTC Excellence in Customer Service Certificate.

Days of Training: 1/2 (3.5 hours)  Target Audience: Customer service personnel who interact with the public face-to-face

Practicing Telephone Techniques That Make A Difference
This half-day workshop provides participants with specific techniques and skill enhancements for producing positive results when dealing with agency clients and customers on the telephone. Participants will have the opportunity to discuss specific service challenges faced on the job and will learn how to handle callers with composure and confidence by doing the following: cultivating an effective telephone service attitude; listening accurately to gain a clear understanding of caller needs; responding helpfully with clear and relevant information; considering each phone contact from the customer’s point of view and building rapport; and practicing specific techniques for dealing with potentially difficult callers and situations. Requirement for CTC Excellence in Customer Service Certificate.

Days of Training: 1/2 (3.5 hours)  Target Audience: Customer service personnel who interact with clients and customers over the phone

Preparing On-Target Customer Correspondence  (Course #C5050)
This two-day workshop uses individual and group exercises to help customer service staff build and enhance their writing skills. Participants will work on realistic simulations in which they must respond in writing to client complaints and inquiries. In addition, participants will receive individual, confidential feedback summarizing their writing strengths and challenges. Concepts covered include: fundamental principles required for success in business writing; writing clear, concise, and complete customer-focused letters; choosing the most effective organization, format, and style in written responses; proper sentence structure, grammar, tone, and word usage; and eliminating redundancy, ambiguity, and bureaucratic language in customer-directed correspondence. Requirement for CTC Excellence in Customer Service Certificate.

Days of Training: 2  Target Audience: Customer service personnel who write response letters

Working Effectively with Internal Clients  (Course #C6000)
Provides participants with the skills needed to work effectively with internal clients by improving client interaction and satisfaction. Participants will practice ways to make workplace interactions less confrontational and more rewarding. Concepts covered include: recognizing clients’ needs and expectations; interacting courteously and effectively with internal clients; changing difficult or emotional interactions into satisfying experiences; practicing effective listening techniques to surmount tense situations; and building a positive rapport with all internal clients.

Days of Training: 1  Target Audience: Managers, supervisors, and professionals
Customer Service Courses

Citywide Training Center (CTC) Customer Service/Communications Training — Course Descriptions (continued)

Interpersonal Skills for Technical Professionals  (Course #C8680)

Provides technical professionals with the skills needed to cultivate positive interactions in the workplace. The course focuses on the interpersonal issues that those in technical areas face on a day-to-day basis. It will assist participants in becoming more effective at presenting and implementing ideas with non-technical personnel. Participants will learn to: Identify differences in communication styles of technical and non-technical personnel, improve key verbal communication skills, assess listening strengths and weaknesses, apply assertiveness techniques, and identify methods to effectively manage conflict.

Days of Training: 2 days  Target Audience: Technical professionals who want to enhance their communication skills

Managing for Customer Service Excellence  (Course #C3033)

Provides managers and supervisors with the requisite skills for managing superior customer service in their unit and addresses the specific customer service challenges that managers face. Topics covered include: how to build and maintain your customer service team, identifying and solving key customer problems, gaining management support, and coaching and motivating your customer service team to achieve excellence in customer satisfaction. Participants will also learn to apply the “Customer Satisfaction Process” (CSP).

Days of Training: 1  Target Audience: Managers and supervisors who want to ensure excellent customer service with every client contact

Note that not all CTC courses are offered each semester. Please refer to the CTC Course Schedule, distributed separately, for dates, times and locations, as well as additional courses. The CTC Course Schedule is also accessible via the CTC web site at www.nyc.gov/ctc.
Customer Service Courses

Connections™ and Connections NOW™

Connections™ is a customer-service training program developed for college and university employees by Noel-Levitz, a national leader in the field of retention and student services. The Connections™ program emphasizes that student recruitment and retention are everyone’s responsibility. Staff members are taught to be aware of and to respond to the needs of students while, at the same time, making positive connections with them. Connections™ program participants become aware of their roles as campus recruitment and retention agents, and learn how they help “set the tone” for their educational community. Staff members complete the program understanding that the nature of their connection with a student can directly influence that student’s decision to enroll and to remain in school. The program was specifically designed for staff members who work in Registrar’s, Financial Aid, Bursar’s and Admissions Offices, as well as other highly visible service areas such as college libraries.

