Develop yourself. Expand your knowledge. It’s time to invest in YOU!

CUNY Professional Development Program

Tuesday, March 5 & Wednesday, March 6, 2019 (2 days)
Essentials of Supervision for the 21st Century (C1031)
An introduction to the issues, challenges, and typical situations related to supervising “frontline” employees. In this two-day workshop, participants will learn essential skills and be introduced to key techniques for functioning effectively in their supervisory roles.
Target Audience: Managers and Supervisors

Thursday, March 14, 9:00 AM - 5:00 PM
Professional Presence (C7721)
In this highly interactive workshop, workplace leaders will be introduced to essential and sometimes overlooked business manners that contribute to workplace success. Specific takeaways include tips and insights for assessing your “personal brand,” making a fantastic first impression, leading through listening, setting goals and work targets that inspire your team, and bolstering your communications style to create a collaborative working environment. Discover techniques for obtaining the “professional polish” to assist you in continuing to make a valuable contribution to your workplace. Target Audience: Managers, Supervisors, and Professionals

Tuesday, March 19, 9:00 AM - 5:00 PM
Conflict Management: Strategies for Handling Difficult Behavior (C7858)
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

Thursday, March 21, 9:00 AM - 5:00 PM
Managerial Power Tools: Motivating, Delegating, Team Building (C9286)
As a manager or supervisor, you need to get things done through others. Everyone is motivated to do something – but is it what you need them to do? How do you get people to want to do what they are supposed to do, do it well, and in collaboration with others? This highly interactive one-day course will give you some answers. You will have the chance to explore and practice the skills of motivating, delegating, and teambuilding. Target Audience: Directors, Managers, and Supervisors

Tuesday, March 26, 9:00 AM - 5:00 PM
Developing Yourself and Others Through Delegation (C9117)
Delegating involves high levels of trust, self-awareness and strategic thinking. It is different from assigning routine work. Done well, it enables the manager and their direct reports to take on new challenges, maximize productivity, increase team performance, and reduce stress. Done incorrectly, it can result in improperly completed projects and increased frustration. This highly interactive workshop will explore many facets of delegation and introduce the delegation process step by step. Target Audience: Directors, Managers, and Supervisors

Friday, March 29, 9:00 AM - 5:00 PM
Effective Office Management for Today’s Workplace (C2202)
Acquire the tools to better manage your work environment. Explore common workplace challenges and techniques for managing time, changing priorities, developing effective office routines, communicating better, increasing motivation, and enlisting help for developing a more positive team environment. 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.