CUNY Professional Development Program

**Thursday, April 5, 9:00 AM - 5:00 PM**
Strengthening Workplace Communications (C7724)

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

**Monday, April 9, 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

**Thursday, April 12 & Friday, April 13, 9:00 AM - 5:00 PM (2 days)**
RESCHEDULED FROM FEBRUARY 2018
Resolving Conflict: A Leadership Approach (C5151)

This workshop will enable participants to develop collaborative problem-solving skills and to use these skills to coach staff and address conflict-related work situations and disputes. Participants will role-play different approaches for managing workplace conflict.

**Target Audience:** Managers and Supervisors

**Wednesday, April 18, 9:00 AM - 5:00 PM**
How to Write Fast Under Pressure (C7513)

When deadlines on several writing tasks are rapidly approaching, do you feel under stress? Have a hard time getting started? Struggle to put your thoughts together? Revise and edit slowly? Then, this course is for you! You will learn the tips that professional writers use and practice them in real-life situations to increase your output and write assertively.

**Target Audience:** All Staff

**Tuesday, April 24, 9:00 AM - 5:00 PM**
Attitude is Everything (C9266)

Attitude is a highly personal and sensitive topic. As attitudes deteriorate, so do commitment, loyalty and, most importantly, performance. Everyone encounters setbacks that can shake their attitude into a negative focus. This course provides participants with the knowledge and skills to develop and maintain positive attitudes while becoming sensitive to underlying causes leading to negative attitudes. Various methods for responding positively and productively to different attitudes in a positive and productive way will be explored.  

**Target Audience:** All Staff

**Friday, April 27, 9:00 AM - 5:00 PM**
Managing Multiple Priorities (C5044)

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.

**Target Audience:** All Staff

**REGISTRATION:** Go to [www.cuny.edu/pdlm](http://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.