CUNY Connections™ courses are taught by personnel who are trained to present the program. The Professional Development Office coordinates the CUNY Connections Train-the-Trainer course for employees selected by their colleges to become Connections™ trainers — or “Group Leaders” — for their campuses. These Group Leaders then work with key stakeholders on their campuses to implement customer service training for employees at their colleges, using the Connections program. Two new Connections™ Train-the-Trainer cohorts trained in 2008-2009 are in the process of implementing Connections™ training programs on CUNY campuses.

Noel-Levitz also provides an on-line Connections™ training program. The Connections NOW™ on-line course presents the most effective concepts, skills, and techniques from the instructor-led course in an on-line format for “front-line” staff, the supervisors of front-line staff, and the executives responsible for the success of service initiatives. The complete program consists of 12 self-paced modules covering topics from the importance of service through planning for the success of a quality service program. Each module contains a pre- and post-test that emphasizes the principal concepts presented in the module and “tests” the participant’s comprehension of them. Each module also contains genuine national reports on student retention and customer service which the participant may review. The program can be delivered as a Blended Model with on-line as well as classroom sessions with campus Connections™ trainers (recommended) or in the Stand Alone Model of all on-line training.

To participate in Connections NOW™, campuses generally must purchase licenses (on-line accounts) from Noel-Levitz and distribute them to employees. Employees have 60 days to complete their assigned program (modules) once they have accessed the account. A trained campus Connections™ Group Leader should work with the Professional Development Office and Noel-Levitz to ensure the success of the program. Module 12 of the program provides specific ideas to assist with a campus roll-out of the program, including guidelines for developing a strategic roll-out and developing a program budget. The Professional Development Office, fellow CUNY Connections™ Group Leaders, and Noel-Levitz also may assist with ideas and recommendations from past and current campus initiatives. E-licenses are good for one year from purchase.

Connections NOW™ Modules

Module 1  Getting Started With Providing Excellent Service on Campus
Module 2  Walking in the Shoes of Those We Serve
Module 3  Mastering the Art of Positive Communications
Module 4  Providing Service with Electronic Communications
Module 5  Taking Command of the Telephone
Module 6  Giving Your Professional Best in the Workplace
Module 7  Making Service Recovery a Priority
Module 8  Putting a Halt to the Run-Around
Module 9  Streamlining Systems and Processes
Module 10  Defining Roles and Responsibilities
Module 11  Assessing Service Delivery
Module 12  Action Planning for Service Excellence

If you are interested in Connections™ or Connections NOW™, contact your campus Human Resource Office, or your campus Connections™ Group Leader. Connections™ Group Leaders who are ready to launch their campus training programs should contact the Professional Development Office before ordering materials from Noel-Levitz, as PDLM may have a limited supply of training materials and online learning accounts that can be made available to the colleges, or may be able to facilitate special orders for multiple campuses.
Most Professional Development Office training and professional development programs are designed for specific CUNY audiences. Registration procedures for most programs are indicated below. Authorization from a manager or supervisor is required to participate.

**To register for CUNY Professional Development Program courses:**

1. Complete the OHRM Professional Development and Learning Management Office (PDLM) Course Application form (included in the Appendix). Note that the form also may be obtained from (1) the CUNY web site, (2) campus Human Resource Offices, or (3) the Training and Staff Development Office at Medgar Evers College.
2. Obtain your supervisor’s authorization and signature.
3. Submit the form to the college Human Resource Office.

**Campus Human Resource Office**

1. Forward the completed Program/Course Application to PDLM for processing. Applications should be received in the Professional Development Office at least 10 days before the start of a course.
2. The Professional Development Office generally confirms registration five to seven days before the start of a course.

**Additional Instructions for Sexual Harassment Awareness and Intake Committee Members**

Members of campus Sexual Harassment Awareness and Intake Committees also must use the PDLM Application Form to register for sexual harassment prevention courses. Committee members should:

1. Complete the application form.
2. Obtain supervisor’s signature. *Authorization from your campus Human Resources Office is not required.*
3. *Forward the application to the campus sexual harassment prevention liaison, or to the Professional Development Office, as instructed by the campus liaison.* Applications should arrive in the Professional Development Office at least 10 days before the start of a course.

