

Professional Development and Learning Management Office (PDLM) Program Schedule Spring 2010

3.9.10



CUNY Professional Development Program (CPDP)

March 2010 – Personal Productivity Month

Developing Procedures: Improving Work Processes (for managers and supervisors)

Monday, March 15, and Tuesday, March 16, 9:00 AM – 5:00 PM

Location: Central Office at 57th Street

Course No.: C9052

Performance Management (for managers and supervisors)

Thursday, March 18, and Friday, March 19, 9:00 AM – 5:00 PM

Location: New York City College of Technology

Course No.: C9037

Motivating Yourself for Success: Making It Happen (for administrative staff)

Tuesday, March 30, 9:00 AM – 5:00 PM

Location: Central Office at 41st Street

Course No.: C9092

April 2010 – Administrative Professionals Month

Delivering Quality In-Person Customer Service (for administrative staff)

Friday, April 2, 9:00 AM – 5:00 PM

Location: Lehman College

Course No.: C5555

Effective Telephone Skills (for administrative staff)

Thursday, April 8, 9:00 AM – 5:00 PM

Location: Central Office at 57th Street

Course No.: C5039

Attitude is Everything (for administrative staff)

Monday, April 12, 9:00 AM – 5:00 PM

Location: Central Office at 41st Street

Course No.: C9266

[CUNY Professional Development Program \(CPDP\)](#)

April 2010 – Administrative Professionals Month, continued

Successful Letter and Memo Writing (for administrative staff)

Thursday, April 15, and Friday, April 16, 9:00 AM – 5:00 PM

Location: Central Office at 57th Street

Course No.: C6788

Managing Multiple Priorities (for administrative staff)

Monday, April 19, 9:00 AM – 5:00 PM

Location: Kingsborough Community College

Course No.: C5044

Successful Workplace Communication (for administrative staff)

Wednesday, April 21, 9:00 AM – 5:00 PM

Location: Central Office at 57th Street

Course No.: C1022

Effective Office Management for Today's Workplace (for administrative staff)

Tuesday, April 27, 9:00 AM – 5:00 PM

Location: Central Office at 57th Street

Course No.: C2202

Managing Multiple Bosses: Meeting Demands and Conflicting Priorities (for administrative staff)

Thursday, April 29, 9:00 AM – 5:00 PM

Location: Central Office at 57th Street

Course No.: C5046

May 2010 – Managers and Supervisors Month

Creating and Delivering Powerful Presentations (for managers, supervisors, and professionals)

Tuesday, May 4, and Wednesday, May 5, 9:00 AM – 5:00 PM

Location: Central Office at 57th Street

Course No.: C9041

Team-Based Leadership (for managers and supervisors)

Tuesday, May 11, and Wednesday, May 12, 9:00 AM – 5:00 PM

Location: Kingsborough Community College

Course No.: C1026

Maintaining a Positive Work Environment (for managers and supervisors)

Friday, May 14, 9:00 AM – 5:00 PM

Location: Central Office at 57th Street

Course No.: C3031

[CUNY Professional Development Program \(CPDP\)](#)

May 2010 – Managers and Supervisors Month, continued

Managing Irritation and Frustration in the Workplace: Creating New Choices (for managers, supervisors, and professionals)

Monday, May 17, 9:00 AM – 5:00 PM

Location: Central Office at 57th Street

Course No.: C9091

Fundamentals of Supervision (for managers and supervisors)

Wednesday, May 19 – Friday, May 21 (3 days), 9:00 AM – 5:00 PM

Location: Graduate Center

Course No.: C1031

Supervising Challenging Employees (for managers and supervisors)

Wednesday, May 26, and Thursday, May 27, 9:00 AM – 5:00 PM

Location: Queens College

Course No.: C9038

June 2010 – Technology Month

Word 2003/2007 Level 2

Tuesday, June 1, 9:30 AM – 4:30 PM

Location: Central Office at 57th Street

Course No.: WTT231

Power Point 2003/2007 Level 1

Thursday, June 3, 9:30 AM – 4:30 PM

Location: Central Office at 57th Street

Course No.: WTT151

Excel 2003/2007 Level 1

Tuesday, June 8, 9:30 AM – 4:30 PM

Location: Central Office at 57th Street

Course No.: WTT141

Access 2003/2007 Level 1

Thursday, June 10, 9:30 AM – 4:30 PM

Location: Central Office at 57th Street

Course No.: WTT161

CUNY Professional Development Program (CPDP)

