CUNY PROFESSIONAL DEVELOPMENT PROGRAM

February 2014

Tuesday, February 4, 9:00 AM - 5:00 PM
CREATING WORKPLACE CIVILITY (C9100)
Employees may face angry or disruptive behavior during the course of their work including harassment, intimidation, disrespect, verbal aggression, or even violence. This course gives employees the confidence to proactively and effectively address problematic situations while maintaining their professionalism. For All Staff

Thursday, February 6, 9:00 AM - 5:00 PM
From Conflict to Collaboration: Coping When People Push Our Buttons (C1272)
Conflict is often seen only as an imposition but it can also provide an opportunity for change and growth. Learn techniques for interacting in a positive manner when a conflict occurs with co-workers, managers, and other important people in your life. Develop strategies to drain the intensity out of most situations and stay cool when things heat up. For All Staff

Friday, February 14, 9:00 AM - 5:00 PM
Dealing with People Differences (C6060)
Learn techniques to enhance your skills for dealing with people who exhibit difficult behaviors in the workplace. Explore coping mechanisms and develop more effective communication skills when confronted with a difficult person or situation. For Administrative Staff

Monday, February 24, 9:00 AM - 5:00 PM
Building Positive Workplace Relationships (C9019)
This course highlights techniques for working with people in a positive way to achieve organizational goals in today's diverse, high-pressure work environment. Learn how to build more supportive and rewarding workplace relationships by focusing on how to analyze and respond effectively to a variety of people and situations. The fundamentals of communication will be reviewed to assist participants in understanding different approaches to problem-solving. For Managers and Supervisors

Thursday, February 27 and Friday, February 28, 9:00 AM - 5:00 PM
Resolving Conflict: A Leadership Approach (C5151)
This workshop will enable participants to develop collaborative problem-solving skills and use these skills to coach staff and address conflict-related work situations and disputes. Participants will role-play different approaches for managing workplace conflict. For Directors, Managers and Supervisors

REGISTRATION: Go to www.cuny.edu/pdlm, click on REGISTRATION, and then click on the PDLM E-Application link. Follow the instructions to complete and submit your E-Application ("E-App"). Applications must be received in the PDLM Office at least 10 days before a course starts. Dates are subject to change.