Office of Human Resources Management

COURSE CATALOG
SPRING 2012

COURSE OFFERINGS FOR MARCH THROUGH JUNE 2012

Office Productivity  •  Managerial/Supervisory Skills  •  Administrative Skills
Training & Facilitation  •  Communication  •  Customer Service
Technology  •  CUNY Policies

Come Learn with Us!

Professional Development & Learning Management
www.cuny.edu/training
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Message from the Vice Chancellor

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
Thank you for your interest in the Professional Development & Learning Management (PDLM) Catalog of Courses for Spring 2012. 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 with this in mind.

**Mission**

The mission of the Professional Development & 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.

**Spring 2012 Courses**

This spring, PDLM will offer several new courses, as well as some returning favorites to assist CUNY employees in enhancing their professional skills. The Spring 2012 PDLM Program Schedule of professional development courses at CUNY and the Citywide Training Center courses provide a variety of professional development opportunities to meet the needs of employees in all CUNY job groups.

**Department Heads:** Get the latest tools for developing and gaining commitment from your staff and retaining talent using the *Situational Leadership II* model. Enhance quality and productivity and create a positive work environment through performance management and the Six Sigma team problem solving method.

**Professional Staff:** Learn the *Essentials for Successful Project Management*, master the art of delivering effective presentations, and maximize your role on your work or project team.

**Managers and Supervisors:** Learn the communication skills essential for resolving conflict within your team. New managers and supervisors can explore the *Foundations of Management* and the *Fundamentals of Supervision*, as well as learn to develop procedures to improve work processes.

**Administrative and Clerical Staff:** Learn to apply “People Smart” Strategies for Positive Relationships at work, as well as enhance your office management and workplace communication skills.

**Facilities Managers and Supervisors:** Learn about your important role in CUNY’s sustainability initiatives in the new course *Working Green.*

**All Employees** have a responsibility to help foster a civil and respectful workplace. Learn how to create workplace civility and work effectively with colleagues of different generations.

**Members of Campus Committees:** Learn about your responsibilities and protections under CUNY’s policies against *Workplace Violence* and *Sexual Harassment.*

Finally, you’ll have a variety of opportunities to enhance your office software skills through PDLM’s *Technology* courses for CUNY employees, or through the Citywide Training Center.

Use the *Professional Development Planner* (page 57 of this catalog) to identify courses to aid in your professional growth and develop a short- or long-term professional development plan with your supervisor. Supervisors also can use the Planner to help employees set developmental goals based on current and/or future responsibilities.

Thank you for your participation in our professional development programs! We look forward to seeing you this spring.

Sincerely,

Team PDLM
Through the CUNY Professional Development Program (CPDP), PDLM offers a variety of courses to help employees in various job groups maximize their personal and workplace effectiveness and enhance their professional skills. Whether you are a director, manager, supervisor, professional, or administrative staff member, the CUNY 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, technology and more. All of these courses are designed to assist CUNY employees in working smarter instead of harder.

CUNY Professional Development Program 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 workforce consulting companies. 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.

Descriptions for the Spring 2012 CPDP courses are provided on subsequent pages. For schedule information, please refer to the Professional Development Program Schedule, beginning on page 47.
MARCH 2012

Course Descriptions

ESSENTIALS FOR SUCCESSFUL PROJECT MANAGEMENT (C1234)
This workshop will assist project managers in guiding an initiative from inception to successful completion. Learn to identify and define project objectives, efficiently and effectively coordinate project tasks, and apply the right processes and tools for managing a project team.

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

EXCEL LEVEL 1 (WTT141)
Participants will learn the skills for creating, editing and formatting Excel worksheets. An introduction to formulas, functions and the chart wizard also will be presented. Prerequisite: Working knowledge of Word Level 1

Days of Training: 1
Target Audience: All staff

EXCEL LEVEL 2 (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, and sort and protect data. Participants will create headers and footers, sparklines, and work with formulas and functions (such as “if” functions). Prerequisite: Excel level 1 course or placement via on-line assessment

Days of Training: 1
Target Audience: All staff

FUNDAMENTALS OF EFFECTIVE PRESENTATIONS (C9114)
Learn the basics of making effective presentations that gain attention and enhance your credibility. Learn to deal with anxiety, use visual aids to underscore key points, and handle questions and comments with confidence. Prerequisite: Fundamentals of supervision or two years managerial experience

Days of Training: 1
Target Audience: Professionals

MAXIMIZING YOUR ROLE ON YOUR TEAM (C9111)
Every member in a workgroup or team wants to be useful, valuable and effective. This course will help you to develop your role on the team. Participants will experience the benefits of teamwork as a method for improving performance and productivity, while analyzing their role on a team using a team-style inventory. Participants also will learn to “flex” their team style so that they can add even more value and contribution to their team.

Days of Training: 1
Target Audience: Professional staff
PERFORMANCE MANAGEMENT AND SIX SIGMA: AN INTRODUCTION TO QUALITY AND PRODUCTIVITY IMPROVEMENT (C9287)

SIX SIGMA is a systematic method for improving quality through team problem solving. Performance Management is a method to measure individual and team results and motivate staff. Learn the basics of both systems and how to apply some of their techniques to hold staff accountable for measurable results while at the same time creating a positive work climate.

Days of Training: 2  
Target Audience: Directors, managers, and supervisors

THE SITUATIONAL LEADERSHIP II WORKSHOP (C9129)

Situational Leadership II is a comprehensive and practical method of effectively managing and developing people, time, and resources. Directors, supervisors, and managers will gain the tools for creating open communication and developing self-reliance in their staff. The foundation lies in diagnosing the needs of an individual or team and then using the appropriate leadership style to respond.

Days of Training: 2  
Target Audience: Directors, managers, and supervisors
ATTITUDE IS EVERYTHING (C9266)

Everyone encounters setbacks that can shake their attitude into a negative focus. Learn to maintain a positive attitude while becoming sensitive to the underlying causes of negative attitudes. Explore methods for responding to different attitudes in a positive and productive way.

Days of Training: 1    Target Audience: Administrative staff

EFFECTIVE OFFICE MANAGEMENT FOR TODAY’S WORKPLACE (C2202)

Acquire the tools to better manage your work environment. Explore common workplace challenges, as well as strategies for managing time and changing priorities, developing effective office routines, better communication, increased motivation and enlisting help to build a team environment.

