



# May is Managers & Supervisors Month!

## COURSES FOR MANAGERS & SUPERVISORS

**NEW! *Creating and Delivering Powerful Presentations*** — designed for managers, supervisors, and professionals who must make important presentations. One-on-one coaching helps participants develop a skill-set for speaking with confidence and projecting the best possible image of themselves and the CUNY community.

***Fundamentals of Supervision*** — provides supervisors with a comprehensive introduction to the issues, challenges, and typical situations related to supervising “frontline” employees. Participants learn skills and key techniques for functioning effectively in a supervisory role.

***Maintaining a Positive Work Environment*** — introduces techniques for creating a “positive” work environment when a negative culture is present. The causes and the impact of negativity within the work unit are explored, along with strategies for managing a cultural change. *Prerequisite: Fundamentals of Supervision or two years supervisory experience*

**NEW! *Managing Irritation and Frustration in the Workplace: Creating New Choices*** — provides practical steps for effectively dealing with irritation and frustration in the workplace. Specific techniques for achieving improved communication, productivity and an overall sense of well-being are explored.

***Supervising Challenging Employees*** — presents techniques for sharpening the interpersonal and communication skills required to effectively manage challenging employees and situations. Participants examine behaviors and attitudes that could be classified as “challenging,” and then, are presented with techniques for formulating and communicating positive behavior change goals for the employee. *Prerequisite: Fundamentals of Supervision or two years supervisory experience*

**NEW! *Team-Based Leadership*** — examines the skills and strengths necessary to gain the confidence and respect of fellow team members and to step forward to lead. The art of influencing co-workers for improved performance, managing conflict within work teams, and strategies for promoting change within teams will be explored. *Prerequisite: Dynamics of Management or two years managerial experience*

Date/Time	Course #	Course Title	Location
<b>5/4 &amp; 5/2010</b> 9:00 AM-5:00 PM	C9041	<b>Creating and Delivering Powerful Presentations</b>	Central Office at 57th Street
<b>5/11 &amp; 12/2010</b> 9:00 AM-5:00 PM	C1026	<b>Team-Based Leadership</b>	Kingsborough Community College
<b>5/14/2010</b> 9:00 AM-5:00 PM	C3031	<b>Maintaining a Positive Work Environment</b>	Central Office at 57th Street
<b>5/17/2010</b> 9:00 AM-5:00 PM	C9091	<b>Managing Irritation and Frustration in the Workplace: Creating New Choices</b>	Central Office at 57th Street
<b>5/19 - 21/2010</b> 9:00 AM-5:00 PM	C1031	<b>Fundamentals of Supervision</b>	Graduate Center
<b>5/26 &amp; 27/2010</b> 9:00 AM-5:00 PM	C9038	<b>Supervising Challenging Employees</b>	Central Office at 57th Street

**Dates and locations are subject to change. To register, contact your college Human Resources Office.**

These programs are brought to you by the Professional Development and Learning Management unit of the Office of Human Resources Management. Please contact your College Human Resources Office for more information or visit our website at [www.cuny.edu/training](http://www.cuny.edu/training).