

**NYC**  
**DCAS**  
Citywide Administrative  
Services



# DCAS Citywide Training Center Course Catalog

Summer-Fall 2021





**2021**  
**SUMMER-FALL COURSE CATALOG**  
Citywide Training Center



## **Citywide Learning & Development**

Learning & Development (L&D) is the central source of training within NYC government for managerial, clerical, professional, and technical employees. Our Citywide Training Center (CTC) offers agencies a full range of courses, workshops and seminars to meet the training and professional development needs of City employees at all levels.



Our courses and programs are offered in multiple portfolios. Most of the classes in each portfolio are delivered at the Citywide Training Center.

## **TECHNOLOGY SKILLS PORTFOLIO** **9**

This portfolio has a full compilation of software offerings, including Microsoft Office products, Adobe products, IT Certifications, and others

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## **PERSONAL DEVELOPMENT PORTFOLIO** **77**

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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## **MANAGEMENT & SUPERVISION PORTFOLIO** **95**

This portfolio offers a broad range of development opportunities primarily for managers and supervisors. Programs link to the core competencies necessary to manage within our public-sector environment, and include navigating within the civil service framework.

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## **PROFESSIONAL PRACTICES PORTFOLIO** **121**

These courses and programs are designed for specific communities-of-practice to allow for continuity in networking, collaboration, and knowledge sharing. Whether you are in the Energy, Audit, Procurement or IT community, or are an HR Professional, you can find programs geared specifically to your field of expertise

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## **EXECUTIVE DEVELOPMENT PORTFOLIO** **139**

This portfolio offers an array of learning opportunities for mid- to senior-level managers and executives throughout the City. Participants are introduced to next and best practices in management and leadership, while learning from experts in areas such as neuroscience, leadership, organizational psychology, strategic change and innovation. Other opportunities in this portfolio include: Executive Coaching, Assessment, Planning, and Skill Development.

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## **CERTIFICATION & CREDIT BEARING PORTFOLIO** **147**

NYC employees can prepare for professional certifications and examinations with training that is specific to their certification's requirements. L&D's current offerings include a wide variety of IT (Information Technology) Certifications. (see page **58**, part of Technology Skills Portfolio.)

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## **NYC SPECIFIC PORTFOLIO** **149**

L&D has partnered with City agencies to present programs to provide the resources and knowledge that are specific to all New York City agencies in areas such as Emergency Management, Conflicts of Interest, M/WBE Purchasing, Customer Service, and Diversity & Inclusion.



DCAS Citywide Training Center (CTC) course offerings are uniquely designed to meet all City of New York employees' training and development needs. CTC is open for agency-specific training upon request, in addition to the Sexual Harassment Prevention training. In-person open enrollment training is not conducted on-site at the DCAS Citywide Training Center or any agency. Most training programs are being held virtually.

## **CTC PROVIDES**

- Online courses conceived and produced specifically for City employee
- Instructors who specialize in working with the public sector, know and understand City staff work environments and systems
- Rapid course roll-outs
- Convenient payment through a simple inter-agency charge-back agreement

## **COURSE FORMATS**

### ***Open Enrollment Courses***

CTC's open enrollment courses include participants from multiple agencies. Open enrollment courses are ideal for agencies that want to enroll one or more staff in a course rather than a specific agency class. Please note course times will vary, but unless otherwise indicated, all open enrollment courses are conducted from 9:00 a.m. to 5:00 p.m.

### ***Agency-Specific Courses***

To help agencies meet their unique training needs, the CTC can schedule catalog courses as agency-specific offerings upon request. In addition, if there are topics of interest to your agency, whether inside the catalog or not, that you would like developed into courses conducted exclusively for a group (10+) of your agency's employees, the CTC would be happy to speak with you about how we can help. For a nominal fee, agencies may request dedicated and/or customized workshops, scheduled at their convenience, for a group of employees. CTC's professional staff and facilitators are able and eager to develop and deliver new courses to achieve workforce training and professional development goals and objectives.

Please contact Citywide L&D at 212.386.0004 for information about the agency-specific course customization and fees, or email us at [citywidetrainingcent@dcas.nyc.gov](mailto:citywidetrainingcent@dcas.nyc.gov).

## **INSTRUCTORS**

All CTC courses are led by highly qualified consultants from the government, academic, the private sector, or CTC in-house facilitators. Practitioners of the skills they teach, all CTC trainers bring a wealth of knowledge and experience in training City personnel that address City-specific issues and challenges. Instructors may not solicit sales or payments for books, articles, documents or other materials in which they may have a proprietary interest, directly from any City of New York employee or agency/client during any activities related to a CTC program delivery.

## **VIRTUAL TRAINING PLATFORM**

Online courses and programs at the DCAS Citywide Training Center are designed to help New York City employees focus on their professional and personal development, while the City responds to the current COVID-19 health crisis. Although the CTC can support various platforms, our preferred virtual training platforms are Microsoft Teams and Zoom.

## Differences Between Virtual and On-Site Training

Many things that make you successful in an online training program or class are the same things that make you successful in a traditional on-site class: participate and ask questions, listen, remain focused throughout the session, and complete course assignments. Online training is no longer the “new thing” in learning and development; it has been a learning and development tool since the late 1990s. To participate successfully in online training, be sure to:

- Check that your computer and internet connection are working properly before the session begins
- Read any pre-class instructions carefully regarding log-in and participation.

## HOW TO APPLY FOR CITYWIDE ONLINE TRAINING

To apply for classes, participants must complete the DCAS Citywide Training Center application located at the back of this catalog or on our website at [www.nyc.gov/ctc](http://www.nyc.gov/ctc). **For your convenience, one form can be used to apply for multiple courses.**

Applications must be e-signed or electronically approved via email transaction by an immediate supervisor and submitted to your agency's designated Agency Training Liaison. Please get in touch with your Agency Personnel Officer for the name and contact information of the Training Liaison at your agency.

The CTC has simplified the registration process for our courses and programs. You may apply for free or fee-based courses offered by the Citywide L&D by following a few simple steps:

### What You Need To Do

**STEP 1:** Complete the required fields on the CTC Application at the end of this catalog

Please fill out the Training Applicant Information and Selected Course Information sections

**STEP 2:** Forward your completed **CTC Application** to your supervisor for approval/ authorization.

**STEP 3:** Once your supervisor approves your application, they forward it to your agency's Training Liaison, who submits the completed training request to the DCAS Citywide Training Center. (**Note:** The CTC will process training applications it receives from Training Liaisons under the assumption that Liaisons have obtained all permissions needed for you to participate in the selected course(s), including the Agency Fiscal Officers' approval if required.

### What You Can Expect

Shortly after you submit your training application, you will receive a confirmation from your Training Liaison that your training request has been processed.

You will also receive instructions via email, including steps to log in, specific audio and computer requirements, and other relevant information from the CTC or the vendor hosting the program.

Applications sent directly to the CTC from an individual employee and/or submitted without the required authorizing signatures **will not be processed.**

The CTC will send confirmations for training to Agency Liaisons in advance of the course(s). Agency Training Liaisons are responsible for notifying employees about the classes and dates of training that have been confirmed

**Employees should not attend any class for which they did not receive a written confirmation. Please get in touch with your Agency Training Liaison if you have questions about class confirmations.**



## **LIMITED CLASS SIZES**

Some online courses have **limited enrollment** (20-25 participants maximum), similar to the enrollment caps in small, in-person sessions. Limited enrollment keeps class size to a manageable level for instructors and helps ensure a positive learning experience for program participants. For most online programs, registration is on a "first-come, first-served" basis, and the CTC will send course registration confirmations to Agency Training Liaisons in advance of course(s). We recommend that you register early and contact your Agency Training Liaison if you have questions about your course confirmation status.

## **NYCAPS REGISTRATION**

**Mayoral and Non-Mayoral agencies with access to NYCAPS must register staff for training through the NYCAPS training module.**

**Agencies that do not have access to NYCAPS may complete the CTC Application and submit it via email to [citywidetrainingcent@dcas.nyc.gov](mailto:citywidetrainingcent@dcas.nyc.gov).**

- **Mayoral Agencies** must establish an Intra-City Budget Modification (MOD) with DCAS. Checks are NOT accepted from mayoral agencies. **We advise all agencies to anticipate training needs and expenses at the beginning of each fiscal year and set up budget modifications with DCAS at that time.** Once granted, invoices are sent to agencies, and your agency establishes the budget mod. CTC draws down upon the allocated funds.
- **Non-Mayoral agencies must pay by check.** Checks must be made payable to **DCAS/ Citywide Training Center**. Agency Training Liaison and/or Agency Fiscal Officer are responsible for ensuring that payment is made to DCAS before training.

## **CANCELLATION POLICY**

Requests for cancellations or schedule changes must be received at DCAS, Learning & Development Bureau in writing at least **seven (7) business days** before the start of a confirmed class

Our **IT classes** [where a course code starts with the letter I] require **at least ten (10) business days advance notice.**

Requests received without the required notice will result in a full-course fee charge.

Agencies may designate a qualified participant for substitution up to the start of the class without penalty. However, the CTC should be notified in advance of the replacement

## **TRANSCRIPTS AND CERTIFICATES**

CTC does not replace lost or damaged training certificates. Instead, a training participant can request a personal transcript with a list of courses they have taken.

City employees interested in personal transcripts of courses they've taken at the CTC can contact us at [citywidetrainingcent@dcas.nyc.gov](mailto:citywidetrainingcent@dcas.nyc.gov).

## **ACCOMMODATION AND SUPPORT**

If you require accommodation or support service, please call us at (212) 386-0005 or email us at [citywidetrainingcent@dcas.nyc.gov](mailto:citywidetrainingcent@dcas.nyc.gov).

## **DIRECTIONS TO THE CITYWIDE TRAINING CENTER**

**The David N. Dinkins  
Municipal Building  
1 Centre Street, 24th Floor (South Side)  
New York, NY 10007**

**NO food or beverages are permitted inside CTC classrooms.**

If an agency has an appropriate training facility the CTC, upon request, can deliver programs at on-site agency locations.

### **Closest Subway Lines:**

- 4/5/6 to Brooklyn Bridge-City Hall
- J/Z to Chambers Street-Centre Street
- R to City Hall
- A/C to Chambers Street-Church Street

### **Closest Bus Routes:**

- M22
- M15





## Summer-Fall 2021 Schedule & Application Form

The Summer-Fall 2021 class schedule and a CTC Application form are included at the back of the catalog.



### Contact the CTC at:

1 Centre Street, 24th Floor (South Side)  
New York, NY 10007  
212.386.0005 or 212.386.6425 - phone  
212.313.3439 - fax  
[citywidetrainingcent@dcas.nyc.gov](mailto:citywidetrainingcent@dcas.nyc.gov)  
[www.nyc.gov/ctc](http://www.nyc.gov/ctc)



## Citywide Training Center

The CTC is an authorized provider of Continuing Education Units (CEUs) and professional development credits from various accreditation associations:

### International Association for Continuing Education and Training (IACET)

NYC Citywide Training Center has been credentialed as an Accredited Provider by the International Association for Continuing Education and Training (IACET). In obtaining this accreditation, the NYC Citywide Training Center has demonstrated that it complies with the ANSI/IACET Standard, which is recognized internationally as a standard of good practice. Because of the Accredited Provider status, NYC Citywide Training Center is authorized to offer IACET CEUs for programs that qualify under the ANSI/IACET Standard.



### Universal Public Purchasing Certification Council (UPPCC)

Through the UPPCC, individuals who are currently employed in public purchasing can achieve industry-wide recognition by earning the Certified Public Procurement Officer (CPPO) and Certified Public Procurement Buyer (CPPB) designation. The requirements for certification are based on academic and professional experience.



### National Institute of Governmental Purchasing (NIGP)

The National Institute of Governmental Purchasing (NIGP) is a national, non-profit organization that provides support to professionals in the public sector purchasing profession. NIGP provides its members with education, professional networking, research, and technical assistance.



### Continuing Professional Education Credits (CPEs)

The Citywide Training Center is registered as a sponsor of Continuing Professional Education Credits (CPEs) with the New York State Board of Public Accountancy; sponsor ID number: 002483. One CPE is earned for every 50 minutes of classroom instruction.



### COIB Continuing Legal Education (CLE) Credits

In collaboration with the NYC **Conflicts of Interest Board** (COIB), the Citywide Training Center offers a series of workshops that focus on Chapter 68 of the New York City Charter and the issues related to conflicts of interest. Continuing legal education (CLE) credit for participation is provided through the NYC Conflicts of Interest Board



### Society for Human Resources Management (SHRM)

New York City Department of Citywide Administrative Services – Citywide Training Center is recognized by SHRM to offer SHRM-CP or SHRM-SCP professional development credits (PDCs). For more information about certification or recertification, please visit [shrmcertification.org](http://shrmcertification.org).







# TECHNOLOGY SKILLS PORTFOLIO

## TECHNOLOGY SKILLS PORTFOLIO

Citywide Learning & Development offers a full compilation of software offerings, including Microsoft Office products, Adobe products, IT Certifications, and other

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## Microsoft Office Products — Access 2016

### Access 2016, Part 1

In this course, participants will use Access 2016 to manage their data, including creating a new database; constructing tables; designing forms and reports; and creating queries to join, filter, and sort data.

#### Objectives:

- Create and manage an Access 2016 database
- Navigate within the Microsoft Access application environment
- Create a simple database
- Customize Access configuration option
- Organize and manage data stored in Access tables
- Use queries to join, sort, and filter data from different table
- Use forms to make it easier to view, access, and input data
- Create and format custom reports

**Target Audience:** Employees who wish to establish a foundational understanding of Microsoft Office Access 201

Course Code	Days of Training	Dates	Cost	Credits
T4071	2	Sept 9-10	\$300	1.2CEUs/16CPEs
<b>Prerequisite:</b> Basic knowledge of computer applications				

## Access 2016, Part 2

This course builds on the foundational skills obtained by attending the Access 2016, Part 1 course. The participants will implement advanced form design; will share data across applications, will use macros and Advanced Database Management. Topics such as usage of Visual Basic for Applications (VBA), distribution and securing of a database, and managing switchboards will be covered.

### Objectives:

- Create and manage a fundamental Access 2016 database
- Customize a form layout to improve usability and efficiency of data entry
- Share data across applications
- Use macros to improve user interface design and VBA to enhance tasks
- Organize data into appropriate tables to ensure data dependency and minimize redundancy
- Lockdown and prepare a database for distribution to multiple users
- Create and modify a database switchboard and set the startup options

**Target Audience:** Database administrators or prospective database administrators who have experience working with Access 2016 and need to learn advanced skills

Course Code	Days of Training	Dates	Cost	Credits
T4072	2	Sept 20-21	\$300	1.2CEUs/16CPEs
<b>Prerequisite:</b> Access 2016, Part 1				

## Microsoft Office Products — Access 2019

### Access 2019, Part 1

This course focuses on designing and constructing an Access database – viewing, navigating, searching, and entering data in a database and basic relational database design and creating simple tables, queries, forms, and reports.

#### Objectives:

- Get to know the layout of Access 2019
- Work with table data
- Query a database
- Create advanced queries
- Generate reports
- Customize the Access environment
- Design a relational database
- Join tables
- Organize a database for efficiency
- Share data across applications
- Explore advanced reporting

**Target Audience:** Employees who wish to establish a foundational understanding of Microsoft Office Access 201

Course Code	Days of Training	Dates	Cost	Credits
T4073	2	Oct 7-8	\$300	1.2CEUs/16CPEs
<b>Prerequisite:</b> Basic knowledge of computer applications				



## Access 2019, Part 2

This course focuses on perfecting an Access database, optimizing performance, normalizing and validating data, usability, and advanced queries, forms, and reports.

**Objectives:**

- Restructure data into proper tables to ensure data dependency and minimize redundancy
- Write advanced queries to analyze and summarize data
- Create macros
- Customize reports by using various Access features
- Maintain your database using Access tools

**Target Audience:** Database administrators or prospective database administrators who have experience working with Access 2019 and need to learn advanced skills

Course Code	Days of Training	Dates	Cost	Credits
T4074	2	Oct 19-20	\$300	1.2CEUs/16CPEs
<b>Prerequisite:</b> Access 2019, Part 1				

## Microsoft Office Products — Access for Office 365

### Access for Office 365, Part 1

In this introductory course, you will discover the capabilities of Microsoft Access, a relational database application that can help you and your organization manage your complex data.

#### Objectives:

- Get to know the layout of Access for Office 36
- Work with table data
- Query a database
- Create advanced queries
- Generate reports
- Customize the Access environment
- Design a relational database
- Join tables
- Organize a database for efficiency
- Share data across applications
- Explore advanced reporting

**Target Audience:** Employees who wish to establish a foundational understanding of Microsoft Access for Office 36

Course Code	Days of Training	Dates	Cost	Credits
T4075	2	Nov 8-9	\$300	1.2CEUs/16CPEs
<b>Prerequisite:</b> Basic knowledge of computer applications				

## Access for Office 365, Part 2

In this course, you will expand your knowledge of relational database design; promote quality input from others; improve database efficiency, promote data integrity, and implement advanced features in tables, queries, forms, and reports.

### Objectives:

- Restructure data into proper tables to ensure data dependency and minimize redundancy
- Write advanced queries to analyze and summarize data
- Create macros
- Customize reports by using various Access features
- Maintain your database using Access tools

**Target Audience:** Database administrators or prospective database administrators who have experience working with Access 2019 and need to learn advanced skills

Course Code	Days of Training	Dates	Cost	Credits
T4076	2	Dec 8-9	\$300	1.2CEUs/16CPEs
<b>Prerequisite:</b> Access for Office 365, Part				



## Microsoft Office Products — Excel 2016

### Excel 2016, Part 1

This course aims to provide participants with a foundation for Excel knowledge and skills, which they can eventually build upon to become an expert in data manipulation.

#### Objectives:

- Get to know the layout of Excel 2016
- Perform calculations
- Modify and format a worksheet
- Manage and print workbooks

**Target Audience:** Employees who wish to gain the foundational understanding of Microsoft Office Excel 2016 necessary to create and work with electronic spreadsheet

Course Code	Days of Training	Dates	Cost	Credits
T3074	1	Sept 1	\$150	.6CEUs/8CPEs
<b>Prerequisite:</b> Basic knowledge of computer applications				

## Excel 2016, Part 2

This course builds upon the knowledge presented in the Microsoft Office Excel 2016, Part 1 course and helps start participants down the road to creating advanced workbooks and worksheets.

### Objectives:

- Work with functions
- Work with lists
- Analyze data
- Visualize data with charts
- Examine data with Pivot Tables and Pivot Charts

**Target Audience:** Employees who already have foundational knowledge and of Excel 2016, and want to take advantage of some of the higher-level Excel functionality to analyze and present data

Course Code	Days of Training	Dates	Cost	Credits
T3075	1	Sept 17	\$150	.6CEUs/8CPEs
<b>Prerequisite:</b> Excel 2016, Part 1				



## Excel 2016, Part 3

This course builds off the foundational and intermediate knowledge presented in Excel 2016 Part 1 and 2. This interactive class will help you get the most out of your Excel experience. The ability to collaborate with colleagues, automate complex or repetitive tasks, and use conditional logic to construct and apply elaborate formulas and functions will put the full power of Excel right at your fingertips. The more you learn about how to get Excel to do the hard work for you, the more you will be able to focus on getting the answers you need from the vast amounts of data your organization generates.

### Objectives:

- Work with functions and lists
- Analyze data
- Visualize data with charts
- Examine data with Pivot Tables and Pivot Charts

**Target Audience:** Employees who already have foundational knowledge and of Excel 2016, and want to take advantage of some of the higher-level Excel functionality to analyze and present data

Course Code	Days of Training	Dates	Cost	Credits
T3076	1	Sept 29	\$150	.6CEUs/8CPEs
<b>Prerequisite:</b> Excel 2016, Part 2				



## Microsoft Office Products — Excel 2019

### Excel 2019, Part 1

This course aims to provide participants with a foundation for Excel knowledge and skills, which they can eventually build upon to become an expert in data manipulation.