Days of Training: 1    Target Audience: Administrative staff

EFFECTIVE TELEPHONE SKILLS (C5039)

Learn techniques critical to providing better telephone service. Learn how to create “customer” satisfaction through effective communication, and deal effectively with difficult people on the phone.

Days of Training: 1    Target Audience: Administrative staff

EXCEL LEVEL 1 (WTT141)

See description on page 8.

EXCEL LEVEL 2 (WTT241)

See description on page 8.

MANAGING MULTIPLE PRIORITIES  (C5044)

Take control of your workday by maximizing efficiency and minimizing stress. Learn to: clarify and set work and personal goals and priorities; stay organized; take charge of time; recognize and overcome "productivity killers"; and utilize planning and organizing tools to measure and monitor progress.

Days of Training: 1    Target Audience: Administrative staff

“PEOPLE SMART” STRATEGIES FOR POSITIVE RELATIONSHIPS (C9156)

Learn to think wisely, be optimistic and use your energy sensibly to negotiate tense and stressful situations at work. Explore smart strategies to manage personality conflicts, complain less, maintain self-control, and avoid undermining your own work performance when faced with challenging situations.

Days of Training: 1    Target Audience: Administrative staff

WORKING WITH GENERATIONS X, Y, AND Z (C9263)

Today’s workplace is multi-generational and research shows differing styles and values among generations X, Y, and Z. Gain an understanding of the different generational styles to foster positive and productive workplace interactions across the generations.

Days of Training: 1    Target Audience: Managers, supervisors, professionals
ATTITUDES AT WORK: FOSTERING RESILIENCE AND OPTIMISM (C2503)

Positive attitudes contribute to an engaging and effective work climate and can be a constant source of creativity, team spirit, and high productivity under pressure. Learn how to shape the attitudes and optimism of your staff in order to create a positive work environment. Also, learn practical techniques for dealing with negative workplace behaviors.

Days of Training: 1
Target Audience: Managers and supervisors

FUNDAMENTALS OF SUPERVISION (C1031)

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

Days of Training: 3
Target Audience: Managers and supervisors

MAXIMIZING YOUR ROLE ON YOUR TEAM (C9111)

See description on page 8.

RE-INVENTING THE GOAL-SETTING PROCESS (C2504)

Managers often struggle to communicate goals in a way that gets staff members excited and dedicated to achieving results. Learn unique and engaging methods for communicating objectives and measuring performance, whether providing ongoing feedback or giving performance evaluations. Minimize subjective judgment in order to better evaluate employees and communicate expected results on the job.

Days of Training: 1
Target Audience: Managers and supervisors
Course Descriptions

EXCEL LEVEL 2 (WTT241)
See description on page 8.

MICROSOFT OFFICE 2010: FIRST LOOK (WTT181)
Review the features of Microsoft Office 2010, including improvements to Word, Excel, and PowerPoint! Explore improved picture and video capabilities in PowerPoint, “Sparklines” (mini charts and graphs) in Excel, recovery of unsaved documents in Word, and internet-based versions of each application. Prerequisite: Working knowledge of MS Office Suite

Prerequisite: Working knowledge of MS Office Suite

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

PC ESSENTIALS (WTT109)
Self-taught computer users will gain the knowledge, skills and abilities necessary to conduct assigned tasks. Review the hardware components of the personal computer and become better acquainted with basic applications. Receive additional knowledge on managing files and folders, using e-mail, personalizing the PC, and browsing the internet.

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

POWERPOINT (WTT151)
Participants will learn Power Point fundamentals for creating, modifying, and presenting basic presentations. Prerequisite: Working knowledge of Word level 1

Days of Training: 1    Target Audience: All staff

PUBLISHER (WTT171)
This highly interactive workshop encourages participants to "bring their imaginations" to class. Participants will learn the basic skills for designing a professional publication with Microsoft Publisher. Also presented will be information on preparing publications for print, the "nudge" option, grouping elements, layering, and using the design checker. Prerequisite: Word Level 2 and/or PowerPoint Level 2

Days of Training: 1    Target Audience: All staff

WORD LEVEL 2 (WTT231)
Expand on the skills learned in Level 1, and learn to create flyers by using backgrounds, borders and 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. Work with macros and learn how to "protect" a document.

Days of Training: 1    Target Audience: All staff
CUNY PROFESSIONAL SKILLS
CERTIFICATE PROGRAMS
FOR CUNY MANAGERS AND SUPERVISORS

PDLM has re-designed its skills enhancement certificate programs for CUNY managers and supervisors! The Managers Certificate Program (MCP) and Supervisors Certificate Program (SCP) are designed to equip CUNY managers and supervisors with cutting-edge managerial competencies and supervisory techniques. Where required, customization for specific CUNY challenges is incorporated into the design of individual courses.

Requirements:

To earn a certificate, Managers and Supervisors must complete:

- 3 core courses
- 1 course from the Leadership course list
- 1 elective course in the Communications or Workplace Violence Prevention list

Courses may be taken on-site at CUNY locations or at the Citywide Training Center. **In order to count toward a certificate, all courses must be completed within a two-year period.**

**CORE COURSES FOR MANAGERS CERTIFICATE PROGRAM (MCP)**
Managers must complete all three core courses and two electives

- Foundations of Management (C1006) - 3-day foundation course; should be taken first
- Managerial Power Tools: Motivating, Delegating, Teambuilding (C9286) - 1 day
- The Manager in the Middle: Effective Power Relationships Up & Down (C9210) - 2 days

**CORE COURSES FOR SUPERVISORS CERTIFICATE PROGRAM (SCP)**
Supervisors must complete all three core courses and two electives

- Fundamentals of Supervision (C1031) - 3-day foundation course; should be taken first
- Smart Solutions for Unacceptable Employee Behavior (C9017) - 2 days
- Developing Procedures: Improving Work Processes (C9254) - 2 days
CUNY PROFESSIONAL SKILLS

CERTIFICATE PROGRAMS

FOR CUNY MANAGERS AND SUPERVISORS

ELECTIVE COURSES FOR MANAGERS AND SUPERVISORS CERTIFICATE PROGRAMS

Managers and Supervisors must complete 1 Leadership Course and 1 course in Communications or Workplace Violence Prevention.

