BRAVO! Summer Employee Institute 2013

Manager and Employee Relations: How Are We “Managing”?

Managing Your Boss!
Cross-Cultural Communications
Art & Dance
Mellan Ball & Yoga
Employee of the Year!

Friday, June 7, 2013
A Day of Professional, Personal & Community Development for All Employees

Sponsored by the Department of Human Resources,
Office of Finance and Administration
John Jay College of Criminal Justice: BRAVO! Summer Employee Institute 2013

Message from the President

Welcome to the John Jay College BRAVO! Summer Employee Institute 2013. The Summer Institute is an annual event dedicated to providing all John Jay College employees with an exciting opportunity for professional and personal development. This year’s theme is “Manager and Employee Relations: How Are We “MANAGING”? Employees are the most valuable asset of any organization and together we can make great things happen at John Jay.

Toward this end, I encourage you to take advantage of this event by attending as many breakout sessions as possible and to join us, during lunch gathering, as we will once again be recognizing the “Outstanding Employee of the Year”.

A number of 90 minute workshops have been incorporated into this year’s program including, critical thinking, leadership and many manager and employee relations courses. Recognizing that all employees have a significant role in the success of the institution, my hope is that you will take what you learn at the Summer Institute and apply that knowledge back at the workplace.

The BRAVO! Summer Employee Institute 2013 program also includes many opportunities for participants to enjoy fun-filled recreational activities including lunchtime Soft Rock Cafe, Art, and Dance. I am confident that you will have a meaningful experience attending the BRAVO! Summer Employee Institute 2013. I would like to thank all those who worked so hard in planning this event, as well as, our sponsors and all who will be sharing their expertise in the breakout sessions. Your efforts are making a difference! Thank you for your continued dedication.

Sincerely,

Jeremy Travis
President
May 13, 2013

To All John Jay College Employees:

It is my pleasure to welcome you to our sixth annual BRAVO! Summer Employee Institute on Friday, June 7, 2013. Our theme this year is Manager and Employee Relations: How are we “Managing”? which calls our attention to ways we can improve manager/employee relations.

Without a doubt, our success depends on our employees and their level of commitment and engagement. It is our hope that this year’s institute will foster a culture of open communication, feedback and exceptional customer service - all essential elements as we move forward together toward the 50th Anniversary of this exceptional institution.

This personal and professional development opportunity is open to all full time and part time instructional and non-instructional employees. It is our hope you will consider spending the day here instead of your regular responsibilities, so please plan your work week accordingly. We would like to have maximum participation by as many employees as possible, excluding only essential personnel to provide basic functional operations.

We have an exciting program planned for you. It consists of a mix of both personal and professional development workshops, recreational and social networking. During lunchtime we have arranged for Edward M. Mone, Lecturer at the College of Business, SUNY Stony Brook and Consultant specializing in Organization and Leadership Development, to speak to us on “Relationships and You.” We will also announce the “Outstanding Employee of the Year” at a ceremony at that time and provide some live musical entertainment. The dress code for the Institute is casual.

Last year’s program was a great success. Some of the workshops have limited capacity and may close out quickly so please be sure to register early and for as many sessions as possible.

I look forward to seeing you there.

Sincerely,

Robert M. Pignatello
**BRAVO! Employee Summer Institute 2013**
**Manager and Employee Relations:**
**How Are We "Managing"?**
**At-a-Glance**

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<tr>
<td>8:30am - 9:10am</td>
<td>Registration &amp; Coffee to go!  L.61 Administrative Conference Room</td>
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<tr>
<td>9:10am - 10:30am</td>
<td>Concurrent Sessions A</td>
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<tr>
<td>10:45am - 12:15am</td>
<td>Concurrent Sessions B</td>
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<tr>
<td>12:30pm - 2:00pm</td>
<td>LUNCH ☀️ (Student Cafeteria )  Soft Rock Café  Lecturer &amp; Consultant  Ed Mone  Employee of the Year Award</td>
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<tr>
<td>2:15pm - 3:45pm</td>
<td>Concurrent Sessions C</td>
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<tr>
<td>3:50pm - 5:00pm</td>
<td>Recreational Activities</td>
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**Recreation Events**

