Customer Service: Making Waves (C8056)
*Wednesday, January 8, 9:00 AM - 5:00 PM*

WAVES stands for We All Value Exceptional Service, which is the foundation for every successful business. As our clients continue to raise their service expectations, it is critical to ensure that everyone in the organization has the knowledge, skills, and abilities to be an exceptional service provider. This workshop addresses communication, listening, and tips for providing exceptional service every day.

**Target Audience:** All Staff

Foundations of Management (C1006)
*Wednesday, January 15, Thursday, January 16, & Friday, January 17, 9:00 AM - 5:00 PM (3 days)*

This course provides an overview of the role of the manager in the public sector. Emphasis is placed on identifying internal and external customers, devising and implementing process improvement, and tracking measurable outcomes. Managers will explore ways to develop strategies for employee involvement through team building, mutual problem solving, and decision making.

**Target Audience:** Directors and Managers

**Prerequisite:** Essentials of Supervision for the 21st Century or two years managerial experience.

MS Office Project 2016, Part 1 (T6063)
*Wednesday, January 22, 9:00 AM - 5:00 PM*

Participants will familiarize themselves with the essential features and functions of Microsoft Project 2016 so that they can use it effectively and efficiently. Topics will include managing project time frames and tasks, working with and managing project resources, and delivering a project plan.

**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.