Wednesday, May 22, 9:00 AM - 5:00 PM
The Art of Assertiveness (C2010)
This course focuses on ways individuals can establish trust, mutual respect, and openness to develop an assertive approach when interacting with others. A how to build “win-win” relationships with the results you expect, without appearing “heavy-handed.” Learn to persuade others without being aggressive. 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.