

PERSONAL DEVELOPMENT PORTFOLIO

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Programs in this portfolio provide a full spectrum of options to enhance your personal/professional development including: creative thinking, written and oral communication, analysis and decision-making skills, time management skills, cultural competency, project management knowledge, and achieving enhanced work-life balance.

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Attitude is Everything

Attitude is a highly personal and can sometimes be a sensitive topic. As attitudes deteriorate, so do commitment, loyalty and, most importantly, performance. Everyone encounters setbacks that can turn their attitudes negative. **Attitude Is Everything** provides individuals with the knowledge and skills to develop and maintain positive attitudes while becoming sensitive to underlying causes of negative attitudes. Participants will explore various methods for responding positively and productively to different situations.

Objectives:

- Improve relationships and increase empathy and respect for others
- Understand the consequences of a negative attitude in the workplace and the benefits of promoting a positive, healthy environment
- Transform negative attitudes into positive ones
- Develop effective listening and communication skills
- Achieve new levels of performance through goal-setting techniques
- Practice effective approaches to problem-solving

Target Audience: Individuals who want to build and maintain better workplace relationships

Course Code	Days of Training	Dates	Cost	
C9266	1	Jan 21; Apr 22	\$225	.6CEUs/8CPEs 6PDCs

Being Positive at Work: Optimizing Effective Work & Health

This workshop explores the science and practice of positive psychology and wellbeing in the workplace. The program will enable you to respond to work challenges in a productive, optimistic manner, while paying attention to your level of performance, motivation, and perspective. You will gain an understanding of how to build resiliency and gratitude to advance beyond setbacks at work. We will identify how high achievers approach their work and explore how it correlates with improved personal health and wellbeing.

Objectives:

- To gain greater insight into the impact of wellbeing and stress on productivity
- To understand how thinking styles will impact what goals are set at work and other professional implications
- To cultivate gratitude and resiliency as a way to build and strengthen performance

Target Audience: Staff at all levels

Course Code	Days of Training	Dates	Cost	
C6062	½	Apr 21 (9:00am-12:30pm)	\$115	.3CEUs/4CPEs 3PDCs

Business Writing

Professionals who can write clearly and correctly are far more valuable to an organization than those whose business writing is filled with errors. Whether you need to refresh your knowledge of grammar and punctuation—or know what's grammatically correct but can't always explain why—this highly interactive and collaborative course is the perfect and painless solution. Grammar in business writing gives you the tools to correctly apply the standard rules for proper usage in business writing. Using hands-on exercises, you'll work with seminar colleagues to apply what you've learned so you can return to your job with the confidence of a writing pro.

Objectives:

- Write grammatically correct business documents
- Produce clear and concise sentences
- Edit for agreement between parts of speech within a sentence
- Employ simple, memorable tips for proper grammar, usage, and punctuation
- Proofread business documents for grammatical correctness
- Apply rules of standard english to critique your own writing
- Select the appropriate grammar to suit the business situation
- Identify excellent print and electronic grammar resources

Target Audience: All professionals who want to improve their grammar skills and increase their confidence with all types of business writing

Course Code	Days of Training	Dates	Cost	
C7015	2	May 14-15	\$450	1.2CEUs/16CPEs 12PDCs

Career Up: Designing a Career That's Right for You

The ability to manage your career is especially important today, where organizations must be agile, to meet the ever-changing needs of an increasingly complex and competitive business environment. It is a well-known fact that career management is the #1 core competency that drives career success. Yet, why is it that so many professionals rely on other individuals or external events to determine their next career trajectory? This course focuses on Career Management - the ability to strategically and proactively plan and manage your career your way. It is a strength that anyone can develop and one that is crucial to personal and professional growth, fulfillment and success.

Through curated content, interactive facilitation and practical exercises our Impact Career-Up™ experiential training session, will review Career Management best practices to enable you to build a comprehensive career plan and put you in the driver's seat of managing your own career.

