Welcome to

The Trainers Forum

November 14, 2013

CUNY School of Law
The Trainers Forum

PROGRAM

• 9:15 – 10:00 am - Opening Remarks & Overview of Training at CUNY

• 10:15 – 11:45 am - Breakout Sessions
  • Training for Different Audiences: Giving Them What They Want (Alcántara)
  • Technology Train-the-Trainer: Giving Them What They Need (Harvey/Van Ness)
  • Managing and Marketing Training: Getting Them On Board (Ricks/Campus Training Partners)

• 12:00 – 1:00 pm - Lunch & Learn with Corporate Counseling Associates (CCA)

• 1:00 – 3:00 pm - Training Previews (Alcántara)
  • Diversity in the Workplace
  • How to Influence and Manage Up

• 3:00 – 3:30 pm - Forum Recap and Raffle Drawing
“ICEBREAKER”

What is ADDIE?
The ADDIE Training Design Model

• a guideline for building effective e-learning.
Training at CUNY

Visit www.cuny.edu/training

CUNY Professional Development Program

Compliance Training (classroom and online)
  Sexual Harassment, Workplace Violence and Domestic Violence Prevention

Customer Care  OHRM Leadership Forum

Consultative Development  Special Programs

Video Learning Library

Open Enrollment and On-Site Learning Opportunities in:

Computer Training  Personal Development
Management & Supervision  Professional Practices
Organization & Executive Development
Certification & Credit Bearing Courses
NYC Specific Courses
Learning & Development Organizations

American Society for Training & Development

International Society for Performance Improvement
Breakout Sessions (10:15 am)

• **Training for Different Audiences: Giving Them What They Want**
  - Facilitator: Dr. Lucia Alcántara, FuturesToday Consulting
  - Room 2-112

• **Technology Train-the-Trainer: Giving Them What They Need**
  - Facilitators: Adante Harvey and Shanna Van Ness, ERP Training, CUNY
  - Room 2-119

• **Panel Discussion on Managing and Marketing Training: Getting Them On Board**
  - Moderator: Rhonnye Ricks; Panelists: Campus Training Coordinators
  - Room 3-301
The Trainers Forum
Panel Discussion

Managing and Marketing Training: Getting Them On Board
Managing and Marketing Training: Getting Them On Board

- **Monique Brown-George**
  - Executive Director, Human Resources, Baruch College
- **Nila Bhaumik**
  - Deputy Director, Human Resources, LaGuardia Community College
- **Kevin Hauss**
  - Executive Director, Human Resources, John Jay College
- **Detrice McPhatter**
  - Benefits Coordinator, Human Resources, Kingsborough Community College
- **Suzette Ramsundar**
  - Associate Director, Campus Life, Lehman College
- **Brandis Ruffin**
  - Associate Director/HR Manager for Human Capital Planning, Development and Strategies, Queens College
- **Cheryl Still**
  - Human Resources Specialist, LaGuardia Community College
Kevin Hauss, Executive Director, Human Resources

• **Training Programs:** Bravo! Employee Summer Institute, Customer Service in Higher Education

• **Purpose of the Training:** To increase knowledge, skills and abilities and provide employees with ways to interact and enhance working relationships.

• **Target Audience:** Employees

• **Number of Participants:** Bravo! Institute gets over 200 participants

• **Training facilitators:** Internal and external facilitators. HR also has a position dedicated to training and development.

• **Timeframe/Schedule:** Bravo! Institute is one day, but we now have training and engagement offerings throughout the year.
Monique Brown-George, Executive Director, Human Resources

• **Training Program:** Best Practice Supervision in a Diverse Workforce

• **Purpose of the Training:** To provide Operations supervisory staff with a “managerial tool kit.”

• **Target Audience:** Operations & Facilities leadership/managerial staff

• **Number of Participants:** 19

• **Training facilitator:** Phil Heller, Learning Design Associates

• **Timeframe/Schedule:** Two parts: One 3-day sessions, followed by one 2-day session approximately one month later
Nila Bhaumik, Deputy Director, Human Resources
Cheryl Still, Human Resources Specialist

• **Training Programs:** Leadership Development Program, LEAD (Leadership Essentials for Administrative Development), STEP (Supervisory Training to Enhance Productivity), PATH (Publishing and Tenure Highway), Frontline Supervisors Training Program

• **Purpose of the Training:** Employee development, succession planning ("grow your own leaders"), management and supervisory skills, counseling or correcting behaviors (employee relations)

• **Target Audience:** LDP: Senior managers and directors, LEAD: Administrative/office Assistants and other civil service titles, STEP: HEO Series (aHEO, HEa), PATH: Tenure-track faculty and other interested faculty, Frontline Supervisors Training: New supervisors

• **Number of Participants:** 20-25 per class

• **Training facilitators:** CTC Representatives through PDLM, Skillpath and Private consultants

• **Timeframe/Schedule:** LDP: 1 academic semester, LEAD: 5 weeks, PATH: 5 weeks, Frontline Supervisors: 3 full day sessions, STEP: 3 full-day sessions
Brandis Ruffin, Associate Director/HR Manager for Human Capital Planning, Development and Strategies

- **Training Programs:** Supervisor Training: Performance Evaluation and Feedback; Workplace Violence Prevention Training (In-Class); On-Site DCAS training courses re-cap

- **Purpose of the Training:** To provide performance feedback skills, complete required WVP training in a classroom setting, and re-cap/reinforce skills gained at on-site training classes facilitated by DCAS trainers

- **Target Audience:** Supervisors, staff, and affiliated employees (RF)

- **Number of Participants:** 75 employees per year

- **Training facilitator:** Brandis Ruffin

- **Timeframe/Schedule:** Summer (June – August)
Detrice McPhatter, Benefits Coordinator, Human Resources

• **Training Program:** Connections

• **Purpose of the Training:** Assists employees in conducting themselves professionally at all times & providing excellent customer service

• **Target Audience:** All employees of the college

• **Number of Participants:** Approximately 300 to date

• **Training facilitators:** 5 College employees

• **Timeframe/Schedule:** Payroll pay dates, Thurs & Fri 9:00 am-1:00 pm
Suzette Ramsundar, Associate Director, Campus Life

- **Training Programs:** Introduction to Leadership, Track One & Student-Led Initiatives, Track Two

- **Purpose of the Training:** To help students identify and develop their leadership potential in order to serve their community.

- **Target Audience:** All Lehman students (including graduate, freshman and adult degree students).

- **Number of Participants:** An average of 75 students each semester, in three sections.

- **Training facilitators:** Suzette and two hired instructors.

- **Timeframe/Schedule:** Two hour classes held over seven consecutive weeks.