**CUNY Professional Development Program Course Costs**

There is a cost associated with CUNY Professional Development Program and Citywide Training Center courses. Only Sexual Harassment Prevention courses for college SHAIC members are offered free of charge. For most CUNY Professional Development Program courses, colleges are charged a portion of the cost of each course, approximately $60 per person per day of training. Citywide Training Center professional development courses generally cost $125 per person, per day of training, when taken at a CTC location. Contact your campus Human Resource Office for more information.
By special arrangement, CUNY employees may attend professional development programs offered by the New York City Department of Administrative Services (DCAS). DCAS Citywide Training Center (CTC) courses and programs are designed to improve participants' skills, job performance, and career opportunities. Instructors are drawn from government, universities, and the private sector and are practitioners of the skills they teach. The CTC offers courses and programs in professional and administrative workplace effectiveness, managerial and supervisory skills, computer technology, certifications for IT professionals, and auditing and procurement management and certification programs.

Course Categories

**CTC Workplace Effectiveness** courses assist all levels of staff in refining the project and people management skill-sets necessary to address the multiple challenges that arise in public sector work environments. The workplace effectiveness course roster includes such courses as delegation and time management, project management, stress management, managing multiple priorities, managing non-productive emotions, business writing, dealing with difficult people, and effective office management.

**CTC Managerial and Supervision** courses emphasize the use of leadership skills as strategic tools for realizing an employer’s mission and goals. Topics addressed in these classes include team development, employee motivation, reducing conflict, leading organizational change, coaching employees, setting direction, and managing for excellent customer service.

**CTC Communication** courses provide opportunities for employees at all levels to improve and broaden their written, oral, and interpersonal communication skills. Specific course topics include grammar, business writing, delivering quality in-person customer service, listening skills, telephone techniques, effective presentations, and assertive communication.

The CTC’s [Administrative Professional Certificate (APC)](#) provides courses for administrative professionals at various levels who wish to improve their skills and gain new knowledge. The courses focus on strengthening the skills of administrative professionals and equipping them with the knowledge necessary to provide exceptional service. To obtain the certificate, employees must take three core courses, a communications course and a technology course.

The CTC also provides a broad range of [Computer Technology](#) courses for general staff that include the Microsoft Office Suite, Desktop Publishing (InDesign, Publisher, QuarkXpress), Graphic Applications (Illustrator, Photoshop, Visio), MS Project, Crystal Reports, Operating Systems (Windows 2000, XP, Vista), and Web Development Applications (Dreamweaver, Fireworks, Flash, FrontPage, HTML, XML). [Courses and certification programs for IT Professionals](#) also are available (MCDTS, MCTS, Network+ and A+ Certifications, Security+, Javascript Fundamentals). The CTC IT Training Program offers over 200 technical training courses and 60 certifications from industry leaders including Cisco, EC-Council, Linux, Novell, Microsoft, Oracle, Project Management Institute and Unix.

**CTC Procurement** courses are presented by the New York City Procurement Training Institute (PTI) and can lead to professional certification in procurement management. The Universal Public Purchasing Certification Council (UPPC) and the Institute for Supply Management (ISM) recognize training offered under the PTI as an approved source of continuing professional education credit for recertification.

The CTC offers [Auditing](#) courses that comply with the federally mandated Government Auditing Standard. Courses are provided specifically for city auditors, and for other auditing managers. Auditing course instructors have extensive experience in government auditing and training and come from the Government Audit Training Institute of the Graduate School of the United States Department of Agriculture (USDA).
The Citywide Training Center — Professional Development and Training

Course Categories (continued)

In keeping with CUNY’s commitment to leadership in sustainability, both for the City of New York and among higher education institutions nationwide, we are pleased to offer the CTC’s Leadership in Energy and Environmental Design (LEED) courses. LEED courses are designed for professionals in building design, construction, procurement, building operations, maintenance and capital program management. The LEED Green Building Rating System was developed by the U.S. Green Building Council (USGBC) to provide standards for environmentally sustainable construction. The LEED courses are part of the CTC’s Design and Construction Excellence (D+Ce) curriculum. For additional learning opportunities related to sustainability, see the Sustainable CUNY section of this catalog (page 36).

