

## CUNY Professional Development Program

February 2020

### COMMUNICATION



#### **Conflict Management: Strategies for Handling Difficult Behavior (C7858)**

**Monday, February 3, 9:00 AM - 5:00 PM**

Explore techniques for dealing with people who exhibit challenging behaviors in the workplace. Learn how to manage your own behaviors, discover different coping mechanisms, and develop more effective communication skills when confronted with a difficult person or situation.

**Target Audience: All Staff**

#### **Strengthening Workplace Communications (C7724)**

**Friday, February 7, 9:00 AM - 5:00 PM**

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**

#### **Introduction to Data Visualization with Excel (C8068)**

**Monday, February 10, 9:00 AM - 5:00 PM**

In our data-driven world, those who can effectively communicate their analyses have the power to create change. Storytelling through data visualization is a cornerstone of this process. In this session, we will introduce some essential techniques for telling meaningful data stories with truthful and compelling visualizations. It is advised that participants have familiarity with creating charts in Excel prior to taking this workshop.

**Target Audience: All Staff**



#### **Communicating Up, Down and Across the Organization (C8055)**

**Thursday, February 20 & Friday, February 21, 9:00 AM - 5:00 PM (2 days)**

*Are you prepared to communicate with anyone in your organization?* It can happen at a moment's notice: you need to communicate a new idea to senior managers, influence your colleagues to support your proposal or inspire direct reports to make a change. The ability to connect throughout the organization while projecting confidence, credibility and trustworthiness requires specific tools and strategies. You'll focus on improving communication skills and competencies necessary to build mutual understanding and connectivity with others, regardless of your role. You'll also discover influence strategies and learn how to critically evaluate each unique communication event. You'll gain recognition as a key player who can persuasively share high-value ideas and plans, influence decisions, and increase productivity through stronger working relationships.

**Target Audience: All Staff**

#### **Smart Solutions for Unacceptable Employee Behavior (C9017)**

**Tuesday, February 25 & Wednesday, February 26, 9:00 AM - 5:00 PM (2 days)**

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**

#### **Six Steps to Effective Problem Solving (C7779)**

**Friday, February 28, 9:00 AM - 5:00 PM**

Is there an issue/challenge/situation you would like to improve? This workshop will show you how to apply a proven six step method to break down complex problems and gain clarity about developing possible solutions. It will also assist participants to explore innovative approaches that will help increase the number of options that can be generated and create an implementation plan and review process.

**Target Audience: Managers and Supervisors**