June 2010 – Technology Month, continued

Excel 2003/2007 Level 2

Tuesday, June 15, 9:30 AM – 4:30 PM
Location: Central Office at 57th Street
Course No.: WTT241

Publisher 2003/2007 Level 1

Thursday, June 17, 9:30 AM – 4:30 PM
Location: Central Office at 57th Street
Course No.: WTT171

On-Site Programs

March 2010

Customer Service Training for Operations Staff (for Central Office operations staff)

Wednesday, March 3, 9:00 AM – 5:00 PM
Location: Central Office at 80th Street
Course No.: C5555

Developing Yourself and Others Through Delegation (for Central Office managers and supervisors)

Monday, March 8, 9:00 AM – 5:00 PM
Location: Central Office at 41st Street
Course No.: C9117

The Situational Leadership II Workshop (for LaGuardia managers and supervisors)

Friday, March 12, 9:00 AM – 5:00 PM
Location: LaGuardia Community College
Course No.: C9129

Conducting Effective Performance Appraisal Conferences (for Central Office managers and supervisors)

Thursday, March 18, 9:00 AM – 5:00 PM
Location: Central Office at 41st Street
Course No.: C1012

Preparing for Supervision: Managing the Transition (for Central Office managers and supervisors)

Tuesday, March 23, 9:00 AM – 5:00 PM
Location: Central Office at 41st Street
Course No.: C8009

April 2010

Writing Effective & Efficient Emails (for Central Office employees)

Wednesday, April 7, 9:00 AM – 5:00 PM
Location: Central Office at 57th Street
Course No.: C4260

On-Site Programs

April 2010, continued

Best Practices for Effective Management and Supervision (for Central Office managers and supervisors)

Tuesday, April 20, and Wednesday, April 21, 9:00 AM – 5:00 PM

Location: Hunter School of Social Work

Course No.: OSC2030

May 2010

Stressmakers & Stressbreakers: How to Stress Proof Your Life (for Central Office employees)

Wednesday, May 5, 9:00 AM – 5:00 PM

Location: Central Office at 41st Street

Course No.: C9086

Giving Effective Ongoing Feedback (for Central Office managers and supervisors)

Thursday, May 13, 9:00 AM – 5:00 PM

Location: Central Office at 41st Street

Course No.: C1041

June 2010

Managing Multiple Priorities (for Central Office administrative staff)

Tuesday, June 15, 9:00 AM – 5:00 PM

Location: Central Office at 41st Street

Course No.: C5044

CUNY Policy Programs

March 2010

Domestic Violence and the Workplace – Orientation (restricted registration)

Wednesday, March 24, 9:30 AM – 5:00 PM

Location: Central Office at 57th Street

Course No.: DVP101

Domestic Violence and the Workplace – Program Implementation: Tools and Techniques for Trainers (restricted registration)

Thursday, March 25, 9:30 AM – 2:00 PM

Location: Central Office at 57th Street

Course No.: DVP201

Sexual Harassment Prevention: Respectful Workplaces (for Baruch College managers and supervisors)

Thursday, March 25, 1:30 – 4:30 PM

Location: Baruch College

Course No.: SHP401

CUNY Policy Programs

March 2010, continued

Sexual Harassment Prevention: Respectful Workplaces (for CSI managers and supervisors)

Monday, March 29, 1:30 – 4:30 PM

Location: College of Staten Island

Course No.: SHP401

April 2010

Workplace Violence Advisory Team (WVAT) Orientation (for college WVAT members)

Tuesday, April 20, 9:00 AM to 5:00 PM

Location: Central Office at 57th Street

Course No.: WVP101

This Program Schedule is subject to change. Please check www.cuny.edu/training frequently for updates. Rev. 3.9.10