

CUNY PROFESSIONAL DEVELOPMENT PROGRAM

CERTIFICATE for ADMINISTRATIVE PROFESSIONALS (CAP)



PDLM's skills enhancement certificate for CUNY administrative professionals is designed to introduce office management techniques and essential administrative competencies. To qualify for an administrative professionals certificate, participants must complete three core courses and two elective courses within a two-year period. Elective courses may be chosen from the list of communications and technology courses indicated below.

CORE COURSES FOR THE CERTIFICATE for ADMINISTRATIVE PROFESSIONALS (CAP)

Administrative Professionals must complete three Core courses.

Attitude Is Everything (C9266)

Effective Office Management in Today's Workplace (C2202)

Managing Multiple Priorities (C5044)

ELECTIVE COURSES FOR THE CERTIFICATE for ADMINISTRATIVE PROFESSIONALS

Administrative Professionals must complete 1 Communications course and 1 Technology course.

Communications Courses

**New course: Substitute for "How To Write Fast Under Pressure (C7513)*

***Customer Service: Making Waves (C8056)**

The Art of Assertiveness (C2010)

Technology Courses

Can be taken at the Citywide Training Center (CTC) or through the PDLM Professional Development Program

Excel, PowerPoint, or Word - All Levels Full Days

Come Learn With Us!

Visit www.cuny.edu/pdlm for course descriptions and dates.