

## CUNY Professional Development Program

November 2017

**Wednesday, November 1, 9:00 AM - 12:30 PM**  
**MS EXCEL 2010: Formulas and Functions**  
**(WTT141A)**

Need to calculate data in an Excel spreadsheet? Create *formulas* to let Excel do the calculations for you, and then use *functions* (prewritten formulas) to shorten and simplify your formulas. Learn to use formulas and functions to perform simple or complex calculations on a single worksheet or across multiple worksheets, to combine multiple columns of data into a single column, and to effectively utilize the five most common Excel functions.

**Target Audience: All Staff**

**Wednesday, November 1, 1:30 - 5:00 PM**  
**MS EXCEL 2010: Pivot Tables (WTT141P)**

Need to perform an in-depth analysis of the data in your Excel spreadsheet or quickly answer an unanticipated question about your data? Learn to create a PivotTable or PivotChart report. Pivot tables allow you to summarize values in an Excel spreadsheet without having to create formulas to perform the calculations. Rearrange your summarized data simply by rotating row and column headings to create easy to read reports.

**Target Audience: All Staff**



**Tuesday, November 7 & Wednesday, November 8, 9:00 AM - 5:00 PM (Two Days)**  
**Smart Solutions for Unacceptable Employee Behavior (C9017)**

From “first approach” to “last resort” actions, this workshop will explore the management skills and techniques needed to stop the negative effects of problem performers, bad attitudes, and unacceptable behaviors. Focus will be on employing “smart” methods for managing, controlling, and resolving problem situations without the resentment and anger that some outdated approaches may generate.

**Target Audience: Managers and Supervisors**

**Tuesday, November 14, 9:00 AM - 5:00 PM**  
**Attitude is Everything (C9266)**

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 participants with the knowledge and skills to develop and maintain positive attitudes while becoming sensitive to underlying causes leading to negative attitudes. Various methods for responding positively and productively to different attitudes in a positive and productive way will be explored.

**Target Audience: All Staff**

**Monday, November 27, 9:00 AM - 5:00 PM**  
**Data Analytics for Managers (C4311)**

This course introduces managers to the concept of data-driven decision-making and management. Participants learn how to better use data for setting goals and defining objectives while identifying the proper metrics for those objectives, and the elements of meaningful management dashboards. Steps for assessing the right analytical tools to manage projects, processes, and analytic staff within departments will be addressed.

**Target Audience: Directors, Managers, and Project Leaders**