Monday, March 3, and Tuesday, March 4 (2 Days), 9:00 AM – 5:00 PM
Lean Six Sigma: An Introduction to Quality and Productivity Improvement (C9100) - SIX SIGMA is a systematic method for improving quality through team problem-solving. Performance Management is a method to measure individual and team results and motivate staff. Learn the basics of both systems and how to apply some of their techniques to hold staff accountable for measurable results while at the same time creating a positive work climate.  For Directors, Managers and Supervisors

Thursday, March 13, 9:00 AM – 5:00 PM
Capitalizing on the Benefits of Positive Feedback (C0988) - How can we maximize performance and energize our staff while also addressing performance gaps? In this workshop, you’ll discover tools and strategies for enhancing performance with positive forms of feedback. You’ll see how positive feedback encourages employees to do more of what they are praised for - putting them in a better state of mind and making them better performers. For Directors, Managers and Supervisors

Thursday, March 20, and Friday, March 21 (2 Days), 9:00 AM – 5:00 PM
Emotional Intelligence: The Key to Effective Leadership (C9207) - Emotional intelligence is the ability to recognize and deal effectively with your own and other people’s emotions. This workshop is designed to help people in leadership positions increase their EQ (emotional quotient). According to recent studies, EQ is a better predictor of workplace and life success than IQ. Leaders with high EQ are more productive because they gain cooperation from others and use their intuitive knowledge (“gut”) to make decisions and solve problems. This is a vital ability for implementing change and leading high-performing teams. For Directors, Managers and Supervisors

Tuesday, March 25, and Wednesday, March 26 (2 Days), 9:00 AM – 5:00 PM
Creating and Developing Powerful Presentations (C9041) - This course is presented for directors, managers, and supervisors who must make important presentations in their leadership roles. Participants will receive one-on-one coaching and develop a skill-set for speaking with confidence and projecting the best possible image of themselves and their department or college. Emphasis will be on developing and cultivating a conversational tone when speaking and formulating clear and logical presentation points to attain the desired audience reaction. 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.