**We hope you had a great day!**

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**REGISTRATION INSTRUCTIONS**

- The online registration site is: [www.regonline.com/JohnJaySummerInstitute2013](http://www.regonline.com/JohnJaySummerInstitute2013)
- Registration will be on a first come, first served basis.
- Select one (1) offering from each session and the recreation activity by clicking in the box next to it.
- Please be sure to RSVP for Lunch so that we may plan accordingly.
- Email confirmations will be sent along with instructions for printing your schedule and materials for the day.
- *If you do not have access to a computer, please register in person at the Department of Human Resources, Annex Building – Suite 704.*
Creative Problem Solving
Laura Kramer
A1, B1, C1 - Room 1.100 NB

Every problem has a solution. In this program we will explore some techniques to help us get to the solution sooner rather than later. This interactive class begins by asking for a list of problems that the attendees are currently working on, so real life benefits.

Managing Your Boss
Carrie Gallagher
A2, B2, C2 - Room 1.101 NB

Is your boss brilliant and focus challenged or a procrastinator who makes thoroughness impossible? The answer to these and other challenges is to Manage Your Boss. This seminar will give participants tools to analyze their skills and work habits as well as their boss's. Participants will be able to create a game plan, including communication tools, to make work meaningful and productive.

Dealing with the Elephant in the Room
Paul Kimmerling
A3, B3, - Room 1.103NB

Dealing with the Elephant in the Room is a communications development seminar in which participants learn the skills to talk to anyone about anything. Participants begin by identifying the uncomfortable issues and realities they face at work and at home. Then they learn how to confront such issues with tact, empathy and clarity. Dealing with the elephant in the room increases productivity and improves relationships by addressing problems, conflicts or misunderstandings proactively.

Motivation – Bringing Out the Best
Donna Sirianni
A4, B4, - Room 1.105

An inspiring look at the theories of motivation and how they help us in our everyday work. The class is geared to employees, but can be oriented as an effective manager’s tool. A chance for all of us to examine what gets us going.

Science of Goal Setting
Jill Greenbaum
A5, B5, C5 Room 1.107

This class examines goal setting as a brain function. We will look at how the brain works creating an awareness of the mental process – thus making it easier for us to create new habits in relation to goal setting.
Five Buckets Principle™
Renata Petecka
A6, C6 Room 1.108NB

Is it possible to meet the competing demands of job, family, friends, school and work? The resounding answer is yes! In this fun, interactive seminar, participants will learn the Five Bucket Principle of work/life balance to get the tools to prioritize what is and should be important to them. They will learn how to think about the BIG PICTURE without ignoring the little things that matter. We will show them how to find the time to manage it all - including time for themselves and for fun by identifying priorities, making choices and managing expectations.

Backstage Theater Workshop
Joshua Redfearn
A7, B7, – Gerald Lynch Theater

This session will instruct on practical skills in Theater, lightening and stage craft.

From Conflict to Collaboration
Donna Scimia
A8 – Room 1.114NB

Conflict is often seen only as an imposition but it can also provide an opportunity for change and growth. Learn techniques for interacting in a positive manner when a conflict occurs with co-workers, managers, and other important people in your life. Develop strategies to drain the intensity out of most situations and stay cool when things heat up.

Maximizing Your Role on Your Team
Bob Kane
A9 – Room 1.115NB

Every member in a workgroup or team wants to be useful, valuable and effective. This course will help you to develop your role on the team. Participants will experience the benefits of teamwork as a method for improving performance and productivity, while analyzing their role on a team using a team-style inventory. Participants also will learn to “flex” their team style so that they can add even more value and contribution to their team.

Attitude is Everything
Lucia Alcantara
A10 – Room 1.117NB

Everyone encounters setbacks that can shake their attitude into a negative focus. Learn to maintain a positive attitude while becoming sensitive to the underlying causes of negative attitudes. Explore methods for responding to different attitudes in a positive and productive way.

Lean Six Sigma
Helmi Pucino
A11, B10 – Room 1.119

SIX SIGMA is a systematic method for improving quality through team problem solving.
Performance Management is a method to measure individual and team results and motivate staff. Learn the basics of both systems and how to apply some of their techniques to hold staff accountable for measurable results while at the same time creating a positive work climate.