Continuing Education Units (CEUs)

CTC is an authorized provider of Continuing Education Units (CEUs) and Professional Development credits for various professional accreditation programs. A Continuing Education Unit (CEU) is a nationally recognized standard unit for measuring professional education credits. These units are earned when individuals complete a qualified continuing education program. One CEU is equal to ten hours of participation in an organized continuing education course taught by experienced trainers and consultants. By obtaining CEUs in specific topics, participants can combine acquired courses toward professional certification and toward certain academic degrees.

Registration

The Professional Development and Learning Management Office serves as the CUNY liaison to the CTC, but registration must begin at your campus. Citywide Training Center applications are available from your College Human Resource Office or may be downloaded from the CTC web site at www.nyc.gov/ctc. Contact your College Human Resource Office for more information.

CTC On-Site Courses

Many CTC courses may be conducted on your campus for 10 or more employees. These can include professional development courses in workplace effectiveness, management and supervision, and communication, as well as certificate program courses. CTC technology courses also may be brought to your campus. Please note that modifications will be required to your college’s IT laboratory to meet instructor specifications.

In general, the cost for on-site professional development courses is $1,800 per day of training but course costs may increase if customization is required. The cost of on-site technology courses depends on several variables. Contact the Professional Development Office for more information.

To arrange an on-site course at your campus, you must:

1. Consult with your campus Human Resource Office.
2. Complete the OHRM/Professional Development & Learning Management Office On-Site Training Request Form. To obtain a form, see the Appendix of this catalog, visit www.cuny.edu/training, or contact PDLM.
3. Obtain a signature of authorization from your fiscal officer (or designee).
4. Submit the completed form to the Professional Development & Learning Management Office.

Notice of cancellation of an on-site course must be submitted in writing to Professional Development & Learning Management via email at University.Training@mail.cuny.edu no later than 15 days prior to the start of the class. Failure to do so may result in the College having to pay for the cancelled course.

DCAS Citywide Training Center Course Costs

CUNY employees may attend Citywide Training Center courses at CTC locations for the same price as New York City employees. For most professional development courses, the cost is $125 per person, per day of training. Certain certificate courses may cost more or less depending on the subject matter. Contact your campus Human Resource Office for more information.
The School of Professional Studies (SPS) offers courses and academic programs that meet the needs of adults looking for new skills to advance in their careers and for employees looking to keep their edge in today's competitive marketplace.

SPS offers classes for college credit, which can be used toward degrees, certificates and professional accreditations in a range of fields, including education, law, science, arts and culture, and healthcare and human services. SPS offers undergraduate and graduate programs, the CUNY Online Baccalaureate Programs, and non-credit programs. SPS courses are open to individuals who hold a high school diploma (for undergraduate and non-credit courses) or bachelor's degree (for graduate courses).

The School of Professional Studies is located at CUNY’s Graduate School and University Center in midtown Manhattan. Courses also are offered at other CUNY campuses and various other locations throughout the city.

**SPS Programs include:**

**Online B.A. in Communication and Culture** focuses on effective communication strategies and techniques that are sensitive to cultural differences and appropriate for different audiences and fields.

**Online B.S. in Business** offers a core business curriculum infused throughout with the ideas and ideals of ethics and corporate social responsibility in a networked, technologically-sophisticated environment.

**Murphy Institute Public Administration Certificate Program** prepares employees to address increasingly complex urban issues in a technologically advanced and demographically diverse City, as well as provide students with an interdisciplinary approach to the study of public policy and its implementation.

**Energy Services and Technology Courses** are designed for facilities professionals and are suitable for: CUNY facilities managers, administrative superintendents, building professionals, and managers of campus HVAC and electrical systems.