Leadership Courses

- Emotional Intelligence: The Key to Effective Leadership (C9207) – 2 days
- Understanding and Managing Organizational Change (C9172) – 2 days

Communications Courses

- Conducting Effective Performance Appraisal Interviews (C1012) – 1 day
- Creating and Delivering Powerful Presentations (C9041) – 2 days
- Giving Effective On-going Feedback (C1041) – 1 day

Workplace Violence Prevention Courses

- Resolving Conflict: A Leadership Approach (C5151) – 2 days
- Creating Workplace Civility (C9100) – 1 day

Employees are not required to work toward a certificate to register for individual managerial or supervisory courses. However, all participants must meet course prerequisites and eligibility requirements.

To find out which core and elective courses for the MCP and SCP are being offered at CUNY locations this spring, and for dates, times, and locations, refer to the Spring 2012 Program Schedule in this Catalog, or visit the OHRM/PDLM web page at www.cuny.edu/training and select Spring 2012 under the heading Program Schedule.
Note that not all CUNY Policy Mandated Courses are offered each semester. Please refer to the PDLM Program Schedule included in this catalog 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.
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 the CUNY Community-at-large, as well as specific training for members of the campus Sexual Harassment Awareness and Intake Committees (SHAIC) who intake and investigate sexual harassment complaints and who train others on campus about the CUNY policy. The University also provides a workshop specifically for managers and supervisors. Campuses also provide training programs to educate students and staff about the University’s policy and their responsibilities. CUNY’s Policy Against Sexual Harassment is available via the following link: [http://web.cuny.edu/administration/ohrm/policies-procedures/policy-against-sexual-harassment.html](http://web.cuny.edu/administration/ohrm/policies-procedures/policy-against-sexual-harassment.html)

**Required Training for Campus SHAIC Members**

**Core Courses (for all SHAIC members)**

**Policy and Procedures (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 day

**Complaint Intake (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, including collecting information from the complainant, communicating information on CUNY’s Policy Against Sexual Harassment, and preparing reports for the SHAIC Coordinator. **Prerequisite: Policy and Procedures**

Days of Training: 1/2 day

**Managing Intake Communications (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
Required Training for Campus SHAIC Members, continued

For Campus Investigators (SHAIC members)*

Target Audience: Sexual Harassment Prevention Coordinators, Deputy Coordinators and all campus SHAIC Members assigned to resolve complaints

Informal Resolution: Conciliation (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

*Additional training in Investigations provided by an outside firm. Seminar schedule and cost information to be announced.

For Campus Trainers

CUNY Train-the-Trainer (PDP304)

This highly interactive course covers the fundamentals of training design, basic facilitation skills, and how to present important information — including CUNY policies — to various campus audiences. Participants will learn to design and facilitate an effective training program using the principles of adult learning theory and will learn how to customize their training programs for specific campus audiences, including specific employee groups and students.

Days of Training: 1

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

Alternative train-the-trainer course options are sometimes offered, as well. Check the Program Schedule for updates.
**Training for Managers and Supervisors**

**Respectful Workplaces: Preventing Sexual Harassment (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 day

**Training for the University Community**

**Preventing Sexual Harassment at CUNY: Online Course and Mastery Test**

PDLM has partnered with compliance software provider Workplace Answers (formerly New Media Learning) to offer a comprehensive, interactive online 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 and may print a personalized Certificate after completing (and passing) the test. The course and test are self-paced and are available to the entire CUNY community.

To access the online course and mastery test, go to [www.cuny.edu/training](http://www.cuny.edu/training) and click on **Sexual Harassment Course and Mastery Test** under the heading RELATED LINKS. Or, Enter the following address in your web browser: [http://www.newmedialearning.com/psh/cuny/index.htm](http://www.newmedialearning.com/psh/cuny/index.htm).

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

By special arrangement with Workplace Answers, 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 Workplace Answers for instructional use.

**COURSE COSTS**

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 when the college pays for the course. Contact your campus Sexual Harassment Prevention Coordinator or SHAIC representative for more information.
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. New York State law mandates that CUNY train all employees in the risks and prevention of workplace violence upon hire and annually thereafter. To assist CUNY campuses in meeting this requirement, PDLM provides the following training programs:

Training for Campus Workplace Violence Advisory Teams (“WVATs”)

WVATs are responsible for assisting college Presidents in implementing the University’s workplace violence prevention policy.

WVAT Policy & Program Review (Orientation) (WVP211)

This course provides an orientation for members of campus Workplace Violence Advisory Teams (WVATs). Participants will review The City University of New York Campus and Workplace Violence Policy and Prevention Program in order to understand the definition of workplace violence under the Policy, the specific requirements of CUNY’s Program, and the responsibilities of campus WVAT members.

Days of Training: 1

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

CUNY Train-the-Trainer (PDP304)

See course description on page 18.

Online Training for CUNY Employees

In addition to the topics covered in the online training program, individual campuses must assess their prevention needs and provide campus-specific training in workplace violence prevention. Interested persons should contact their campus WVAT Coordinator for information about the workplace violence prevention activities on their campuses.

Preventing Workplace Violence: Online Training Program

The City University of New York’s Preventing Workplace Violence online training program was implemented to familiarize CUNY employees with The City University of New York Campus and Workplace Violence Policy and provide information regarding workplace violence prevention; risk factors for workplace violence; how to identify a threatening situation; and, what to do if you are in or near a threatening situation.

During this 35-minute course, employees receive instructions on how to obtain a copy of their campus' written Workplace Violence Prevention Program. The online program includes audio narration and a final quiz that presents hypothetical situations to analyze related to workplace violence prevention and the CUNY policy. Upon successful completion of the quiz, employees earn a Certificate of Completion.
CPDP Courses for the Prevention of Workplace Violence

CUNY Professional Development Program courses in supervision, management, conflict resolution, diversity awareness, communication skills, and cross-cultural appreciation are provided to assist the University community in preventing incidents of workplace violence and include the following:

**Communication Essentials for Resolving Conflict (C9077)**

Practice specific skills to minimize and even eradicate workplace conflict, while maintaining your composure. Learn to decode body language, improve your nonverbal skills, and "cut through" tension to get your point across calmly, rationally, and professionally.