**Putting Training to Work for You**  
*Kevin Hauss*  
A12 – Room 1.121NB

This session will cover the various reasons individuals attend training. Participants will obtain information on what type of training is available to them. Participants will know the difference between training and professional development. We'll cover various stages of a career and professional development, a manager's role in the training process, the participant's role in the training process. We'll cover KSA's.

**Digital Organization using MS Outlook 2010**  
Christian Delgado  
A13, C13 – Room L2.72.06 (CLSS Department)

Organize your digital life using MS Outlook 2010. Learn how to easily set up filters for incoming emails that will simplify your searches, or how to manage your digital calendar for virtually every important event in your day. Would you like to setup a group meeting, but don’t know the best time to set it up? Let MS Outlook find it for you. Stay connected remotely to MS Outlook for those days you are away from the office, but need to be in touch and much more, all in MS Outlook 2010.

**Lightening Your Life with Laughter**  
Eileen Strong  
A14, B14 – Room 1.124NB

Look at life in a way that takes some of the stress out of it. This informative and enjoyable workshop shares proven techniques of how to use laughter to reduce stress in your life. The history, the practices and the beliefs of this therapy and how to become more positive will be explored. This seminar reminds participants about the wonderful energizer called "laughter" with its' many therapeutic benefits.

**CUNY Work/Life Program Overview**  
*Corporate Counseling Associates*  
A15, B15, C15 – Room 1.125

Trying to manage your personal and professional responsibilities can be a real challenge at times and Corporate Counseling Associates, providers of the CUNY Work/Life Program is here to help. The CUNY Work/Life Program is a voluntary, free and confidential benefit for employees and their family members.  
This overview will include, but not be limited to, information on:  
- Emotional Well-Being  
- Health & Wellness  
- Resources for Child and Adult Care  
- Educational Assistance
Time Management Strategies
*Donna Scimia*
B6 – Room 1.108NB

This course will assist participants in taking control of the time in their work day. Participants will identify unproductive work habits and learn a wide array of time management techniques to maximize their productivity. The focus will be on setting priorities and planning as the cornerstones of developing productive work habits. Participants will identify strategies that fit their work style and the realities of their work environment.

Understanding & Managing Organizational Change
*Lucia Alcantara*
B8 – Room 1.114

Change in leadership, process, or technology can lead to stress and resistance. Explore the challenges of adjusting to and managing change. Learn strategies to manage apathy, criticism, negativity, and low productivity from colleagues, staff, and even oneself.

Communicating for Results
*Bob Kane*
B9 – Room 1.115NB

Having some difficulty getting your point across? Frustrated because you know the right answer or best action, but can’t get others to cooperate? These days, success depends not only on having the facts and good ideas but on the ability to communicate them. This highly interactive course is for any professional who wants to overcome resistance and win people to their perspective through strategic and persuasive communication.

Thriving in a Stressed Out World
*Debra Weiss*
B11, C11 – Room 1.121NB

Got the blues? Wish life were less stressful? Visualize yourself feeling healthy and contented. You’ve just taken the first step—thriving (feeling great) starts in the mind. Meditation helps you to control your cravings and impulses. It quiets the mind and reduces emotional responses to external events. This class uses a sensual approach that goes through the senses to get beyond them. We will use aromatherapy, breathing exercise, and guided imagery to help you achieve the relaxation response.

Be Aware of Your Surroundings
*Lance Trent*
B12 – Room 1.117NB

NYPD Community Affairs Police Officer Lance Trent will make a personal safety presentation. See a video on how teams of pick pockets work in New York City. Learn: the safest way to hold your pocketbook, the best pocket to keep your wallet in, what to do if someone forces you to take a CD in the street and demands payment, the safest place to walk, general safety tips for nightclubs, gyms at home. It is an invaluable workshop that will make you think about your surroundings in a new way. They will also do laptop and cellphone tagging – Operation Laptop.
Investing For Your Future  
Citibank  
B13 – Room 1.123NB

Pick up a five-step strategy for planning and monitoring your investments. Understand inflation’s damaging impact on your investment return and ways to mitigate this impact. Check out various types of savings and investment vehicles.

