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

The OHRM Professional Development and Learning Management Office – promoting individual and organizational excellence for employees of the nation’s largest urban institution of public higher education.

REGISTRATION
To register for PDLM training and professional development programs, go to www.cuny.edu/training and click on the PDLM E-Application link under the REGISTRATION heading. Follow the directions on the Introduction page to complete and submit the PDLM “E-App.”

To learn more about the programs of the OHRM Professional Development & Learning Management Office, visit us online at www.cuny.edu/training.

Office of Human Resources Management

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ABOUT PDLM

The OHRM Professional Development and Learning Management Office (PDLM) coordinates training and professional development opportunities to enhance the knowledge, skills, and competencies of CUNY employees. College and Central Office employees in various job groups can benefit from professional development and training sessions that present progressive and innovative workplace effectiveness tools developed by some of the most celebrated thinkers in the workplace learning field.

PDLM offers training and skill-building courses at CUNY locations for department heads, managers and supervisors, non-supervisory professionals, administrative staff, and other employee groups. CUNY faculty are always welcome. Special training is provided for employees charged with implementing selected human resources compliance policies on their campuses. Online training is available in workplace violence and sexual harassment prevention.

PDLM also serves as CUNY’s “agency liaison” for the New York City Citywide Training Center (CTC). The CTC offers a variety of courses off-site to New York City employees and CUNY employees may attend many of these programs.

This brochure provides a brief overview of the training and professional development programs available to CUNY employees through the OHRM Professional Development and Learning Management Office. For more information, including course descriptions and schedules, visit us online at www.cuny.edu/training.

PROGRAMS

**CUNY Professional Development Program (CPDP)**
courses encompass the broad categories of workplace effectiveness, managerial and supervisory skills, effective communications, technology, and CUNY policies. Certificate programs assist managers, supervisors, and administrative support professionals in achieving their professional and career development goals.

**Customer Care** courses assist CUNY employees in providing exceptional service to our students, visitors, and fellow employees. Citywide Training Center (CTC) customer service workshops can be taken at the CTC, as a PDLM course, or on campus and provide essential skills and techniques for cultivating positive interactions with internal and external customers. Another customer care training option is **Connections**, a quality service program that teaches campus personnel how to make a positive connection with students by becoming more attuned to their needs.

**The OHRM Leadership Forum** is a professional development conference designed to highlight the importance of leadership excellence at the University. This periodic program exists to assist the colleges with their workforce planning efforts. Forum participants are top performing managerial and professional employees in specific job groups nominated by the colleges and the Central Office.

**The NYC Citywide Training Center** provides courses in professional and administrative workplace effectiveness, managerial and supervisory skills, office technology applications, professional IT certifications, auditing and procurement management certification, energy management, building operations, and sustainability for building professionals. CUNY employees may attend CTC programs by special agreement. PDLM also works with campus Human Resources Offices to offer many CTC courses on campus.

**Sexual Harassment Prevention** training is provided to disseminate the University’s *Policy Against Sexual Harassment* and to inform faculty and staff of their rights and responsibilities. Workshops are presented for Sexual Harassment Awareness and Intake Committee (SHAIC) members and managers and supervisors. Online training is available to CUNY faculty, staff, students, and guests.

**Workplace Violence Prevention** training is provided in compliance with New York State law and CUNY policies to help address and prevent acts of violence within the University. Workshops are provided for Workplace Violence Advisory Team (WVAT) members and online training in workplace violence prevention is available for all CUNY employees.

**Special Programs** are designed to support specific University initiatives and to help meet the organizational goals and learning needs of various CUNY audiences. Current programs include: *Passenger Van Training for CUNY Drivers; Working Green: Sustainability Training for CUNY Facilities Managers; Sexual Harassment Prevention Training for CUNY Coaches and Athletic Administrators; and CUNYfirst Training for HR Professionals.*