Monday, May 12, 9:00 AM - 5:00 PM
21 IRREFUTABLE LAWS OF LEADERSHIP (C9655)
This course explores timeless leadership principles based on the book, 21 Irrefutable Laws of Leadership by John Maxwell, an internationally known leadership expert. You will learn how these principles remain constant despite the ongoing changes of time and technology as well as variations of culture. Whether you are a new supervisor, or an experienced executive, you can discover how integrating these principles as part of your leadership style will make you a more effective leader.
Days of Training: 1     Target Audience: Directors, Managers, and Supervisors

Thursday, May 15, 9:00 AM - 5:00 PM
MANAGERIAL POWER TOOLS: MOTIVATING, DELEGATING, TEAM BUILDING (C9286)
As a manager or supervisor, you need to get things done through others. Everyone is motivated to do something – but is it what you need them to do? How do you get people to want to do what they are supposed to do, do it well, and in collaboration with others? Why is delegating the hardest managerial skill to master? This highly interactive one day course will give you some answers. You will have the chance to explore and practice the skills of motivating, delegating and teambuilding.
Days of Training: 1     Target Audience: Directors, Managers, and Supervisors

Tuesday, May 20, and Wednesday, May 21, (2 Days) 9:00 AM - 5:00 PM
THE MANAGER IN THE MIDDLE (C9210)
Managers know the stress of leading from the middle — being influenced by and accountable to those they report to while managing their own staff for harmony and productivity. Learn how to balance relationships and build alliances up and down the organizational hierarchy. In this highly interactive workshop, participants will experiment with and discuss tools and techniques for influencing their manager in collaborative ways while engaging their sometimes reactive or resistant staff.
Days of Training: 2     Target Audience: Directors, Managers, and Supervisors

Friday, May 23, 9:00 AM - 5:00 PM
UNDERSTANDING AND MANAGING ORGANIZATIONAL CHANGE (C9172)
Change in leadership, process, or technology can lead to stress and resistance. Explore the challenges of adjusting to and managing change. Learn strategies to manage apathy, criticism, negativity, and low productivity from colleagues, staff, and even oneself.
Days of Training: 1     Target Audience: Directors, Managers, and Supervisors

Thursday, May 29, and Friday, May 30, 9:00 AM - 5:00 PM
SUCCESSFUL LETTER & MEMO WRITING (C6788)
This course focuses on fundamental writing concepts necessary for moving letters and memos from a draft to a finished document. Participants will acquire a system for organizing and composing clear, concise, and complete letters and memos.
Days of Training: 2     Target Audience: Administrative staff

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.