Personal Safety Tips  
Ryan Eustace  
C3 – Room 1.103NB

This workshop is about personal safety tips in a college atmosphere. Topics will include risk assessment, crime prevention, fire safety, violence in the workplace, and more!

Partnering with HR. We’re All Human Resources  
HR Managerial Staff  
C4 – Room 1.105

This workshop will be presented by some of our HR Staff. Topics include Time & Leave, Workplace Violence, CUNYFirst Mass Reappointments, New Hire Processing for Part-Time Employees, and Family Medical Leave.

Customer Service  
Helmi Pucino  
C7 – Room 1.113NB

This workshop provides participants with the techniques necessary to provide courteous in-person customer service and support. Participants will learn how to interact more effectively with customers, manage potentially challenging situations, and handle difficult customers with tact and diplomacy.

SEMINAR OBJECTIVES:
- Explore components and challenges of delivering high-quality service at every face-to-face customer interaction opportunity
- Learn communication techniques to obtain information to understand customer needs
- Practice effective responses to difficult customer service situations
- Gain insights and techniques for positively dealing with stressful interactions
- Recognize how external customer service skills can also be successfully used to enhance relations with internal agency customers

Managing Multiple Priorities  
Donna Sciminia  
C8 – Room 1.114

Take control of your workday by maximizing efficiency and minimizing stress. Learn to clarify and set work and personal goals and priorities, stay organized, take charge of time, recognize and overcome "productivity killers," and utilize planning and organizing tools to measure and monitor progress.
Cultural Diversity
Lucia Alcantara
C9 – Room 1.115NB

This workshop provides participants with the opportunity to explore different communication styles that exist in diverse workplaces. Through structured exercises, participants will experience the value of multiple perspectives and see how increased sensitivity to diversity issues can maximize effective communication in the workplace.

SEMINAR OBJECTIVES:
- Define agency diversity issues and challenges
- Identify, appreciate and work with difference in values
- Understand, appreciate and manage cultural differences

“People Smart” Strategies for Positive Relationships
Bob Kane
C10 – Room 1.119NB

Learn to think wisely, be optimistic and use your energy sensibly to negotiate tense and stressful situations at work. Explore smart strategies to manage personality conflicts, complain less, maintain self-control, and avoid undermining your own work performance when faced with challenging situations.

MetLife – Developing a Sound Financial Strategy
Marc Adamek
C12, R11 – 1.123NB

Learn how to develop a sound financial strategy — one that covers all the financial bases, from insurance to investing to estate conservation.

- A six-step plan for financial success
- How to estimate the amount of life insurance you really need
- The true cost of credit-card debt
- Three critical components of a sound investment plan
- Steps you can take to help manage taxes
- How to calculate how much money you'll need to retire
- How to ensure Retirement income will last
- Important estate conservation strategies

