Friday, February 2, 9:00 AM - 5:00 PM
Managerial Power Tools: Motivating, Coaching and Teambuilding (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

Friday, February 16, 9:00 AM - 5:00 PM
Tactical Communication for Gaining Cooperation (C5400)
This workshop will allow participants to learn and practice the communication skills and techniques for handling difficult work issues with candor, tact, and sensitivity. It explores complex situations such as dealing with tensions among team members and enforcing policies. Participants also will practice communication skills for neutralizing and defusing potential altercations.
Target Audience: All Staff

Thursday, February 22 & Friday, February 23, 9:00 AM - 5:00 PM (2 days)
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

Tuesday, February 27 & Wednesday, February 28, 9:00 AM - 5:00 PM (2 days)
Essentials of Supervisions 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

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.