Monday, February 4, 9:00 AM - 5:00 PM
How to Write Fast Under Pressure (C7513)
When writing task deadlines are rapidly approaching, do you feel stressed? Do you have a hard time getting started? Struggle to put your thoughts together? Revise and edit slowly? Then this course is for you! Learn the tips used by professional writers to write more assertively and practice them in real-life situations to increase your writing output.

Target Audience: All Staff

Tuesday, February 5 & Wednesday, February 6, 9:00 AM - 5:00 PM (2 days)
The Supervisor’s Challenge: Managing Yourself While Managing Others (C9051)
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

Thursday, February 21, 9:00 AM - 5:00 PM
Resolving & Managing Conflict (C7518)
Do you want to transform conflict into a win-win situation? To use collaborative problem-solving skills for coaching staff and addressing conflict-related work situations and office disputes? Then consider this managerial skill-set course. Participants will learn and role-play approaches for managing workplace conflict.

Target Audience: Directors, Managers, and Supervisors

Monday, February 25, 9:00 AM - 5:00 PM
Tactical Communication for Gaining Cooperation (C5400)
This workshop allows 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 also will practice communication skills for neutralizing and defusing potential altercations.

Target Audience: All Staff

REGISTRATION: Go to www.cuny.edu/pdlm and click on How Do I Register? to complete the PDLM E-Application. Be sure to click on SUBMIT after you print your application for your supervisor’s signature. Applications must be received in the PDLM Office at least 10 days before a course starts. Dates are subject to change.