#### Objectives:

- Get to know the layout of Excel 2019
- Perform calculations
- Modify and format a worksheet
- Manage and print workbooks

**Target Audience:** Employees who wish to gain the foundational understanding of Microsoft Office Excel 2019 necessary to create and work with electronic spreadsheet

Course Code	Days of Training	Dates	Cost	Credits
T3081	1	Oct 13	\$150	.6CEUs/8CPEs
<b>Prerequisite:</b> Participants should have experience working with Excel 2016 and Pivot Tables				

## Excel 2019, Part 2

This course builds upon the knowledge presented in the Microsoft Office Excel 2019, Part 1 course and helps start participants down the road to creating advanced workbooks and worksheets.

### Objectives:

- Work with functions
- Work with lists
- Analyze data
- Visualize data with charts
- Examine data with Pivot Tables and Pivot Charts

**Target Audience:** Employees who already have foundational knowledge and of Excel 2019, and want to take advantage of some of the higher-level Excel functionality to analyze and present data

Course Code	Days of Training	Dates	Cost	Credits
T3082	1	Oct 25	\$150	.6CEUs/8CPEs
<b>Prerequisite:</b> Excel 2019, Part 1				

## Excel 2019, Part 3

This course builds off the foundational and intermediate knowledge presented in Excel 2019 Part 1 and 2. This interactive class will help you get the most out of your Excel experience. The ability to collaborate with colleagues, automate complex or repetitive tasks, and use conditional logic to construct and apply elaborate formulas and functions will put the full power of Excel right at your fingertips. The more you learn about how to get Excel to do the hard work for you, the more you will be able to focus on getting the answers you need from the vast amounts of data your organization generates.

### Objectives:

- Work with functions and lists
- Analyze data
- Visualize data with charts
- Examine data with Pivot Tables and Pivot Charts

**Target Audience:** Employees who already have foundational knowledge and of Excel 2019 and want to take advantage of some of the higher-level Excel functionality to analyze and present data

Course Code	Days of Training	Dates	Cost	Credits
T3083	1	Nov 3	\$150	.6CEUs/8CPEs
<b>Prerequisite:</b> Excel 2019, Part 2				

## Microsoft Office Products — Excel for Office 365

### Excel for Office 365, Part 1

This course aims to provide participants with a foundation for Excel knowledge and skills, which they can eventually build upon to become an expert in data manipulation.

#### Objectives:

- Get to know the layout of Excel for Office 36
- Perform calculations
- Change and format a worksheet
- Manage and print workbooks

**Target Audience:** Employees who wish to gain the foundational understanding of Excel for Office 365 necessary to create and work with electronic spreadsheet

Course Code	Days of Training	Dates	Cost	Credits
T3084	1	Nov 15	\$150	.6CEUs/8CPEs
<b>Prerequisite:</b> Basic knowledge of computer applications				



## Excel for Office 365, Part 2

This course builds upon the knowledge presented in the Excel for Office 365, Part 1 course and helps start participants down the road to creating advanced workbooks and worksheets.

### Objectives:

- Work with functions
- Work with lists
- Analyze data
- Visualize data with charts
- Examine data with Pivot Tables and Pivot Charts

**Target Audience:** Employees who already have foundational knowledge and of Excel for Office 365 and want to take advantage of some of the higher-level Excel functionality to analyze and present data

Course Code	Days of Training	Dates	Cost	Credits
T3085	1	Nov 24	\$150	.6CEUs/8CPEs
<b>Prerequisite:</b> Excel for Office 365, Part				

## Excel for Office 365, Part 3

This course builds off the foundational and intermediate knowledge presented in Excel for Office 365 Part 1 and 2. This interactive class will help you get the most out of your Excel experience. The ability to collaborate with colleagues, automate complex or repetitive tasks, and use conditional logic to construct and apply elaborate formulas and functions will put the full power of Excel right at your fingertips. The more you learn about how to get Excel to do the hard work for you, the more you will be able to focus on getting the answers you need from the vast amounts of data your organization generates.

### Objectives:

- Work with functions and lists
- Analyze data
- Visualize data with charts
- Examine data with Pivot Tables and Pivot Charts

**Target Audience:** Employees who already have foundational knowledge and of Excel 2019, and want to take advantage of some of the higher-level Excel functionality to analyze and present data

Course Code	Days of Training	Dates	Cost	Credits
T3086	1	Dec 13	\$150	.6CEUs/8CPEs
<b>Prerequisite:</b> Excel for Office 365, Part				

## Excel for Office 365, Data Analysis with Pivot Tables

Analyzing data and gaining insight is important. You have experience creating Pivot Tables, but Excel can do more. In this course, participants will learn how to organize data for meaningful presentation to others.

### Objectives:

- Prepare data and create Pivot Tables
- Analyze data using Pivot Tables
- Working with Pivot Charts

**Target Audience:** Employees taking this course are experienced Excel users who are looking to advance their data analysis capabilities by using Pivot Tables

Course Code	Days of Training	Dates	Cost	Credits
T3087	1	Oct 15; Dec 17	\$150	.6CEUs/8CPEs
<b>Prerequisite:</b> Participants should have experience working with Excel for Office 365 and Pivot Table				

## Microsoft Office Products — Outlook 2016

### Outlook 2016, Part 1

In this course, participants will use Outlook to send, receive, and manage email messages, manage their contact information, schedule appointments and meetings, create tasks and notes, and customize the Outlook interface to suit their working style.

#### Objectives:

- Compose, read, and respond to emails
- Schedule appointments and meetings
- Manage contact information
- Create notes and schedule tasks
- Customize message response options and organize your mail
- Attach files and insert illustrations to message
- Use flags, categories, and folders to organize message
- Work with contacts

**Target Audience:** Employees who need to know how to use Outlook as an email client to manage their communications, appointments, contact information, and other communication tasks

Course Code	Days of Training	Dates	Cost	Credits
T7071	1	Sept 23	\$150	.6CEUs/8CPEs
<b>Prerequisite:</b> Basic knowledge of computer applications				



## Outlook 2016, Part 2

In this course, participants will customize command sets, configure mail accounts, set global options, perform advanced searches, apply filters to intercept mail and control spam, create rules to automate many management tasks within Outlook.

### Objectives:

- Modify messages and set global options
- Organize, search, and manage messages
- Manage your mailbox
- Automate message management
- Work with calendar settings
- Create groups and manage contacts
- Plan your activities with tasks and notes
- Share workspaces with others
- Configure Outlook data file

**Target Audience:** Employees who want to know how to use Outlook's advanced features to manage their email communications, calendar events, contact information, search functions, and other communication tasks

Course Code	Days of Training	Dates	Cost	Credits
T7072	1	Oct 6	\$150	.6CEUs/8CPEs
<b>Prerequisite:</b> Outlook 2016, Part 1				

## Microsoft Office Products — Outlook 2019

### Outlook 2019, Part 1

In this course, participants will use Outlook to send, receive, and manage email messages, manage their contact information, schedule appointments and meetings, create tasks and notes, and customize the Outlook interface to suit their working style.

#### Objectives:

- Compose, read, and respond to emails
- Schedule appointments and meetings
- Manage contact information
- Create notes and schedule tasks
- Customize message response options and organize your mail
- Attach files and insert illustrations to message
- Use flags, categories, and folders to organize message
- Work with contacts

**Target Audience:** Employees who need to know how to use Outlook as an email client to manage their communications, appointments, contact information, and other communication tasks

Course Code	Days of Training	Dates	Cost	Credits
T7075	1	Nov 12	\$150	.6CEUs/8CPEs
<b>Prerequisite:</b> Basic knowledge of computer applications				

## Outlook 2019, Part 2

In this course, participants will customize command sets, configure mail accounts, set global options, perform advanced searches, apply filters to intercept mail and control spam, create rules to automate many management tasks within Outlook.

### Objectives:

- Modify messages and set global options
- Organize, search, and manage messages
- Manage your mailbox
- Automate message management
- Work with calendar settings
- Create groups and manage contacts
- Plan your activities with tasks and notes
- Share workspaces with others
- Configure Outlook data file

**Target Audience:** Employees who want to know how to use Outlook's advanced features to manage their email communications, calendar events, contact information, search functions, and other communication tasks

Course Code	Days of Training	Dates	Cost	Credits
T7076	1	Dec 15	\$150	.6CEUs/8CPEs
<b>Prerequisite:</b> Outlook 2019, Part 1				

## Microsoft Office Products — Outlook for Office 365

### Outlook for Office 365, Part 1

In this course, participants will use Outlook to send, receive, and manage email messages, manage their contact information, schedule appointments and meetings, create tasks and notes, and customize the Outlook interface to suit their working style.

#### Objectives:

- Compose, read, and respond to emails
- Schedule appointments and meetings
- Manage contact information
- Create notes and schedule tasks
- Customize message response options and organize your mail
- Attach files and insert illustrations to message
- Use flags, categories, and folders to organize message
- Work with contacts

**Target Audience:** Employees who need to know how to use Outlook as an email client to manage their communications, appointments, contact information, and other communication tasks

Course Code	Days of Training	Dates	Cost	Credits
T7077	1	Jan 14	\$150	.6CEUs/8CPEs
<b>Prerequisite:</b> Basic knowledge of computer applications				



## Outlook for Office 365, Part 2

In this course, participants will customize command sets, configure mail accounts, set global options, perform advanced searches, apply filters to intercept mail and control spam, create rules to automate many management tasks within Outlook.

### Objectives:

- Modify messages and set global options
- Organize, search, and manage messages
- Manage your mailbox
- Automate message management
- Work with calendar settings
- Create groups and manage contacts
- Plan your activities with tasks and notes
- Share workspaces with others
- Configure Outlook data file

**Target Audience:** Employees who want to know how to use Outlook's advanced features to manage their email communications, calendar events, contact information, search functions, and other communication tasks

Course Code	Days of Training	Dates	Cost	Credits
T7078	1	Jan 20	\$150	.6CEUs/8CPEs
<b>Prerequisite:</b> Outlook for Office 365, Part				

# Microsoft Office Products — PowerPoint 2016

## PowerPoint 2016, Part 1

In this course, participants will use PowerPoint 2016 to begin creating engaging, dynamic multimedia presentations.

### Objectives:

- Get to know the layout of PowerPoint 2016
- Develop a PowerPoint presentation
- Perform advanced text editing
- Add graphical elements, tables, and charts to your presentation
- Modify objects in your presentation
- Prepare to deliver the presentation

**Target Audience:** Employees who wish to gain the foundational understanding of Microsoft Office PowerPoint 2016 that is necessary to create and develop an engaging multimedia presentation

Course Code	Days of Training	Dates	Cost	Credits
T6061	1	Sept 2	\$150	.6CEUs/8CPEs
<b>Prerequisite:</b> Basic knowledge of computer applications				



## PowerPoint 2016, Part 2

In this course, participants will enhance their presentation by using features that transform it into a powerful means of communication. They will customize the PowerPoint interface to suit the requirements and use features to create presentations.

### Objectives:

- Customize the PowerPoint environment Tailor a design template
- Add SmartArt graphics and special effects to your presentation
- Modify a slide show
- Collaborate on a presentation
- Secure and distribute a presentation

**Target Audience:** Employees who have a foundational working knowledge of PowerPoint 2016, who want to take advantage of the application's higher-level usability, security, collaboration, and distribution functionality

Course Code	Days of Training	Dates	Cost	Credits
T6062	1	Oct 22	\$150	.6CEUs/8CPEs
<b>Prerequisite:</b> PowerPoint 2016, Part 1				

## Microsoft Office Products — PowerPoint 2019

### PowerPoint 2019, Part 1

In this course, participants will use PowerPoint 2019 to begin creating engaging, dynamic multimedia presentations.

#### Objectives:

- Get to know the layout of PowerPoint 2019
- Develop a PowerPoint presentation
- Perform advanced text editing
- Add graphical elements, tables, and charts to your presentation
- Modify objects in your presentation
- Prepare to deliver the presentation

**Target Audience:** Employees who wish to gain the foundational understanding of Microsoft Office PowerPoint 2019 that is necessary to create and develop an engaging multimedia presentation

Course Code	Days of Training	Dates	Cost	Credits
T6065	1	Nov 22	\$150	.6CEUs/8CPEs
<b>Prerequisite:</b> Basic knowledge of computer applications				

## PowerPoint 2019, Part 2

In this course, participants will enhance their presentation by using features that transform it into a powerful means of communication. They will customize the PowerPoint interface to suit the requirements and use features to create presentations.

### Objectives:

- Customize the PowerPoint environment Tailor a design template
- Add SmartArt graphics and special effects to your presentation
- Modify a slide show
- Collaborate on a presentation
- Secure and distribute a presentation

**Target Audience:** Employees who have a foundational working knowledge of PowerPoint 2016, who want to take advantage of the application's higher-level usability, security, collaboration, and distribution functionality

Course Code	Days of Training	Dates	Cost	Credits
T6066	1	Dec 6	\$150	.6CEUs/8CPEs
<b>Prerequisite:</b> PowerPoint 2019, Part 1				



## Microsoft Office Products — PowerPoint for Office 365

### PowerPoint for Office 365, Part 1

In this course, participants will use PowerPoint to begin creating engaging, dynamic multimedia presentations.

#### Objectives:

- Get to know the layout of PowerPoint
- Develop a PowerPoint presentation
- Perform advanced text editing
- Add graphical elements, tables, and charts to your presentation
- Modify objects in your presentation
- Prepare to deliver the presentation

**Target Audience:** Employees who wish to gain the foundational understanding of Microsoft Office PowerPoint that is necessary to create and develop an engaging multimedia presentation

Course Code	Days of Training	Dates	Cost	Credits
T6067	1	Jan 3	\$150	.6CEUs/8CPEs
<b>Prerequisite:</b> Basic knowledge of computer applications				

## PowerPoint for Office 365, Part 2

In this course, participants will enhance their presentation by using features that transform it into a powerful means of communication. They will customize the PowerPoint interface to suit the requirements and use features to create presentations.

### Objectives:

- Customize the PowerPoint environment Tailor a design template
- Add SmartArt graphics and special effects to your presentation
- Modify a slide show
- Collaborate on a presentation
- Secure and distribute a presentation

**Target Audience:** Employees who have a foundational working knowledge of PowerPoint 2016, who want to take advantage of the application's higher-level usability, security, collaboration, and distribution functionality

Course Code	Days of Training	Dates	Cost	Credits
T6068	1	Jan 26	\$150	.6CEUs/8CPEs
<b>Prerequisite:</b> PowerPoint for Office 365, Part				

## Microsoft Office Products — Project 2016

### Project 2016, Part 1

In this course, participants will be familiarized with the essential features and functions of Microsoft Project Professional 2016 so that they can use it effectively and efficiently in a real-world environment. Topics will include managing project time frames and tasks, working with and managing project resources, and delivering a project plan.

#### Objectives:

- Start a project
- Change working time and project timeframes
- Add summary tasks and milestones
- Manage project resources
- Deliver a project plan

**Target Audience:** Employees who manage projects and wish to learn the fundamentals of Project 2016

Course Code	Days of Training	Dates	Cost	Credits
T6063	1	Sept 27	\$150	.6CEUs/8CPEs
<b>Prerequisite:</b> Basic knowledge of computer applications				

## Project 2016, Part 2

In this course, participants will exchange project plan data with other applications, update project plans, create visual reports, and reuse project plan information.

### Objectives:

- Manage the project environment
- Change task structures
- Generate project views
- Produce project reports
- Analyze your project

**Target Audience:** Employees who manage projects and wish to learn the advanced features and functions of Project 2016

Course Code	Days of Training	Dates	Cost	Credits
T6064	1	Nov 30	\$150	.6CEUs/8CPEs
<b>Prerequisite:</b> Project 2016, Part 1				

## Microsoft Office Products — Project 2019

### Project 2019, Part 1

In this course, participants will be familiarized with the essential features and functions of Microsoft Project Professional 2019 so that they can use it effectively and efficiently in a real-world environment. Topics will include managing project time frames and tasks, working with and managing project resources, and delivering a project plan.

#### Objectives:

- Start a project
- Change working time and project timeframes
- Add summary tasks and milestones
- Manage project resources
- Deliver a project plan

**Target Audience:** Employees who manage projects and wish to learn the fundamentals of Project 2019

Course Code	Days of Training	Dates	Cost	Credits
T6069	1	Dec 22	\$150	.6CEUs/8CPEs
<b>Prerequisite:</b> Basic knowledge of computer applications				



## Project 2019, Part 2

In this course, participants will exchange project plan data with other applications, update project plans, create visual reports, and reuse project plan information.

### Objectives:

- Manage the project environment
- Change task structures
- Generate project views
- Produce project reports
- Analyze your project

**Target Audience:** Employees who manage projects and wish to learn the advanced features and functions of Project 2019

Course Code	Days of Training	Dates	Cost	Credits
T6070	1	Jan 14	\$150	.6CEUs/8CPEs
<b>Prerequisite:</b> Project 2019, Part 1				

## Microsoft Office Products — Visio Professional 2016

### Visio Professional 2016, Part 1

Participants will learn to create a professional-looking visual product, including workflows and flowcharts, using various shapes in Visio Professional 2016

#### Objectives:

- Get to know the layout of Visio 2016
- Create a workflow diagram
- Create an organization chart
- Make a floor plan
- Create a cross-functional flowchart
- Create a network diagram
- Style a diagram

**Target Audience:** Employees who are new to Visio, and who will use this application to create basic workflows and perform end-to-end flowcharts

Course Code	Days of Training	Dates	Cost	Credits
T6450	1	Dec 2	\$150	.6CEUs/8CPEs
<b>Prerequisite:</b> General computer proficiency and knowledge of Windows 8 and above to access programs, files, and folders				

## Visio Professional 2016, Part 2

Participants will learn the advanced features of Visio Professional 2016 to create sophisticated graphics and illustrations, that may be linked to an external data source and may be inserted into other Microsoft Office file

### Objectives:

- Enhance the look of drawings
- Create shapes, stencils, and templates
- Connect drawings to external data
- Leverage development tools
- Share drawings

**Target Audience:** Graphic designer, subject matter specialist, or other employees with basic Visio 2016 skills who need to use this application to create sophisticated graphics and illustrations that may be linked to external data sources

Course Code	Days of Training	Dates	Cost	Credits
T6451	1	Jan 11	\$150	.6CEUs/8CPEs
<b>Prerequisite:</b> Visio Professional 2016, Part 1				

## Microsoft Office Products — Word 2016

### Word 2016, Part 1

In this course, participants will learn how to use Word 2016 to create and edit simple documents; format documents; add tables and lists; add design elements and layout options; and proof documents.

#### Objectives:

- Navigate and perform everyday tasks in Word 2016
- Format text and paragraphs
- Perform repetitive operations
- Enhance lists
- Create and format tables
- Insert graphic objects Control page appearance
- Proof a document
- Customize the Word environment

**Target Audience:** Employees who want to learn about Word 2016 to improve the appearance and accuracy of document content

Course Code	Days of Training	Dates	Cost	Credits
T2078	1	Sept 3	\$150	.6CEUs/8CPEs
<b>Prerequisite:</b> Basic knowledge of computer applications				

## Word 2016, Part 2

In this course, participants will learn the new features which enable them to create complex documents with a consistent look and feel. Participants will also learn how to automate tedious tasks such as preparing a letter to send to every customer of your organization.

### Objectives:

- Create and modify complex documents
- Organize content using tables and charts
- Customize formats using styles and themes
- Insert content using Quick Parts
- Use templates to automate document formatting
- Control the flow of a document
- Simplify and manage long documents
- Create letters, envelopes, and labels by using mail merge

**Target Audience:** Employees who wish to use Word 2016 to create and modify complex documents and use tools that allow them to customize those documents

Course Code	Days of Training	Dates	Cost	Credits
T2079	1	Sept 24	\$150	.6CEUs/8CPEs
<b>Prerequisite:</b> Word 2016, Part 1				

## Word 2016, Part 3

In this course, participants will learn a lot of the new features of Microsoft Word 2016. Participants will explore advanced image manipulation tools, collaboration, cross-referencing and linking tools, entry forms and data collection, security features, and tools for automation.

### Objectives:

- Use images in a document and create custom graphic elements
- Collaborate on a document, and add reference marks and notes
- Secure a document, create, and manipulate forms, automate tasks

**Target Audience:** Employees who want to use advanced capabilities in Word

Course Code	Days of Training	Dates	Cost	Credits
T2080	1	Oct 18	\$150	.6CEUs/8CPEs
<b>Prerequisite:</b> Word 2016, Part 2				



## Microsoft Office Products — Word 2019

### Word 2019, Part 1

In this course, participants will learn how to use Word 2019 to create and edit simple documents; format documents; add tables and lists; add design elements and layout options; and proof documents.

