

JANUARY AND FEBRUARY 2016

Foundations of Management (FREE)

Course Code: C1006

Wednesday, January 13 – Friday, January 15, 9:00 AM – 5:00 PM

An overview of the managerial role in the public sector. Emphasis is placed on internal and external customers, devising and implementing process improvement, and tracking measurable outcomes. ***Prerequisite: Essentials of Supervision or two years managerial experience.***
Target Audience: Directors, Managers and Supervisors (Days of Training: 3)

Building Positive Workplace Relationships (FREE)

Course Code: C9019

Monday, February 1, 2016

This course highlights methods and techniques for working with people to achieve organizational goals in today's diverse, high-pressured work environment in a positive way. Learn how to build more supportive and rewarding workplace relationships by focusing on how to analyze and respond effectively to a variety of people and situations. The fundamentals of communication will be reviewed to assist participants in understanding different approaches to problem-solving. ***Target Audience: Managers, Supervisors, and Professionals***

Leading Short-Term Improvement Projects

Course Code: C9014

Tuesday, February 2, 2016

Learn how to set short-term improvement projects, select a project work-team, and create a viable project plan. Techniques and tips for maintaining focus and infusing energy and enthusiasm into the successful completion of short-term projects also will be explored. ***Target Audience: Managers, Supervisors, and Team Leaders***

Tactical Communication (FREE)

Course Code: C5400

Friday, February 5 or Monday, February 29, 2016

This workshop will allow participants to learn and practice communication skills and techniques for handling difficult work issues with candor, tact, and sensitivity. It explores complex situations such as dealing with tensions among team members and enforcing policies. Participants will practice communication skills for neutralizing and defusing potential altercations. ***Target Audience: All Staff***

From Conflict to Collaboration: Coping When People Push Our Buttons (FREE)

Course Code: C1272

Tuesday, February 9, 2016

Conflict is often seen only as an imposition but it also can provide an opportunity for change and growth. Learn techniques for interacting in a positive manner when a conflict occurs with co-workers, managers, and other important people in your life. Develop strategies to drain the intensity out of most situations and stay cool when things heat up. **Target Audience: All Staff**

Resolving Conflict: A Leadership Approach (FREE)

Course Code: C5151

Thursday, February 18 & Friday, February 19, 2016

This workshop will enable participants to develop collaborative problem-solving skills and use these skills to coach staff and address conflict-related work situations and disputes. Participants will role-play different approaches for managing workplace conflict. **Target Audience: Managers and Supervisors**

Strengthening Workplace Communication (FREE)

Course Code: C7724

Monday, February 22, 2016

Participants will learn methods to improve their everyday interactions with co-workers to enable them to work more productively in group situations. They will evaluate their own communication styles and explore methods and techniques for strengthening personal communication effectiveness. **Target Audience: Managers and Supervisors**

Dealing with People Differences (FREE)

Course Code: C6060

Wednesday, February 24, 2016

This workshop provides participants with techniques to enhance their skills for dealing with people differences in the workplace. Participants will learn to manage their own behavior, explore different coping mechanisms, and develop more effective communication skills when confronted with a difficult person or situation. **Target Audience: All Staff**

MARCH 2016

Essentials of Supervision for the 21st Century (FREE)

Course Code: C1031

Wednesday, March 2 & Thursday, March 3, 2016

An introduction to the issues, challenges, and typical situations related to supervising “frontline” employees. In this two-day workshop, participants will learn basic skills and be introduced to key techniques required to function effectively in their supervisory role. Emphasis will be placed on the supervisor as part of a management team committed to developing excellence in the organization. **Target Audience: Managers and supervisors**

Getting Results When You're Not in Charge

Course Code: C1240

Monday, March 14, 2016

If you're not someone's supervisor, how do you get them to complete work? Learn how to create a constructive and effective team atmosphere using the “4 R's” (Result, Relationship, Relativity, Reality) to leverage team strengths and compensate for limitations inherent in the team's structure. **Target Audience: All Staff**

Lean Six Sigma: Process Improvement Initiatives (Green Belt Certificate) (FREE)

Course Code: C7785

Wednesday, March 16, Friday, March 18, Wednesday, March 30, & Friday, April 1, 2016

Prerequisite: Lean Six Sigma: Introduction to Process Improvement (White Belt Certificate)

Lean Six Sigma provides tools and techniques to streamline work processes, improve time management, and produce higher quality work while delighting internal and external customers. By learning these tools, participants will be able to create strategies for *Leading Lean Six Sigma Teams* and implementing Lean Six Sigma projects. Applying the tools can result in reducing errors, improving efficiency and better teamwork. Participants will design and present a plan for implementing a Lean Six Sigma Project. Participants must attend all four day to complete the course. **Target Audience: Directors, Managers, Supervisors, and Professionals**

Successful Workplace Communication

Course Code: C1022

Wednesday, March 30, 2016

This workshop will provide participants with methods to improve their everyday interactions with co-workers which will enable them to work more productively in group situations. Participants will evaluate their communication styles and explore methods and techniques for improving their personal communication effectiveness. **Target Audience: All Staff**