Days of Training: 1  
Target Audience: Managers and supervisors

**Creating Workplace Civility (C9100)**

Employees may face angry or disruptive behavior during the course of their work, including harassment, intimidation, disrespect, verbal aggression, or even violence. This course gives employees the confidence to proactively and effectively address problematic situations while maintaining their professionalism.

Days of Training: 1  
Target Audience: All staff

**Dealing with Difficult People (C6060)**

Learn to manage your own behavior, explore coping mechanisms, and develop more effective communication skills when confronted with a difficult person or situation.

Days of Training: 1  
Target Audience: All staff

**Having That “Challenging” Conversation (C9158)**

Gain the skills to deliver difficult news or unpleasant feedback to colleagues, customers, or employees in a direct, yet, respectful manner.

Days of Training: 1  
Target Audience: All staff

**Negotiating Workplace Conflicts (C9173)**

Resolving workplace conflict situations in a way that produces a fair and effective outcome for all involved is a key skill for supervisors and managers. Following a structured model in principled negotiation, gain the skills to assess the problem, identify the interests of each party, and achieve a win-win outcome. You will discover your own default conflict resolution style and learn to select the optimal style for a given conflict situation.

Days of Training: 1  
Target Audience: Managers and supervisors

**Resolving Conflict: A Leadership Approach (C5151)**

Develop collaborative problem-solving methods for addressing conflict-related work situations and disputes. Practice constructive framing and confronting of conflict issues and learn to transform conflict situations into positive ones.

Days of Training: 2  
Target Audience: Managers and Supervisors
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 Requirements

New York State requires employees designated as Domestic Violence Liaisons to complete a one-day Domestic Violence and the Workplace orientation course conducted by The New York State Office for the Prevention of Domestic Violence (OPDV). Liaisons who will conduct domestic violence prevention training 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.)

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 also will include information on ways in which domestic violence impacts the workplace, including potential impact on worker productivity and 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 in 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 to support campus training efforts will be distributed and reviewed. Prerequisite: Domestic Violence and the Workplace

Days of Training: 1/2 day    Target Audience: Employees providing training in domestic violence

For more information about OPDV, visit http://www.opdv.state.ny.us/trainpresent.html.

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

For more information regarding Domestic Violence prevention and training at CUNY, contact the Office of Human Resources Operations, OHRM, at 212-794-5768 (Tel) or patricia.stein@mail.cuny.edu.
WORKING GREEN
Sustainability for CUNY Facilities Managers and Supervisors (PDP351)

Target Audience: Facilities Managers and Supervisors (Facilities staff may participate if approved by their supervisors)

Course Description: Working Green is a training and education program designed to introduce CUNY facilities supervisors to the CUNY Sustainability Project, the concept of “going green,” and the important role facilities personnel play in creating a more “Sustainable CUNY” and a more sustainable world. All participants will identify specific changes that can be made within their departments to help their campuses to be more sustainable, and will have an opportunity to exchange ideas with colleagues from other campuses. Through group discussion, participants will develop a brief outline of the steps that might be necessary to implement the changes they have identified.

CUNY facilities employees will learn:
- What CUNY is doing to minimize its ecological impact and promote a culture of sustainability throughout the University
- How CUNY’s efforts fit into plans for a more sustainable New York City
- What it means to “work green”
- The key role of facilities staff in CUNY’s sustainability initiatives
- Specific steps facilities staff can take to work more sustainably
- How to set a “green agenda” for facilities staff
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 & Learning Management Office offers two employee development options aimed at helping CUNY employees provide exceptional customer service: (1) courses provided by the Citywide Training Center and (2) the Connections™ customer service training program.

CUSTOMER SERVICE COURSES
at the
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.

Additionally, the CTC has partnered with the Mayor’s Office of Operations Customer Service group to present the new NYC Customer Service Professional Certificate Program. This program replaces the CTC’s Excellence in Customer Service Certificate Program offered in previous years and is designed for customer service staff, managers, and supervisors in New York City agencies. CUNY employees are eligible to participate in the program; however, not all program courses may be relevant to CUNY employees. In addition to three core courses, program participants are required to complete just one elective chosen from a list of seventeen courses, most of which have relevance for CUNY employees. After completing the core and elective courses, certificate candidates must complete a CTC application and obtain a letter of recommendation from their manager or supervisor, who must then submit these documents to the CTC in order for a certificate to be awarded.

Registration

To find out which Citywide Training Center customer service courses are scheduled for Spring 2012, and for a complete listing of core and elective courses in the NYC Customer Service Professional Certificate Program, consult the current CTC Course Catalog and Schedule, available at www.nyc.gov/ctc, or at your college Human Resources Office. See the Citywide Training Center section of this catalog (page 33) for CTC application and registration procedures.

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.

On-Site Customer Service Courses

Many CTC customer service courses may be conducted on your campus for 10 or more employees. 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.

For more information on on-site courses, see page 37 of this catalog.
CUSTOMER SERVICE COURSES at the CITYWIDE TRAINING CENTER

COURSE DESCRIPTIONS

Customer-Focused Writing for Clear and Effective Communication (C9103)

This Customer-Focused Writing workshop emphasizes how to create and evaluate your office documents to ensure clarity. Learn the six “customer-centric” criteria for effective written communication: clear purpose, relevant information, simple language, active voice, clear design, and reading level. Participants will practice writing and editing documents, learn the importance of clear and effective communication, and discover how these customer-focused criteria contribute to an easy-to-read document for customers.

Days of Training: 1  
Target Audience: Staff whose responsibilities include creating clear and effective written correspondence.

Developing Dynamic Listening Skills (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 behaviors in this critical component of the communication process.

Days of Training: 1  
Target Audience: Professionals seeking to enhance their listening behaviors for improved communication.

Effective Telephone Skills (C6000)

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.

Days of Training: 1  
Target Audience: Clerical and administrative staff whose work involves telephone communication

Providing Exceptional Customer Service from the Help Desk (C9083)

This program is designed to assist Help Desk staff in delivering exceptional customer service while meeting the challenging technical needs of the organization. The workshop will sharpen listening and questioning skills, enabling Help Desk staff to assist users more effectively through empathy and concern. Participants will learn how to work more successfully with callers who have trouble identifying the issue or who are emotional.

