

CUNY Professional Development Program

January 2018

Wednesday, January 10 & Thursday, January 11, 9:00 AM - 5:00 PM

Lean Six Sigma: An Introduction to Quality and Productivity Improvement (C7784)

Are you feeling pressure to do more with less time and resources? In this two-day seminar, participants will learn proven methods for achieving higher productivity with limited resources. Lean Six Sigma provides tools and techniques to streamline tasks, improve time management, and produce higher quality work while satisfying internal and external customers. These tools, originally developed for business, are now used extensively in government and higher education.

Target Audience: Directors, Managers, and Supervisors



Wednesday, January 24, Thursday, January 25, & Friday, January 26, 9:00 AM - 5:00 PM (3 days)
Foundations of Management (C1006)

This course provides an overview of the role of the manager in the public sector. Emphasis is placed on identifying internal and external customers, devising and implementing process improvement, and tracking measurable outcomes. Managers will explore ways to develop strategies for employee involvement through team building, mutual problem-solving, and decision making.

Prerequisite: Essentials of Supervision for the 21st Century or two years managerial experience.

Target Audience: Directors, Managers, and Supervisors