#### Objectives:

- Navigate and perform everyday tasks in Word 2019
- Format text and paragraphs
- Perform repetitive operations
- Enhance lists
- Create and format tables
- Insert graphic objects Control page appearance
- Proof a document
- Customize the Word environment

**Target Audience:** Employees who want to learn about Word 2019 to improve the appearance and accuracy of document content

Course Code	Days of Training	Dates	Cost	Credits
T2082	1	Nov 1	\$150	.6CEUs/8CPEs
<b>Prerequisite:</b> Basic knowledge of computer applications				

## Word 2019, Part 2

In this course, participants will learn the new features which enable them to create complex documents with a consistent look and feel. Participants will also learn how to automate tedious tasks such as preparing a letter to send to every customer of your organization.

### Objectives:

- Create and modify complex documents
- Organize content using tables and charts
- Customize formats using styles and themes
- Insert content using Quick Parts
- Use templates to automate document formatting
- Control the flow of a document
- Simplify and manage long documents
- Create letters, envelopes, and labels by using mail merge

**Target Audience:** Employees who wish to use Word 2019 to create and modify complex documents and use tools that allow them to customize those documents

Course Code	Days of Training	Dates	Cost	Credits
T2083	1	Nov 19	\$150	.6CEUs/8CPEs
<b>Prerequisite:</b> Word 2019, Part 1				

### Word 2019, Part 3

In this course, participants will learn a lot of the new features of Microsoft Word 2019. Participants will explore advanced image manipulation tools, collaboration, cross-referencing and linking tools, entry forms and data collection, security features, and tools for automation.

**Objectives:**

- Use images in a document and create custom graphic elements
- Collaborate on a document, and add reference marks and notes
- Secure a document, create, and manipulate forms, automate tasks

**Target Audience:** Employees who want to use advanced capabilities in Word

Course Code	Days of Training	Dates	Cost	Credits
T2084	1	Dec 7	\$150	.6CEUs/8CPEs
<b>Prerequisite:</b> Word 2019, Part 2				



## Microsoft Office Products — Word for Office 365

### Word for Office 365 Part 1

In this course, participants will learn how to use Word to create and edit simple documents, format documents; add tables and lists; add design elements and layout options, and proof documents.

#### Objectives:

- Navigate and perform everyday tasks in Word
- Format text and paragraphs
- Perform repetitive operations
- Enhance lists
- Create and format tables
- Insert graphic objects Control page appearance
- Proof a document
- Customize the Word environment

**Target Audience:** Employees who want to learn about Word 2019 to improve the appearance and accuracy of document content

Course Code	Days of Training	Dates	Cost	Credits
T2085	1	Dec 29	\$150	.6CEUs/8CPEs
<b>Prerequisite:</b> Basic knowledge of computer applications				

## Word for Office 365, Part 2

In this course, participants will learn the new features which enable them to create complex documents with a consistent look and feel. Participants will also learn how to automate tedious tasks such as preparing a letter to send to every customer of your organization.

### Objectives:

- Create and modify complex documents
- Organize content using tables and charts
- Customize formats using styles and themes
- Insert content using Quick Parts
- Use templates to automate document formatting
- Control the flow of a document
- Simplify and manage long documents
- Create letters, envelopes, and labels by using mail merge

**Target Audience:** Employees who wish to use Word to create and modify complex documents and use tools that allow them to customize those documents

Course Code	Days of Training	Dates	Cost	Credits
T2086	1	Jan 7	\$150	.6CEUs/8CPEs
<b>Prerequisite:</b> Word for Office 365, Part				

## Word for Office 365, Part 3

In this course, participants will learn a lot of the new features of Microsoft Word 2019. Participants will explore advanced image manipulation tools, collaboration, cross-referencing and linking tools, entry forms and data collection, security features, and tools for automation.

### Objectives:

- Use images in a document and create custom graphic elements
- Collaborate on a document, and add reference marks and notes
- Secure a document, create, and manipulate forms, automate tasks

**Target Audience:** Employees who want to use advanced capabilities in Word

Course Code	Days of Training	Dates	Cost	Credits
T2087	1	Jan 24	\$150	.6CEUs/8CPEs
<b>Prerequisite:</b> Word for Office 365, Part				





## Adobe CC Products

### Adobe Illustrator CC, Part 1

In this course, designers will create illustrations, logos, advertisements, or other graphic documents. The objectives covered in this class will help them prepare for the Adobe Certified Associate (ACA) exam

#### Objectives:

- Get to know the layout of Adobe Illustrator CC 2020
- Create documents containing basic shapes and customized paths
- Work on graphics containing customized text
- Customize objects and basic shapes
- Prepare documents for deployment

**Target Audience:** Designers, publishers, pre-press professionals, marketing communication professionals, or employees switching to a design job or taking on design responsibilities

Course Code	Days of Training	Dates	Cost	Credits
T7421	2	Oct 28-29	\$300	1.2CEUs/16CPEs
<b>Prerequisite:</b> Basic knowledge of computer applications				

### Adobe Illustrator CC, Part 2

In this course, participants will draw complex illustrations and enhance them by using various painting options. They will also use painting tools, manage colors, format type, work with effects, prepare artwork for commercial printing, and prepare graphics for the web.

#### Objectives:

- Enhance illustrations
- Work on graphics using various painting options
- Learn how to use color management and effects
- Prepare documents for printing

**Target Audience:** Designers, publishers, pre-press professionals, marketing communication professionals, or employees switching to a design job or taking on design responsibilities

Course Code	Days of Training	Dates	Cost	Credits
T7422	2	Dec 20-21	\$300	1.2CEUs/16CPEs
<b>Prerequisite:</b> Basic knowledge of computer applications				

## Adobe InDesign CC, Part 1

In this course, participants will learn to design, and publish a broad range of documents in print, online, and mobile devices with this desktop publishing tool. They will create and deliver eye-catching professional page layouts and designs for documents by identifying and customizing InDesign Interface components.

### Objectives:

- Get to know the layout of Adobe InDesign CC
- Design a document
- Customize a document
- Work with page elements
- Build tables and prepare a document for delivery

**Target Audience:** Employees who want to use the basic tools and features of InDesign for creating professional page layouts and designs

Course Code	Days of Training	Dates	Cost	Credits
T6333	2	Nov 17-18	\$300	1.2CEUs/16CPEs
<b>Prerequisite:</b> Basic knowledge of computer applications				

## Adobe InDesign CC, Part 2

In this course, participants will learn advanced InDesign techniques to enhance the look and functionality of their documents. Using Adobe InDesign, participants can create interactive documents and export them for viewing in a web browser with various features such as buttons, page transitions, movies and audio files, hyperlinks, and animation. This course will look into assigning color profiles, setting up print presets, and much more

### Objectives:

- Design an interactive document
- Customize a document
- Work with color profiles and print preset
- Build tables and prepare a document for delivery

**Target Audience:** Employees who want to use the basic tools and features of InDesign for creating professional page layouts and designs

Course Code	Days of Training	Dates	Cost	Credits
T6334	2	Dec 27-28	\$300	1.2CEUs/16CPEs
<b>Prerequisite:</b> Basic knowledge of computer applications				

## Adobe Photoshop CC, Part 1

In this course, participants, who may be photographers or are interested in working toward obtaining Adobe Photoshop CC certification, will focus on some of the basic features of Photoshop allowing them to navigate the environment using Photoshop tools to work with photographic images.

### Objectives:

- Get to know the layout of Adobe Photoshop CC
- Create basic images
- Manage selections and layers
- Adjust and refine image
- Manage files in a production workfl

**Target Audience:** Employees switching to a photographer job or taking on the responsibilities of such; who want to use the robust features of Photoshop to enhance, modify, and organize the images and photo reproductions

Course Code	Days of Training	Dates	Cost	Credits
T6744	2	Sept 13-14	\$300	1.2CEUs/16CPEs
<b>Prerequisite:</b> Basic knowledge of computer applications				

## Adobe Photoshop CC, Part 2

This course delves into some of the more advanced image creation and editing techniques. It offers participants hands-on activities that demonstrate how these techniques can be combined to create exciting visual effects.

### Objectives:

- Create advanced images
- Learn editing techniques
- Manage selections and layers
- Adjust and refine image
- Manage files in a production workfl

**Target Audience:** Employees switching to a photographer job or taking on the responsibilities of such; who want to use the robust features of Photoshop to enhance, modify, and organize the images and photo reproductions

Course Code	Days of Training	Dates	Cost	Credits
T6745	2	Oct 4-5	\$300	1.2CEUs/16CPEs
<b>Prerequisite:</b> Adobe Photoshop CC, Part 1				

## Crystal Reports Products

### Crystal Reports 2016, Part 1

Organizations use reporting tools to access data sources and generate customized reports. Crystal Reports 2016 enhances report building and report processing techniques with a variety of features that add value to a presentation. In this course, participants will create a basic report by connecting to a database and modifying the report's presentation.

#### Objectives:

- Explore the Crystal Reports interface
- Work with reports
- Use formulas in reports
- Build parameterized reports Build parameterized reports
- Group report's data
- Enhance a report
- Create a report from Excel data
- Distribute data

**Target Audience:** Employees who need to build the advanced reports from a database

Course Code	Days of Training	Dates	Cost	Credits
T9560	2	Sept 30-Oct 1	\$300	1.2CEUs/16CPEs
<b>Prerequisite:</b> Basic knowledge of computer applications				

## Crystal Reports 2016, Part 2

In this course, students will create complex reports and data sources using the tools in Crystal Reports 2016. Participants will create more complex reports, including sub-reports and cross-tabs and increase their speed and efficiency using Crystal Reports

### Objectives:

- Explore the Crystal Reports interface
- Create and work with complex reports
- Use formulas in reports
- Enhance a report
- Put together sub-reports and cross-tabs

**Target Audience:** Employees who need to build the advanced reports from a database

Course Code	Days of Training	Dates	Cost	Credits
T9561	2	Nov 4-5	\$300	1.2CEUs/16CPEs
<b>Prerequisite:</b> Crystal Reports 2016, Part 1				

## IT Professional & Certification Courses

### BUSINESS INTELLIGENCE AND DATA VISUALIZATION TOOLS

#### Tableau Desktop

##### Tableau Desktop Level 1: Introduction

Tableau has emerged as one of the most popular Business Intelligence solutions globally, thanks to its powerful and interactive data visualization capabilities. This course provides learners to take full advantage of Tableau 10's features regardless of experience. Starting with the fundamentals, such as data preparation, the user will learn how to customize their own data visualizations and dashboards, which is essential for high-level visibility and effective data storytelling. This course will also cover using clustering and distribution models for trend analysis and forecasting to inform the analytics at hand.

**Target Audience:** Beginner Tableau user

Course Code	Days of Training	Dates	Cost	Credits
I8501	2	Sept 9-10; Sept 13-14; Sept 20-21; Oct 4-5	\$880	1.2CEUs

##### Tableau Desktop Level 2: Intermediate

In this intermediate-level course, the user will master Tableau by exploiting many new features introduced in Tableau 10.

This course provides learners with valuable methods utilizing advanced calculations to solve complex problems. These techniques include using different types of calculations such as row-level, aggregate-level, and more. The user will be armed with an arsenal of advanced chart types and techniques to present information to various audiences using clear, efficient, and engaging dashboards

**Target Audience:** Individuals with experience with the fundamental concepts of Tableau who want to take their skills to the next level or want to prepare themselves to be a Tableau power user

Course Code	Days of Training	Dates	Cost	Credits
I8502	2	Sept 9-10; Sept 13-14; Oct 6-7; Oct 11-12	\$880	1.2CEUs

### Tableau Desktop Level 3: Visual Analytics

In this two-day course, the user will learn how to use visual analytics to meet their business need using Tableau. This course provides the user to prototype, develop and deploy the final dashboard. Create filled maps and use any shape file. They will discover the basic to advanced features of Tableau Public, creating filters and actions to allow greater interactivity to visualizations and dashboards

**Target Audience:** Individuals with Tableau level 1 & 2 experience

Course Code	Days of Training	Dates	Cost	Credits
18503	2	Sept 22-23; Oct 25-26	\$880	1.2CEUs

### Analyzing Data with Power BI

This course will provide the user with a comprehensive understanding of how to analyze data with Power BI. The course includes creating visualizations, the Power BI Service, and the Power BI Mobile App. It starts with the introduction to Self-Service BI Solutions and Business Intelligence. Some of the topics included: Introduction to Data Analysis and Data Visualization, viewing reports, creating a Power BI report and dashboard, using Excel and Databases as your Data Sources for Power BI, shaping and combining Data, and many others.

**Target Audience:** The primary audience for this course is BI professionals who need to analyze data utilizing Power BI. The secondary audiences for this course are technically proficient business users

Course Code	Days of Training	Dates	Cost	Credits
11082	4	Sept 7-10; Oct 19-22; Nov 30-Dec 3	\$1440	2.4CEUs



## DATABASE EXPERTISE

### Microsoft Certified Solutions Associate (MCSA): SQL 2016 Database Administration

#### Administering a SQL Database Infrastructure (SQL Server 2017)

This course provides learners with the knowledge and skills to maintain a Microsoft SQL Server 2017 database. The course focuses on teaching individuals how to use SQL Server 2017 product features and tools related to maintaining a database.

This course is designed for customers who are interested in learning SQL Server 2017. It covers the new features in SQL Server 2017 and the critical capabilities across the SQL Server data platform.

**Target Audience:** The primary audience for this course is individuals who administer and maintain SQL Server databases. These individuals perform database administration and maintenance as their primary area of responsibility or work in environments where databases play a key role in their primary job. The secondary audience for this course is individuals who develop applications that deliver content from SQL Server databases.

Course Code	Days of Training	Dates	Cost	Credits
I20764	5	Sept 13-17; Oct 18-22; Dec 6-10	\$1800	3CEUs
Exam Code	Dates		Cost	Credits
70764	When applying, enter your selected date and time. It must be between Monday to Friday from 10AM to 3PM.		\$165	N/A

### Provisioning SQL Databases (SQL Server 2017)

This course provides learners with the knowledge and skills to install, upgrade and manage a Microsoft SQL Server 2017 database. The course focuses on teaching individuals how to use SQL Server 2017 product features and tools related to maintaining a database.

It is designed for customers who are interested in learning SQL Server 2017. The course covers the new features in SQL Server 2017 and the important capabilities across the SQL Server data platform, including working with databases, managing database storage options, planning to deploy and migrating a SQL Server to Microsoft Azure, and managing databases in the Cloud.

**Target Audience:** The primary audience for this course is individuals who administer and maintain SQL Server databases. These individuals perform database administration and maintenance as their primary area of responsibility or work in environments where databases play a key role in their primary job. The secondary audience for this course is individuals who develop applications that deliver content from SQL Server databases.

Course Code	Days of Training	Dates	Cost	Credits
I20765	5	Oct 4-8; Dec 6-10	\$1800	3CEUs
Exam Code	Dates		Cost	Credits
70765	When applying, enter your selected date and time. It must be between Monday to Friday from 10AM to 3PM.		\$165	N/A

### Certification and Exams

The MCSA: SQL 2016 Database Administration certification candidate must pass two exams

Certification	Exams
MCSA: SQL 2016 Database Administration	70764: Administering a SQL Database Infrastructure 70765: Provisioning SQL Databases

## HELPDESK EXPERTISE

### CompTIA A+ Certification

#### CompTIA A+ Certification Preparation Course 1

CompTIA A+ Certification Prep course is designed for the new 220-1001 exam. CompTIA A+ certified professionals are proven problem solvers. They support today's core technologies from security to cloud to data management and more. CompTIA A+ is the industry standard for launching IT careers into today's digital world. It is the only industry recognized credential with performance-based items to prove pros can think on their feet to perform critical IT support tasks in the moment. It is trusted by employers around the world to identify the go-to person in end point management and technical support roles. CompTIA A+ is regularly re-invented by IT experts to ensure that it validates core skills and abilities demanded in the workplace.

The Official CompTIA A+ Core 1 (Exam 220-1001) course provides the background knowledge and skills you will require to be a successful A+ technician. It will help you prepare to take the CompTIA A+ Core Series certification examination (Exam number 220-1001), in order to become a CompTIA A+ Certified Professional

**Target Audience:** Individuals who have basic computer user skills and who are interested in obtaining a job as an entry-level IT technician

Course Code	Days of Training	Dates	Cost	Credits
1421	5	Oct 18-22; Jan 3-7	\$1800	3CEUs
Exam Code	Dates		Cost	Credits
2201001	When applying, enter your selected date and time. It must be between Monday to Friday from 10AM to 3PM.		\$219 (ea.)	N/A

#### Certification and Exams

An A+ certification candidate must pass two exams. All candidates must pass the A+ Essentials exam and one additional exam depending on the area of specialty.

Certification	Exams
CompTIA A+	CompTIA A+ 2201001

## CompTIA A+ Certification Preparation Course 2

CompTIA A+ Certification Prep course is designed for the new 220-1002 exam. CompTIA A+ certified professionals are proven problem solvers. They support today's core technologies from security to cloud to data management and more. CompTIA A+ is the industry standard for launching IT careers into today's digital world. It is the only industry recognized credential with performance-based items to prove pros can think on their feet to perform critical IT support tasks in the moment. It is trusted by employers around the world to identify the go-to person in end point management and technical support roles. CompTIA A+ is regularly re-invented by IT experts to ensure that it validates core skills and abilities demanded in the workplace.

The Official CompTIA A+ Core 2 (Exam 220-1002) course provides the background knowledge and skills you will require to be a successful A+ technician. It will help you prepare to take the CompTIA A+ Core Series certification examination (Exam number 220-1002), in order to become a CompTIA A+ Certified Professional

**Target Audience:** Individuals who have basic computer user skills and who are interested in obtaining a job as an entry-level IT technician

Course Code	Days of Training	Dates	Cost	Credits
I422	5	Sept 27-Oct 1; Dec 6-10	\$1800	3.0CEUs
Exam Code	Dates		Cost	Credits
2201002	When applying, enter your selected date and time. It must be between Monday to Friday from 10AM to 3PM.		\$219 (ea.)	N/A

## Certification and Exams

An A+ certification candidate must pass two exams. All candidates must pass the A+ Essentials exam and one additional exam depending on the area of specialty.

Certification	Exams
CompTIA A+	CompTIA A+ 2201002

## Microsoft Dynamics 365

### Microsoft Dynamics 365 Customization and Configuration

This course provides students with detailed hands-on experience of setting up, customizing, configuring and maintaining the CRM components of Microsoft Dynamics 365

Attendees of this course will gain an in-depth understanding of the Dynamics 365 security model, learn how to customize the Dynamics 365 framework, create and maintain powerful workflows and business process flows and use solutions to package and deploy customizations across multiple Dynamics 365 environments.

**Target Audience:** This course is intended for Information workers, IT Professionals and Developers

Course Code	Days of Training	Dates	Cost	Credits
I55242	3	Sept 20-22	\$1080	1.8CEUs
Exam Code	Dates		Cost	Credits
MB2716	When applying, enter your selected date and time. It must be between Monday to Friday from 10AM to 3PM.		\$165	N/A

## INFORMATION SECURITY EXPERTISE

### CompTIA Security+ Certification

#### Security+ Certification

CompTIA Security+ is the primary course you will need to take if your job responsibilities include securing network services, devices, and traffic in your organization. You can also take this course to prepare for the CompTIA Security+ certification examination. In this course, you will build on your knowledge of and professional experience with security fundamentals, networks, and organizational security as you acquire the specific skills required to implement basic security services on any computer network.

**Target Audience:** This course is targeted toward the information technology (IT) professional, who has networking and administrative skills in Windows®-based Transmission Control Protocol/Internet Protocol (TCP/IP) networks; familiarity with other operating systems, such as Mac OS X®, Unix, or Linux; and who wants to further a career in IT by acquiring foundational knowledge of security topics; prepare for the CompTIA Security+ certification examination; or use Security+ as the foundation for advanced security certifications or career roles

Course Code	Days of Training	Dates	Cost	Credits
I551N	5	Sept 20-24; Dec 13-17; Jan 10-14	\$1800	3CEUs
Exam Code	Dates		Cost	Credits
SY0501	When applying, enter your selected date and time. It must be between Monday to Friday from 10AM to 3PM.		\$339	N/A

#### Certification and Exams

The Security+ certification candidates must pass one exam. Although not required, it is strongly recommended that candidates have their A+ Certification and Network+ certification or equivalent on-the-job experience.

