

CUNY Professional Development Program

January 2019

Wednesday, January 9, 9:00 AM - 5:00 PM **Creating a Collaborative Workplace (C7516)**

Collaboration within teams, across programs and between organizations is a normal occurrence in today's workplace. The complexity of tasks and interdependence of functions make it essential for people to work well with one another throughout an entire organization. High performance teams make this necessary collaboration appear seamless. This course examines the complexities, opportunities, desired conditions, and applicable skills required to make such collaboration possible. **Target Audience: Directors, Managers, and Supervisors**

Monday, January 14 & Wednesday, January 16, 9:00 AM - 5:00 PM (2 days) **Lean Six Sigma: An Introduction to Quality and Productivity Improvement (C7784)**

Feeling pressure to do more with less time and resources? In this two-day course, participants learn proven methods for achieving higher productivity with limited resources. *Lean Six Sigma* provides tools and techniques to streamline tasks, improve time management, and produce higher quality work while satisfying internal and external customers. Originally developed for business, these tools are now used extensively in government and higher education. **Target Audience: Directors, Managers, and Supervisors**



Thursday, January 17, 9:00 AM - 5:00 PM **Dynamic Customer Relations (C7816)**

Looking for tools that will empower you to deliver and manage the highest standards of customer relations? This workshop has them. This workshop will reinforce the value of delivering courteous and effective customer service to the CUNY community. Participants will examine the four stages of competence and how they influence personal development and interaction with others, learn to diagnose and manage customers' needs, goals, and expectations, and discover how to handle challenging customers in person and on the telephone with more confidence and less stress. **Target Audience: All Staff**

Wednesday, January 30, Thursday, January 31, & Friday, February 1, 9:00 AM - 5:00 PM (3 days) **Foundations of Management (C1006)**

This course provides an overview of the role of the manager in the public sector. Emphasis is placed on identifying internal and external customers, devising and implementing process improvement, and tracking measurable outcomes. Managers will explore ways to develop strategies for employee involvement through team building, mutual problem solving, and decision making. **Target Audience: Directors and Managers**

Prerequisite: Essentials of Supervision for the 21st Century or two years managerial experience.