APRIL 2016

Time Management Strategies

Course Code: C8002

Tuesday, April 5, 2016

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. **Target Audience: All Staff**

Effective Office Management For Today's Workplace

Course Code: C2202

Tuesday, April 12, 2016

Acquire the tools to better manage your work environment. Explore common workplace challenges and techniques for managing time, changing priorities, developing effective office routines, communicating better, increasing motivation, and enlisting help for developing a more positive team environment. **Target Audience: All Staff**

Motivating Yourself for Professional Success

Course Code: C9092

Friday, April 15, 2016

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 actions for overcoming personal and professional stumbling blocks and see how creative thinking, effectual decision making, and personal motivation can determine the destiny you create. **Target Audience: All Staff**

Defusing Workplace Aggression (FREE)

Course Code: C7511

Monday, April 18, 2016

The key to a safer workplace is recognizing and effectively dealing with workplace personnel and clients who exhibit the signs of incipient aggression. This workshop is designed to teach participants the necessary skills to neutralize altercations and prevent escalation. Focus will be on making the distinction between personnel who can be coached and those who should be counseled or referred for help. **Target Audience: Managers, Supervisors, and Professionals**

Managing Multiple Priorities

Course Code: C5044

Thursday, April 21, 2016

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. **Target Audience: All Staff**

How to Write Fast Under Pressure

Course Code: C7513

Monday, April 25, 2016

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. **Target Audience: All Staff**

Professional Presence

Course Code: C7721

Wednesday, April 27, 2016

In this highly interactive workshop, new and successful leaders will receive tips and insights for assessing their “personal brand” and how they are perceived by others. Techniques for creating professional polish, a professional communication style, and a collaborative work environment where everyone gives their best effort will be presented. The class will be facilitated by an inspiring speaker, author, and etiquette expert affectionately known as “Mr. Manners.” **Target Audience: Managers, Supervisors, and Professionals**

MAY 2016

Emotional Intelligence: The Key to Effective Leadership

Course Code: C9207

Monday, May 2 & Tuesday, May 3, 2016

Emotional intelligence is the ability to recognize and deal effectively with your own and other people's emotions. This workshop is designed to help people in leadership positions increase their EQ (Emotional Quotient). According to recent studies, EQ is a better predictor of workplace and life success than IQ. Leaders with high EQ are more productive because they gain cooperation from others and use their intuitive knowledge ("gut") to make decisions and solve problems. This is a vital ability for implementing change and leading high-performing teams. **Target Audience: Directors, Managers, and Supervisors**

Managerial Power Tools: Motivating, Delegating, Team Building

Course Code: C9286

Tuesday, May 10, 2016

As a manager or supervisor, you need to get things done through others. Everyone is motivated to do something – but is it what you need them to do? How do you get people to want to do what they are supposed to do, do it well, and in collaboration with others? Why is delegating the hardest managerial skill set to master? This highly interactive one day course will give you some answers. **Target Audience: Directors, Managers, and Supervisors**

Project Management (FREE)

Course Code: C7756

Thursday, May 12 & Friday, 13, 2016

This workshop will cover the structures and practices of Project Management with the overlay of engagement and collaboration strategies. Focus will be on identifying and defining project objectives, efficiently and effectively coordinating project tasks, and applying the right processes and tools for managing a project team. **Target Audience: Directors, Managers, and Supervisors**

Strategic Thinking

Course Code: C7523

Tuesday, May 17 & Wednesday, May 18, 2016

This course provides an integral understanding of the purpose and application of strategic thinking, along with tools and steps for their application. Participants will develop a deeper

understanding of successful techniques to overcome barriers in the development of short- and long-term integrated planning, by applying practices that facilitate analysis of existing assets and challenges and capitalizing on strengths. This course provides participants with hands-on techniques and practices to develop ongoing “live-in-the-moment” strategic planning. **Target Audience: Directors and Managers**

Resolving and Managing Conflict

Course Code: C7518

Monday, May 23, 2016

Participants will learn to develop collaborative problem-solving skills and use these skills to coach staff and address conflict-related work situations and disputes. They will learn to analyze and identify their roles as leaders in resolving conflicts. You will look at the steps you can use to achieve collaborative problem solving that will transform conflict into a win-win situation. Participants will role-play different approaches for managing workplace conflict. **Target Audience: Managers and Supervisors**

Building Collaborative, Productive and Cohesive Teams

Course Code: C1234

Thursday, May 26, 2016

Is your team at the top of its game? This course will focus on the three key elements needed to build a collaborative, productive, and cohesive team: Trust, Open communication and Purpose (TOP). You’ll discover the importance of inter-dependence, conflict management, transparency, vision, and clearly defined roles, and will have the opportunity to practice skills associated with these characteristics. **Target Audience: Directors, Managers, and Supervisors**

JUNE 2016

MS POWERPOINT 2010: Creating Powerful Presentations

Course Code: WTT151A

Friday, June 3, 2016, 9:30 AM – 12:30 PM

Learn how to create presentations that gain attention and enhance your credibility. Deliver informative and visually appealing presentations that engage your audience. Avoid common “PowerPoint pitfalls” and learn how to handle questions and comments with ease. **Target Audience: All Staff**

