

THE CITY UNIVERSITY
OF NEW YORK



College of Staten Island

OFFICE OF HUMAN RESOURCES

Spring/Summer 2017 On-Site Professional Development Opportunities

Conflict Management: Strategies for Handling Difficult Behavior

Wednesday, March 22, 2017 | Time: 9:15 AM—5:00 PM

Facilitator: Donna Scimia

Location: CSI/1A-406

Target Audience: All Staff

The workshop provides participants with techniques to enhance their skills for dealing with people who exhibit difficult behaviors in the workplace.

Initiating and Managing Difficult Conversations

Wednesday, April 19, 2017 | Time: 9:15 AM—5:00 PM

Facilitator: Ouida Vendryes

Location: CSI/1A-406

Target Audience: Directors, Managers, and Supervisors

The course will allow participants to practice communication skills and techniques needed for handling difficult work issues with candor, tact, and sensitivity.

Emotional Intelligence: The Key to Effective Leadership

Monday, May 8, 2017 & Tuesday, May 9, 2017 (must attend both days) | Time: 9:15 AM—5:00 PM

Facilitator: Ouida Vendryes

Location: CSI/1A-406

Target Audience: Directors and Managers in Leadership Roles

Emotional Intelligence is the ability to recognize and deal effectively with your own and other people's emotions.

Fundamentals of Supervision

Thursday, June 1, 2017 & Friday, June 2, 2017 (must attend both days) | Time: 9:15 AM—5:00 PM

Facilitator: Ouida Vendryes

Location: CSI/1A-406

Target Audience: All Supervisors

This workshop offers participants an introduction to the issues, challenges, and typical situations related to the supervising "frontline" employees.

Please RSVP Humanresources@csi.cuny.edu. Seating is limited. Reservations will be taken on a first-come, first-served basis.