Days of Training: 1  
Target Audience: Help Desk staff
Connections™ is a customer-service training program developed for college and university employees by Noel-Levitz, a national leader in the field of student services and retention. The 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 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 program. Two 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 online Connections™ training program. The Connections NOW™ online course presents the most effective concepts, skills, and techniques from the instructor-led course in an online 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 online as well as classroom sessions with campus Connections™ trainers (recommended) or in the Stand Alone Model of all online training.

To participate in Connections NOW™, campuses generally must purchase licenses (online 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 from other campuses, 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

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<td>Assessing Service Delivery</td>
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<tr>
<td>Module 12</td>
<td>Action Planning for Service Excellence</td>
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*If you are interested in Connections™ or Connections NOW™, contact your campus Human Resource Office, or your campus Connections™ Group Leader(s). Colleges that are ready to launch their campus Connections™ training programs should contact the Professional Development Office before ordering materials from Noel-Levitz, as PDLM may have a limited supply of training materials that can be made available to the colleges, or may be able to facilitate special orders for multiple campuses.*
CUNY Professional Development Program

Course Registration Procedures*

The following are the general registration procedures for most CUNY professional development training programs. Most programs are designed for specific audiences and authorization from a manager or supervisor is required to participate. Contact your campus Human Resources Office for more information.

To register for CUNY Professional Development Program courses:

**Applicant**

1. Complete the OHRM Professional Development & Learning Management Office (PDLM) Course Application form (included in the Appendix and available at www.cuny.edu/training, or from your Human Resources Office).
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 Course Application to PDLM for processing. Applications should be received in the Professional Development Office at least 10 days before the course start date.
2. The Professional Development Office generally confirms registration via email at least five to seven days before the start of a course.

**Registration Instructions for Sexual Harassment Awareness and Intake Committee (SHAIC) Members**

Members of campus Sexual Harassment Awareness and Intake Committees also must use the PDLM Application Form to register for sexual harassment prevention courses. However, authorization from the campus Human Resources Office is not required. Committee members should:

1. Complete the application form.
2. Obtain supervisor’s signature. (HR authorization not required.)
3. Forward the application to the campus sexual harassment prevention liaison, or directly 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**

For most CUNY Professional Development Program courses, colleges are charged a portion of the cost of presenting 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.

The cost for CUNY Professional Development Program Technology courses is generally $25 per person. PDLM covers the cost of bringing Respectful Workplaces: Preventing Sexual Harassment (for managers and supervisors) to several campuses each year. Colleges are charged a $5 per participant materials fee. Colleges also may bring this course on site at their own expense. The materials fee is waived when the college pays to present the course.

Sexual Harassment Prevention courses for college SHAIC members and other CUNY Policy Mandated courses are offered free of charge.

*UPDATE: SEE THE NEXT PAGE FOR INFORMATION ON THE NEW ONLINE “E-APPLICATION” FOR CUNY PROFESSIONAL DEVELOPMENT COURSES.*
CUNY PROFESSIONAL DEVELOPMENT PROGRAM

NEW!

**e-Application Form**

Use the new online *E-Application* form to register for the CUNY Professional Development Program courses listed in the PDLM Course Catalog and Program Schedule. The new “E-App” will enable PDLM to process your course registrations more quickly and accurately. (Note: *Do not* use the “E-App” to register for DCAS Citywide Training Center courses conducted at 2 Washington Street or other CTC locations.)

The E-App is easy to use and instructions are provided below. If you have questions about registering for training programs, contact your college Human Resources Office. If you have specific questions about the E-Application form, contact OHRM/PDLM at University.Training@mail.cuny.edu.

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<th>E-Application Instructions</th>
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| 2. Complete Sections 1 and 2 of the E-Application online. (Be sure to type your name as your signature at the end of Section 2.) | The E-Application is divided into four sections:  
- Section 1 – Name and Work Information  
- Section 2 – Course Requests  
- Section 3 – Supervisor/Manager Approval and Signature  
- Section 4 - Human Resources Office Authorization |
| 3. Print the E-Application. | |
| 4. Obtain your supervisor’s signature in Section 3. | |
| 5. Submit the hard copy E-Application to your Human Resources Office for HR Authorization and Signature in Section 4. | |
| 6. Your HR Office will submit the completed E-Application to the OHRM Professional Development & Learning Management Office. | The HR Office should scan and submit completed E-Applications via current submission procedures. |

COME LEARN WITH US!

Professional Development & Learning Management

[www.cuny.edu/training](http://www.cuny.edu/training)
NYC CITYWIDE TRAINING CENTER
Professional Development and Training Programs

By special arrangement, CUNY employees may attend professional development programs offered by the Citywide training Center of 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

**Workplace Effectiveness** courses are designed to address the challenges that arise in public sector work environments and include such topics 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.

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

**Communication** courses provide opportunities for employees at all levels to improve and broaden their written, oral, and interpersonal communication skills. 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)** program provides courses for administrative professionals who wish to improve their skills and provide exceptional service. To obtain the certificate, employees must take three core courses, a communications course and a technology course.

**Computer Technology** courses for general staff cover the Microsoft Office Suite and Operating Systems (Windows 7), software applications for desktop publishing (Acrobat), graphic design (Illustrator, Photoshop, Visio), project management (Project), web development (HTML 4: Web Authoring), and report writing (Crystal Reports).

**Training and certification courses for IT professionals** include database administration (MCTS and MCITP: SQL Server 2008, MCTS: SQL Server 2005), help desk (CompTIA A+, MCITP: Windows 7, Enterprise Desktop Support Technician), networking (CompTIA Network+), network server administration (CompTIA Linux+, MCTS: Windows Server 2008 Active Directory, MCTS: Microsoft Exchange Servers 2007 and 2010 Configuration), networking security (CompTIA Security+), programming and development (MCTS: .NET Framework 3.5, ADO.NET Applications), and project management (CompTIA Project+). IT professionals can hone their customer service skills in the course **Providing Exceptional Customer Service from the Help Desk.**
NYC CITYWIDE TRAINING CENTER
Professional Development and Training Programs

Course Categories, continued

**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.

**Auditing** courses 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).

**Energy Management and Building Operations** courses are designed for professionals in building design, construction, procurement, building operations, maintenance and capital program management. Courses include: the Building Operator Certificate Program, Levels 1 (15 weeks) and 2 (7.5 weeks); the Certified Energy Manager Program (five days), and Overview of Energy Management (3 weeks).

