Course Schedule (Web Version)
April– June, 2019
Schedule is subject to change

April

The Supervisor’s Challenge: Managing Yourself While Managing Others
Course Code: C9051
Tuesday, April 2 & Wednesday, April 3, 2019 (2 days)
To do the best job leading others, we begin by managing ourselves, creating a work-life balance, and developing people skills that allow us to lead by setting an example. Participants will gain insight into managing themselves through increasing their self-awareness and developing relationship building skills. Focus will be on using emotional intelligence to build self-esteem and self-awareness. Target Audience: Managers and Supervisors

Inspired Leadership: Creating a Motivational Environment
Course Code: C9248
Thursday, April 4 & Friday, April 5, 2019
Do you need to increase productivity and encourage positive long-term change? Want staff members to choose to be their best at work? Then the four cornerstones of the FISH philosophy are for you. Explore this unique technique for increasing morale and motivating team members to challenge themselves to improve. Learn to be a “genuine” leader and to leave a legacy of integrity and success. Target Audience: Managers and Supervisors

Managing Multiple Priorities
Course Code: C5044
Thursday, April 11, 2019
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

Strengthening Workplace Communications
Course Code: C7724
Monday, April 15, 2019
Participants will learn methods to improve everyday interactions with co-workers to enable them to work more productively in group situations. They will evaluate their individual communication styles and explore methods and techniques for strengthening their personal communication effectiveness. Target Audience: Managers and Supervisors

Dynamic Customer Relations New Offering!!!
Course Code: C7816
Thursday, April 25, 2019
Looking for the tools that will empower you to deliver and manage the highest standards of customer relations? This workshop has them. It will help to enhance your value as an individual delivering vital services to the CUNY community. This workshop will reinforce the importance and value of delivering
courteous and effective customer service. Participants will examine how the four stages of competence influence your personal development and interaction with others, how to diagnose customers' needs, goals, and expectations, and how to handle challenging customers in person and on the telephone with less stress and more confidence. Target Audience: All Staff

May

Enhancing Your Personal Productivity
Course Code: C9226
Thursday, May 2, 2019

Are you always busy? Do you have hundreds of voicemails to return, countless e-mails to read, and mounds of paperwork to conquer? Often the whirlwind of activities that we engage in does not add significant value to the work we do or the services we provide. This workshop identifies ten “time stealers” and offers practical, easy-to-use tips on how to overcome them. Target Audience: All Staff

Motivating Yourself for Professional Success
Course Code: C9092
Friday, May 3, 2019

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, effective decision making, and personal motivation can determine the destiny you create. Target Audience: All Staff

The Manager in the Middle: Effective Power Relationships Up & Down
Course Code: C9210
Monday, May 6 & Tuesday, May 7, 2019

Managers know the stress of leading from the middle – being influenced by and accountable to those they report to while managing their own staff for harmony and productivity. Learn how to balance relationships and build alliances up and down the organizational hierarchy. Participants also will experiment with and discuss tools and techniques for influencing their manager in collaborative ways while engaging their sometimes reactive or resistant staff. Target Audience: Directors, Managers and Supervisors

Attitude is Everything
Course Code: C9266
Wednesday, May 8, 2019

Attitude is a highly personal and sensitive topic. As attitudes deteriorate, so do commitment, loyalty and, most importantly, performance. Everyone encounters setbacks that can shake their attitude into a negative focus. This course provides participants with the knowledge and skills to develop and maintain positive attitudes while becoming sensitive to underlying causes leading to negative attitudes. Various methods for responding positively and productively to different attitudes in a positive and productive way will be explored. Target Audience: All Staff
The Art of Assertiveness  
Course Code: C2010  
Wednesday, May 22, 2019

This course focuses on ways individuals can establish trust, mutual respect, and openness to develop an assertive approach when interacting with others. A how to build “win-win” relationships with the results you expect, without appearing “heavy-handed.” Learn to persuade others without being aggressive.  
**Target Audience:** All Staff

Smart Solutions for Unacceptable Employee Behavior  
Course Code: C9017  
Thursday, May 23 & Thursday, May 30, 2019

From “first approach” to “last resort” actions, this workshop will explore the management skills and techniques needed to stop the negative effects of problem performers, bad attitudes, and unacceptable behaviors. Focus will be on employing “smart” methods for managing, controlling, and resolving problem situations without the resentment and anger that some outdated approaches may generate.  
**Target Audience:** Managers and Supervisors

**June Schedule**

Business Writing: Clarity Through Critical Thinking  
Course Code: C2036  
Monday, June 3, 2019

Do you want to increase your ability to write with greater clarity and you think critically? This one-day course will help you to use critical thinking skills in your writing. Participants will practice in a specific writing model to improve their business writing and completion of both large and small writing projects.  
**Target Audience:** All Staff

MS EXCEL 2010: An Introduction, L1  
Course Code: WTT141  
Tuesday, June 11, 2019

This workshop is designed to provide participants 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 WORD 2010: Using Styles, Graphics, Symbols, Charts & Translation  
Course Code: WTT131A  
Friday, June 8, 2019, 9:00 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 8, 2019, 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**

**MS POWERPOINT 2010: Creating Powerful Presentations**  
Course Code: WTT151A  
Tuesday, June 18, 2019, 9:00 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  
Tuesday, June 18, 2019, 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: Formulas and Functions**  
Course Code: WTT141A  
Friday, June 21, 2019, 9:00 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 and LookUps**  
Course Code: WTT141P  
Friday, June 21, 2019, 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. Want to search for information across spreadsheets and workbooks? Then the LookUp function is what you need. Learn how to use it effectively. **Target Audience: All Staff**