Certification	Exams
CompTIA Security+	SY0501: Security+

## CompTIA PenTest+ Certification

### CompTIA PenTest+ Certification

CompTIA PenTest+ is a certification for intermediate-level cybersecurity professionals who are tasked with penetration testing to identify, exploit, report, and manage vulnerabilities on a network. PenTest+ assesses the most up-to-date penetration testing and vulnerability assessment and management skills necessary to determine the network's resiliency against attacks.

Successful candidates will have the intermediate skills and best practices required to customize assessment frameworks to effectively collaborate on and report findings and communicate recommended strategies to improve the overall state of IT security.

**Target Audience:** This course is targeted at Security officers, Auditors, Security professionals, Network Administrators, Firewall Administrators, Site administrators, Individuals concerned about the integrity of the network infrastructure

Course Code	Days of Training	Dates	Cost	Credits
166656	5	Oct 25-29; Dec 6-10	\$1800	3CEUs



## CISSP: Certified Information Systems Security Professional

### Certified Information Security Systems Professional (CISSP)

The CISSP has become the key certification for security professionals. Corporations are demanding experienced information security professionals with the certifications to prove it, to protect their information and assets.

(ISC)2 CISSP is more than just the best way to refresh and review your knowledge base for the CISSP certification exam. It's also the best way to maintain your access to the latest news regarding information system security issues, concerns, and countermeasures. This course is your best bet for making sure you're adequately prepared to take on the challenges inherent in a world of constantly evolving information.

**Target Audience:** The CISSP certification program is targeted at professionals with at least four years of experience in two domains and a college degree, or five years' experience in two domains without a college degree

Course Code	Days of Training	Dates	Cost	Credits
I9022	5	Sept 13-17; Oct 25-29; Dec 13-17	\$2200	3CEUs

## NETWORKING EXPERTISE

### CompTIA Network+ Certification

#### Network+ Certification Preparation for N10007

The CompTIA Network+ certification is an international industry credential that validates the knowledge of networking professionals. This course teaches the fundamentals of networking and prepares students for the Network+ certification exam. Through hands-on training and exercises, students learn the vendor-independent skills and concepts necessary for all networking professionals.

This training addresses the latest skills needed by technicians, such as basic principles on how to secure a network. It focuses on the topics covered in the exam, including network technologies, media, topologies, devices, management, tools and security.

**Target Audience:** Network+ Certification is suited for computer technicians who are searching for a challenging career in the administration and support of complex internetworking environments. Anyone who wants to learn about the fundamentals of Networking and TCP/IP

Course Code	Days of Training	Dates	Cost	Credits
I492	5	Oct 4-8; Nov 15-19	\$1800	3CEUs
Exam Code	Dates		Cost	Credits
N10007	When applying, enter your selected date and time. It must be between Monday to Friday from 10AM to 3PM.		\$319	N/A

#### Certification and Exams

The Network+ certification candidate must pass a single exam. Although not required, it is strongly advised to have your A+ Certification prior to taking the Network+ exam

Certification	Exams
Network+	N10007: Network+

## Cisco CCNA Certification

### Implementing and Administering Cisco Solutions (CCNA) v1.0

This course gives you a broad range of fundamental knowledge for all IT careers. Through a combination of lectures, hands-on labs, and self-study, you will learn how to install, operate, configure, and verify basic IPv4 and IPv6 networks. The course covers configuring network components such as switches, routers, and wireless LAN controllers, managing network devices, and identifying basic security threats. The course also gives you a foundation in network programmability, automation, and software-defined networking

**Target Audience:** This course is intended for Entry-level network engineers, Network Administrators, Network support technicians and Help desk technicians

Course Code	Days of Training	Dates	Cost	Credits
I1006	5	Sept 13-17; Oct 18-22; Nov 15-19; Dec 6-10; Jan 10-14	\$2200	3CEUs
Exam Code	Dates		Cost	Credits
100105	When applying, enter your selected date and time. It must be between Monday to Friday from 10AM to 3PM.		\$165	N/A

### Certification and Exams

The Cisco CCNA requires a single exam

Certification	Exams
Cisco® Certified Network Associate (CCNA)	200301 CCNA exam

## Microsoft Certified Solutions Associate (MCSA): Windows Server 2016

### Installation, Storage, and Compute with Windows Server 2016

This course is designed primarily for IT professionals who have some experience with Windows Server. It is designed for professionals responsible for managing storage and computations using Windows Server 2016 and who need to understand the scenarios, requirements, and storage and compute options available and applicable to Windows Server 2016.

This course will benefit Windows Server administrators who are relatively new to Windows Server administration and related technologies and want to learn more about the storage and compute features in Windows Server 2016.

**Target Audience:** IT professionals with general IT knowledge, who are looking to gain knowledge about Windows Server, especially around storage and compute technologies in Windows Server 2016

Course Code	Days of Training	Dates	Cost	Credits
I20740	5	Sept 20-24; Oct 25-29; Dec 6-10	\$1800	3CEUs
Exam Code	Dates		Cost	Credits
70740	When applying, enter your selected date and time. It must be between Monday to Friday from 10AM to 3PM.		\$165	N/A

## WEB PUBLISHING / ONLINE COLLABORATION EXPERTISE

### Microsoft Certified Solutions Expert (MCSE): Productivity Certification (SharePoint 2016)

#### Planning and Administering SharePoint 2016

This course will provide you with the knowledge and skills to configure and manage a Microsoft SharePoint Server 2016 environment. This course will teach you how to configure SharePoint Server 2016 and provide guidelines, best practices, and considerations that will help you optimize your SharePoint server deployment. This is the first course in a sequence of two courses for IT Professionals and will align with the first exam in the SharePoint Server 2016 IT Pro certification.

**Target Audience:** The course is targeted at experienced IT Professionals interested in learning how to install, configure, deploy and manage SharePoint Server 2016 installations in either the data center or the Cloud.

Course Code	Days of Training	Dates	Cost	Credits
I20391	5	Sept 13-17; Nov 15-19	\$1800	3CEUs
Exam Code	Dates		Cost	Credits
70331	When applying, enter your selected date and time. It must be between Monday to Friday from 10AM to 3PM.		\$165	N/A

#### Advanced Technologies of SharePoint 2016

This five-day course examines how to plan, configure, and manage a Microsoft SharePoint Server 2016 environment. Specific focus areas include implementing high availability, disaster recovery, service application architecture, Business Connectivity Services, social computing features, productivity and collaboration platforms and features, business intelligence solutions, enterprise content management, web content management infrastructure, solutions, and apps. The course also examines optimizing the Search experience, developing and implementing a governance plan, and performing an upgrade or migration to SharePoint Server 2016.

**Target Audience:** The course is targeted at experienced IT Professionals interested in learning how to install, configure, deploy and manage SharePoint Server 2016 installations in either the data center or the Cloud

Course Code	Days of Training	Dates	Cost	Credits
I20392	5	Sept 20-24; Nov 29-Dec 3	\$1800	3CEUs
Exam Code	Dates		Cost	Credits
70332	When applying, enter your selected date and time. It must be between Monday to Friday from 10AM to 3PM.		\$165	N/A

### Certification and Exams

The Microsoft Certified Solution Developer: Web Applications candidate must pass two exams - for more information, please visit the Microsoft Certifications website

Certification	Exams
Microsoft Certified Solutions Expert (MCSE): Productivity (SharePoint 2016)	<p><b>70331: Core Solutions of Microsoft SharePoint Server</b></p> <p><b>70332: Advanced Solutions of Microsoft SharePoint Server</b></p>

## PROJECT MANAGEMENT EXPERTISE

### PMI: Project Management Professional (PMP)

The Project Management Professional (PMP)® Certification program is led by the industry's top PMP instructors, who prepare you to pass the PMP® exam, earning one of the most valued credentials around.

The PMP® exam content is majorly focused on A Guide to the Project Management Body of Knowledge - Sixth Edition, (PMBOK® Guide) and other sources. This program features a wide variety of proven learning tools and study aids.

#### What you will receive:

- Expert-led lectures
- Real-life examples
- 35 PMI PDUs (Based on course delivery & assignment hours)
- Tips and tricks to conquer the exam
- Assistance with the PMI application process

#### To become a certified Project Management Professional, a student must have:

- A bachelor's degree and 4,500 hours of Project Management experience, and 35 hours of classroom instruction that relate to project management objectives (NetCom's PMP training satisfies this requirement) - OR - a High School diploma or equivalent and 7,500 hours of Project Management experience
- Supporting Documentation is required for the above qualifications
- Pass the PMP exam, which consists of 200 multiple-choice questions to be completed in 4 hours. NetCom's Project Management Professional (PMP) Certification course will prepare you for this exam

**Target Audience:** Project Managers, Associate Project Managers, Project Coordinators, Project Analysts, Project Leaders, Senior Project Managers, Team Leaders, Product Managers, Program Managers, Project team members seeking the PMP certification

Course Code	Days of Training	Dates	Cost	Credits
1445	5	Sept 13-17; Oct 18-22; Nov 15-19	\$2200	3CEUs

## ARCHITECTURAL DESIGN EXPERTISE

### AutoDesk AutoCAD 2021

#### AutoCAD 2021 Level 1: Essentials

Learn to design and shape the world around you using the powerful, flexible features found in AutoCAD® design and documentation software, one of the world's leading 2D and 3D CAD tools.

In this course, you will learn to navigate the AutoCAD user interfaces and use the fundamental features of AutoCAD. You will learn to use the precision drafting tools in AutoCAD to develop accurate technical drawings. You will also discover how to present drawings in a detailed and visually impressive way.

**Target Audience:** Professionals who want unparalleled creative freedom, productivity, and precision for producing superb 3D modeling

Course Code	Days of Training	Dates	Cost	Credits
18807	3	Sept 8-10; Oct 13-15; Nov 15-17; Dec 13-15	\$1080	1.8CEUs

#### AutoCAD 2021 Level 2: Intermediate

Discover the powerful tools and techniques for drawing, dimensioning, and printing 2D drawings in this course that enables you to reuse content and extract information from your drawings. With an understanding of the tools and concepts you'll learn in class, you can begin to streamline the design process and become more productive with AutoCAD.

**Target Audience:** Professionals who want unparalleled creative freedom, productivity, and precision for producing superb 3D modeling

Course Code	Days of Training	Dates	Cost	Credits
18808	2	Sept 13-14; Oct 18-19; Nov 18-19; Dec 16-17	\$720	1.2CEUs



**AutoCAD 2021 Level 3: Advanced**

AutoCAD 2021: Advanced introduces advanced techniques and teaches you to be proficient in using the AutoCAD software. It is done by teaching you how to recognize the best tool for the task, the best way to use that tool, and how to create new tools to accomplish tasks more efficiently

**Target Audience:** Professionals who want to excel expertise in AutoCAD

Course Code	Days of Training	Dates	Cost	Credits
18809	3	Sept 15-17; Oct 20-22; Nov 22-24; Dec 20-22	\$1080	1.8CEUs



# PERSONAL DEVELOPMENT PORTFOLIO

## PERSONAL DEVELOPMENT PORTFOLIO

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.

<b>Action Grammar .....</b>	<b>79</b>
<b>Bridging Different Learning, Decision-Making and Communication Styles .....</b>	<b>79</b>
<b>Charting Your Course: Developing and Implementing Your Vision.....</b>	<b>80</b>
<b>Citywide Standardized Customer Service .....</b>	<b>81</b>
<b>Collaborative Negotiation .....</b>	<b>82</b>
<b>Communicate with Power, Purpose and Impact! .....</b>	<b>83</b>
<b>Communicating Effectively in Challenging Environments .....</b>	<b>84</b>
<b>Communicating for Results .....</b>	<b>84</b>
<b>Communicating with Diplomacy, Tact and Credibility .....</b>	<b>85</b>
<b>Creating and Delivering Powerful Presentations .....</b>	<b>86</b>
<b>Daring Greatly: Becoming My Best Self .....</b>	<b>87</b>
<b>Developing Dynamic Listening Skills .....</b>	<b>87</b>
<b>How to Flex Your Communication Style .....</b>	<b>88</b>
<b>Managing Multiple Priorities .....</b>	<b>88</b>
<b>Presenting Persuasively in a Virtual Medium.....</b>	<b>89</b>

**Process Mapping for Process Improvement.....90**

**Take Control of Your Workday: Plan, Organize & Thrive .....91**

**Writing Effective and Efficient Email.....92**

**Writing in Plain Language & Clinic .....93**

## Action Grammar

This class is designed for those who want to improve their mastery of grammar, punctuation and usage. We will begin by focusing on the five most frequently made errors in business writing. Then participants will learn how to edit written material to eliminate sentence fragments, run-on sentences and incorrect verb tenses. We will also review material to make sure the tone is appropriate for the workplace. Participants will work on individual and group exercises.

### Objectives:

- Learn the correct use of the pronouns me, myself and I, the difference between it's and its, when to use affect and effect, and how to punctuate material with quotation marks
- Eliminate sentence fragments and run-ons
- Use the correct verb tense
- Understand how to create a professional tone

**Target Audience:** Individuals who want to refresh or enhance their ability to write according to the standards of current business writing

Course Code	Days of Training	Dates	Cost	Credits
C8143	Two half-days	Sept 27 & 29 (9:00am-12:30pm)	\$250	.6CEUs/8CPEs 6PDCs

## Bridging Different Learning, Decision-Making and Communication Styles

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 we interact most effectively with others.

### Objectives:

- Gain an understanding of various learning, decision-making and communication styles
- Gain awareness of your own predominant style(s) and the styles of others
- Understand the 3 dimensions of thinking and how these influence your decision-making and that of others
- Become conscious of how you communicate based on your predominant style(s)

**Target Audience:** Staff at all levels

Course Code	Days of Training	Dates	Cost	Credits
C8145	Two half-days	Oct 12 & 13 (1:30pm-5:00pm)	\$250	.6CEUs/8CPEs 6PDCs

## 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	Credits
C6075	Two half-days	Aug 30 & Sept 1 (9:00am-12:30pm)	\$250	.6CEUs/8CPEs 6PDCs



## 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	Credits
C7816	Two half-days	Nov 9 & 10 (1:30pm-5:00pm)	\$250	.6CEUs/8CPEs 6PDCs

## 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	Credits
C6063W	One half-day	Sept 24 (9:00am-12:30pm)	\$150	.3CEUs/4CPEs 3PDCs



## Communicate with Power, Purpose and Impact!

By the end of this course, participants will have acquired verbal confidence through skills they can immediately apply to their professional interactions. These changes will help employees develop a stronger, more dynamic vocal presence.

### Objectives:

- Project a voice to match their talent, skill and expertise
- Build verbal confidence to impact business interaction
- Deliver a message with clarity and enthusiasm
- Deliver their message more strategically
- Apply strategies for confident communication on a daily basis
- Gain insights into communication on and off the virtual platform

**Target Audience:** Staff at all levels

Course Code	Days of Training	Dates	Cost	Credits
C8148	One half-day	Oct 14 (1:30pm-5:00pm)	\$150	.3CEUs/4CPEs 3PDCs



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

## Communicating Effectively in Challenging Environments

As our work environments continue to change and evolve, our skill sets grow as well even when the environment is challenged. "Communicating Effectively in Challenging Environments", is designed for those who need a variety of strategies and those who welcome the hidden opportunities that exist during times of virtual work. Learn tips for more effective messaging and task completion while being more efficient. This is an active program in a virtual format in order to demonstrate best practices as well as give participants a chance to practice their remote communication skills.

### Objectives:

- Best practices in remote communication
- How to navigate communication changes in a fluid environment
- Communication efficiencies for different work scenarios
- Understand how to communicate what "right" looks like for you and those you work with
- Reduce frustration in communication lag times
- How to establish your priorities with others

**Target Audience:** Staff at all levels

Course Code	Days of Training	Dates	Cost	Credits
C8149	Two half-days	Oct 7 & 8 (9:00am-12:30pm)	\$250	.6CEUs/8CPEs 6PDCs

## 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	Credits
C6064	Two half-days	Sept 1 & 2 (1:30pm-5:00pm)	\$250	.6CEUs/8CPEs 6PDCs

## 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 Styl
- 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	Credits
C6076	Four half-days	Sept 14-15 & 29-30 (1:30pm-5:00pm)	\$485	1.2CEUs/16CPEs 12PDCs

*\*Class cost includes a fee for assessments*

## 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	Credits
C9185W	Two half-days	Sept 23 (All participants- 1:30pm-5:00pm) Sept 24 (Presentations- 10:00am- 12:00pm or 12:30pm-2:30pm or 3:00pm-5:00pm)	\$375	.5CEUs/7CPEs 5PDCs

\* Note: All participants will attend the first day's afternoon session. Participants will be broken into small groups and be scheduled to attend one 2-hour presentation session on the subsequent class date.

## 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	Credits
C6067	Two half-days	Aug 26 & 27 (1:30pm-5:00pm)	\$250	.6CEUs/8CPEs 6PDCs

## 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	Credits
C2508	Two half-days	Nov 1 & 3 (9:00am-12:30pm)	\$250	.6CEUs/8CPEs 6PDCs

## How to Flex Your Communication Style

To become a better communicator and gain commitment from others, you need to understand your own style first—and then how to flex it. Discover your own preferred style and evaluate the opportunities and challenges of that style in working with others.

Learn how to adapt your style while under stress—when confronted with someone of an opposite style, a different gender or generation. Equip yourself with the tools to communicate appropriately in just about every business situation. Your colleagues and superiors will surely take note, as communication skills are a critical and highly valued career booster!

### Objectives:

- Explore how style impacts the image others have of you
- Identify strategies to flex your style to gender, generation and position
- Understand how style affects your communication effectiveness
- Recognize how stress impacts your style and planning for better outcomes

**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	Credits
C8154	Two half-days	Nov 18 & 19 (9:00am-12:30pm)	\$250	.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:

- Clarify and set work and personal goals and objectives
- Develop skills that get you organized and help you stay organized
- Take charge of time
- Identify and keep top priorities in motion when everything is important
- Recognize and overcome “productivity killers”
- Utilize planning and organizational tools to measure and monitor progress

**Target Audience:** Individuals who need to balance multiple tasks and manage their time

Course Code	Days of Training	Dates	Cost	Credits
C5044	Two half-days	Oct 18 & 19 (1:30pm-5:00pm)	\$250	.6CEUs/8CPEs 6PDCs

## Presenting Persuasively in a Virtual Medium

Attention is a perishable commodity. The test every speaker faces is capturing the audience's attention and keeping it. While this is no small feat when you are face to face, the challenge increases significantly when you communicate over a virtual platform like WebEx, Skype or BlueJeans. Today, this ability to be persuasive in a virtual medium is no longer just a nice-to-have; it's a must-have. You will leave this program with a clear sense of the 2 or 3 essential practices you can hone to improve your next virtual delivery for increased impact and clarity.

### Objectives:

- Gain a renewed appreciation for their power when communicating virtually
- Understand the basic and advanced functionality of the Zoom platform including Breakout Rooms, Polling, Screen Sharing, and Troubleshooting participant issues
- Be able to adapt their content to the challenges of this reduced window of attention and understand how to use that content, moment by moment, to maintain engagement
- Understand how to use questions, listening, curiosity, humor, and inclusion to capture and increase participant involvement
- Have identified 2 behaviors (inflection, gestures, animation, pace, pausing, clearing, etc.) they will need to practice in order to increase the power of their authentic presence online

**Target Audience:** Staff that must, remotely or virtually, deliver a convincing message, lead a team or provide a briefing of any kind to an internal or external audience

Course Code	Days of Training	Dates	Cost	Credits
C8509W	One half-day	Sept 21; Sept 23 (9:00am-12:30pm)	\$150	.3CEUs/4CPEs 3PDCs

## Process Mapping for Process Improvement

Everyone in any job has processes to follow in order to do their job. This session will help anyone who wants to improve those processes so that their jobs are accomplished better, faster or easier. Process Mapping is the foundational tool of all Process Improvement programs, including both Lean and Six Sigma. It is also a fundamental tool of ISO 9000 certification, the international quality management standard for organizations. This session describes the different types of process maps, when to use each, and how to use them to identify improvement opportunities in work processes. This course is also a good intro to our White Belt Six Sigma class.

