As part of our annual professional development program, Central Office Human Resources offers targeted training opportunities to our staff members, in partnership with the Professional Development and Learning Management Office and the NYC Citywide Training Center. This April and May 2014, we are offering three training workshops entitled **Communicating Across Divisions, Writing from Start to Finish and Influencing Without Authority**. These workshops are intended to enrich your professional written and interpersonal communication skills for improved information sharing, collaboration and productivity.

Detailed workshop information is provided below. To register, click the hyperlink for the workshop you would like to attend, and press “Send.” This will create and send a pre-written email with “Register me for” and the selected workshop’s name and date in the subject line. Confirmation emails will be sent within a week of each workshop’s date.

**Workshop: Communicating Across Divisions**
**Code:** C9039  
**Date:** Tuesday, April 8, 2014  
**Time:** 9:15 AM – 5:00 PM  
**Location:** 205 East 42nd Street, 8th Floor Conference Room #818  
**Audience:** All Central Office staff members  
**Facilitator:** Ms. Helmi Pucino  
**Learning Objectives:**
- Employ diplomacy and strategy when communicating with staff members in other divisions
- Learn the value of ‘direct’ and ‘indirect’ communication and how to use them to build rapport
- Handle sensitive information and delicate situations
- Practice ‘good’ organizational politics to get the job done effectively and gracefully

[Click Here to Register for 'Communicating Across Divisions' on Tues. April 8](#)

**Workshop: Writing from Start to Finish**
**Code:** C9317  
**Date:** Monday, April 28, 2014  
**Time:** 9:15 AM – 5:00 PM  
**Location:** 205 East 42nd Street, 8th Floor Conference Room #818  
**Audience:** All Central Office staff members  
**Facilitator:** Dr. Philip Vassallo, EdD  
**Learning Objectives:**
- Prepare to write by considering the purpose and audience for your message
- Organize information in a clear, logical way
- Use outlining as an organizational tool and stay focused on your message’s main topic and purpose
- Use headings, topic sentences, and transitions to clarify your message
- Revise documents to ensure they are clear, concise, and correct

[Click Here to Register for 'Writing from Start to Finish' on Mon. April 28](#)
**Workshop:** Influencing Without Authority

**Code:** C4020  
**Date:** Tuesday, May 13, 2014  
**Time:** 9:15 AM – 5:00 PM  
**Location:** 205 East 42nd Street, 8th Floor Conference Room #818  
**Audience:** All Central Office staff members  
**Facilitator:** Ms. Norma Brecker

**Learning Objectives:**

- Establish credibility in order to influence others
- Examine effective and ineffective influence strategies
- Identify personal power and influence styles
- Discover negotiation strategies that result in win-win situations
- Develop strong alliances and create a collaborative work environment to meet goals and achieve results

[Click Here to Register for 'Influencing Without Authority' on Tues. May 13]

*Communicating Across Divisions* focuses on skills that will help participants formulate communication dynamics to successfully interact with employees in various departments and divisions. Participants will assess the strategies of ‘networking across functions’ to foster winning relationships with colleagues, directors, managers, supervisors, customers and stakeholders to promote organizational effectiveness.

*Writing from Start to Finish* focuses on how to streamline the writing process to save time and stay focused on the message and audience to produce more effective written communications. Participants will learn how to organize and present information for maximum impact, and how to move smoothly from start to finish in the writing process.

*Influencing Without Authority* is designed to help participants learn how to use their influencing skills in situations where they may have minimal power and/or authority. This workshop is especially useful for members of a team and those who need to influence their colleagues, peers, managers and supervisors. Participants will learn to identify the power they already possess and how to utilize this power to attain their goals.

Be sure to discuss your individual training needs with your immediate director, manager or supervisor, and obtain their approval to register for and attend a workshop. Contact Katherine Isaacs at 646-664-3268 or COHRTTraining@cuny.edu with any questions.