February is Diversity and Communications Month!

UPDATE!

COURSES FOR MANAGERS, SUPERVISORS, AND ADMINISTRATIVE PROFESSIONALS

The Art of Assertiveness (for managers and supervisors) — helps participants develop an assertive approach for interacting with others. Participants will learn to build “win-win” relationships and obtain expected results without appearing “heavy-handed.” Methods for actively persuading others without being aggressive also are presented.

Clown: A Diversity Experience (for all staff) - participants will take a fresh look at their personal assumptions and interactions in our diverse society through a unique, thought-provoking and entertaining film. “Clown” follows the lives of three “Clown-Americans” as they make poignant observations about life and stereotypes inspired by their “clown heritage.”

Cross-Cultural Communication (for all staff) — 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.

NEW! Easy English for the Multi-Lingual Writer (for all staff) — this course is designed for writers for whom English is not their first language. Participants will work on their own and with others on job-related writing exercises that will strengthen their ability to write using proper English.

NEW! Fundamentals of Effective Presentations (for managers, supervisors, and professionals) — provides participants with the conviction, control, and poise needed to make effective presentations. Participants will gain skills and direction needed to become comfortable with their presentation style and will receive feedback on videotaped practice presentations.

NEW! Negotiating Win-Win Agreements (for managers, supervisors, and professionals) — enables participants to become effective negotiators. Focus will be on transforming contention and stalemates into dynamic, productive results.

<table>
<thead>
<tr>
<th>Date/Time</th>
<th>Course #</th>
<th>Course Title</th>
<th>Location</th>
</tr>
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<tbody>
<tr>
<td>2/8/2010</td>
<td>C2210</td>
<td>Cross-Cultural Communication</td>
<td>Central Office at 57th Street</td>
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<tr>
<td>2/10 &amp; 11/2010</td>
<td>C3131</td>
<td>Negotiating Win-Win Agreements</td>
<td>Central Office at 57th Street</td>
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<td>2/18 &amp; 19/2010</td>
<td>C8005</td>
<td>Easy English for the Multi-Lingual Writer</td>
<td>Central Office at 57th Street</td>
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<td>2/22/2010</td>
<td>C2010</td>
<td>The Art of Assertiveness</td>
<td>Central Office at 57th Street</td>
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<td>2/23/2010</td>
<td>C9114</td>
<td>Fundamentals of Effective Presentations</td>
<td>Central Office at 57th Street</td>
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<td>2/24/2010</td>
<td>PDP121</td>
<td>Clown: A Diversity Experience</td>
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Dates are subject to change. To register, contact your college Human Resource Office or visit the PDLM website at www.cuny.edu/training.