Tuesday, May 1, 9:00 AM - 5:00 PM
Creating a Collaborative Workplace (C7516)
Collaboration within teams across programs and between organizations is a fact of life in today's workplace. The complexity of tasks and the interdependence of functions make it important that people work well with one another throughout an entire organization. High performance teams make this necessary collaboration appear seamless. This course looks at the complexities, the opportunities, the desired conditions and skills needed to make such collaboration possible.

Target Audience: Directors, Managers, and Supervisors

Wednesday, May 2, Friday, May 4, Wednesday, May 16 & Friday, May 18, 9:00 AM - 5:00 PM (4 days)
Lean Six Sigma: Process Improvement Initiatives (Green Belt Certificate) (C7785)
At the completion of this program, you will earn a Lean Six Sigma Green Belt certificate. You will be able to create strategies for leading Lean Six Sigma teams and implementing Lean Six Sigma projects. Learn to review Process Improvement Theory, master key Lean Six Sigma tools, and identify key drivers and develop metrics and evaluate cost savings.

Prerequisite: Lean Six Sigma: Introduction to Quality & Productivity Management (White Belt Certificate)

Target Audience: Directors, Managers, and Supervisors

Thursday, May 10 & Friday, May 11, 9:00 AM - 5:00 PM (2 days)
The Manager in the Middle: Effective Power Relationships Up & Down (C9210)
Managers know the stress of leading from the middle – being influenced by and accountable to those they report to while managing their own staff for harmony and productivity. Learn how to balance relationships and build alliances up and down the organizational hierarchy. Participants also will experiment with and discuss tools and techniques for influencing their manager in collaborative ways while engaging their sometimes reactive or resistant staff.

Target Audience: Directors, Managers, and Supervisors

Monday, May 21 & Tuesday, May 22, 9:00 AM - 5:00 PM (2 days)
The Supervisor's Challenge: Managing Yourself While Managing Others (C9051)
To do the best job leading others, we begin by managing ourselves, creating a work-life balance, and developing people skills that allow us to lead by setting an example. Participants will gain insight into managing themselves through increasing their self-awareness and developing relationship building skills. Focus will be on using emotional intelligence to build self-esteem and self-awareness.

Target Audience: Managers and Supervisors

REGISTRATION: Go to www.cuny.edu/pdla 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.