**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 may be able to combine acquired courses toward professional certification and toward certain academic degrees.

**Registration**

The Professional Development & Learning Management Office serves as the CUNY liaison to the CTC and must approve and submit CUNY applications to DCAS. But registration begins at your campus. CTC applications are available from your College Human Resource Office or may be downloaded from the CTC web site at [www.nyc.gov/ctc](http://www.nyc.gov/ctc). Contact your College Human Resource Office for more information.

**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. Prices for certain certificate courses may vary depending on the subject matter. Contact your campus Human Resources Office for more information.
NYC CITYWIDE TRAINING CENTER
Professional Development and Training Programs

CTC Course Cancellation Policy

If a registered employee cannot attend a course, notice of cancellation must be submitted in writing to Professional Development & Learning Management via email at University.Training@mail.cuny.edu at least 10 days before the class begins. We recommend that departments or colleges have one or two alternate employees on “stand-by” as potential substitutes when an employee is registered for an individual course. If a registered employee or substitute fails to attend and written notification is not provided within the specified timeframe, the College will be charged for the course.

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. 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.

On-Site Course Cancellation policy

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.
ADDITIONAL LEARNING OPPORTUNITIES @ CUNY
CUNY’s 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 undergraduate and graduate degrees, certificates and professional accreditations in a range of fields, including education, law, science, arts and culture, and healthcare and human services. 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 are offered at various CUNY campuses and other locations throughout the city.

**SPS Programs**

**NEW! Online B.S. in Health Information Management** prepares students to develop, implement, and manage health information and data systems for quality care, reimbursement, research, planning, and evaluation.

**NEW! Online B.S. in Psychology** will teach you why people behave the way they do. Gaining insights into motivation, learning, and social behavior, as well as learning how to conduct research, design surveys, interpret behavioral situations, and communicate effectively, is an excellent foundation for a wide variety of careers.

**NEW! Online B.A. in Sociology** offers a core curriculum in sociological theory and methods followed by topical area courses into which ethnicity, gender, and socio-economic status issues are embedded.

**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.

**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.
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.

SPS programs includes courses in the following subject areas:

1. Adult Learning: Program Design and Facilitation
2. Applied Theatre
3. Business Communication
4. Coaching in the Organizational Context
5. Disability Studies
6. Diversity in the Workplace
7. Early Childhood Education Administration
8. Education
9. Education Foundations
10. Energy Services and Technology
11. Financial Studies
12. Health Care Policy and Administration
13. Immigration Law (graduate)
14. Immigration Law (Undergraduate)
15. Information Technology
16. Labor relations
17. Labor Studies
18. Leadership
19. Management
20. Management (graduate)
21. Nonprofit Management
22. Organizational Studies
23. Project Management
24. Public Administration and Public Policy
25. Real Estate
26. Science
27. Transportation
28. Understanding How Adults Learn
29. Youth Studies

To learn more about the CUNY School of Professional Studies, visit [http://www.sps.cuny.edu](http://www.sps.cuny.edu) or call (212) 652-CUNY.
The CUNY/DCAS Public Administration Program is a collaboration between The City University of New York's Joseph Murphy Institute for Worker Education, the NYC Department of Citywide Administrative Services (DCAS), and participating unions. It is designed to provide an opportunity to earn college credits, improve communication and analytical skills, and provide for expanded knowledge of government agencies, social services, labor relations and the legislative and budgetary process in the context of deepening the understanding of urban challenges.

The program offers

- an alternative set of admissions requirements for adult learners
- small classes
- an accelerated learning pace
- once-a-week evening and weekend classes
- pro-active counseling
- free tutoring
- a transfer credit program
- a dedicated and dynamic faculty
- a supportive and welcoming learning environment

Enroll at the undergraduate, graduate, or post-MA level

- Take the CUNY course cross listed with DCAS at the Citywide Training Center in lower Manhattan during work hours (with permission from your supervisor) or during evening hours at the Murphy institute’s mid-Manhattan facility.
- Apply course credits to the Queens College BA or MA in Urban Studies.
- Course credits also applicable to an MA in Public Administration at Baruch College.
- Union tuition plans may be applicable.
CUNY/DCAS Public Administration Program

Courses of Study

Undergraduate Certificate In Public Administration and Public Policy
This undergraduate certificate program provides you with a solid background in government, the policy-making process, and public administration. The interdisciplinary approach taken in this program focuses on public agencies and the problems they face in the delivery of social services. You can apply the 16 credits you earn in this program to a bachelor's degree in Urban Studies.

Advanced Certificate in Public Administration and Public Policy: Level I (Graduate)
if you have already earned a bachelor’s degree, this certificate program will provide you with a deeper understanding of such topics as public management, the administrative decision-making process, training and staff development, and union-management relations. You will also learn how to analyze data and research on public policy and its implementation. You can apply the 12 credits you earn in this program towards a Master's degree in Urban Studies.

Advanced Certificate in Public Administration and Public Policy: Level II (Post-MA)
if you already hold a Master's degree in Urban Studies or a related field, this 9 credit certificate program provides you with an opportunity to practice decision and policy making skills through field based projects. You will also use the advanced research skills you develop in the program to analyze and evaluate public policy, produce policy reports, and generate policy recommendations.

These Certificates can be applied toward a bachelor's or master's degree in Urban Studies at Queens College and Baruch College.

For more information about these programs, call the Murphy Institute at (212) 827-0200 or DCAS at (212) 669-3630.
The CUNY Sustainability Project

On June 6, 2007, Mayor Michael Bloomberg asked New York City’s institutions of higher learning to assist him in fulfilling the mandates of PlanNYC, 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, the University formed the CUNY Task Force on Sustainability and tasked all 23 of its institutions with creating unique, measurable ten-year sustainability plans. This effort is known as the CUNY Sustainability Project.

Since the project’s launch:


- The first annual progress report on New York State green procurement and agency sustainability (FY 2008-2009) highlighted CUNY as a noteworthy example of an institution that has developed a comprehensive sustainability program.