Objectives:

- Establish the right mindset around Career Management
- Create a vision for your career that is aligned to purpose and values
- Learn about the 5 most important strategies for managing your career
- Leverage emotional intelligence to drive career success
- Design a career plan that is right for you

Target Audience: Staff at all levels

Course Code	Days of Training	Dates	Cost	.6CEUs/8CPEs 6PDCs
C6074	1	Mar 5	\$225	

Charting Your Course: Developing and Implementing your Vision

You have the job: now what? How do you determine your goals for this position, for your team, or for your projects? How do these goals fit into a career? And how do you work within the parameters of your current job to implement your vision? This course helps individuals identify their vision, mission and next steps for short-term job success and for their overall position with NYC. It identifies specific actions individuals can take to implement their vision for their team, project, and job.

Objectives:

- To identify attendees' vision, mission, and next steps
- To benefit and strengthen the organization by increasing motivation and direction
- To create a roadmap of next steps for implementing attendees' vision and mission

Target Audience: Those seeking to clarify their vision, mission, and next steps with their team, project, and job

Course Code	Days of Training	Dates	Cost	.6CEUs/8CPEs 6PDCs
C6075	1	Mar 26	\$225	

Citywide Standardized Customer Service

This workshop will help to enhance your value as an individual delivering vital services to the customers of New York City. The workshop will reinforce the importance and value of giving courteous and effective customer service. Finally, you will be provided with the tools to empower you to deliver and manage the highest standards of customer service.

Objectives:

- Identify the important role that you play in the City of New York
- Recognize the impact that your effective communications, personal accountability, knowledge, and professional demeanor have on customers and your career
- Diagnose customers' needs, goals, and expectations
- Examine how the four stages of competence influence your personal development and interaction with others
- Assess your customer service effectiveness in-person and on the telephone
- Apply the Four-Step Customer CARE Process for managing customers and providing outstanding service
- Say "No" in a way that does not result in a negative reaction from customers
- Motivate customers to answer sensitive questions
- Practice the skills and attitudes of quality telephone service
- Handle challenging customers in person and on the telephone with less stress and more confidence
- Create an action list of Dos and Don'ts for customer service excellence

Target Audience: Staff at all levels

Course Code	Days of Training	Dates	Cost	.6CEUs/8CPEs 6PDCs
C7816	1	Feb 21; Jun 9	\$225	

Collaborative Negotiation

The ability to negotiate well is not merely an important skill – it is indispensable. An ability to secure advantageous deal terms while protecting relationships with others is essential to success. While pursuing substantive goals such as deliverables, parameters, and price points are paramount, savvy professionals understand the importance of cultivating long-term relationships with counterparts.