### Objectives:

- Learn how process mapping leads to business process improvement
- Discover how to identify business opportunities in your organization
- Choose the appropriate type of map
- Learn Do's and Don'ts of effective mapping
- Learn how to use your new skills to get immediate results

**Target Audience:** Anyone involved with any work process that could use improving

Course Code	Days of Training	Dates	Cost	Credits
C8531W	Two half-days	Oct 18 & 20 (1:30pm-5:00pm)	\$250	.6CEUs/8CPEs 6PDCs



## 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	Credits
C6081	Two half-days	Aug 25 & 26 (9:00am-12:30pm)	\$250	.6CEUs/8CPEs 6PDCs

## Writing Effective and Efficient Email

This workshop focuses on the process used by professionals to fulfill their email needs. Through real-time email exercises on computers networked with other classmates in the workshop, the course enables participants to create clear, concise, complete, courteous, and correct email. You will reap the benefits of using this efficient, user-friendly mode of communication for your intended purpose.

### Objectives:

- Define the purpose of your email message
- Distinguish among the necessary details to support your purpose without overloading your readers
- Develop techniques for checking the tone of your email
- Revise and edit email for completeness, clarity, and conciseness
- Manage your email system effectively: attaching, copying, filing, responding, and more

**Requirements:** Registered participants should bring email samples for professional feedback. Confidentiality guarantee

**Target Audience:** Professional staff who write frequent internal and external emails as part of their daily work routine

Course Code	Days of Training	Dates	Cost	Credits
C4260	Two half-days	Aug 23-24; Nov 29-30 (1:30pm-5:00pm)	\$250	.6CEUs/8CPEs 6PDCs

## Writing in Plain Language & Clinic

The Federal Plain Language Writing Act of 2010 requires government employees to write in a plain language that is “simple and easy to understand, with the goal of minimizing uncertainty and litigation “. The one-day workshop and half-day clinic are designed to provide you with the tools to write in plain language while maintaining a level of professionalism reflective of your position and agency. You will have many opportunities to practice the course principles through writing, revising, editing, and proofreading activities.

The workshop covers all the course content. You may bring to the seminar a work-related writing sample for a confidential review by the course leader. Between the workshop and half day clinic, approximately one month later, you will have an opportunity to write a new work-related assignment and e-mail it to the course leader. During the clinic, you will again receive confidential feedback on your writing development based on plain language principles. It is a computer-assisted course to reflect the way you write on the job

### Objectives:

- Organize ideas effectively
- Use visual design to reinforce the content
- Edit sentences for fluenc
- Use active and passive voice effectively
- Maintain conceptual and grammatical consistency in sentence structure
- Employ techniques to reduce verbiage and highlight key ideas
- Proofread messages for correct grammar and proper diction

**Target Audience:** Professional staff who need to convey complex language in simple terms to enhance readability

Course Code	Days of Training	Dates	Cost	Credits
C7833	Three half-days	Oct 28 (workshop – 1:30pm-5:00pm) and Oct 29 (workshop – 1:30pm-5:00pm) and Nov 18 (clinic –1:30pm-5:00pm)	\$485	.9CEUs/12CPEs 9PDCs



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# MANAGEMENT SUPERVISION PORTFOLIO

## MANAGEMENT & SUPERVISION PORTFOLIO

This portfolio offers a broad range of development opportunities for managers and supervisors. Programs link to the core competencies necessary to manage within our public-sector environment, and include navigating within the civil service framework.

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## Adaptive Leadership

Some supervisors and managers apply a “one size fits all” approach to dealing with employees and other key people in the workplace. They know that people are different – in personality, motivation and ability – but haven’t been able to respond differently because they are pressed for time, have tried options that didn’t work, worry about being seen as micromanagers if they provide too much direction, or fear things won’t get done right if they provide too little.

This highly interactive one-day workshop will help supervisors and managers vary their approach to dissimilar people in order to achieve better and more consistent outcomes with a diverse range of performers. Participants will develop strategies to raise their employees’ motivational and skill levels on different tasks and assignments.

### Objectives:

- Identify and expand their current leadership “comfort zone”
- Explain and practice four different styles of leadership
- Determine which leadership style is best for a particular situation
- Explore the importance of adaptability and flexibility
- Recognize the consequences of over-supervision and under-supervision
- Develop a personal action plan to apply behaviors and principles

**Target Audience:** Anyone serving formally or informally as a leader in the workplace

Course Code	Days of Training	Dates	Cost	Credits
C1237	Two half-days	Nov 9 & 10 (9:00am-12:30pm)	\$365	.6CEUs/8CPEs 6PDCs

\* The workshop will include a leadership self-assessment instrument, video, case studies, role plays, and small group as well as class discussions.

## Building High Performance Teams

If you think back to your favorite work experience it's almost certain that part of that memory is a close, cohesive, powerful team environment. Effective teamwork is a massive advantage at work and this program is proven to both inform and enhance high performance teams. You will learn to understand the process of team development, apply specific tools to create and enhance working relationships, accurately assess team issues, and understand how different working styles and strengths can be leveraged to build a real high-performance team.

### Objectives:

- Understand a 7-stage model that articulates the steps towards High Performance Teamwork
- Identify behaviors that point to a breakdown in each of the 7 stages
- Create a toolkit of potential solutions for challenges at each of the 7 stages
- Develop specific strategies for enhancing team performance on the job

**Target Audience:** Directors, Managers, Supervisors and Professionals

Course Code	Days of Training	Dates	Cost	Credits
C8112	Two half-days	Sept 14 & 15 (9:00am-12:30pm)	\$250	.6CEUs/8CPEs 6PDCs

## Data Analysis with Python

This course covers the fundamental concepts of how to leverage the Python programming language for data analysis. The course will include the basic syntax of Python as it relates to performing basic exploratory data analysis, as well as how to create impactful charts, graphs, and other information visualizations using NYC Open Data for operational decision making.

### Objectives:

- Define what Python is and why it is useful
- Explore how Python structures data and the difference between Python and Excel
- Open a dataset in Python and shape it into a usable structure for analysis
- Create a visualization and calculate summary statistics of a dataset in Python
- Download and open data from the NYC Open Data Portal
- Conduct a simple data analysis using NYC Open Data
- Demonstrate how Python can be used to build a data-driven culture in the workplace

**Target Audience:** Analysts with basic programming knowledge and/or experience performing advanced analysis in Excel (nested formulas with conditionals, pivot tables, and macros)

Course Code	Days of Training	Dates	Cost	Credits
C7907	Two half-days	Nov 16 & 17 (1:30pm-5:00pm)	\$250	.6CEUs/8CPEs 6PDCs



## Data Analytics for Managers

This course introduces participants to the concept of data-driven decision making and management. Participants will 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. Participants will also learn how to assess the right analytical tools to manage projects, processes, and analytic staff within their departments.

### Objectives:

- Using data to meet departmental and organizational goals
- Understanding what data/information is needed for effective planning and decision making
- Benchmarking as it relates to project development
- Visualizing data for informative reports and presentations
- Working to achieve measurable outcomes
- Identify the concerns and opportunities of working with government open data

**Target Audience:** Managers, supervisors, and team leaders involved in data analysis

Course Code	Days of Training	Dates	Cost	Credits
C4311	Two half-days	Oct 26 & 27 (1:30pm-5:00pm)	\$250	.6CEUs/8CPEs 6PDCs



## Data Visualization with Excel

Do you want to turn Excel into a strategic new tool? Whether you are a manager or an analyst, data visualizations can help you explore new ways to get and transform your data into actionable insights. This course has both a lecture and a lab component. The first half of this course will provide an in-depth look into the data visualization process and explain how to get past the pitfalls that most often stand in the way of creating effective visualizations. In the lab portion of the course, participants will gain hands on experience working with data from Open Data NYC and create data visualizations using advanced techniques in Microsoft Excel.

### Objectives:

- Understand the data visualization process
- Discover pitfalls that can result in disastrous visualizations
- Gather, combine, and transform data from multiple sources
- Analyze and visualize real world data sets
- Utilize Excel to create meaningful and effective data visualizations

**Target Audience:** Managers, supervisors, project leaders, and data professionals with prior experience in Excel

Course Code	Days of Training	Dates	Cost	Credits
C7817	Two half-days	Dec 1 & 2 (1:30pm-5:00pm)	\$250	.6CEUs/8CPEs 6PDCs

## Delegation and Time Management

This course focuses on skills for organizing, planning, and prioritizing work assignments. Participants will learn strategies for developing short and long-term plans to delegate, track, monitor, and ensure successful completion of their unit's work.

### Objectives:

- Analyze and improve work processes
- Develop a personalized daily/monthly plan to accomplish goals
- Identify and address time wasters
- Manage interruptions and crises
- Delegate work to appropriate staff
- Overcome resistance to delegation

**Target Audience:** Managers and Supervisors responsible for delegating and balancing multiple tasks

Course Code	Days of Training	Dates	Cost	Credits
C2004	Two half-days	Oct 22 & 25 (9:00am-12:30pm)	\$250	.6CEUs/8CPEs 6PDCs

## Develop the Leader in You

Leverage Core Energy to Jump Start Your Transition to Management

Transitioning into Management/Leadership can be both exciting and overwhelming as you learn to navigate a new role and manage team dynamics. Building a strong foundation starts from within. Before you can successfully lead and manage others, it's important to understand the energy you bring, how you show up and the impact you have. In this highly interactive training, participants will enhance their leadership style and learn new skills, techniques and tools to positively connect with, communicate, empower, lead and develop others for success.

### Objectives:

- Explore a management mindset and the role of a manager/leader
- Understand the key characteristics of success
- Learn the dynamics of Core Energy: how you show up, how to shift your energy and the impact that has on your leadership style
- Lead with intention to enhance your ability to connect and engage others
- Put into practice new communication tools and techniques to empower and inspire

**Target Audience:** Emerging leaders, Team Leaders, Supervisors, Managers

Course Code	Days of Training	Dates	Cost	Credits
C8059	Two half-days	Oct 5 & 6 (9:00am-12:30pm)	\$250	.6CEUs/8CPEs 6PDCs

## Emotional Intelligence: The Key to Effective Leadership

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 workshop is designed to help people in leadership positions increase their EQ (emotional quotient). High EQ Leaders are more productive because they gain cooperation from others and use their intuitive knowledge to make decisions and solve problems. EQ is vital for implementing change and leading high-performing teams.

### Objectives:

- Acquire emotional literacy to read people, situations and yourself more effectively
- Identify ways to choose your emotional responses, instead of getting triggered by them
- Develop techniques to use emotional energy positively to move self and others forward
- Practice techniques to manage non-productive emotional behaviors
- Describe how to use the five key EQ competencies
- Generate methods to apply EQ to diverse on-the-job circumstances

**Target Audience:** Managers and supervisors in leadership roles

Course Code	Days of Training	Dates	Cost	Credits
C9207	Four half-days	Oct 26-29 (9:00am-12:30pm)	\$485	1.2CEUs/16CPEs 12PDCs

## Engaging Teams Through Turbulent Times

Change is occurring at unprecedented rates – it is happening faster, more frequently, and with increased complexity. Organizations call upon employees not just to carry on, but to remain engaged and highly productive amidst constant changes. Human beings naturally prefer consistency and predictability and, thus, tend to resist change. Yet it's in everyone's interest to be able to see the opportunities inherent in change. Now, more than ever before, employees need to develop skills to effectively cope with uncertainty by managing change.

This highly practical and experiential workshop will allow you to reflect on, assess and plan for current or anticipated changes that are top-of-mind for you. It will give you the skills to recognize your, and others', reactions to change. It will help you to model and facilitate productive behaviors despite environmental uncertainty and turbulence, and to do so without losing sleep or slowing down. Managers will acquire a practical set of tools to apply with their direct reports to maintain trust, productivity and quality of work under constantly changing organizational conditions. Your hands-on learning will occur through self-assessment, interactive exercises, group discussions and action planning.

### Objectives:

- Assess your personal disposition toward change, and learn to anticipate others' reactions to change
- Build confidence in your personal ability to thrive during constant change
- Understand the key distinction between the operational and human sides of change; acquire skills to effectively navigate both
- Learn how to identify, manage and, ultimately, overcome resistance to change
- Identify practical strategies to maintain employee engagement and productivity during organizational transitions and turbulence

**Target Audience:** Supervisors, Managers, Team Leaders

Course Code	Days of Training	Dates	Cost	Credits
C8116	Two half-days	Nov 4 & 5 (9:00am-12 30pm)	\$250	.6CEUs/8CPEs 6PDCs

## Essential Skills for Leaders

Are you an emerging leader in your organization? Are you in a new leadership role? This course is targeted to help develop your leadership style and create professional success. It's also a perfect course for seasoned leaders who want to re-charge their skills.

In this course, you will learn how to set expectations and goals, assign work, implement delegation, provide productive feedback, and manage your time and your team's time to align with their duties and responsibilities. You will also learn strategies for special situations such as being promoted from within the team. We'll cover the important qualities and attributes that a great leader possesses and discuss how you can own and implement them. We will also delve deeper into how you can identify candidates early for potential leadership roles, build competencies in others, pair others with mentors, provide training and support, establish peer networking and provide continuous growth opportunities for yourself. Participants will walk away armed with skills to strengthen their own leadership skills and motivate their team.

### Objectives:

- New leaders will receive a foundation of necessary skills to be successful
- Gain strategies and tools to use to connect with your team, gain trust and build rapport
- Develop or enhance skills learned to dramatically increase performance of your team

**Target Audience:** Anyone currently in a leadership position or anyone who aspires to be in a leadership role

Course Code	Days of Training	Dates	Cost	Credits
C8062	Two half-days	Oct 5 & 6 (9:00am-12:30pm)	\$250	.6CEUs/8CPEs 6PDCs

## Excel Tools: Summarizing Data

This course will address one of the most significant challenges managers face today: making sense of the data they already have. Being able to quickly and efficiently summarize and analyze information is essential to making better business decisions. Using Excel, participants will practice some of the most effective techniques of summarizing and displaying data to extract actionable intelligence quickly and accurately.

### Objectives:

- Basic functions
- Specific functions: Average, Count, Round, If Then, Nested If, Concentrate, PMT, Using Ranges, VLookup and Time and Date functions
- Specific Excel features: Sorting, Consolidating, Eliminating of Duplicates, multiple sheet references, and Using Basic Pivot Tables

**Prerequisites:** Basic math skills, Excel Part 1

**Target Audience:** Managers, supervisors, and team leaders involved in data analysis

Course Code	Days of Training	Dates	Cost	Credits
C4312	Two half-days	Dec 8 & 9 (1:30pm-5:00pm)	\$250	.6CEUs/8CPEs 6PDCs



## Fundamentals of Supervision

This workshop offers participants an introduction to the issues, challenges, and typical situations related to supervising “frontline” employees. Participants will learn basic skills and be introduced to the key techniques that they will need to function effectively in their supervisory role. Emphasis will be placed on the supervisor as part of a management team committed to developing excellence in government.

### Objectives:

- Recognize the challenges of public sector supervision
- Propose strategies to work with a diverse workforce effectively
- Communicate performance objectives for effective staff performance
- Develop leadership practices that encourage commitment and teamwork
- Employ delegation as a work method that benefits both the supervisor and subordinates
- Coach staff members for top performance
- Master conflict management skill

**Target Audience:** Managers, supervisors, and team leaders who assume a leadership role

Course Code	Days of Training	Dates	Cost	Credits
C1044	Four half-days	Dec 7-8 & 14-15 (9:00am-12:30pm)	\$485	1.2CEUs/16CPEs 12PDCs

## Giving Feedback and Getting Results

This course is a one-day practicum devoted to helping managers and supervisors practice the skill of providing feedback to employees. Using a variety of “real life” scenarios, participants will engage in multiple role plays to provide descriptive, effective feedback to an employee. Participants will receive ongoing “feedback” from their peers on their coaching abilities.

### Objectives:

- Identify positive feedback as a performance improvement mechanism
- Apply various types of feedback approaches
- Coach employees when poor performance is a problem
- Give feedback in a descriptive, specific, timely and clear manner
- Engage in difficult conversations with employee
- Develop employees by implementing the coaching process

**Target Audience:** Supervisors, managers and team leaders

Course Code	Days of Training	Dates	Cost	Credits
C2704	Two half-days	Nov 15 & 17 (9:00am-12:30pm)	\$250	.6CEUs/8CPEs 6PDCs

## How Leaders Build Trust: The Key to Performance & Ability to Change

Trust is the oil that greases the wheels of accomplishment. It is the basis of relationships that allow for team collaboration and coordination. When trust is present, staff are more engaged, take more risks, and propose innovative solutions and strategies. How does a leader build more trust? What attitudes and behaviors create obstacles to trust? Learn the neuroscience behind becoming a better, more trusted leader. In this interactive session, managers will discuss past and present leadership situations from a trust perspective in order to produce better results in the workplace.

### Objectives:

- Define team/organizational trust and why it is important for high performance and the ability to change
- Assess each leader's current levels of trust, generate fundamental characteristics how to further develop them
- Explore factors of trust in different one-on-one leadership situations, as both leader and follower
- Understand the neuroscience of trust and apply the neuroscience to leader statements
- Learn a framework for measuring trust as low, conditional or high, and how to move others along the continuum to create change
- Learn and practice 4 tools that great leaders employ to generate trust
- Identify the leaders' mindset, values, beliefs and assumptions that impact an ability to grow team/organizational trust
- Compare how several thought leaders incorporate trust into their results-producing and leadership frameworks
- Identify and learn how participants can apply this information with their teams/organizations

**Target Audience:** Managers, Supervisors, Team Leaders who want to develop high performing teams

Course Code	Days of Training	Dates	Cost	Credits
C8065	Two half-days	Aug 23 & 24 (9:00am-12:30pm)	\$250	.6CEUs/8CPEs 6PDCs

## Interpersonal Strategies

Being able to respond to difficult, stressful or sensitive interpersonal situations in ways that reduce or minimize potential conflict and facilitate successful outcomes is essential to creating a collaborative work environment. Interpersonal Strategies will focus on assessing your current communication and behavioral styles and offers approaches to leverage your strength and ability to understand yourself and others. Through the use of a self-assessment tool, participants will be able to identify and differentiate styles and approaches to real-world situations and develop interpersonal strategies—and the “savvy”—to achieve positive outcomes.

### Objectives:

- Developing strategies to build better relationships—on all levels—both inside and outside the organization
- Building rapport for developing alliances and gaining trust
- Using diplomacy and tact in workplace interactions
- Diffusing “high-tension” situations comfortably

**Target Audience:** Functional Managers and Supervisors

Course Code	Days of Training	Dates	Cost	Credits
C7525	Two half-days	Nov 9 & 16 (1:30pm-5:00pm)	\$250	.6CEUs/8CPEs 6PDCs



## Lean Six Sigma: Introduction to Process Improvement (White Belt Certificate)

Are you feeling the pressure of getting more done with less time and resources?

Achieving excellent results on a daily basis is a challenge. Often, employees and managers stretched beyond full capacity. In this seminar, participants will develop an understanding of proven methods for being more creative and resourceful when performing daily tasks. These methods, including eliminating wasteful task steps, reducing errors and improving efficiency, will result in improved productivity.

Lean Six Sigma provides tools and techniques to streamline work processes, improve time management, and produce higher quality work while delighting internal and external customers. These tools are now widely used in many government agencies and institutions.

At the completion of this program, participants will earn a Lean Six Sigma White Belt certificate

### Objectives:

- Identify the history, purpose, and goals of Lean Six Sigma
- Develop Process Mapping and Value Stream Mapping Skills
- Perform a Root Cause Analysis to solve problems at work
- Improve methods of achieving higher productivity and reducing errors
- Use new streamlined methods of accomplishing tasks and projects

**Target Audience:** Managers, supervisors, project leaders, and employees who are performing a leadership role

Course Code	Days of Training	Dates	Cost	Credits
C7784	Four half-days	Nov 22-23 & Dec 2-3 (9:00am-12:30pm); Nov 1, 3, 5, 8 (1:30pm-5:00pm)	\$485	1.2CEUs/16CPEs 12PDCs

## Lean Six Sigma: Process Improvement Initiatives (Green Belt Certificate)

Lean Six Sigma provides tools and techniques to streamline work processes, improve time management, and produce higher quality work while delighting internal and external customers. These tools are now used in many government agencies and institutions.