- CUNY ranked 12th on the Environmental Protection Agency's list of top green power purchasers in the higher education sector (FY 2008-2009).

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 facilities managers on both sustainable practices and conservation.

To learn more about sustainability at CUNY, visit http://www.cuny.edu/about/resources/sustainability.html.

If you are interested in the professional development course in sustainability for facilities managers and supervisors, see page 23.
GET@CUNY — “Green” Energy Training at CUNY
Sponsored by the Center for Sustainable Energy at Bronx Community College

Green Energy Training at CUNY (GET@CUNY) encompasses existing CUNY training courses related to energy efficiency, building retrofitting, and renewable energy technologies and develops new courses, making them available as credit and non-credit modules at multiple CUNY campuses and partner locations. Some of these courses will eventually be offered as distance learning courses, as well.

The Center for Sustainable Energy at Bronx Community College coordinates this training effort, with courses delivered at Bronx Community College, Kingsborough Community College, LaGuardia Community College, New York City College of Technology, Medgar Evers College, City College of New York, and Borough of Manhattan Community College.

Specific subject areas and courses include:

**Energy Efficient Building**
- Designing Energy Efficient Building Systems

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

**Geothermal/GeoExchange**
- GeoExchange Design Principles

**Solar Thermal**
- How to Put Together a Solar Thermal Package
- Solar Thermal Design and Installation Class
- Introduction to CAD Drawing for Solar PV and Solar Thermal: Computer Drawing and Design for Solar Systems

**Photovoltaic (Solar Electric)**
- 36-hour Math/Electricity Basics for Photovoltaics
- 40-hour Introductory Photovoltaics Design and Installation
- Introduction to CAD Drawing for Solar PV and Solar Thermal: Computer Drawing and Design for Solar Systems
- Advanced: Grid-Tied Photovoltaics
- Advanced: Off-Grid Photovoltaics, with International Emphasis
- Introduction to Sustainable Technologies and CSE Programs
- Solar Professionals Seminars
- How to Put Together a Solar Thermal Package
- RETScreen Workshop
- Streamlining Solar Workshop

**The Business of Clean, Green Energy**
- Streamlining Solar Workshop
- Solar Professionals Seminars
- RETScreen Workshop
- Introduction to Sustainable Technologies and CSE Programs
- How to Put Together a Solar Thermal Package

For schedule, course descriptions, costs, and registration information, visit the Center’s website at [www.csebcc.org](http://www.csebcc.org), or call 718-289-5100, x3733.
FOR CURRENT INFORMATION, PLEASE REFER TO THE UPDATED PROGRAM SCHEDULE LOCATED ON THE CUNY WEBSITE AT: WWW.CUNY.EDU/TRAINING

CUNY PROFESSIONAL DEVELOPMENT PROGRAM SCHEDULE

Spring 2012
FOR CURRENT INFORMATION, PLEASE REFER TO THE UPDATED PROGRAM SCHEDULE LOCATED ON THE CUNY WEBSITE AT: WWW.CUNY.EDU/TRAINING
FOR CURRENT INFORMATION, PLEASE REFER TO THE UPDATED PROGRAM SCHEDULE LOCATED ON THE CUNY WEBSITE AT: www.cuny.edu/training
OHRM Professional Development & Learning Management
PROGRAM SCHEDULE
Spring 2012 (March – June)

CUNY PROFESSIONAL DEVELOPMENT PROGRAM (CPDP)

June 2012, continued

Excel L2 (WTT241)
Prerequisite: Excel Level 1 course or placement via on-line assessment
For All Staff
Friday, June 8, 9:30 AM – 4:30 PM
Location: Baruch College

Word L2 (WTT231)
Prerequisite: Word Level 1 course
For All Staff
Friday, June 5, 9:30 AM – 4:30 PM
Location: Baruch College

Power Point (WTT151)
Prerequisite: Working knowledge of Word Level 1
For All Staff
Friday, June 15, 9:30 AM – 4:30 PM
Location: Baruch College

CUNY POLICY/INITIATIVE TRAINING

March 2012

Sexual Harassment Prevention for CUNY Coaches and Athletic Administrators (SHP501)
For CUNY Coaches and Athletic Administrators
Saturday, March 17, 9:00 AM – 12:00 PM
Location: Queens College

Sexual Harassment Prevention for CUNY Coaches and Athletic Administrators (SHP501)
For CUNY Coaches and Athletic Administrators
Thursday, March 22, 6:00 – 9:00 PM
Location: Queens College

CUNY Train-the-Trainer (PDP304)
For Campus Trainers
Thursday, March 22, 9:00 AM – 5:00 PM
Location: The New Community College

April 2012

Sexual Harassment Prevention for CUNY Coaches and Athletic Administrators (SHP501)
For CUNY Coaches and Athletic Administrators
Thursday, April 19, 6:00 – 9:00 PM
Location: Queens College

Working Green: Sustainability for CUNY Facilities Managers and Supervisors (PDP351)
For CUNY Facilities Managers and Supervisors
Monday, April 30, 9:30 AM – 4:30 PM
Location: Central Office at 57th Street

FOR CURRENT INFORMATION, PLEASE REFER TO THE UPDATED PROGRAM SCHEDULE LOCATED ON THE CUNY WEBSITE AT: WWW.CUNY.EDU/TRAINING
CUNY Policy/Initiative Training

May 2012

Working Green: Sustainability for CUNY Facilities Managers and Supervisors (PDP351)
For Facilities Managers and Supervisors
Monday, May 7, 9:00 AM – 5:00 PM
Location: Central Office at 57th Street

Sexual Harassment Prevention for CUNY Coaches and Athletic Administrators (SHP501)
For CUNY Coaches and Athletic Administrators
Saturday, May 12, 9:00 AM – 12:00 PM
Location: Queens College

Microsoft Visio 2010 Level 1 (T5440)
For College Human Resources Personnel
Friday, May 18, 9:00 AM – 5:00 PM
Location: New Horizon Training Center

June 2012

MS Project 2010 Level 1
For College Human Resources Personnel
Wednesday, June 20, 9:00 AM – 5:00 PM
Location: New Horizon Training Center