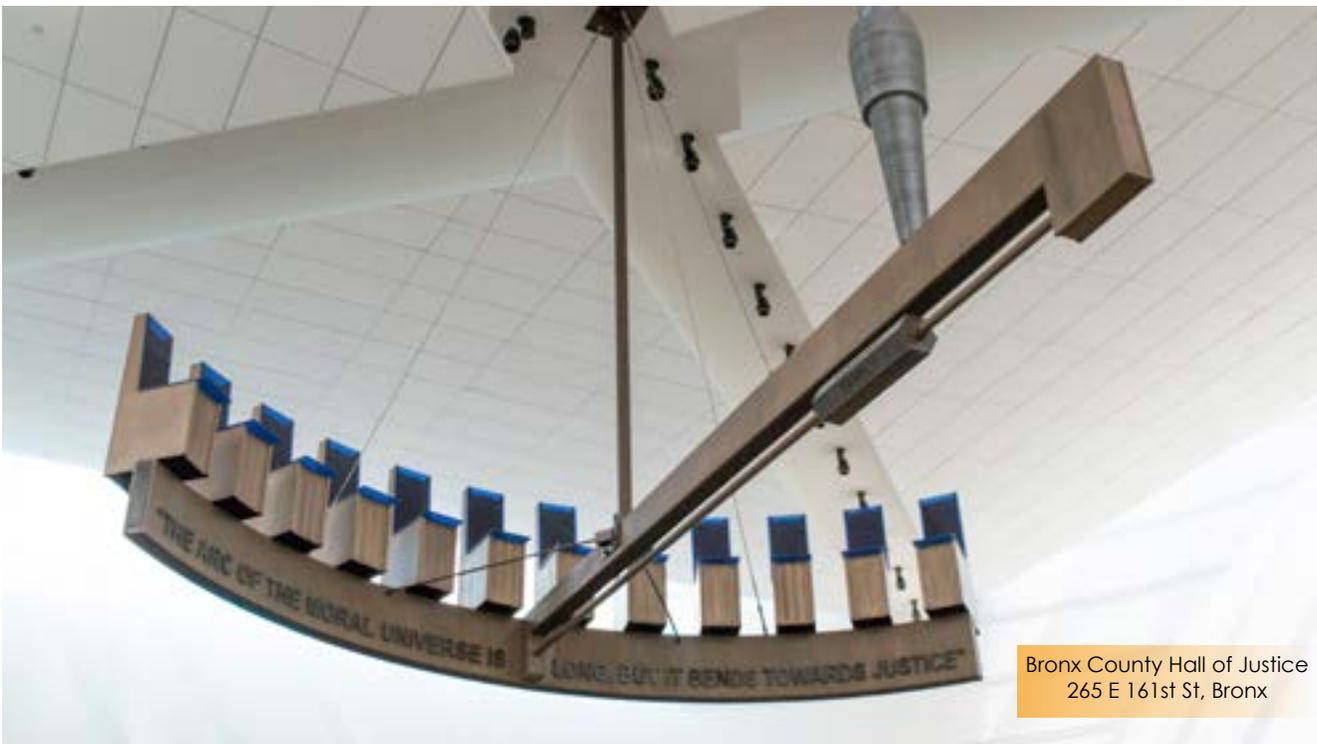
Yet, negotiators often feel pressed to choose between these two objectives that can seem mutually exclusive to one another. They are left feeling that only one objective can be met: either the substantive goals or the relationship capital. The reality is that negotiators can successfully pursue both. This workshop will show you how.

Objectives:

- Understand the benefits and applicability of a collaborative approach to negotiation
- Manage negotiations more effectively
- Improve one's position in a negotiation
- Achieve better agreement terms
- Protect, if not enhance, relationships with negotiation counterparts
- Better prepare for any negotiation

Target Audience: Staff at all levels

Course Code	Days of Training	Dates	Cost	
C6063	1	Feb 5	\$225	.6CEUs/8CPEs 6PDCs



Bronx County Hall of Justice
265 E 161st St, Bronx

Communicating for Results

This class will help participants improve communication with colleagues, managers and clients. The workshop focuses on the critical skills of active listening and giving and receiving feedback. Emphasis will be on recognizing your style and its impact on others, approaches to dealing with different styles, the power of non-verbal's, getting your message across, and acknowledging and empathizing.

Objectives:

- Identify your individual communication style
- Learn how to adjust your style when working with others
- Utilize proactive communication techniques
- Develop strategies to effectively convey your message

Target Audience: Staff at all levels

Course Code	Days of Training	Dates	Cost	.6CEUs/8CPEs 6PDCs
C6064	1	Apr 20	\$225	

Communicating Up, Down and Across the Organization

It can happen at a moment's notice; you need to communicate a new idea to senior managers, influence your colleagues to support your proposal or inspire direct reports to make a change. Are you prepared to communicate with anyone in your organization?

The ability to connect throughout the organization while projecting confidence, credibility and trustworthiness requires specific tools and strategies. You'll focus on improving communication skills and competencies necessary to build mutual understanding and connectivity with others, regardless of your role. You'll also discover influence strategies and learn how to critically evaluate each unique communication event. You'll gain recognition as a key player who can persuasively share high-value ideas and plans, influence decisions, and increase productivity through stronger working relationships.

