

PDL WINTER COURSE OFFERINGS

2023- 2024 Schedule

Communication Courses

Attitude is Everything

Course Code: C9266
(In-Person)

Attitude is a highly personal and sensitive topic. As attitudes deteriorate, so do commitment, loyalty and, most importantly, performance. Everyone encounters setbacks that can shake their attitude into a negative focus. This course provides individuals with the knowledge and skills to develop and maintain positive attitudes while becoming sensitive to underlying causes leading to negative attitudes. Participants will explore various methods for responding to different attitudes positively and productively.

Target Audience: Staff at all levels
Cost: \$150 per person

Date: November 30, 2023
Time: 9:30 AM – 5:00 PM

Citywide Standardized Customer Service

Course Code: C7816
(In-Person)

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 delivering 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.

Target Audience: Frontline Staff
Cost: \$150 per person

Date: December 6, 2023
Time: 9:30 AM – 5:00 PM

Leadership Courses

Emotional Intelligence: The Key to Effective Leadership

Course Code: C9207

Emotional intelligence is the ability to recognize and deal effectively with your own and other people's emotions. According to recent studies, it is a better predictor of success than IQ. This two-day workshop is designed to help people in leadership positions increase their EQ (emotional quotient). High EQ Leaders are more productive because they gain cooperation

(In-Person)

from others and use their intuitive knowledge to make decisions and solve problems. EQ is vital for implementing change and leading high-performing teams.

Target Audience: Directors, Managers, Supervisors
Cost: \$275 per person

Date: December 11-12, 2023
Time: 9:30 AM – 5:00 PM

Intentional Leadership

Course Code: C8170

(In-Person)

Great leaders achieve performance goals by being intentional in every move they make. If teams are led with intentionality, they achieve better and more predictable outcomes. Without intentional leadership, teams can lose confidence in their organization's goals and become less effective, feeling like the person in charge has no plan. The purpose of this program is to help participants understand the value of intentional leadership and the steps to follow to become an intentional leader.

Target Audience: Directors, Managers, Supervisors
Cost: \$150 per person

Date: January 11, 2024
Time: 9:30 AM – 5:00 PM

Management & Supervision Courses

Delegation- It's Time to Let Go

Course Code: C9658

(In-Person)

Delegation is a management tool that will enable you to effectively hand off the right tasks to the right people. Through delegation you are able to create a strong, motivated team and use your time wisely on priorities. This interactive workshop will teach you how to approach delegation. Through Worksheets and Skill Practice you will learn the steps and techniques of delegation and apply them to your work situation. You will leave the session with a delegation plan to apply immediately. And there's a bonus: you can apply these delegation skills and techniques in your personal life to create work-life balance. Remember, it's time to let go.

Target Audience: Managers, Supervisors
Cost: \$150 per person

Date: November 14, 2023
Time: 9:30 AM – 5:00 PM

Managerial Effectiveness

Course Code: C8120
(In-Person)

The practice of management has moved from directive, authoritative styles to collaborative, coaching styles. In this class, learn coaching skills to set new expectations and coach your staff to higher performance. You will learn how to build common ground with staff, to practice collaborative leadership, how to engage staff in shared prioritization, problem-solving and decision-making. You will create a personal action plan to guide you as you apply your new skills going forward.

*Target Audience: Managers,
Supervisors
Cost: \$150 per person*

*Date: November 16, 2023
Time: 9:30 AM – 5:00 PM*

Managing for Excellence

Course Code: C8122
(In-Person)

This class is designed to provide the fundamental skills required to successfully transition from an individual contributor to an effective manager. The workshop introduces key management practices and provides participants with the tools and techniques needed to ensure optimal performance.

*Target Audience: Managers,
Supervisors
Cost: \$150 per person*

*Date: December 13, 2023
Time: 9:30 AM – 5:00 PM*

Supervising Challenging Employees

Course Code: C9038
(In-Person)

This two-day course is designed to give supervisors the interpersonal and communication skill sets to effectively manage challenging employees and situations. Participants will examine behaviors and attitudes that “label” a person as “challenging” and develop techniques to formulate and communicate positive behavior change goals for the employee. Emphasis will be on maintaining a positive professional image and practicing communication techniques to address “attitude issues” that affect performance.

*Target Audience: Managers,
Supervisors
Cost: \$275 per person*

*Date: February 6-7, 2024
Time: 9:30 AM – 5:00 PM*

Personal Development Courses

Managing Chaos Workshop: Setting Priorities and Making Decisions Under Pressure

Course Code: C8745
(In-Person)

In this workshop you'll discover how you can harness the energy of a dynamic, though often chaotic, work environment and avoid feeling overwhelmed when things start to spin out of control. You'll learn a variety of tools that will help you re-think the way you approach chaos and enable you to leverage resources to help you tackle challenging situations as they arise. Gain hands-on experience applying tools for setting priorities and adjusting to shifting demands with greater clarity. Practice techniques for analyzing and resolving problems and learn to strategically communicate your solutions. You'll leave confident and ready to apply the most appropriate techniques to clarify, alleviate and eliminate chaos within your control.

Target Audience: Staff at all levels
Cost: \$150 per person

Date: November 29, 2023
Time: 9:30 AM – 5:00 PM

Enhancing Work for Optimal Engagement

Course Code: C6068
(Virtual)

We spend the majority of our lives at work, completing tasks and interacting with colleagues. This workshop will present the evidence that drives motivation at work and will provide a focus on how to make your day gratifying and increase your level of effectiveness, as well as increase positive connections with colleagues. We will explore the importance of the work itself and the impact it has on your life via taking a deeper look at your personal characteristics. Participants will apply knowledge of themselves to map a career plan that aligns with who they are and what they want for optimal engagement.

Target Audience: Staff at all levels
Cost: \$75 per person

Date: December 12, 2023
Time: 9:00 AM – 12:30 PM

Enhancing Emotional Intelligence to Increase Professional Success

Course Code: C8176
(In-Person)

Emotional Intelligence (EQ) is so critical to your success at work that it accounts for 58% of your performance, regardless of your career or the position you hold. Enhancing your emotional intelligence will help increase both your professional and personal success. In this course, we'll do a deep dive into emotional intelligence including its 4 core skills: self-awareness, self-management, social awareness and relationship management. We'll cover topics such as managing your emotions (including managing anger), being more adaptable and improving optimism. In addition, we'll discuss strategies and tips to improve all 4 core skills such as increasing empathy and communicating more effectively, to name a few. We'll use case studies as well for deeper learning. You'll also have the opportunity to participate in an exercise to assess your own Emotional Intelligence.

Target Audience: Staff at all levels
Cost: \$150 per person

Date: January 18, 2024
Time: 9:30 AM – 5:00 PM

Expanding Your Learning, Decision-Making and Communication Potential

Course Code: C8756
(In-Person)

Each of us has a most comfortable style of learning, of making decisions and of communicating with others. These vary widely from individual to individual. Our different styles can create significant hurdles in the work between colleagues, between managers and supervisees, and between staff and clients served. We'll address the different styles in all three areas, and what we need to understand and pay attention to, so we can interact most effectively with others.

Target Audience: Staff at all levels
Cost: \$150 per person

Date: January 30, 2024
Time: 9:30 AM – 5:00 PM