On-Site Programs

March 2012

Conducting Effective Performance Appraisal Interviews (C1012)
For Central Office Employees
Tuesday, March 20, 9:00 AM – 5:00 PM
Location: CUNY Central Office

The Wheel of Fortune: Planning for Personal Achievement (C9315)
For Central Office Employees
Wednesday, March 28, 9:00 AM – 5:00 PM
Location: CUNY Central Office

April 2012

Creating Workplace Civility (C9100)
For Central Office UAPC Employees
Monday, April 2, 9:00 AM – 5:00 PM
Location: Kingsborough Community College

Dealing with Difficult People (C6060)
For Borough of Manhattan Community College Employees
Wednesday, April 4, 9:00 AM – 5:00 PM
Location: Borough of Manhattan Community College

Creating Workplace Civility (C9100)
For Central Office UAPC Employees
Monday, April 16, 9:00 AM – 5:00 PM
Location: Kingsborough Community College

For current information, please refer to the updated program schedule located on the CUNY website at: www.cuny.edu/training
ON-SITE PROGRAMS

April 2012, continued

Cross-Cultural Communication (C2210)
For Borough of Manhattan Community College Employees
Thursday, April 19, 9:00 AM – 5:00 PM
Location: Borough of Manhattan Community College

Customer Service
For College of Staten Island Employees
Friday, April 20, 9:00 AM – 5:00 PM
Location: John Jay College

Dealing Effectively with Different Personalities (C8001)
For Borough of Manhattan Community College Employees
Wednesday, April 25, 9:00 AM – 5:00 PM
Location: Borough of Manhattan Community College

May 2012

Customer-Focused Writing for Clear and Effective Communication (C9103)
For Central Office Employees
Monday, May 7, 9:00 AM – 5:00 PM
Location: Central Office

Working with Generations X, Y, and Z (C9263)
For Borough of Manhattan Community College Employees
Wednesday, May 9, 9:00 AM – 5:00 PM
Location: Borough of Manhattan Community College

Dealing with Difficult People (C6060)
For Central Office Employees
Wednesday, May 16, 9:00 AM – 5:00 PM
Location: Central Office

Customer Service
For College of Staten Island Employees
Friday, May 25, 9:00 AM – 5:00 PM
Location: John Jay College

June 2012

Convocation
For LaGuardia Community College Employees
Friday, June 1, 9:00 AM – 5:00 PM
Location: LaGuardia Community College

Making the Connection: Excellence in NYC Customer Service (C9130)
For Central Office Employees
Thursday, June 7, 9:00 AM – 5:00 PM
Location: Central Office

FOR CURRENT INFORMATION, PLEASE REFER TO THE UPDATED PROGRAM SCHEDULE LOCATED ON THE CUNY WEBSITE AT: WWW.CUNY.EDU/TRAINING
ON-SITE PROGRAMS

Customer Service
For College of Staten Island Employees
Friday, June 15, 9:00 AM – 5:00 PM
Location: John Jay College

Revised March 6, 2012

For updates to the PDLM Program Schedule, visit www.cuny.edu/training.
APPENDIX

CUNY PROFESSIONAL DEVELOPMENT PROGRAM

FORMS
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.

<table>
<thead>
<tr>
<th>Employee Name/Title</th>
<th>Course Name/Number</th>
<th>Course Date(s)</th>
<th>Notes</th>
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OHRM Professional Development & Learning Management Office
PROGRAM/COURSE APPLICATION
2011-12

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SELECTED COURSES

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<th>Level</th>
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### SUPERVISOR AUTHORIZATION

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<th>Supervisor’s Name (Print Clearly)</th>
<th>Title</th>
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<th>Work Phone</th>
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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 Office is required for registration for all courses except those designed for members of campus Sexual Harassment Awareness and Intake Committees.

### HUMAN RESOURCE OFFICE AUTHORIZATION

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<tr>
<th>HR Director (Print Clearly)</th>
<th>Work Phone</th>
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Human Resource 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
395 Hudson Street, 6th Floor
New York, New York 10014
Tel: 646-758-7940
Fax: 646-758-7948
University.Training@mail.cuny.edu
www.cuny.edu/training
OHRM Professional Development and Learning Management Office
ON-SITE TRAINING REQUEST FORM

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<th>College Name/Location:</th>
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<tr>
<td>College Contact Person(s):</td>
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<td>College Contact Phone # &amp; Fax #:</td>
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<tr>
<td>College Contact Email Address:</td>
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**College Location/Shipping Address for Training Materials:** (College location is responsible for arranging for training material pickup)

**College Training Location (if different from Shipping Address):**

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<th>Training Day(s)</th>
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**TRAININGS/COURSES**

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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)

08/26/2011
### COLLEGE HUMAN RESOURCE AUTHORIZATION

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<th>Authorized Name (Print Clearly)</th>
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### COLLEGE FISCAL OFFICER/DESIGNEE AUTHORIZATION

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<th>Authorized Name (Print Clearly)</th>
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### UNIVERSITY PROFESSIONAL DEVELOPMENT OFFICE AUTHORIZATION
(for PDLM use only)

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<th>Authorized Name (Print Clearly)</th>
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<tbody>
<tr>
<td>Rhonnye Ricks</td>
<td>University Training Director</td>
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<tr>
<td>Phone</td>
<td>Fax</td>
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<tr>
<td>646-758-7940</td>
<td>646-758-7948</td>
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<td>Signature</td>
<td>Date</td>
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Office of Human Resources Management

Gloriana B. Waters
Vice Chancellor

Raymond F. O’Brien, Esq.
Senior University Executive Director for Human Resources Operations
& Deputy to the Vice Chancellor

Raj Singh
Senior University Executive Director
Human Resources Strategic Planning and Technology

Professional Development & Learning Management Office

Rhonnye Ricks
University Director

Jackie Womack-Worrell
Associate Manager

Kevin Webb
Training Program Coordinator

Nancy Zane
Technology Training Specialist

Salina Abdul
CUNY Office Assistant

Starr Hargraves
Training Assistant

Contact
The City University of New York
Office of Human Resources Management
Professional Development & Learning Management
395 Hudson Street
New York, New York 10014
Phone: 646-758-7940
University.Training@mail.cuny.edu
www.cuny.edu/training