Objectives:

- Exhibit a strong sense of self-confidence with your peers, direct reports, and manager
- Apply strategies to build rapport with colleagues
- Analyze audiences and situations appropriately
- Create processes to frame your message to specific audiences
- Practice skills for delivering messages that promote clear and productive communication
- Apply strategies to influence and motivate

Target Audience: Professionals who want to be strong and effective communicators and can speak to a variety of audiences across organizational boundaries

Course Code	Days of Training	Dates	Cost	1.2CEUs/16CPEs 12PDCs
C6065	2	Jun 10-11	\$475	

Communicating with Diplomacy, Tact and Credibility

How well you communicate can make or break your professional image. It directly influences how others view your work and performance—as well as your prospects for career advancement and mobility. Unfortunately, being diplomatic, tactful and credible doesn't always come naturally to people. Even when it does, such communication can easily be derailed by emotions and conflicts. To be a communicator who is skilled in all three areas, it takes awareness, training and the know-how to apply proven techniques to all kinds of situations.

This seminar will teach you how to choose and use the most appropriate words and emotional tone for every business interaction. You will gain insights into your communication style and the styles of others, while building skills to clearly and effectively receive and transmit information, ideas, thoughts, feelings and needs.

Objectives:

- Apply Diplomacy and Tact to Be a Credible and Effective Communicator
- Manage the Impact to Your Image
- Define and Leverage Your Communication Style
- Utilize Effective Communication Skills
- Demonstrate Good Listening Skills

Target Audience: Business professionals who want the skills to communicate in a positive, professional manner no matter what the situation

Course Code	Days of Training	Dates	Cost	
C6076	2	Apr 15-16	\$475	1.2CEUs/16CPEs 12PDCs

**Class cost includes a fee for assessments*

Communication for Peak Collaboration

Understanding the preferred ways that you and your peers receive and process information is a massive advantage at work. This program uses a clear and simple methodology to help you understand how basic learning styles impact all of our work together. You will learn a straightforward style framework and how your preferences can be a powerful tool for enhancing communication and workflow. In addition, you'll learn specific strategies for both identifying other styles and using that knowledge to enhance your relationships and work with your peers in the workplace.

Objectives:

- Understand a simple framework for learning and communication styles
- Use that framework to identify and appreciate their own style preferences
- Better identify and appreciate the learning style preferences of their coworkers
- Communicate and share information in a way that targets different learning styles
- Increase team effectiveness by identifying and supporting different learning styles

Target Audience: Staff at all levels

Course Code	Days of Training	Dates	Cost	
C6077	1	Apr 2	\$225	.6CEUs/8CPEs 6PDCs

Creating and Delivering Powerful Presentations

This course is for managers, supervisors, and professionals who, in their leadership roles, must make important presentations. 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 the agency. 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.

Objectives:

- Understand the importance of “image” and how to use it to positively influence every audience
- Structure the presentation for clarity, impact, and persuasiveness
- Capture the audience's attention from the beginning - and keeping it
- Use visual materials – including PowerPoint – to reinforce the power of your presentation
- Respond to challenging questions and statements with confidence, authority, and understanding
- Close the presentation with impact

Target Audience: Managers, supervisors, and professionals who make presentations

Course Code	Days of Training	Dates	Cost	
C9041	2	May 7-8	\$450	1.2CEUs/16CPEs 12PDCs

Daring Greatly: Becoming My Best Self

This course is for all employees looking to develop their leadership potential by focusing on their daily habits. The course is based on Stephen Covey's 7 Habits of Highly Effective People model and provides attendees an opportunity to look at both their personal mission (private victory) as well as public victories (collaborating well with others). The course will also draw on Brene Brown's work on vulnerability and challenge attendees to "fully show up" to work each day. Day one will focus more on the private victory habits and clarifying your gifts and personal mission. Day two will focus on public victories and developing your collaboration skills via abundance thinking.

