Wednesday, April 2, 9:00 AM – 5:00 PM
DEVELOPING DYNAMIC LISTENING SKILLS (C2508)
This workshop will focus on the skills, knowledge, and attitudes necessary to meet the challenges of listening effectively. Through practical exercises, participants will improve their behaviors in this critical component of the communication process.
Days of Training: 1     Target Audience: Administrative Staff

Monday, April 28, 9:00 AM – 5:00 PM
GETTING RESULTS WHEN YOU’RE NOT IN CHARGE (C1240)
If you’re not someone’s supervisor, you have to rely on other techniques to get results from them. Learn how to create a constructive and effective team atmosphere using the “4 R’s” (Result, Relationship, Relativity, Reality) to leverage everyone’s strengths and compensate for the limitations that might be a part of the team’s structure.
Days of Training: 1     Target Audience: All Staff

Wednesday, April 30, Friday, May 2, Wednesday, May 7, and Friday, May 9, 9:00 AM – 5:00 PM
SIX SIGMA: GREEN BELT (C9100G)
This new four-day course builds on the systematic problem solving and team management methods introduced in the popular Lean Six Sigma course. Move your team beyond the basics with advanced techniques for achieving higher productivity, reduced errors, process improvements, and measurable cost savings.
Days of Training: 4     Prerequisite: Lean Six Sigma: An Introduction to Quality and Productivity Improvement

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.