Participants will be able to create strategies for Leading Lean Six Sigma Teams and implementing Lean Six Sigma projects. Applying the tools can result in reducing errors, improving efficiency and better teamwork. Participants will design and present a plan for implementing a Lean Six Sigma Project.

### Objectives:

- Identify the history, purpose and goals of Lean Six Sigma
- Develop Process Mapping and Value Stream Mapping Skills
- Perform a Root Cause Analysis to solve problems at work
- Improve methods of achieving higher productivity and reducing errors
- Master key Lean Six Sigma tools including Project Management, Change Management, Customer Needs Assessments, Risk Analysis, and other tools
- Identify key drivers and develop metrics and evaluate cost savings
- Successfully lead and motivate project teams
- Design and implement Lean Six Sigma Projects

**Prerequisite:** Lean Six Sigma: Introduction to Process Improvement (White Belt Certificate)

**Target Audience:** Managers, supervisors, project leaders, and employees who are performing a leadership role

Course Code	Days of Training	Dates	Cost	Credits
C7785	Eight half-days	Dec 6-9 & 13-16 (9:00am-12:30pm); Aug 30-Sept 1 & Sept 13-15 & Sept 27-28 (1:30pm-5:00pm)	\$1000	2.4CEUs/32CPEs 24PDCs

## Management Essentials: Building Your Foundation to Management Success

The most significant part of a manager's role that many are unprepared for or overwhelmed by is the new responsibility of managing, motivating and developing others. In this interactive, virtual 1-day core training, you will walk away with the essential management insights and tools to set you up for success.

With a focus on Communication & Coaching, you will learn the “how-to's” of effective conversations, setting expectations, feedback, listening to learn and listening to connect.

Understand the importance of intention to engage and develop talent. Explore the benefits of delegating, why we don't and how to for maximum impact for both you and your employee. You will learn and put into practice new skills and tools to build confidence in your ability to communicate with, engage and empower your team.

### Objectives:

- Introduction to Management: the role, expectations and mindset of a manager
- Understand your Energy and how you show up
- Deep dive into the core concepts of Communication & Coaching through the intention of developing talent for peak performance
- Create an Action Plan to put into practice new management and communication tools and techniques to empower, develop and inspire others

**Target Audience:** Emerging Leaders, Team Leaders, Supervisors, Managers

Course Code	Days of Training	Dates	Cost	Credits
C8119	Two half-days	Sept 20 & 21 (9:00am-12:30pm)	\$250	.6CEUs/8CPEs 6PDCs



## Project Management

This workshop will cover the structures and practices of Project Management with the overlay of engagement and collaboration strategies. The focus will be on identifying and defining project objectives, efficiently and effectively coordinating project tasks, and applying the right processes and tools for managing a project team.

### Objectives:

- Understand project management terms and knowledge areas
- Create a Project Charter that incorporates a project scope, a project plan with deliverables, time frames, resources, and risk analysis
- Incorporate tools from other methodologies such as: appreciative inquiry, storytelling, open space, and world café
- Utilize tools that facilitate workflow and accountability
- Communicate project-related information accurately and effectively
- Discover techniques for making project management meetings more dynamic and participatory
- Leverage collaboration to get projects done better, faster, cheaper, and greener
- Explore creative methods for effective problem solving

**Target Audience:** Professionals responsible for leading project initiatives

Course Code	Days of Training	Dates	Cost	Credits
C7756W	One half-day	Sept 13 (9:00am-12:30pm)	\$150	.3CEUs/4CPEs/ 3PDCs



## Psychological Dimensions of Leading and Supervision

This course is intended for employees in leadership and supervisory roles – or for high potentials who already carry responsibility and seek to advance into such roles. Through experiential group learning and reflective exercises, participants acquire a deeper understanding of latent group dynamics that can inhibit, or support, group cohesion. One of the functions of leadership is to motivate people to accept responsibility and to be more autonomous in pursuing shared goals and in meeting their own, and others', needs in the workplace. Participants gain insight into how to recognize and manage psychological aspects of group functioning to reduce the negative effects of deep emotions, such as fear, on group and individual behavior and workplace performance. They gain self-awareness and practice articulating and advocating for themselves and others. In doing so, they learn how to recognize, and avoid, counterproductive behaviors (e.g., blaming, scapegoating) that can disrupt cooperative efforts to achieve shared aims.

### Objectives:

- Understand how unconscious individual and group processes influence motivation and decision-making in the workplace
- Understand the psychological defense of projection and how it plays into group dynamics such as scapegoating
- Identify aggressive and passive (e.g., fight vs. flight) approaches to handling workplace challenges and faulty group processes
- Learn ways to facilitate inclusiveness to gain the benefits of group synerg
- Enhance the ability to persuade and influence others, and to advocate to meet need
- Gain insight and skills to manage workplace conflict constructively

**Target Audience:** Managers and Supervisors

Course Code	Days of Training	Dates	Cost	Credits
C8072	Two half-days	Dec 21 & 22 (9:00am-12:30pm)	\$250	.6CEUs/8CPEs 6PDCs



## Storytelling for Leaders: Telling Stories for Results

In today's multi-cultural world of rapid organizational change, leaders need to communicate to employees and stakeholders in a quick and compelling way. Storytelling is a persuasive and powerful communications tool for driving specific outcomes in the workplace. We are hardwired to find meaning and understanding through a well-told story. People don't always extract useful information from graphs or PowerPoint presentations. People connect to stories—they are how we make sense of the world around us. Strategic storytelling, using different narratives, can spark action or change and help employees find deeper meaning in their work

### Objectives:

- Learn different narrative styles needed to communicate objectives and mission
- Share Knowledge
- Spark Action
- Lead people into the Future
- Tame the grapevine of unproductive gossip and rumors

**Target Audience:** Leaders, Managers, Team-leads, and Professionals interested in learning how to use storytelling to drive business results

Course Code	Days of Training	Dates	Cost	Credits
C8082W	One half-day	Sept 10; Sept 17 (1:30pm-5:00pm)	\$150	.3CEUs/4CPEs 3PDCs

## Strategic Delegation: Leading a Team to Success

Understanding how to delegate appropriately for team success is a management skill many organizational leaders lack. Leaders are more productive, their teams experience more wins, and their agencies experience optimal performance when those at the helm delegate appropriately. This class is designed to help leaders both understand the importance of pre-meditated delegation for time management and agency success and to enable leaders to identify their own strengths & weaknesses, allowing them to delegate strategically and better manage their time. It will help leaders identify the strengths of their team members—learning to whom they should delegate what for greatest productivity. Through a thoroughly hands-on learning experience, participants will begin to master the science of strategic delegation, (what, when, to whom, how).

### Objectives:

- Gain a general understanding of their individual productivity
- Obtain perspective on the quality of their daily time management and learn ways to improve it
- An awareness of the importance of prioritizing and delegation for success
- A deeper understanding of the science and practice of delegation
- Identify three types of authorities you can delegate
- Major reasons why leaders find delegation challenging
- How to harness the ability to delegate using trust, empowerment, and motivation as tools in the delegation process

**Target Audience:** This course is designed for leaders and managers looking to increase individual and team productivity by leveraging existing human resources

Course Code	Days of Training	Dates	Cost	Credits
C8074	Two half-days	Nov 30 & Dec 1 (9:00am-12:30pm)	\$250	.6CEUs/8CPEs 6PDCs

## Supervising Challenging Employees

This 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.

### Objectives:

- Recognize whether the challenge is from the employee, the situation or the relationship
- Distinguish effective from ineffective responses to challenging employees
- Focus on goals and outcomes instead of personality and process
- Negotiate “performance agreements”
- Solicit and offer feedback more comfortably
- Influence people through their own values and motivation
- Cope productively with personality differences
- Create dialogue through improved active listening and questioning skills
- Measure and increase mutual TRAC ratings (trust, respect, affection, and confidence)

**Target Audience:** Managers and supervisors seeking effective ways for supervising “challenging” employees

Course Code	Days of Training	Dates	Cost	Credits
C9038	Four half-days	Dec 7-10 (9:00am-12:30pm)	\$485	1.2CEUs/16CPEs 12PDCs

## Tackling Challenging Conversations

Collaboration, efficiencies, and performance rely on strong relationships and effective communication. Yet, when facing challenging conversations, people regularly struggle with broaching the topics. Often, they opt to avoid the conversations entirely, hoping that situations will resolve themselves. Or, they engage their counterparts without skill, worsening tenuous conditions while jeopardizing relationships. A better option exists. In this workshop, professionals build skills that allow them to tackle a variety of relational challenges with colleagues and clients, alike.

### Objectives:

- Proactively broach difficult conversation
- Transition tense situations into constructive opportunities for improvement and relationship building
- Diffuse hostility and relational stresses through effective communication
- Increase learning through communication
- Manage differences more effectively and productively

**Target Audience:** Managers and Supervisors

Course Code	Days of Training	Dates	Cost	Credits
C8076W	One half-day	Oct 1 (9:00am-12:30pm)	\$150	.3CEUs/4CPEs 3PDCs

## Team Building Through Work and Social Styles

Quite often, leaders lack an understanding of their work and social style and are equally unfamiliar with their team member's styles. Their teams frequently function in poor working environments where unique working styles are neither appreciated nor leveraged, and both productivity and interpersonal relationships are affected. This has an adverse impact on individual and agency performance. This course is designed to help leaders develop insights about their behavioral strengths and weaknesses related to their style and to enable leaders to identify and utilize team members' styles to make sound decisions when attempting to build successful teams or to enhance an existing team's performance. Through a thoroughly hands-on learning experience, participants will be able to identify work and social style, appreciate its impact on work and interpersonal relationships, and ultimately on organizational productivity.

### Objectives:

- Gain an understanding of participant's individual work and social style
- Identify team members' styles
- Obtain perspective of the relationship between style, working environment, and organizational productivity
- Build awareness of a team's stages: forming, storming, norming, and performing
- Learn how to harness working styles to build successful teams or enhance an existing team's performance
- Learn innovative ways to develop productive work and interpersonal relationships

**Target Audience:** Leaders and Managers that are looking to build successful teams or are interested in learning how to optimize an existing team's performance to positively impact organizational productivity

Course Code	Days of Training	Dates	Cost	Credits
C8127	Two half-days	Oct 20 & 21 (9:00am-12:30pm)	\$250	.6CEUs/8CPEs 6PDCs





NAME LINDSAY	NAME LINDSAY
AGENCY EVD	AGENCY EVD
NAME PETER	NAME JENNIFER LARSEN
AGENCY DCAS	AGENCY EVD

A man with a beard and a diamond-patterned sweater is sitting at the table, looking towards the left. He has his hand near his chin, appearing to be listening or thinking.

An older woman with short white hair and glasses is sitting at the table, looking down at a notebook and writing.

A woman with dark hair is sitting at the table, looking towards the left. She has her hand near her chin, appearing to be listening.

A man with curly hair and glasses is sitting at the table, looking towards the right. He is holding a pen near his mouth.

A man with curly hair is sitting at the table, looking towards the right. He is holding a pen and writing on a piece of paper.

# PROFESSIONAL PRACTICES PORTFOLIO

## PROFESSIONAL PRACTICES PORTFOLIO

These courses and programs are designed for specific communities-of-practice to allow for continuity in networking, collaboration, and knowledge sharing. Whether you are an HR professional or in the Energy, Audit, Procurement or IT community, you can find programs geared specifically to your field of expertise

<b>Audit Professionals</b> .....	122
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(Located in the Technology Skills Portfolio)	
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(Located in the NYC Specific Portfolio)	

# AUDIT PROFESSIONALS

## Audit Evidence and Documentation

Government Auditing Standards require performance auditors to ensure that findings and recommendations are supported by sufficient, relevant and competent evidence documented in working papers. Analyze the types of evidence and the tests that evidence must meet. Learn methods for collecting and documenting types of evidence needed to support your reports and to meet professional standards. Discover the benefits of referencing and how your audit objectives and design strategy affect the data required to conduct the audit.

### Objectives:

- Identify and apply the government auditing standards that pertain to audit evidence and documentation
- Describe the types, tests and sources of evidence, how evidence is collected and how it can be documented
- Apply appropriate methods in collecting and recording evidence to assure the competence of the evidence
- Design an audit to identify and obtain sufficient, relevant evidence that will satisfy the audit's objectives using a step-by-step process and a matrix to document the design
- Describe the purpose, types and forms, basic principles and information elements of audit documentation
- Explain reasons and demonstrate methods for indexing, safeguarding and cross-referencing audits
- Describe responsibilities for supervisory review of audit documentation and the benefits of referencing the audit report to the documentation

**Target Audience:** New and intermediate auditors with limited exposure to the subject will benefit

Course Code	Days of Training	Dates	Cost	Credits
A7011	2	Sept 9-10 (9:00am-5:00pm)	\$1500	1.2CEUs/16CPEs



## Data Analytics: Tools and Techniques for Auditors

This seminar is a condensed, quick paced overview on the principles, tools, techniques and applications of data analytics within a contemporary audit environment. Large amounts of electronic data present an enormous challenge and opportunity to identify trends, correlations, levels of compliance, activity, risks, possible fraud, errors, and otherwise hidden causes and effects in financial, performance and operational activity.

This seminar will demonstrate the application of software and a case study to demonstrate the power of available tools to extract, sort and identify specific information for from databases and the cloud. This seminar will also explore approaches to using data to identify risks and outliers, monitor activity and display and chart results for reporting and presentation, as well as current industry data trends and threats.

### Objectives:

- Explain the importance of data analytics in auditing
- Identify patterns and outliers quickly to make decisions on what to analyze
- Describe the difference between structured and unstructured data
- Use the Data Analysis Maturity Model and identify your organization's maturity
- Practice on multiple case studies doing analysis with an audit specific data analysis tool
- List common data analysis tools that can be used in auditing
- Explain various trends in data analysis, data architecture, and data governance and their implications on auditing

**Target Audience:** Managers, Leaders, Auditors, Analysts, Evaluators and Investigators

Course Code	Days of Training	Dates	Cost	Credits
A9509	1	Oct 14 (9:00am-5:00pm)	\$475	.6CEUs/8CPEs

## Enterprise Risk Management: Executive Seminar

This seminar is designed for managers, auditors, analysts and executives responsible for mission and mission support risk assessment over financial and performance activities including implementing the Federal Manager's Financial Integrity Act and OMB Circular A-123. It is also designed for auditors and evaluators who need to understand the application and role of risk management and assessing internal control in sustaining organizational performance, efficiency, effectiveness and accountability. The seminar topics are based on a combination of the Gao Green Book, Standards for Internal Control, the COSO Standards for ERM and the award-winning and best-selling textbook, "Enterprise Risk Management: A Guide for Government Professionals." The seminar provides discussion, real life case study examples and application exercise.

### Objectives:

- Understand the need for ERM
- Describe risk in government
- Understand leadership accountability for enterprise risk management
- Identify strategies for building a risk culture
- Use ERM to define risk to strategic goal
- Articulate the role of ERM in the budget environment

**Target Audience:** Executives, Managers, Analysts, and Auditors responsible for mission and mission support risk assessment over financial, operational and performance activities

Course Code	Days of Training	Dates	Cost	Credits
A9510	1	Nov 3 (9:00am-5:00pm)	\$475	.6CEUs/8CPEs

## Presentation Skills for Auditors

Presentation Skills for Auditors is designed to help auditors assess and improve their ability to make clear, well-structured and convincing presentations. Auditors at all levels must use the power of clear communication and the power of persuasion to give effective formal and informal presentations, including briefings to audit management, budget committees, auditees and others.

An effective presentation requires a focused message that addresses the concerns of the audience and is well organized and skillfully delivered. This is a practical course where participants will prepare, give and critique several presentations with the opportunity for self-assessment, coaching and improvement.

### Objectives:

- Analyze your audience
- Organize your presentation effectively
- Deliver your message skillfully
- Handle audience questions
- Use visuals to help convey your message
- Manage the tensions related to public speaking

**Target Audience:** Auditors and related staff who want to learn new skills and seasoned presenters who want to continue to sharpen existing skills through practice and coaching

Course Code	Days of Training	Dates	Cost	Credits
A9511	1	Dec 1 (9:00am-5:00pm)	\$475	.6CEUs/8CPEs

## ENERGY MANAGEMENT PROFESSIONALS

### Energy Management Institute (EMI)

DCAS Energy Management, in partnership with the City University of New York (CUNY) School of Professional Studies (SPS), CUNY Building Performance Lab (BPL) and the Citywide Training Center (CTC), is pleased to announce our schedule for courses for Fall 2021.

The goal of EMI is to prepare City facilities personnel to make energy-smart decisions that will assist the City in meeting its green house gas (GHG) emissions reductions goals.

#### Important:

DCAS Energy Management (DEM) covers the cost of City staff participating in this training to improve the energy efficiency of building operations and maintenance, and to encourage building staff to develop, implement and monitor energy efficiency projects

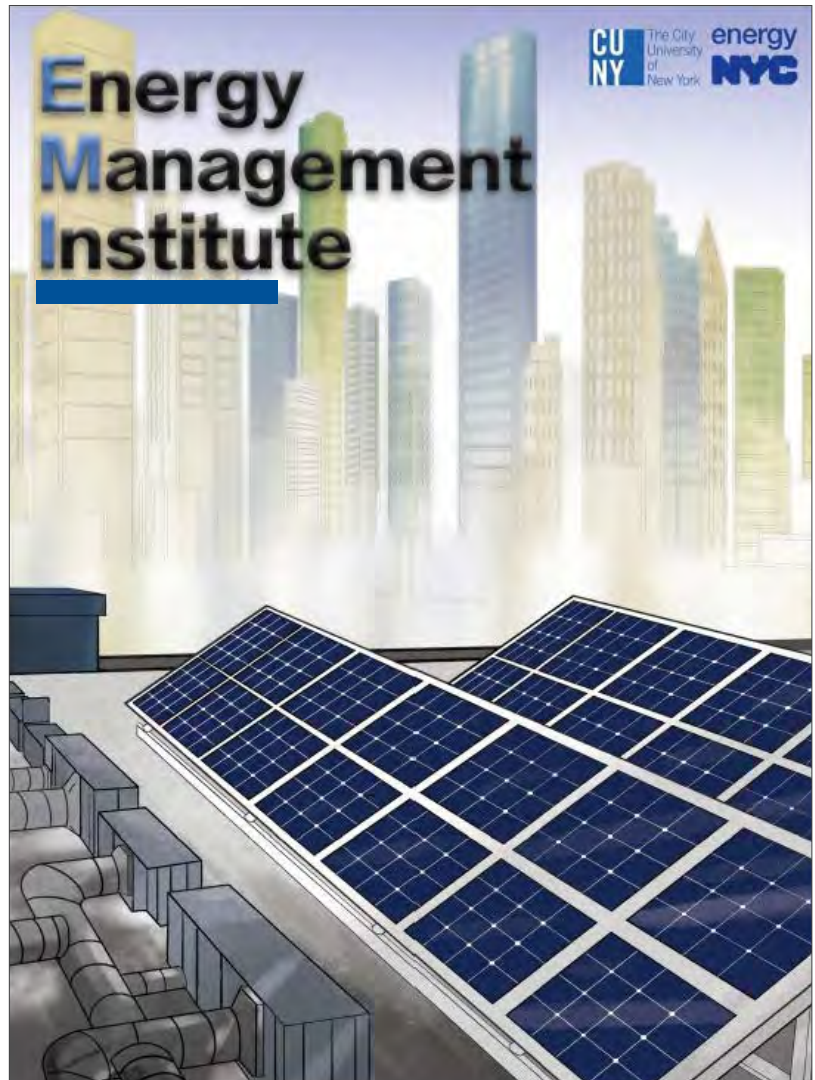
If a City employee registers for the course but drops out before satisfactory completion, a fee will be assessed to their agency's training department for a no-show or late cancellation per CTC cancellation policy. See course descriptions for respective fee amounts.

Please visit [www.nyc.gov/ctc](http://www.nyc.gov/ctc) for [Fall 2021 EMI Course Catalog](#) to view detailed information on all Energy Management Institute courses.

For registrations please visit:

<https://www1.nyc.gov/site/dcas/agencies/energy-management-institute.page>

For more information, please reach out to [EMltraining@sps.cuny.edu](mailto:EMltraining@sps.cuny.edu).