Objectives:

- Build on their draft of a personal mission statement to provide more focus
- Identify the range of choices (from poor to powerful) they have in any situation
- Explain the connection between vulnerability and courage
- Choose abundance over scarcity thinking
- Better collaborate with colleagues across the organization
- Protect time to "sharpen their saw" and build personal resilience

Target Audience: Staff at all levels

Course Code	Days of Training	Dates	Cost	
C6067	2	Feb 24-25	\$450	1.2CEUs/16CPEs 12PDCs

Developing Dynamic Listening Skills

This workshop will focus on the skills, knowledge, and attitudes necessary to meet the challenges of efficiently listening. Through practical exercises, participants will improve their behaviors in this critical component of the communication process.

Objectives:

- Assess your own listening strengths and weaknesses
- Identify attitudes that interfere with effective listening
- Distinguish between listening to understand and listening to reply
- Separate message content from feelings
- Achieve results through better communication

Target Audience: Professionals seeking to enhance their listening behaviors for improved communication

Course Code	Days of Training	Dates	Cost	
C2508	1	May 18	\$225	.6CEUs/8CPEs 6PDCs

Getting Results When You're Not in Charge

Discover how you can get commitment and achieve your best results when working on cross functional or other teams. If you don't have the power of being someone's boss, you have to rely on using other techniques to get things done. This session focuses on creating a constructive and effective team atmosphere using the "4R Model" to take advantage of everyone's strengths and compensate for the limitations that might be a part of the team's structure.

Objectives:

- Identify the specific **Result** you want to achieve
- Learn how to develop the **Relationships** you need to attain results
- Discover how to establish effective **Relativity** and an interactive team
- Examine what needs to be done and create a plan to make your result a **Reality**

Target Audience: Staff at all levels

Course Code	Days of Training	Dates	Cost	
C1240	1	Apr 29	\$225	.6CEUs/8CPEs 6PDCs

Improving Communication, Creativity & Collaboration Through Improvisation

Improv enhances the skills necessary to improve spontaneity and creativity, enhance collaboration and promote independent thinking. Participants successfully completing this course will develop the ability and confidence to react spontaneously, listen and build on new ideas, develop a new awareness of others, communicate more clearly and honestly, and make choices instinctively and intuitively.

Objectives:

- Understand, and learn how to apply, the rules of Improv
- Adapt to unexpected events and challenges
- Communicate more clearly and foster creativity
- Intuitively make, and implement, decisions more quickly

Target Audience: Staff at all levels

Course Code	Days of Training	Dates	Cost	
C6069	1	Apr 24	\$225	.6CEUs/8CPEs 6PDCs

Improving Your Effectiveness in a Multi-Cultural Workplace

In New York City, the workplace is multicultural, as are the communities served. Unfortunately, cultural differences are often used to judge others, when in fact they are more appropriately used to appreciate the complexity of people and enhance the perspectives brought to problem solving. How effectively does your team or workgroup value and incorporate the contributions from people who may be from “a different culture” rather than unconsciously ignoring or rejecting them? Are you able to bring out the best in yourself and in your employees, team or coworkers in maximizing the value of diversity and inclusion? In the world today, it is critical for leaders, managers and staff at all levels of organizations to understand how their own cultural background, and the range of cultural backgrounds of those they supervise or work with, affect the way they interpret, evaluate and motivate the actions and performance of others.

Through an interactive mix of theory, sharing, individual reflection and action planning participants will understand their own cultural perspectives and how to value the perspectives of others, and will identify areas in which they as individuals or their team/unit can improve their effectiveness in working in intercultural settings.