**Registration**

To review the current SPS Course Catalog, visit: http://www.sps.cuny.edu/programs/spscourses. To register for SPS Courses and Programs, visit: http://www.sps.cuny.edu/admissions/index.html. To speak with someone about courses or programs at SPS, contact the School of Professional Studies directly at (212) 652-CUNY.
Sustainable CUNY

On June 6, 2007, Mayor Michael Bloomberg asked New York City’s institutions of higher learning to assist him in fulfilling the mandates of *PlaNYC*, the city’s blueprint for achieving greater sustainability and reducing greenhouse gas emissions by 30 percent by the year 2030. The city’s colleges and universities were challenged to reduce their carbon footprints by 30 percent by 2017. In order to achieve this goal, CUNY has tasked all 23 of its institutions with creating unique and measurable ten-year sustainability plans. This effort is now known as the *CUNY Sustainability Project* and a *CUNY Task Force* has been formed. PDLM leads the CUNY Sustainability Task Force’s *Professional Development Committee*, whose charge is to help CUNY to develop an ongoing training and education program for its facility managers on both sustainable practices and conservation. To learn more about sustainability at CUNY, visit [http://web.cuny.edu/about/sustainable.html](http://web.cuny.edu/about/sustainable.html).

“Green” Energy Training at CUNY — Course Listing Fall 2009
Sponsored by the Center for Sustainable Energy at Bronx Community College

**Energy Efficient Building**
- The Science of Sustainable Building

**Geothermal/ GeoExchange**
- GeoExchange Design Principles

**Photovoltaic (Solar Electric)**
- 36 hour Math/Electricity Basics for PV*
- 40 hour Introductory PV Design and Installation
- Advanced: Grid Tied PV
- Advanced: Off-grid PV, with International emphasis
- RETScreen Workshop
- Streamlining Solar Workshop
- Solar Professionals Seminars

**Building Performance Institute Training**
- Building Analyst Training Building
- Building Envelope

**Solar Thermal**
- How to Put Together a Solar Thermal Package
- Solar Thermal Design and Installation Class

**The Business of Clean, Green Energy**
- Streamlining Solar Workshop
- Solar Professionals Seminars
- RETScreen Workshop

For schedule, course descriptions, costs, and registration information, visit the Center’s website at [www.csebccc.org](http://www.csebccc.org), or call 718-289-5100, x3733.
Fall 2009/Winter 2010

Program Schedule
Fall 2009/Winter 2010 Program Schedule
This Program Schedule is subject to change. Please check www.cuny.edu/training frequently for updates.

CUNY Professional Development Program (CPDP)

October 2009 – Technology Month (I)

**Personal Computer Essentials**
Friday, October 2, 9:30 AM – 4:00 PM
Location: Central Office at 57th Street
Course No.: WTT109

**Excel 2003/2007 Level 1**
Tuesday, October 6, 9:30 AM – 4:30 PM
Location: Central Office at 57th Street
Course No.: WTT141

**PowerPoint 2003/2007 Level 1**
Wednesday, October 7, 9:30 AM – 4:30 PM
Location: Central Office at 57th Street
Course No.: WTT151

**Word 2003/2007 Level 1**
Wednesday, October 14, 9:30 AM – 4:30 PM
Location: Central Office at 57th Street
Course No.: WTT131

**Excel 2003/2007 Level 2**
Thursday, October 15, 9:30 AM – 4:30 PM
Location: Central Office at 57th Street
Course No.: WTT241

November 2009 – Personal Productivity Month

**Attitude is Everything** (for administrative staff)
Tuesday, November 3, 9:00 AM – 5:00 PM
Location: Central Office at 57th Street
Course No.: C9266

**Effective Telephone Skills** (for administrative staff)
Tuesday, November 10, 9:00 AM – 5:00 PM
Location: Central Office at 57th Street
Course No.: C5039

**New Concepts in Project Management** (for managers and supervisors)
Thursday, November 12, 9:00 AM – 5:00 PM
Location: Central Office at 41st Street
Course No.: PDP351
CUNY Professional Development Program (CPDP)

November 2009 – Personal Productivity Month, continued

**Taking Charge: Gaining Control of Your Professional and Personal Life** (for managers, supervisors, and professionals)
Tuesday, November 17, 9:00 AM – 5:00 PM
Location: Central Office at 57th Street
Course No.: C9112

**Developing Yourself and Others Through Delegation** (for managers and supervisors)
Friday, November 20, 9:00 AM – 5:00 PM
Location: Central Office at 57th Street
Course No.: C9117

December 2009 – “Save Yourself” Month

**Time Management Strategies** (for administrative staff)
Wednesday, December 2, 9:00 AM – 5:00 PM
Location: Central Office at 57th Street
Course No.: C8002