MS POWERPOINT 2010: Dynamic, Impactful PowerPoint Delivery

Course Code: WTT151P

Friday, June 3, 2016, 1:30 – 4:30 PM

Learn the fundamentals of delivering a dynamic PowerPoint presentation. Deliver presentations that gain attention and enhance credibility. Learn to use visual aids as they are intended, deal effectively with fear and anxiety, and handle questions and comments with confidence. **Target Audience: All Staff**

MS EXCEL 2010: An Introduction (Level 1)

Course Code: WTT141

Tuesday, June 7, 2016

This workshop is designed to provide the skills to create, edit, format, and print worksheets. A brief introduction to formulas and using chart wizards will be presented. Looking to review these skills? Then, this is a course you should attend! **Target Audience: All Staff**

MS EXCEL 2010: Formulas and Functions

Course Code: WTT141A

Thursday, June 9 or Tuesday, June 14, 2016, 9:30 AM – 12:30 PM

Learn how to create formulas and how to use functions (prewritten formulas) to shorten and simplify formulas. Perform simple or complex calculations on a single worksheet or across multiple worksheets, combine multiple columns of data into a single column, and effectively utilize the five most common functions. **Target Audience: All Staff**

MS EXCEL 2010: Pivot Tables

Course Code: WTT141P

Thursday, June 9 or Tuesday, June 14, 2016, 1:30 – 4:30 PM

Need to perform an in-depth analysis of the data in your Excel spreadsheet or quickly answer an unanticipated question about your data? Learn to create a PivotTable or PivotChart report. Pivot tables allow you to summarize values in an Excel spreadsheet without having to create formulas to perform the calculations. Rearrange your summarized data simply by rotating row and column headings to create easy to read reports. **Target Audience: All Staff**

MS WORD 2010: Using Styles, Graphics, Symbols, Charts & Translation

Course Code: WTT131A

Friday, June 17, 2016, 9:30 AM – 12:30 PM

Want to create more exciting, professional looking documents using MS Word? Learn to use *graphics, charts, and symbols* to communicate information visually rather than simply using text. Take your Word documents to the next level using *styles and themes*: predefined combinations of font style, color, text size, and effects. Broaden your communications by using the *translate* feature to translate words, phrases, paragraphs, or an entire document from one language to another. After completing this workshop, create eye-catching fliers, organizational charts, marketing and promotional materials, and other professional documents with your newly enhanced skills! **Target Audience: All Staff**

MS WORD 2010: Using Mail Merge, Tables, and Electronic Forms

Course Code: WTT131P

Friday, June 17, 2016, 1:30 – 4:30 PM

This workshop will provide skills for organizing and presenting information in a variety of formats using MS Word. Learn to use the *mail merge* feature to produce letters, mailing labels, envelopes, name tags, and other documents from information stored in a list, database, or spreadsheet. Learn how to summarize and present numerical data or text information in rows and columns using *tables*. Finally, are you looking for a way to collect and organize information from others? Learn to create *forms* that others can fill out electronically, including check boxes, text boxes, date pickers, and drop-down lists. **Target Audience: All Staff**

CUNY managers and supervisors certificate programs

Courses for the CUNY managers and supervisors certificate programs have been chosen to equip the CUNY manager and supervisor with cutting-edge managerial competencies and supervisory techniques. Where required, customization for specific CUNY challenges is incorporated into the design of the course.

To qualify for a managerial or supervisory competency certificate, participants must complete three core courses and two elective courses within a two-year period. Elective courses may be chosen from a list of leadership development, communications, and workplace violence prevention courses.

MANAGERIAL COMPETENCIES CERTIFICATE (MCC)

Required Core Courses

- Foundations of Management – Course Code (C1006)
- Managerial Power Tools: Motivating, Delegating, Team-building – Course Code (C9286)
- The Manager in the Middle: Effective Power Relationships Up & Down – Course Code (C9210)

SUPERVISORY COMPETENCIES CERTIFICATE

Required Core Courses

- Essentials of Supervision – Course Code (C1031)
- The Supervisor's Challenge: Managing Yourself While Managing Others – Course Code (C9051)
- Smart Solutions for Unacceptable Employee Behavior – Course Code (C9017)

ELECTIVE COURSES

Please note: Managers and Supervisors must complete 1 Leadership Course and 1 course in Communications or Workplace Violence Prevention.

Leadership Courses

- Emotional Intelligence: The Key to Effective Leadership – Course Code (C9207)
- Understanding and Managing Organizational Change – Course Code (C9172)

Communications Courses

- Conducting Effective Performance Appraisal Interviews – Course Code (C1012)
- Creating and Delivering Powerful Presentations – Course Code (C9041)
- Capitalizing on the Benefits of Positive Feedback – Course Code (C0988)

Workplace Violence Prevention Courses

- Resolving Conflict: A Leadership Approach – Course Code (C5151)
- Creating Workplace Civility – Course Code (C9100)