Objectives:

- Gain common terminology and frameworks to expand participants' understanding of what “culture” is
- Differentiate between cultural generalizations and cultural stereotypes
- Gain cultural self-awareness of the range of cultural groups with which individual participants identify
- Understand the concepts of the Developmental Model of Intercultural Sensitivity and the 5 Frameworks of Culture, and how these are reflected in how we interact with others
- Identify stumbling blocks in maintaining commonality and respecting diversity in all relationships and ways to overcome them in pursuing high performance through inclusion in multicultural situations
- Develop individual action steps for using an enhanced intercultural mindset to work more effectively with supervisees, colleagues and people served by the agency

Target Audience: Managers, supervisors, team leaders/members and all employees working in multi-cultural environments who want to enhance their intercultural skills

Course Code	Days of Training	Dates	Cost	
C6070	1	Mar 12	\$225	.6CEUs/8CPEs 6PDCs

Influencing Without Authority

This workshop is designed to help participants learn how to use their influencing skills in situations where they may have minimal power or authority. This course is especially useful for members of a team and those who need to influence their superiors and subordinates. Participants will learn to identify the power they do have and learn how to utilize this power so that they can accomplish their goals.

Objectives:

- Establish credibility to influence
- Examine effective and ineffective influence strategies
- Identify personal power and influence styles
- Discover negotiation strategies that result in win-win situations
- Develop strong alliances to accomplish goals
- Create a collaborative work environment to achieve results

Target Audience: Professionals who want to enhance their influencing skills

Course Code	Days of Training	Dates	Cost	
C4020	1	Jan 15; Apr 30	\$225	.6CEUs/8CPEs 6PDCs

Managing Multiple Priorities

This program will prepare participants to manage better the multiple priorities faced in today's fast-paced work environment. It will focus on how participants can take control of their workday with methods for maximizing efficiency and effectiveness and minimizing stress.

Objectives:

- Establish credibility to influence
- Examine effective and ineffective influence strategies
- Identify personal power and influence styles
- Discover negotiation strategies that result in win-win situations
- Develop strong alliances to accomplish goals
- Create a collaborative work environment to achieve results

Target Audience: Professionals who want to enhance their influencing skills

Course Code	Days of Training	Dates	Cost	
C5044	1	Mar 4; May 12	\$225	.6CEUs/8CPEs 6PDCs

Manage Stress to Accelerate your Career

Mindfulness is now a highly researched subject shown to improve business productivity. Evidence-based studies show mindfulness can reduce health insurance premiums, staff absenteeism, and staff turnover, as well as improve employee productivity and satisfaction in the workplace.

Objectives:

- Understand the difference between 'good' and 'bad' stress
- Discover how what we think affects what we do
- Identify Automatic Negative Thoughts (ANTS)
- Develop neuroplasticity to better navigate challenging situations
- Explore simple mindfulness practices
- Learn how to reframe
- Recognize resilience

Target Audience: Professionals of all levels who want to manage stress better and live happier lives

Course Code	Days of Training	Dates	Cost	
C6078	1	Apr 16	\$225	.6CEUs/8CPEs 6PDCs

Mind Tools for Memory

In today's high-demand agency workplace, it is harder than ever to remember everything you need to retain—from names and passwords to all the details required to bring your projects to successful completion. But building your memory can be achieved by practicing a few simple but powerful techniques. In this course, we will study memory-enhancing methods that will improve your ability to solve problems, organize your time, meet deadlines, work well with co-workers and clients, and project your best professional self.

Objectives:

- Assess your ability to remember facts, figures, names, and assignments
- Revitalize your mind-set about remembering
- Practice powerful memory improvement techniques
- Give and receive feedback to help improve your skill
- Drill memory-focused listening
- Plan how to use memory techniques to meet your agency workplace challenges
- Develop your action plan to apply and further refine your memory skills

Target Audience: All employees who wish to study memory improvement techniques

Course Code	Days of Training	Dates	Cost	
C9279	1	Mar 30	\$225	.6CEUs/8CPEs 6PDCs

Powerful Presentations

Great public speakers know it's more than what they say that engages their audience—It's how they present themselves. Participants will learn powerful new skills that elevate any presentation. Because effective public speaking depends on practice, this workshop includes speaking exercises.