**Stressmakers and Stressbreakers: How to Stress Proof Your Life** (for all staff)
Tuesday, December 8, 9:00 AM – 5:00 PM
Location: Central Office at 57th Street
Course No.: C9086

**Leading Short-Term Improvement Projects** (for managers and supervisors)
Friday, December 11, 9:00 AM – 5:00 PM
Location: Central Office at 57th Street
Course No.: C9014

January 2010 – Technology Month (II)

**Excel 2003/2007 Level 2**
Monday, January 12, 9:30 AM – 4:30 PM
Location: Central Office at 57th Street
Course No.: WTT241

**Personal Computer Essentials**
Thursday, January 14, 9:30 AM – 4:00 PM
Location: Central Office at 57th Street
Course No.: WTT101

**Lotus Notes 7**
Wednesday, January 20, 9:30 AM – 4:00 PM
Location: Central Office at 57th Street
Course No.: WTT121
CUNY Professional Development Program (CPDP)

January 2010 – Technology Month (II), continued

Word 2003/2007 Level 2
Friday, January 22, 9:30 AM – 4:30 PM
Location: Central Office at 57th Street
Course No.: WTT231

Excel 2003/2007 Level 1
Thursday, January 28, 9:30 AM – 4:30 PM
Location: Central Office at 57th Street
Course No.: WTT141

February 2010 – Diversity/Communications Month

Report Writing for Managers and Professionals (for managers, supervisors, and professionals)
Thursday, February 4, and Friday, February 5, 9:00 AM – 5:00 PM
Location: TBD
Course No.: C1030

Cross-Cultural Communication (for managers and supervisors)
Monday, February 8, 9:00 AM – 5:00 PM
Location: TBD
Course No.: C2210

Giving Effective Ongoing Feedback (for managers and supervisors)
Wednesday, February 10, 9:00 AM – 5:00 PM
Location: TBD
Course No.: C1041

The Art of Assertiveness (for managers, supervisors, and professionals)
Wednesday, February 17, 9:00 AM – 5:00 PM
Location: TBD
Course No.: C2010

“Easy” English for the Multi-Lingual Writer (for all staff)
Friday, February 19, 9:00 AM – 5:00 PM
Location: TBD
Course No.: C8005

Fundamentals of Effective Presentations (for managers, supervisors, and professionals)
Monday, February 22, and Tuesday, February 23, 9:00 AM – 5:00 PM
Location: TBD
Course No.: C9114
Fall 2009/Winter 2010 Program Schedule
This Program Schedule is subject to change. Please check www.cuny.edu/training frequently for updates.

CUNY Professional Development Program (CPDP)

February 2010 – Diversity/Communications Month, continued

Clown: A Diversity Experience (for all staff)
Thursday, February 25, 9:30 AM – 4:30 PM
Location: TBD
Course No.: PDP121

On-Site Programs

November 2009

Best Practices for Effective Management and Supervision (for LaGuardia managers and supervisors)
Wednesday, November 4, and Friday, November 6, 9:00 AM – 5:00 PM
Location: LaGuardia Community College
Course No.: C1031/C2010

CUNY Policy Programs

September 2009

Sexual Harassment Prevention: Policy and Procedures (for SHAIC members)
Wednesday, September 9, 9:30 AM - 12:30 PM
Location: John Jay College of Criminal Justice
Course No.: SHP 201

Sexual Harassment Prevention: Complaint Intake (for SHAIC members)
Wednesday, September 9, 1:30 PM - 4:30 PM
Location: John Jay College of Criminal Justice
Course No.: SHP 202

October 2009

Domestic Violence and the Workplace – Orientation (restricted registration)
Thursday, October 8, 9:30 AM – 4:30 PM
Location: Central Office at 57th Street
Course No.: DVP 101

Domestic Violence and the Workplace – Program Implementation: Tools and Techniques for Trainers (restricted registration)
Friday, October 9, 9:30 AM – 2:00 PM
Location: Central Office at 57th Street
Course No.: DVP 201

This Program Schedule is subject to change. Please check www.cuny.edu/training frequently for updates. Rev. 9.29.09
Appendix

FORMS
Professional Development Planner

PDLM has provided this tool to aid CUNY staff members in creating and customizing a short- or long-term professional development plan for themselves or their employees.

**Managers/Supervisors:** As you peruse the catalog, use this form to note courses that would aid in the professional growth of your employees.