TIAA CREF – Understanding Investment Risk
Mel Brown
C14, R10 – Room 1.119NB

A key element of successful investing is balancing risk and reward. The risk most investors are most familiar with is market risk, or the possibility that the market will shift and you’ll lose money. Another common risk is inflation. As an example, if inflation is 3% and your return is 3%, your “real or inflation-adjusted return” is 0%. Risk can’t be avoided entirely, but keep in mind that the higher the risk, the higher the possible return (or loss) and the lower the risk, the lower the possible return (or loss). You’ll want to be familiar with different categories of investment risk.
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<th>Session #</th>
<th>Course Name</th>
<th>Description</th>
<th>Presenter</th>
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<tr>
<td>R1</td>
<td>Introduction to Drawing (9.64)</td>
<td>Participants will learn about basic drawing techniques, using charcoal, and create a number of drawings.</td>
<td>Mary Ting</td>
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<tr>
<td>R2</td>
<td>Mellonball (Tennis Court-6th Floor-T Bldg.)</td>
<td>Come one and all for this outdoor innovative mix of volleyball &amp; Tennis! Played on a tennis court with a net &amp; volleyball. Participants will serve the volleyball across the net, then allow the opponents to pass it three times before sending it back over the net. (The more the merrier!)</td>
<td>Catherine Alves</td>
</tr>
<tr>
<td>R3</td>
<td>Yoga (6th Floor Moot Court)</td>
<td>Yoga blends Kripalu’s unique methodology with an extensive background in vinyasa yoga, ultimately leading to an individually-inspired meditation in motion.</td>
<td>Sam Chase</td>
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<tr>
<td>R4</td>
<td>Masala Bhangra Workout! Dance Studio C-Level</td>
<td>The Masala Bhangra Workout is a complete cardiovascular workout utilizing a male Indian fold dance, bhangra. The class modernizes the high-energy steps of bhangra and blens them with the exhilaration of Bollywood (hindi film) moves.</td>
<td>Elaine Baez</td>
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<tr>
<td>R5</td>
<td>Music in the Air (Mirante Faculty Dining Area by Jay Walk)</td>
<td>Warm up your vocalizers and head for the Jay Walk for an interactive song circle. Peter Dodenhoff provides the guitar and a nearly endless song repertoire. You bring requests and a desire to sing along, if you like, or just relax and soak up the vibe. We encourage you to bring your instrument with you.</td>
<td>Peter Dodenhoff</td>
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<tr>
<td>R6</td>
<td>Stress Management (Room 1.121NB)</td>
<td>Come and learn a variety of techniques to guide you to achieving a healthier and happier you! (Limited to 25 participants)</td>
<td>Doris Burgos</td>
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<tr>
<td>R7</td>
<td>Mortgage Planning with Citibank (Room 1.124NB)</td>
<td>Come to this informative session on financing home purchases. Experts from Citibank will take the mystery out the process!</td>
<td>TBA</td>
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<tr>
<td>R8</td>
<td>iMovie (L.2.72.07 Mac Room in the CLSS NB Lab)</td>
<td>Have you ever wanted to create instructional video, or a video from your collection of still images, or family vacations or ever wonder how some television commercials are made? This session can show you how easy it is to create and edit a video using iMovie.</td>
<td>Christian Delgado</td>
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<tr>
<td>R9</td>
<td>Karaoke Talent Search (Room 1.115 NB)</td>
<td>Are you the next &quot;American Idol&quot;? Come show off at our Karaoke Talent Search. Just bring your voice and we will provide the rest!</td>
<td>Sherry Gibson</td>
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<td>Marc Adamek</td>
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Triple Play Afternoon!

Soft Rock Cafe

Soft Rock Café – featuring Robert Pignatello
Live Lunchtime Entertainment.
Please feel free to sing along!

Special Guest Speaker Ed Mone-Lecturer (SUNY Stony Brook) & Consultant

Ed Mone has more than twenty-five year of experience in career, leadership, and organization change and development. Ed is currently a Lecturer at the College of Business, State University of New York at Stony Brook, and taught organization development in Hofstra’s I/O graduate program; he also has maintained a consulting practice specializing in organization and leadership development. Ed was formerly Vice President for Organization Development at Computer Associates, Inc. where he was responsible for such functions as management and leadership training and development, succession planning, the company-wide employee opinion survey and employee research, and performance management and career development systems. He was previously Vice President for Organization Development at Cablevision and Director of People Processes and Systems at Booz Allen Hamilton, Inc.. He was also Division Manager for Strategic Planning and Development at AT&T.

Outstanding Employee of the Year

Thirty three (33) JJC employees will vie for this coveted distinction. Join us as we announce and celebrate the 2013 OUTSTANDING EMPLOYEE OF THE YEAR!
**2013 BRAVO! Summer Employee Institute Registration Grid**

**Registration Instructions:** Please use this sheet to facilitate your online registration. To register visit: www.regonline.com/johnJaySummerInstitute2013 and follow system prompts. You will only be able to register for one session in each time slot but please identify additional sessions on this sheet in case your first choice is not available. In the interest of going green, email confirmations will be sent along with instructions for printing your schedule and materials for the day. If you do not have access to a computer, please register in person at the Human Resources Department, Annex Building Suite 704. Please register for Lunch! **Pick up your lunch ticket in the Administrative Conference Room L51 on the morning of the event.**

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