**REGISTRATION:** Go to [www.cuny.edu/pdlm](http://www.cuny.edu/pdlm), click on **REGISTRATION**, and then click on the **PDLM E-Application** link. Follow the instructions to complete and submit your E-Application (“E-App”). Applications must be received in the PDLM Office at least 10 days before a course starts. Dates are subject to change. EO/AA Employer.

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**CUNY Professional Development Program**

**April 2015**

**Wednesday, April 1, 9:00 AM - 5:00 PM**

**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: All Staff*

**Wednesday, April 8, 9:00 AM - 5:00 PM**

**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: Administrative Staff*

**Friday, April 10, 9:00 AM - 5:00 PM**

**Tactical Communication (C5400)**
This workshop will allow participants to learn and practice the communication skills and techniques needed for handling difficult work issues with candor, tact, and sensitivity. It explores such complex work situations as dealing with tensions among team members and enforcing policies. Participants will practice communication skills for neutralizing and defusing potential altercations.

*Days of Training: 1  Target Audience: All Staff*

**Wednesday, April 15, 9:00 AM - 5:00 PM**

**How to Write Fast Under Pressure (C7513)**
When deadlines on several writing tasks are rapidly approaching, do you feel under stress? Have a hard time getting started? Struggle to put your thoughts together? Revise and edit slowly? Then, this course is for you! You will learn the tips that professional writers use and practice them in real-life situations to increase your output and write assertively.

*Days of Training: 1  Target Audience: All Staff*

**Monday, April 20, 9:00 AM - 5:00 PM**

**Effective Office Management For Today’s Workplace (C2202)**
Acquire the tools to better manage your work environment. Explore common workplace challenges and techniques for managing time, changing priorities, developing effective office routines, better communication, increasing motivation, and enlisting help for developing a more positive team environment.

*Days of Training: 1  Target Audience: All Staff*

**Monday, April 27, 9:00 AM - 5:00 PM**

**Motivating Yourself for Professional Success (C9092)**
Personal motivation is the key to all human success. Where do you want to be in life? What are the required attitudes and thoughts and the actions you should take to raise your level of personal and professional skill and efficiency? Explore what actions you can take to overcome personal and professional stumbling blocks and see how creative thinking, effectual decision making, and personal motivation can determine the destiny you create.

*Days of Training: 1  Target Audience: All Staff*

**Wednesday, April 29, 9:00 AM - 5:00 PM**

**Time Management Strategies (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 techniques to maximize their productivity. The focus will be on setting priorities and planning as the cornerstones of developing productive work habits. Participants will identify strategies that fit their work style and the realities of their work environment.

*Days of Training: 1  Target Audience: All Staff*