**Non-Supervisory Employees:** Identify courses that would aid in your professional growth, note them on the Professional Development Planner, then discuss with your manager to determine an appropriate professional development plan.

Tip: Include notes explaining how each course will help in meeting current or future performance goals.

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<tr>
<th>Employee Name/Title</th>
<th>Course Name/Number</th>
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Office of Human Resources Management
Professional Development and Learning Management
555 West 57th Street, 11th Floor
New York, New York 10019

IMPORTANT: DO NOT USE THIS FORM TO REGISTER FOR COURSES AT THE CITYWIDE TRAINING CENTER. TO REGISTER FOR CTC COURSES, SECURE A CTC APPLICATION FROM YOUR COLLEGE HUMAN RESOURCE OFFICE OR DOWNLOAD ONE FROM THE CTC WEB SITE AT WWW.NYC.GOV/CTC

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### SELECTED COURSES

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### SUPERVISOR AUTHORIZATION

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By my signature, I certify that this employee is authorized for training in the course(s) requested and confirm that this employee has taken, where applicable, the prerequisite basic courses and/or has demonstrated the skill necessary to participate successfully in advanced-level coursework. Additionally, I understand that this employee is excused from normal work assignments during the hours of training and is required to attend the training course(s), as scheduled, once registration confirmation is received.

_________ __________________
Supervisor Signature Date

*Please note that written authorization from the college Human Resource/Training Office is required for registration for all courses except those designed for members of campus Sexual Harassment Awareness and Intake Committees.*

### HUMAN RESOURCE/TRAINING OFFICE AUTHORIZATION

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<th>HR/Training Officer (Print Clearly)</th>
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_________ __________________
Human Resource/Training Office Signature Date

Send completed form to the address or fax number below:

The City University of New York
Professional Development & Learning Management
Office of Human Resources Management
555 West 57th Street, 11th Floor
New York, New York 10019
Tel: 646-758-7940
Fax: 646-758-7948
University.Training@mail.cuny.edu
www.cuny.edu/training

Rev.08.21.09
OHRM Professional Development and Learning Management Office

ON-SITE TRAINING REQUEST FORM

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<table>
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<tr>
<th>Training Day(s)</th>
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### TRAINING/COURSES

<table>
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<tr>
<th>Course Number</th>
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<td>5.</td>
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If your college/department needs to cancel a course, submit cancellation in writing to the Professional Development & Learning Management Office at University_Training@mail.cuny.edu 15 days prior to the start of the class. Failure to notify us as required could result in your college/department having to pay the Citywide Training Center for the cancelled course.

(over)
## College Human Resource Authorization

<table>
<thead>
<tr>
<th>Authorized Name (Print Clearly)</th>
<th>Title</th>
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</thead>
<tbody>
<tr>
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<table>
<thead>
<tr>
<th>Phone</th>
<th>Fax</th>
<th>E-Mail</th>
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<table>
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## College Fiscal Officer/Designee Authorization

<table>
<thead>
<tr>
<th>Authorized Name (Print Clearly)</th>
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## University Professional Development Office Authorization

**(for PDLM use only)**

<table>
<thead>
<tr>
<th>Authorized Name (Print Clearly)</th>
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<tbody>
<tr>
<td>Rhonnye L. Ricks</td>
<td>University Training Director</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Phone</th>
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<tbody>
<tr>
<td>646-758-7940</td>
<td>646-758-7948</td>
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Professional Development & Learning Management Office
Office of Human Resources Management
The City University of New York
555 West 57th Street, 11th Floor
New York, New York 10019
Tel: 646-758-7940
Fax: 646-758-7940
University.Training@mail.cuny.edu
www.cuny.edu/training

9.2009
Professional Development & Learning Management Team

Office of Human Resources Management

Gloriana B. Waters  
Vice Chancellor

Raymond O’Brien  
Senior University Director  
and Deputy to the Vice Chancellor

~

Professional Development and  
Learning Management Office

Rhonnye L. Ricks, University Training Director

Jackie Womack-Worrell, Associate Manager

Kevin Webb, Program Coordinator

Salina Abdul, CUNY Office Assistant

Starr Hargraves, Training Assistant

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Office of Human Resources Management  
Professional Development & Learning Management Office  
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