Objectives:

- Understand Camera Presence
- Apply real tips from the pros on how to look when presenting
- Develop your voice with appropriate emotions
- How to keep your audience engaged throughout your entire presentation
- Increase the impact of your PowerPoint
- Best practices for presenting if English is not your first language
- Manage stage fright

Target Audience: All levels of professionals who wish to improve their presentation style

Course Code	Days of Training	Dates	Cost	
C6079	1	Feb 26	\$225	.6CEUs/8CPEs 6PDCs

Strengthening Communication Skills

Effective communication is an essential skill for employees and managers alike. Strengthening Communication Skills teaches participants how to convey messages in a meaningful, constructive manner. This interactive 1/2-day workshop addresses the importance of active listening, clarifying, and using feedback to ensure understanding. The session introduces simple but powerful communication techniques that participants can implement immediately.

Objectives:

- The importance of communicating clearly
- How to convey clear messages by using effective active listening skills
- Understanding how to flex one's communication style

Target Audience: All staff levels

Course Code	Days of Training	Dates	Cost	
C6080	½	Mar 10 (9:00am-12:30pm)	\$115	.3CEUs/4CPEs 3PDCs

Successful Letter and Memo Writing

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.

Objectives:

- Identify characteristics of effective business writing
- Plan and organize thoughts before writing
- Create a professional tone
- Avoid run-on sentences and sentence fragments
- Check for cohesive paragraphs
- Avoid the most frequently made grammatical errors

Target Audience: Clerical and administrative support staff responsible for drafting and writing routine office correspondence

Course Code	Days of Training	Dates	Cost	
C6788	2	Jan 22-23	\$450	1.2CEUs/16CPEs 12PDCs



Take Control of Your Workday: Plan, Organize & Thrive

Being productive is not a luxury, it's a necessity. Dive in and analyze your day from the moment you get to the office until the time you leave. We all get the same 24 hours... learn how to make the most of yours!

This course provides strategies to increase your efficiency and productivity by focusing on very tactile areas of your work day that you can easily control through proven systems. We will tackle areas such as: effective planning and scheduling, creating and using effective to do lists, email management, work space organization and creating an effective filing system (both paper and digital document management). Your work day will become manageable, controlled and organized!

You'll identify your organizing personality (yes, we all have one!) using Deb's matrix that was featured in Better Homes and Gardens "Secrets of Getting Organized" Magazine and use that knowledge to create your ultimate work space. Most importantly, we'll also share tips and strategies to help you stay on track and continue to be productive and organized in the future.

Objectives:

- Learn how to control your day vs. your day controlling you
- Gain imperative planning skills that will help both your professional and personal life
- Reinvent your work space for ultimate inspiration and productivity

Target Audience: Staff at all levels

Course Code	Days of Training	Dates	Cost	
C6081	1	May 13	\$225	.6CEUs/8CPEs 6PDCs

The Art of Assertiveness

This course will focus on ways individuals can establish trust, mutual respect, and openness to develop an assertive approach when interacting with others. It will show participants how to build “win-win” relationships and attain the results they expect, without appearing “heavy-handed.” Participants will learn methods to actively persuade others without being aggressive.

Objectives:

- Explore the differences between aggressive, passive, and assertive behaviors
- Set limits with people who do not have limits using assertive techniques
- Recognize behavior types and learn how to influence these behaviors to get what you want and to build relationships
- State your opinion—without appearing hostile or fearful
- Apply assertiveness strategies for problem management
- Receive peer feedback on assertive skills

Target Audience: Individuals who want to use assertiveness skills without alienating others

Course Code	Days of Training	Dates	Cost	
C2010	1	Jan 27	\$225	.6CEUs/8CPEs 6PDCs

The Multigenerational Workplace

As different generations meld together in the workplace, confrontations and misunderstandings percolate. While all generations have their strengths and weaknesses, too often members of all generations get stereotyped and treated differently based on their age. Baby boomers feel like millennials are selfish and treat others like they know nothing of technology. Millennials feel that Baby boomers should respect their opinions and contributions more despite their younger age.

