

## CUNY Professional Development Program February 2017

### MANAGING, MOTIVATING, & MEETING CHALLENGES



#### **Managerial Power Tools: Motivating, Delegating, Team Building (C9286)** **Friday, February 3, 9:00 AM - 5:00 PM**

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 team-building. *Target Audience: Directors, Managers, and Supervisors*

#### **The Supervisor's Challenge: Managing Yourself While Managing Others (C9051)**

**Wednesday, February 8 & Thursday, February 9, 9:00 AM - 5:00 PM**

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*

#### **How to Write Fast Under Pressure (C7513)**

**Friday, February 17, 9:00 AM - 5:00 PM**

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*



#### **Understanding and Managing Organizational Change (C9172)**

**Thursday, February 23 & Friday, February 24, 9:00 AM - 5:00 PM**

Changes in leadership, processes, and technology can result in stress and resistance. This course will assist department directors, managers, and supervisors in addressing the challenges of adjusting to and managing change. Participants will learn strategies for overcoming resistance and managing apathy, criticism, negativity, and low staff productivity. *Target Audience: Directors, Managers, and Supervisors*



#### **Tactical Communication for Gaining Cooperation (C9001)**

**Monday, February 27, 9:00 AM - 5:00 PM**

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*



**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.