January 16, 9:30 am - 12:30 pm  
Policy and Procedures – Participants will review CUNY’s Policy Against Sexual Harassment and the Procedures for Implementation of the University’s Policy Against Sexual Harassment.

January 16, 1:30 - 4:30 pm  
Complaint Intake – Through the use of the CUNY Sexual Harassment Intake Form and simulations of intake situations, participants will practice the communication and process skills needed to effectively collect information from complainants. Prerequisite: Policy and Procedures.

January 23, 9:30 am - 4:30 pm  
Managing Intake Communications – Participants will practice effective communication skills and review behaviors that should be avoided during the complaint intake process. Participants also will assess their own communication styles and mind-sets regarding sexual harassment, and learn techniques for separating emotion and personal biases from their intake responsibilities. Prerequisites: Policy and Procedures and Complaint Intake.

January 29 & 30, 9:30 am - 4:30 pm  
Informal Resolution: Conciliation – Participants will learn how to sensitively manage communications and interactions between complainants and accused parties. The first day will provide skills needed to shuttle between parties. The second day will focus on advanced skills and issues for managing informal voluntary resolution of sexual harassment complaints. Participants must complete two days of training. Prerequisites: Policy and Procedures, Complaint Intake, and Managing Intake Communications.

REGISTRATION: Go to www.cuny.edu/training and click on the PDLM E-Application link under the REGISTRATION heading. Follow the directions provided to complete and submit the PDLM “E-App.”