These sorts of communication roadblocks need to be addressed as the working landscape is on the verge of having five different generations working simultaneously. According to the Harvard Business Review, by 2020, Millennials—the people born between 1977 and 2000—will account for nearly half the employees in the world. The population of working-age adults is expected to decrease by 5% by 2060. This will be a major upset to the workplace structures older generations are used to.

In this program you will learn what distinguishes each generation, how to appropriately communicate with each generation, and how to challenge assumptions commonly made about each generation. As a result, you will be better able to understand your colleagues of all ages and be more open to the strengths and contributions of each generation, making for a more harmonious and adaptable workspace.

Objectives:

- Describe the changing workplace
- Identify the four generations in the workplace
- Describe the characteristics of the four generations in the workplace
- Examine the stereotypes associated with each generation
- Identify potential challenges when interacting with the different generations
- Demonstrate techniques that foster respectful communication with different generations
- Develop an action plan to connect to all generations in your workplace

Target Audience: Staff at all levels

Course Code	Days of Training	Dates	Cost	
C6082	1	Mar 17	\$225	.6CEUs/8CPEs 6PDCs

The Power of Talk: Who Gets Heard in the Workplace and Why

Skillful workplace communication is the most important predictor of an individual's success. Yet, there's more to effective communication than simply saying what we mean. It's how we say it that determines whether we are truly being heard. Since using language is a learned social behavior, communication styles often differ from one person to the next. Understanding different communication styles is key to ensuring what we say is what gets heard. In addition, this course includes tools to take the stress out of stressful conversations.

Objectives:

- How to use easy and effective tools that improve communications skills in the workplace.
- The importance of active listening
- Understanding different linguistic styles
- How to take the stress out of stressful conversations
- Reframing for solutions

Target Audience: Staff at all levels

Course Code	Days of Training	Dates	Cost	
C6073	1	Mar 16	\$225	.6CEUs/8CPEs 6PDCs



Working Together for Success (A Team Program)

The overall goal of this course will be to provide the participants with the knowledge, skills, and ability to enhance his/her teamwork skills, understand the importance of teamwork in the public sector and be able to contribute to the overall success of New York City municipal government by being a valuable team member.

This program is designed to build a workplace culture that celebrates teamwork by respecting and utilizing the talents, skills, and abilities of everyone within the organization. You will learn how to enhance teamwork by establishing a foundation of positive energy, getting to know each other in more depth, developing common goals, establishing defined roles, understand the interdependency of each team member, and exploring a variety of different styles that individuals utilize when listening and communicating with each other.

Objectives:

- Getting to Know Team Members
- Respecting the Roles and Values of all Team Members
- Identifying the Characteristics of a Successful Team
- Identifying the Importance of Positive Energy
- Recognizing the Value of Communication and Listening Styles
- Utilizing a Behavior Driven Action Plan to Help Build Teamwork

Target Audience: Staff at all levels

Course Code	Days of Training	Dates	Cost	
C6083	1	May 1	\$225	.6CEUs/8CPEs 6PDCs

Writing to the Point

This workshop helps participants write documents, and e-mails, in an audience-sensitive, purposeful way. Through various activities, participants review grammar, punctuation, and learn how to improve the overall tone and style of their writing.

Objectives:

- Use grammar, punctuation, and word choice correctly
- Communicate in writing purposefully and professionally
- Write strong beginnings and endings
- Improve tone and style in your document
- Reduce use of passive voice
- Proofread documents

Target Audience: Staff at all levels

Course Code	Days of Training	Dates	Cost	
C7016	1	Apr 8	\$225	.6CEUs/8CPEs 6PDCs