

# OHRM Professional Development Programs Promote Leadership, Communication and Civility



This spring OHRM's Office of Professional Development and Learning Management (PDLM) presents courses designed to promote leadership skills, foster better communication in professional relationships, and create an environment of civility and safety in the workplace. Each month, PDLM will offer courses that focus on a special theme or skill set, offering CUNY employees in all job titles a variety of opportunities for professional growth, skills enhancement, and greater awareness of important issues impacting the workplace, and associated CUNY policies. Several new courses will be offered this spring, as well as selected free professional development opportunities, an expanded workplace violence prevention curriculum, special training for college Affirmative Action Officers, and continuing education credits for PDLM technology courses.

## **NEW COURSES**

New CUNY Professional Development Program (CPDP) courses debuting this spring include **Working Green**, a free training and education program designed to introduce employees to the CUNY Sustainability Project.

Changes in leadership, work processes, and technology can lead to criticism, negativity, and lower productivity. In the new course ***Understanding and Managing Organizational Change***, department directors, managers, and supervisors can learn effective strategies for confronting these challenges. And in ***"People Smart" Strategies for Positive Relationships***, administrative professionals will learn strategies to manage personality conflicts, maintain self-control, and avoid undermining their own work performance when faced with challenging situations in the workplace.


## **WORKPLACE VIOLENCE PREVENTION**

To help the Colleges meet expanded compliance requirements and promote a safe and respectful workplace, the CUNY Workplace Violence Prevention Program includes several new courses, starting in February with ***Workplace Violence Prevention Month***. ***Creating Workplace Civility*** offers all employees the skills and confidence to respond effectively to disruptive behavior in the workplace – including intimidation, verbal aggression and even violence – while maintaining their professionalism. ***Having That "Challenging" Conversation*** shows how to deliver difficult news or unpleasant feedback in a direct, yet, respectful manner. ***Negotiating Workplace Conflicts*** presents managers and supervisors with techniques for resolving workplace conflict in a way that produces a fair and effective outcome for all involved.

Workplace Violence Advisory Team (WVAT) members can take three courses this semester that will assist them in carrying out their campus workplace violence prevention responsibilities. In the **WVAT Policy & Program Review** course, WVAT members will review the revised *CUNY Workplace Violence Policy and Prevention Program* to understand changes to the policy and the specific requirements of CUNY's program. In **WVAT Programs and Procedures**, team members will review procedures and best practices for implementing their campus prevention programs. Finally, in **WVAT Training Solutions** members will receive tools for designing and conducting workplace violence prevention training on their campuses. WVAT members should check the PDLM Program Schedule for course dates and locations.

Spring also marks the debut of CUNY's online training program in workplace violence prevention which will be available to all employees throughout the University. Stay tuned for more information.

### ***CONTINUING EDUCATION CREDITS IN TECHNOLOGY***

June is *Technology Month* and through the sponsorship of Baruch College's Division of Continuing and Professional Studies  (CAPS), selected PDLM technology courses will now offer Continuing Education Units (CEUs). Let your employees know that they can enhance their skills in Microsoft Office software while earning continuing education credits. They also will get the chance to try out the new features of Microsoft Office 2010.

### ***AFFIRMATIVE ACTION OFFICER TRAINING***

In May, CUNY Affirmative Action Officers and their assistants will receive special training in Excel for CUNYfirst and CUNYfirst Reporting Writing. For more information, Affirmative Action Officers should contact PDLM's website at [University.Training@mail.cuny.edu](mailto:University.Training@mail.cuny.edu).

### ***OHRM LEADERSHIP FORUM***

The month of May also will feature the second *OHRM Leadership Forum*, a full-day professional development conference designed to highlight leadership at CUNY and support the Colleges in their succession planning efforts. This year's Forum will focus on cultivating leadership among CUNY professionals, providing an opportunity for you to motivate and develop the future leaders you have identified within your ranks. Details will be announced soon.

### ***FREE COURSES***

To further assist the Colleges in providing professional development opportunities for their employees during these fiscally challenging times, PDLM will offer selected courses free of charge throughout the spring. Check the PDLM Program Schedule on the CUNY web site for announcements regarding free course offerings each month. Courses currently scheduled to be offered at no charge include:

### **March – Workplace Effectiveness Month**

- *Developing Procedures: Improving Work Processes*
- *Foundations of Management*
- *Working with Generations X, Y, and Z*

### **April – Administrative Professionals Month**

- *Effective Office Management for Today's Workplace*
- *Fundamentals of Supervision*
- *“People Smart” Strategies for Positive Relationships*
- *WVAT Policy & Program Review*

### **May - Managers and Supervisors Month**

- *Leading for Excellence*
- *Performance Management*
- *Working Green*

### **June**

- *First Look: MS Office 2010*
- *WVAT Programs and Procedures*

Be sure to let your employees know about the many opportunities available for their professional development, and consider sending them to programs you feel would meet their needs. View the **Spring 2011 PDLM Program Schedule** online at:

<http://www.cuny.edu/about/administration/offices/ohrm/pdlm/ProgramSchedule2010-2011.pdf>.

The registration application and additional program information are available in the OHRM PDLM Winter/Spring Catalog, on-line at [www.cuny.edu/training](http://www.cuny.edu/training), and from campus Human Resources Offices. Course dates and locations are subject to change. Check the OHRM PDLM web screens regularly for Program Schedule updates.