# ENERGY MANAGEMENT INSTITUTE

## Building Operator Certification-Level I

### Course Structure:

BOC-1 is the foundational energy efficiency course for building operators working in City facilities. It is designed to help building operators identify opportunities to make their facilities more energy-efficient so they can contribute to meeting City energy and emissions reductions goals. BOC-1 provides an overview of building systems and equipment, including electrical systems, mechanical systems, lighting technologies, and building controls. It also introduces students to energy data management and analysis and operational improvements that can improve energy efficiency and occupant comfort.

BOC-1 consists of 12 sessions taught by subject matter experts and 14 self-paced online modules. To successfully complete the course, students must attend all sessions and complete all online modules; take and pass four module-specific exams; and submit four practical project assignments focused on applying concepts learned in class to the facilities where they work. Students who do so can pursue the BOC-1 certification from the Northwest Energy Efficiency Council ("NEEC"). CUNY SPS and NEE work together to assist City staff in completing their paperwork for the credential and taking the certification exam.

### Target Audience:

- BOC-1 is open to building operators, facilities management staff, and other energy management staff working in City buildings. The course is especially well-suited to the following:
  - Building operators who may have limited formal building systems training, but have substantial on-the-job work experience with building systems
  - Energy management staff who already have received some energy efficiency training and are seeking to deepen their understanding of building system and equipment concepts. In general, energy management staff should take the Fundamentals of Building Systems course before enrolling in BOC-1.

### Prerequisites:

- DCAS "This Is DEM" video
- Microsoft Excel and Math Assessments

**\*\*\*To enroll, potential students should email the Course Registration Form to the CUNY SPS team at [EMltraining@sps.cuny.edu](mailto:EMltraining@sps.cuny.edu).\*\*\***

*Note: to confirm that they are ready to participate in BOC-1, potential students must complete two mandatory pre-course assessments: one focused on math skills and one focused on Microsoft Excel skills. Once potential students complete the registration process, CUNY SPS sends them a link to the two assessments. Each assessment takes about 15 minutes to complete. If a potential student does not achieve a satisfactory score on either or both assessments, they must take one or two self-paced online pre-courses before BOC-1 starts.*

**No Show Fee:**

If a City employee registers for this course and drops out before satisfactory completion and/or does not meet the course completion criteria, a "No Show" fee of \$1,875 will be assessed to their agency's training department in accordance with CTC's cancellation policy.

**Course Overview:**

Term: Fall 2021

Days: Thursdays

Classroom Sessions: Sept 23, 30; Oct 7, 14, 21, 28; Nov 4, 18; Dec 2, 16; Jan 6, 20.

Hours: 9:00am-4:00pm

Location: Virtual

Registration Deadline: September 10th, 2021

# ENERGY MANAGEMENT INSTITUTE

## Building Operator Certification-Level II

### Course Structure:

BOC-2 offers advanced training to City staff who meet the enrollment pre-requisites and want to further their building energy management skills. BOC-2 is comprised of six core modules: (1) Best Practices for High-Performance Operations and Maintenance ("O&M"); (2) Sensors, Calibration, and Transmitters; (3) HVAC Controls Optimization; (4) Energy Strategies: Control Sequences of Operation;

(5) Electrical Maintenance and Troubleshooting; and (6) Boiler Plant and Hydronic System High-Performance O&M.

BOC-2 consists of 21 sessions taught by subject matter experts, as well as 10 self-paced online modules. The course also includes field activities guided by subject matter experts and learning coaches. To successfully complete the course, students must attend all sessions and complete all online modules; take and pass module-specific exams; and submit practical project assignments focused on applying concepts learned in class to the facilities where they work. Students who do so can pursue the BOC-2 certification from the Northwest Energy Efficiency Council ("NEEC") CUNY SPS and NEEC work together to assist City staff in completing their paperwork for the credential and for taking the certification exam

### Target Audience:

BOC-2 is designed for students who have previous intensive energy management training or experience. Specifically, it is meant for students who have successfully completed BOC-1 and/or are Certified Building Operators ("CBOs"), Certified Energy Managers ("CEMs"), Certified Building Commissioning Professionals ("CBCPs"), or Certified Energy Auditors ("CEAs"). On a case-by-case basis, students may be able to substitute other advanced training or experience for these credentials; please reach out to CUNY SPS to request enrollment permission.

**\*\*\*To enroll, potential students should email the Course Registration Form to the CUNY SPS team at [EMltraining@sps.cuny.edu](mailto:EMltraining@sps.cuny.edu).\*\*\***

**No Show Fee:**

If a City employee registers for this course and drops out before satisfactory completion and/or does not meet the course completion criteria, a "No Show" fee of \$1,875 will be assessed to their agency's training department in accordance with CTC's cancellation policy.

**Course Overview:**

Term: Fall 2021

Days: Fridays

Classroom Sessions: Oct 15, 29; Nov 5, 12, 19; Dec 3, 10, 17; Jan 7, 14, 21; Feb 4, 18, 25; Mar 4, 11, 18; Apr 1, 8, 22, 29; May 6

Practical Project Work Week: Oct 22, Nov 26, Dec 24, Jan 28, Mar 25, Apr 15

Hours: 9:00am-4:00pm

Location: TBA

Registration Deadline: September 10th, 2021



# ENERGY MANAGEMENT INSTITUTE

## Fundamentals of Building Systems

### Course Structure:

Fundamentals is designed to provide foundational energy management knowledge for City staff. It provides an overview of critical building systems and equipment, including their relationship to energy consumption; explains electrical and mechanical engineering concepts pertinent to building operations; and introduces best practices for energy efficiency in City buildings. The course prepares students without a technical background to succeed in BOC-1.

Fundamentals consists of a half-day in-person introductory session, followed by ten self-paced online modules, and then a half-day in-person wrap-up session. The wrap-up session helps close out the online modules to ensure understanding. The online modules cover: (1) the building envelope; (2) the science of building systems; (3) HVAC, plumbing, and electrical building systems; (4) building controls; (5) occupant controls; (6) maintenance; (7) risks; (8) codes, zones, and regulatory requirements; (9) environmental factors; and (10) a wrap-up module. To successfully complete the course, students must attend the in-person sessions; finish all online modules; and take pre- and post-learning assessments given during the first and final class.

### Target Audience:

Fundamentals is designed for City energy management staff who are not building operators and do not have a technical background. Students enrolled in this course should not have primary job responsibility for managing building operations at their facility and/or extensive working knowledge of building systems and equipment. In most cases, Fundamentals is a pre-requisite for non-building operators who seek to complete BOC-1.

### Prerequisites:

- N/A

**\*\*\*To enroll, potential students should email the Course Registration Form to the CUNY SPS team at [EMITraining@sps.cuny.edu](mailto:EMITraining@sps.cuny.edu).\*\*\***

## Course Structure:

Fundamentals is designed to provide foundational energy management knowledge for City staff. It provides an overview of critical building systems and equipment, including their relationship to energy consumption; explains electrical and mechanical engineering concepts pertinent to building operations; and introduces best practices for energy efficiency in City buildings. The course prepares students without a technical background to succeed in BOC-1.

### Course Overview:

Term:	Fall 2021
Days:	Tuesdays (2)
Classroom Sessions:	Oct 26, Nov 9
Hours:	9:00am-1:00pm
Location:	TBA
Registration Deadline:	October 1st, 2021

## Target Audience:

Fundamentals is designed for City energy management staff who are not building operators and do not have a technical background. Students enrolled in this course should not have primary job responsibility for managing building operations at their facility and/or extensive working knowledge of building systems and equipment. In most cases, Fundamentals is a pre-requisite for non-building operators who seek to complete BOC-1.

## Prerequisites:

- N/A

**\*\*\*To enroll, potential students should email the Course Registration Form to the CUNY SPS**

# ENERGY MANAGEMENT INSTITUTE

## Introduction to Load Management

### Course Structure:

This course provides City staff with an overview of Load Management concepts and techniques aimed at finding ways in which to optimize your building's operation by reducing energy consumption. Led by an expert in energy engineering, the course is designed to equip staff with the essential information that they need to help their agencies participate in the City's Load Management Program and realize the benefits involved in doing so, including contributing to the City's target of 80% reduction in greenhouse gas emissions by 2050.

During the course, students will discover the policy context for load management, go through relevant load management concepts, discuss key examples, and learn to interpret load profiles, all in a effort to draw connections between your buildings' energy usage, and operations to identify savings opportunities. The course consists of a 6-hour interactive workshop held on a single day. The first part of the workshop involves lecture and discussion, while the second part is comprised of hands-on EnerTrac training, the City's tool for analyzing real-time metering data, with a focus on load profile analysis in a computer lab. To successfully complete the course, students must only attend the course; there are no out-of-class assignments.

### Target Audience:

Introduction to Load Management is open to all interested energy management staff, building operators, and facilities management staff at City buildings. The course does not require a technical background. Please note that DEM may give preference to staff at agencies targeted for near-term Load Management Program participation.

### Prerequisites:

- N/A

**\*\*\*To enroll, potential students should email the Course Registration Form to the CUNY SPS team at [EMltraining@sps.cuny.edu](mailto:EMltraining@sps.cuny.edu).\*\*\***

**No Show Fee:**

If a City employee registers for the course but drops out before satisfactory completion, a fee of \$400 will be assessed to their agency's training department for "No Show" in accordance with the CTC cancellation policy.

**Course Overview:**

Term: Fall 2021  
Days: Tuesday (1)  
Classroom Sessions: Dec 14  
Hours: 9:00am-4:00pm  
Location: TBA  
Registration Deadline: October 1st, 2021

# ENERGY MANAGEMENT INSTITUTE

## Load Management Training & Coaching

### Course Structure:

Load Management Training and Coaching ("LMTC") is designed to provide building operators with hands-on support in implementing Load Management measures at your buildings to optimize energy usage. LMTC teaches operators how to utilize their real-time metering data, trending data from your Building Automation Systems ("BAS") and/or data loggers to apply Building Re-tuning ("BRT") practices to your building to save energy. While LMTC is a new offering for FY20, on average, students who have participated in similar trainings have achieved total energy consumption savings of 10% at their buildings.

LMTC will be spread amongst nine in-person sessions. The first three sessions consist of lecture and discussion, where the instructor brings together LM and BRT concepts. The following six sessions consist of hands-on coaching, during which the CUNY BPL coaches and the DEM LM team will work closely with students to identify and implement operational improvements at their specific buildings. To successfully complete the course, students must attend all in-person sessions and complete designated out-of-class assignments. Support for the completion of the assignments will be provided by BPL and DEM LM engineers, including personalized site visits.

### Target Audience:

LMTC is open to interested energy management staff, building operators, and facilities management staff at City buildings where the following is encouraged but not required:

- Have successfully completed BOC-1.
- Are assigned to and/or are responsible for at least one agency building where major equipment can be controlled.
- Can access trend logging functions in a BAS/ BMS throughout the duration of the course.

Please note that DEM may give preference to staff at agencies targeted for near-term Load Management Program participation. In general, if Agency Energy Personnel seeks to enroll in this training offering, they should confirm that at least one building operator from their agency also will attend.

### Prerequisites:

- BOC-Level 1 and your building must have a BAS/BMS system

**\*\*\*To enroll, potential students should email the Course Registration Form to Elizabeth Taveras at [ETaveras@dcas.nyc.gov](mailto:ETaveras@dcas.nyc.gov). The DEM LM Team will work to confirm both that potential students meet the pre-requisites for the training offering and that their buildings are good near-term candidates for LM participation. Following this process, the DEM LM Team and CUNY SPS will place students in the most suitable cohort, such that they can participate alongside other staff from their own or similar agencies.**

\*\*\*

**No Show Fee:**

If a City employee registers for the course but drops out before satisfactory completion, a fee of \$1,875 will be assessed to their agency's training department for "No Show" in accordance with the CTC cancellation policy.

**Course Overview:**

Term: Fall 2021  
 Days: Wednesdays  
 Classroom Sessions: Aug 4, 18; Sept 1, 15, 29; Oct 13, 27; Nov 10  
 Hours: 9:00am-12:30pm  
 Location: TBA  
 Registration Deadline: September 10th, 2021

**Course Overview:**

Term: Fall 2021  
 Days: Thursdays  
 Classroom Sessions: Sept 9, 23; Oct 7, 21; Nov 4, 18; Dec 2, 16  
 Hours: 9:00am-12:30pm  
 Location: TBA  
 Registration Deadline: September 10th, 2021

**Course Overview:**

Term: Winter-Spring 2022  
 Days: Fridays  
 Classroom Sessions: Jan 7, 21; Feb 4, 18; Mar 4, 18; Apr 1, 15  
 Hours: 9:00am-12:30pm  
 Location: TBA  
 Registration Deadline: October 1st, 2021

**Course Overview:**

Term: Winter-Spring 2022  
 Days: Wednesdays  
 Classroom Sessions: Jan 12, 26, Feb 9, 23; Mar 9, 23; Apr 6, 20  
 Hours: 1:00pm-4:30pm  
 Location: TBA  
 Registration Deadline: October 1st, 2021

## PROCUREMENT PROFESSIONALS

As one of the nation's largest public contracting entities, New York City is dependent on a procurement workforce with high-level skills and knowledge in all areas of the procurement field. Procurement classes are intended to increase the professionalization of procurement staff at all employment levels, to provide staff development opportunities that will lead to improved efficiency and productivity in City procurement, to encourage innovation in procurement, and to foster excellence in all aspects of the procurement function.

### Conflicts of Interest Seminar for Procurement Professionals

This course provides an overview of the Conflicts of Interest Law, Chapter 68 of the New York City Charter. In-class case studies and practical exercises are used to provide participants with a general understanding of the Conflicts of Interest Law, how to avoid conflicts and appearances of conflict and the responsibilities of the Conflicts of Interest Board (COIB)

#### Objectives:

- Understand the Conflicts of Interest Law (including but not limited to: accepting gifts, reporting misconduct by others, post-employment restrictions)
- Determine to whom the law applies
- Know when to seek an opinion from COIB

**Target Audience:** Procurement personnel employed by the City of New York

Course Code	Days of Training	Dates	Cost	Credits
P4002	2 ½ hrs	Oct 13 (9:30am-12:00pm)	N/C	.25CEUs







# EXECUTIVE DEVELOPMENT PORTFOLIO

## EXECUTIVE DEVELOPMENT PORTFOLIO

This Portfolio offers an array of learning opportunities for mid- to-senior-level managers and executives throughout the City. Participants are introduced to next and best practices in management and leadership while learning from experts in areas such as neuroscience, leadership, organizational psychology, strategic change and innovation. Other opportunities in this portfolio include Executive Coaching, Assessment, Planning, and on-going skill development.

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## What is Organization Development?

**Organization Development** (OD) is a body of knowledge and practice that enhances organizational performance and individual development. The focus of an OD intervention can be individual, group(team) or organizational and take place and use methodologies and approaches that facilitate strategic planning, organization design, leadership development, change management, and performance management.

Citywide Organization and Executive Development (OED) partners with experts in the fields of Organizational Psychology, Neuroscience and Leadership, Business Management, and Social Science to offer relevant training and OD opportunities to agencies and individuals. Staff and faculty are committed to helping clients move toward more efficient and effective work models. All programs and classes offered within the Executive Development Portfolio are available for customization in support of ongoing agency initiatives.

## Assessment & Facilitation

Assessment and Facilitation programs are offered to managers and leaders who wish to gauge strengths and growth opportunities for their team. Assessments are administered by licensed practitioners who provide a context for how assessment results are to be interpreted and appropriately applied. Participants receive confidential, anonymous feedback and, through the use of an action or development plan, are offered tools to use to further increase their management capacity.



## The Leadership Institute

The Leadership Institute prepares a select group of outstanding mid-level agency executives to lead organizational change initiatives. The institute is organized into three sections – organizational diagnosis, direction setting, and implementation strategy – and looks at management frameworks and tools, and their application to organizational change in the public sector.

Participants are identified through a competitive selection process, and are introduced to state-of-the-art change models focusing on process and performance improvement during the program. Managers leave with an invaluable set of tools and a vast network of colleagues to support them as they implement change initiatives within City agencies.

Participants are selected to the Leadership Institute based on the results of an extensive application review and interview process. Additional information about the program can be found on the website at <https://www1.nyc.gov/site/dcas/agencies/leadership-institute.page> or by calling 212.386.0004.

## The Management Academy

The Management Academy is designed specifically for the City's new and emerging leaders. The Academy's goal is to expose participants to exceptional management practices and offer them an understanding of the formal and informal processes that drive City government. Through a series of workshops, the Academy stimulates analytical and creative thought to better equip its participants for meeting the daily challenges they face in increasing productivity and delivering service excellence.

The Academy focuses on three areas essential to management success in City government:

1. Developing and utilizing human resources,
2. Improving service delivery, and
3. Understanding the operational aspects of City systems.

Participants are selected to the Management Academy based on the results of an extensive application review and interview process. Additional information about the program can be found on the website at <https://www1.nyc.gov/site/dcas/agencies/management-academy.page> or by calling 212.386.0004.

## Executive Coaching

Executive Coaching is a vital tool used by agencies to facilitate professional growth and personal development for managers and executives. The practice offers clients the opportunity to examine current work behaviors, seek clarity and understanding, reevaluate assumptions and reframe problems as well as gain new insights. Coaches use a variety of methodologies to help clients gain an assortment of management and leadership tools which can be used at their disposal.

A coaching experience includes:

1. Preliminary meeting with Organization and Executive Development to assess coaching needs.
2. A review of coach profiles, and self-selection of a coach that best suits your work style.
3. Meeting with the Coach to...
  - a. agree upon desired outcomes resulting from your coaching relationship
  - b. establish a prescribed work-plan
  - c. determine meeting parameters
  - d. begin the work!

All of L&D's coaching options incorporate an assessment and feedback. For more detailed information on Executive Coaching, please call 212.386.0004.





## Frederick O'Reilly Hayes Prize

Frederick O'Reilly Hayes was a remarkable leader who was passionate about innovation in government service delivery. He pioneered management and analytic methods while crafting daring public policy and recruiting and mentoring a generation of public service minded leaders. His influence during his career spanned federal, state and local government, and he managed the largest municipal budget in the United States as Budget Director of the City of New York. Fred's dedication to improving the delivery of public service knew no bounds. He instilled this spirit of innovation and excellence to his associates who learned from his ideas, ideals and work.

To honor his career, promote his ideals, and enhance the attractiveness of public service careers, the Frederick O'Reilly Hayes Prize recognizes innovative contributions to the delivery of public services by emerging leaders in New York City government. The Prize seeks to reward public servants who have demonstrated a high degree of talent, commitment and accomplishment, and who anticipate continuing their careers in public service.

After a review of nomination packages, finalists are interviewed by The Hayes Prize Committee. Based upon the results of the interview a winner is selected. Additional information about the Hayes Prize can be found on the website at

<https://www1.nyc.gov/site/dcas/agencies/frederick-oreilly-hayes-prize.page>

or by calling 212.386.0004.



## The Hundred Year Association Awards Program

The Hundred Year Association of New York honors outstanding, permanent civil servants, and provides college scholarships for the children of New York City employees. Founded in 1927, The Hundred Year Association of New York is composed of professional, educational, religious and charitable organizations that have been in continuous operation in New York City for over a century. The Association has honored career civil service employees since 1958. In addition, since 1971, the Association has awarded college scholarships to the children of City employees. Two long-standing and prestigious awards are offered of the Hundred Year Association:

### Public Service Awards

#### The Isaac Liberman Public Service Awards (PSA)

### College Scholar Awards

#### The E. Virgil Conway College Scholar Awards (CSA)

Additional information about the 100 Year Association Awards Program can be found on the website at <https://www1.nyc.gov/site/dcas/agencies/hundred-year-association.page> or by calling 212.386.0004.













# CERTIFICATION & CREDIT BEARING PORTFOLIO

## CERTIFICATION & CREDIT BEARING PORTFOLIO

NYC employees can prepare for professional certifications and exams with training that is specific to their certification's requirements. L&D's current offerings include a wide variety of IT Certifications

<b>IT Professional &amp; Certification Courses</b> .....	58
(Located in the Technology Skills Portfolio)	





NAME: SUSAN  
AGENCY: NYDA

NAME: EVELYN  
AGENCY: NYCD

NAME: MILLA  
AGENCY: NYCD

NAME: AUDRETT  
AGENCY: FINANCE

NAME: SU...  
AGENCY: ...

# NYC SPECIFIC PORTFOLIO

## NYC SPECIFIC PORTFOLIO

L&D has partnered with City agencies to present programs to provide the resources and knowledge that are specific to all New York City agencies in areas such as Emergency Management, Conflicts of Interest, M/WBE Purchasing, Customer Service, and Diversity and Inclusion.

<b>CCHR Overview of the City Human Rights Law</b> .....	150
<b>Emergency Management Certificate Program</b> .....	151
<b>Equity &amp; Inclusion Courses</b> .....	152
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<b>Small Business Services M/WBE Courses</b> .....	162



# NYC SPECIFIC PORTFOLIO

## CCHR Overview of the City Human Rights Law

This workshop educates city employees on the legal protections and obligations under the NYC Human Rights Law (City Human Rights Law). It provides city agencies and employees with the skills and resources necessary to recognize and report discrimination, harassment, and bias. The workshop covers protections under the City Human Rights Law in employment, housing, and public accommodations, as well as discriminatory harassment, and bias-based profiling by law enforcement. It reviews categories of protection under the City Human Rights Law, such as race, gender, religion, disability, and many others. It also provides city employees with resources available at the Commission to better serve and assist clients and members of the public who seek services. A detailed description of how to file a complaint is covered, as well as information about retaliation as a violation of the City Human Rights Law, and penalties and remedies under the law.

### Objectives:

- Acquire a general understanding of protections against discrimination afforded under the City Human Rights Law
- Recognize the NYC Commission on Human Rights as a venue to file discrimination case
- Better assist clients and members of the public
- Identify and be aware of discrimination, harassment, bias, and retaliation when they occur in the context of protections afforded under the City Human Rights law
- Be better equipped to navigate the Commission's Complaint process and better guide members of the public as to this process, and how to report discrimination

**Target Audience: Staff at all levels**

Course Code	Days of Training	Dates	Cost	Credits
C8164	2 hrs	Oct 26; Dec 7 (10:00am-12:00pm)	N/C	.2CEUs/3CPEs 2PDCs

## EMERGENCY MANAGEMENT CERTIFICATE PROGRAM

The Emergency Management Certificate Program introduces City managers and supervisors to the fundamentals of emergency management and provides participants with an awareness and understanding of how the City of New York operates and responds to emergencies.

The suite of classroom and online courses that comprise the certificate will allow individuals to develop and refine their emergency management skill set. The curriculum is based on a series of essential courses regularly offered to New York City Emergency Management (NYCEM) employees and the emergency management community.

### AUDIENCE:

The Emergency Management Certificate Program is designed for managers and supervisors from a variety of disciplines but specifically for those who might support emergency operations in their home agency, in the field, or in the City's Emergency Operations Center (EOC)

### CERTIFICATE OBJECTIVES INCLUDE:

- Educate and train government employees on emergency management principles
- Explain Citywide Incident Management System (CIMS) Protocol and its application in New York City
- Provide participants with interdisciplinary emergency management training with an emphasis on "real world" experience
- Apply emergency management principles in problem-solving activities

In addition to classroom and online study, participants will engage in a culminating tabletop exercise with other program participants. Participants will have the opportunity to draw upon the knowledge that they have learned throughout the year and represent their agency in a tabletop exercise focused on an emergency scenario.

### TIMELINE:

Participants will have a calendar year to complete the suite of required classes which are offered multiple times throughout the year. The flexible nature of this program allows participants to enroll in and complete courses at their convenience. Instructor Led courses are usually held at NYCEM Headquarters, 165 Cadman Plaza East Brooklyn, NY 11201.

### REGISTRATION PROCESS:

Please email [NYCEMAcademy@oem.nyc.gov](mailto:NYCEMAcademy@oem.nyc.gov) for an application form if you are interested in participating in this program. Please note that Supervisor approval is required to participate. If selected, you will be provided access to our Learning Management System to begin coursework. Upon completion of the Emergency Management Certificate Program, you will receive a signed certificate of completion from NYCEM's Commissioner

# EQUITY & INCLUSION COURSES

## Building an Inclusive Culture: Understanding Unconscious Bias

This training will examine the importance of understanding the unconscious or hidden biases that inform our behaviors and decisions at work. Participants will learn the difference between conscious (explicit) and unconscious/hidden (implicit) bias, understand the different levels of bias, and how we interpret and make decisions using our individual lenses, layers and legacies. The training will examine several types of bias, which influence workplace relationships and inadvertently privilege some and exclude others.

### Objectives:

- Educate all employees as to how perceptions, personal beliefs, and opinions can lead to stereotyping and biased employment practices in the workplace.
- Provide employees with tools to identify such beliefs, determine whether such beliefs are adversely impacting their working relationships and decisions, and how to course correct such actions.

**Target Audience:** Staff at all levels

Course Code	Days of Training	Dates	Cost	Credits
C1078	1/2	Aug 24; Nov 9 (9:30am-12:30pm) or (1:30pm-4:30pm)	N/C	.3CEUs/4CPEs 3PDCs

## Can We Talk? The Power of Words

Uncomfortable, yet courageous conversations about systemic racism, equity, and social injustice, have highlighted how words can serve as an enabler or barrier to common understanding, equity, and inclusion. This course will heighten our awareness of the implicit/explicit power that words carry and provide participants with the tools to engage in effective and intentional communication.

### Objectives:

- Learning the art of communication
- Discussing the impact of bias in communications
- Exploring Emotional Intelligence (EQ) as a key enabler to inclusive communications
- Creating a personal commitment

**Target Audience:** Staff at all levels

Course Code	Days of Training	Dates	Cost	Credits
C8603W	1/2	Oct 18 (9:00am-12:30pm) Dec 3 (1:30pm-5:00pm)	N/C	.3CEUs/4CPEs 3PDCs



## Disability Etiquette: Inclusive Workplace Strategies for People with Disabilities (Webinar)

This training will review strategies and best practices for creating an inclusive environment for people with disabilities. Participants will be educated as to various myths or misconceptions about the disabled community, as well as develop competencies in interacting with persons with various disabilities.

### Objectives:

- To provide guidance on how to appropriately communicate with and engage people with disabilities, including employees, job applicants and members of the public.
- To promote the most current information about the disabled community to prevent incorrect/ biased assumptions.

**Target Audience:** Staff at all levels

Course Code	Days of Training	Dates	Cost	Credits
C8022	1 ½ hrs	Aug 25; Dec 6 (10:30am-12:00pm)	N/C	.15CEUs/2CPEs 1.5PDCs

## Everybody Matters (Webinar)

The City of New York is committed to serving its constituents most effectively by continuing to employ people of all backgrounds. We are proud that our employees represent a full spectrum of diverse backgrounds (i.e., cultural, ethnic, generational, religious, etc.) which mirror the community at large. We are committed to creating an innovative environment where people can be authentic and feel included and at the same time understand how to manage conflict across lines of difference. Everybody Matters is a highly interactive training experience designed to develop the inclusive leadership skills required for today's managers and individual contributors to be successful in leading a diverse employee team/department. The tools provided will assist participants, whether a manager or an individual contributor, to lead inclusively wherever they may be operating in the organization.

### Objectives:

- Develop inclusive behaviors that will create an environment where all employees feel valued, included, and engaged
- Utilize your skill set to better serve the vast diversity of all NYC communities
- Draw upon personal experiences to gain insight about inclusion

**Target Audience:** All employees who want to enhance their awareness of diversity and inclusion and its impact on employee work productivity, sustainability, and overall organizational engagement

Course Code	Days of Training	Dates	Cost	Credits
C1077W	1 ½ hrs	Sept 23; Dec 14 (9:00am-10:30am) or (1:30pm-3:00pm)	N/C	.15CEUs/2CPEs 1.5PDCs

## IgbTq: The Power of Inclusion

This training will facilitate awareness as to the emotional impact of being a member of the LGBTQ community and provide best practices guidance for how to create/promote an open and inclusive environment for this community. Participants will also receive specific guidance as to the correct and inclusive terminology related to the transgender community, City agencies' responsibilities under the Mayor's Executive Order 16 (EO 16) regarding the legal right of transgender and gender non-conforming persons to freely access the single sex facilities owned/operated by the City that most closely aligns with their gender expression or identity, as well as examples of behaviors that may violate EO 16.

### Objectives:

- Educate participants on the correct terminology and legislation regarding the LGBTQ community and employees in the workplace
- Understand relevant issues, such as, appropriate terminology, stages of transition, and inclusive workplace practices for the LGBTQ community
- Educate participants on the requirements under Executive Order 16 regarding access to the City's single-sex facilities

**Target Audience:** Staff at all levels

Course Code	Days of Training	Dates	Cost	Credits
C7767	½	Sept 1; Dec 2 (9:30am-12:30pm) or (1:30pm-4:30pm)	N/C	.3CEUs/4CPEs 3PDCs

## Managing the Multi-Generational Workforce: Leveraging the Talents of 5 Generations

Currently, five generations are working side by side. This melding of generations in the workplace has brought both benefits and challenges. With each generation comes a distinct set of skills but also different expectations that must be managed. Working remotely (during a pandemic) has also required us to become more nimble as an employer and to redefine ways to hold employees accountable.

This course will evaluate how our multi-generational workforce has reacted to the changed environment caused by the pandemic and how they can work together to leverage each other's talents. In addition, it will provide guidance for leadership on how they can tap into this and still maximize productivity across the different generations they are managing.

### Objectives:

- Learning the facts and nuances about the five generations in the workplace
- Discovering potential challenges when interacting with the different generations and ways to foster respectful communication
- Addressing stereotypes and learning best practices to confront age bias
- Developing an action plan to connect to all generations in your workplace

**Target Audience:** Staff at all levels

Course Code	Days of Training	Dates	Cost	Credits
C8606W	1/2	Oct 15; Nov 4 (1:30pm-5:00pm)	N/C	.3CEUs/4CPEs 3PDCs

## Reasonable Accommodation Procedural Guidelines

This training will review the City's Reasonable Accommodation Procedural Guidelines (Guidelines). Participants will become familiar with the reasonable accommodation review process under the City's Guidelines and the roles and responsibilities of relevant parties in the review process, as well as develop competencies in applying the Guidelines.

### Objectives:

- Understand the four bases for accommodation and the specific options for accommodation for each
- Understand the City's Reasonable Accommodations policy and the role of the Reasonable Accommodations (R/A) Guidelines
- Articulate all phases of the interactive/cooperative process and the importance of determining whether a reasonable accommodation exists
- Apply a uniform and consistent process for reviewing R/A requests

**Target Audience:** EEO Officers, Agency Personnel Officers and Disability Rights Coordinators

Course Code	Days of Training	Dates	Cost	Credits
C7788	1/2	Sept 24; Dec 8 (9:00am-12:30pm) or (1:30pm-5:00pm)	N/C	.3CEUs/4CPEs 3PDCs

## Structured Interviewing and Unconscious Bias

This training will examine the impact of unconscious bias on the employee interview and selection process. Participants will learn how to identify unconscious biases, the impact of bias on decision making, tools for making fair employment decisions and best practice guidance in this area, including a review of the Uniform Guidelines on Employee Selection Procedures (UGESP).

### Objectives:

- Develop inclusive behaviors that will create an environment where all employees feel valued, included, and engaged
- Utilize your skill set to better serve the vast diversity of all NYC communities
- Draw upon personal experiences to gain insight about inclusion

**Target Audience:** Hiring managers and supervisors

Course Code	Days of Training	Dates	Cost	Credits
C7790	1/2	Sept 14; Oct 5; Nov 5 (9:00am-12:30pm) or (1:30pm-5:00pm)	N/C	.3CEUs/4CPEs 3PDCs

## Structured Interviewing: Utilizing Follow-Up and Probing Questions

Structured Interviewing is a best practice that ensures organizations are able to identify the most qualified candidates. However, it can be challenging to use structured interviewing to evaluate a candidate's abilities. The purpose of this session is to help participants feel more comfortable with an interactive interview conversation. Participants will gain increased competency in conducting interviews according to structured interviewing protocols and will deepen their understanding of methods for asking probing follow-up questions, as well as engaging interviewees objectively to understand the range of skills that they bring to the position. This half day interactive session will include role plays, case scenarios to practice applicable skills.

**Objectives:**

- Obtain an overview of Structured Interviewing and the City's Interview Process
- Learn how to use Structured Interviewing practices in the context of unique situations to ask: Probing questions, Pertinent follow-up questions and to engage interviewees

**Prerequisite:** Structured Interviewing and Unconscious Bias

**Target Audience:** Hiring managers, EEO professionals and HR professionals who work with prospective candidates

Course Code	Days of Training	Dates	Cost	Credits
C8047	1/2	Sept 29; Oct 20; Nov 18 (9:00am-12:30pm) or (1:30pm-5:00pm)	N/C	.3CEUs/4CPEs 3PDCs



## Sexual Harassment Prevention (Webinar)

This training will facilitate awareness of the City’s prohibition on sexual harassment in its workplaces under applicable laws and the City’s Equal Employment Opportunity (EEO) Policy. Participants will learn the definitions of sexual harassment, a relevant legislation, the prevention techniques and a procedure for filing a complaint. This course will help the participants to create an environment that is free from sexual harassment.

**Topics included:**

- Definitions and examples of Sexual Harassmen
- How Sexual Harassment is a form of unlawful discrimination under federal, state and local law
- The role of the New York City Commission on Human Rights (NYC CHR), the New York State Division of Human Rights (NYS DHR), and the United States Equal Employment Opportunity Commission (US EEOC), and the complaint procedures
- The complaint process for employees, managers, and supervisors
- The prohibition of retaliation
- The importance of bystander intervention

**Target Audience:** Staff at all levels

Course Code	Days of Training	Dates	Cost	Credits
C7965W	2 hrs	Daily Based on Demand	N/C	N/A

## Small Business Services M/WBE Courses

### Best Practices for Goal Setting

This course will provide an overview of the City's M/WBE Program, with a focus on best practices for identifying M/WBEs for goal setting.

#### Objectives:

- Understand the City's M/WBE Program requirements, and how to identify M/WBEs and fill out the goal setting worksheet (GSW)

**Target Audience:** Appropriate for procurement analysts, procurement officers, contract officers project managers, and ALL new procurement staff across all purchasing areas

Course Code	Days of Training	Dates	Cost	Credits
P9042S	1/2	Sept 9 or Nov 18 (1:30pm-4:30pm)	N/C	.3CEUs

### Best Practices for M/WBE Networking and Outreach

This course will provide an overview of the City's M/WBE Program, with a focus on best networking and outreach.

#### Objectives:

- Understand the M/WBE Program requirements, procurement and best practices for networking and outreach

**Target Audience:** Appropriate for procurement analysts, procurement officers, contract officers project managers, and ALL new procurement staff across all purchasing areas

Course Code	Days of Training	Dates	Cost	Credits
P9034S	1/2	Dec 9 (1:30pm-4:30pm)	N/C	.3CEUs

## M/WBE Program Compliance and Administration

This course will provide an overview of the City's M/WBE Program, with a focus on M/WBE Program compliance and administration.

### Objectives:

- Understand the M/WBE Program requirements, and M/WBE Program compliance and administration

**Target Audience:** Appropriate for procurement analysts, procurement officers, contract officers project managers, and ALL new procurement staff across all purchasing areas

Course Code	Days of Training	Dates	Cost	Credits
P9032S	½	Oct 14 (1:30pm-4:30pm)	N/C	.3CEUs



# SUMMER-FALL 2021 CTC SCHEDULE

## Contact the CTC

Phone: 212.386.0005 or 212.386.6425

Fax: 212.313.3439

Email: [citywidetrainingcent@dcas.nyc.gov](mailto:citywidetrainingcent@dcas.nyc.gov)

Website: [www.nyc.gov/ctc](http://www.nyc.gov/ctc)

Unless noted, open enrollment classes are held from 9:00am to 5:00pm

## TECHNOLOGY SKILLS PORTFOLIO

### MICROSOFT OFFICE

Course Title	Code	Credits	Days	Dates	Cost
<b>Access 2016</b>					
Part 1	T4071	1.2CEUs/16CPEs	2	Sept 9-10	\$300
Part 2	T4072	1.2CEUs/16CPEs	2	Sept 20-21	\$300
<b>Access 2019</b>					
Part 1	T4073	1.2CEUs/16CPEs	2	Oct 7-8	\$300
Part 2	T4074	1.2CEUs/16CPEs	2	Oct 19-20	\$300
<b>Access for Office 365</b>					
Part 1	T4075	1.2CEUs/16CPEs	2	Nov 8-9	\$300
Part 2	T4076	1.2CEUs/16CPEs	2	Dec 8-9	\$300
<b>Excel 2016</b>					
Part 1	T3074	.6CEUs/8CPEs	1	Sept 1	\$150
Part 2	T3075	.6CEUs/8CPEs	1	Sept 17	\$150
Part 3	T3076	.6CEUs/8CPEs	1	Sept 29	\$150
<b>Excel 2019</b>					
Part 1	T3081	.6CEUs/8CPEs	1	Oct 13	\$150
Part 2	T3082	.6CEUs/8CPEs	1	Oct 25	\$150
Part 3	T3083	.6CEUs/8CPEs	1	Nov 3	\$150

MICROSOFT OFFICE

Course Title	Code	Credits	Days	Dates	Cost
<b>Excel for Office 365</b>					
Part 1	T3084	.6CEUs/8CPEs	1	Nov 15	\$150
Part 2	T3085	.6CEUs/8CPEs	1	Nov 24	\$150
Part 3	T3086	.6CEUs/8CPEs	1	Dec 13	\$150
Data Analysis with Pivot Tables	T3087	.6CEUs/8CPEs	1	Oct 15; Dec 17	\$150
<b>Outlook 2016</b>					
Part 1	T7071	.6CEUs/8CPEs	1	Sept 23	\$150
Part 2	T7072	.6CEUs/8CPEs	1	Oct 6	\$150
<b>Outlook 2019</b>					
Part 1	T7075	.6CEUs/8CPEs	1	Nov 12	\$150
Part 2	T7076	.6CEUs/8CPEs	1	Dec 15	\$150
<b>Outlook for Office 365</b>					
Part 1	T7077	.6CEUs/8CPEs	1	Jan 14	\$150
Part 2	T7078	.6CEUs/8CPEs	1	Jan 20	\$150
<b>PowerPoint 2016</b>					
Part 1	T6061	.6CEUs/8CPEs	1	Sept 2	\$150
Part 2	T6062	.6CEUs/8CPEs	1	Oct 22	\$150
<b>PowerPoint 2019</b>					
Part 1	T6065	.6CEUs/8CPEs	1	Nov 22	\$150
Part 2	T6066	.6CEUs/8CPEs	1	Dec 6	\$150
<b>PowerPoint for Office 365</b>					
Part 1	T6067	.6CEUs/8CPEs	1	Jan 3	\$150
Part 2	T6068	.6CEUs/8CPEs	1	Jan 26	\$150



MICROSOFT OFFICE

Course Title	Code	Credits	Days	Dates	Cost
<b>Project 2016</b>					
Part 1	T6063	.6CEUs/8CPEs	1	Sept 27	\$150
Part 2	T6064	.6CEUs/8CPEs	1	Nov 30	\$150
<b>Project 2019</b>					
Part 1	T6069	.6CEUs/8CPEs	1	Dec 22	\$150
Part 2	T6070	.6CEUs/8CPEs	1	Jan 14	\$150
<b>Visio Professional 2016</b>					
Part 1	T6450	.6CEUs/8CPEs	1	Dec 2	\$150
Part 2	T6451	.6CEUs/8CPEs	1	Jan 11	\$150
<b>Word 2016</b>					
Part 1	T2078	.6CEUs/8CPEs	1	Sept 3	\$150
Part 2	T2079	.6CEUs/8CPEs	1	Sept 24	\$150
Part 3	T2080	.6CEUs/8CPEs	1	Oct 18	\$150
<b>Word 2019</b>					
Part 1	T2082	.6CEUs/8CPEs	1	Nov 1	\$150
Part 2	T2083	.6CEUs/8CPEs	1	Nov 19	\$150
Part 3	T2084	.6CEUs/8CPEs	1	Dec 7	\$150
<b>Word for Office 365</b>					
Part 1	T2085	.6CEUs/8CPEs	1	Dec 29	\$150
Part 2	T2086	.6CEUs/8CPEs	1	Jan 7	\$150
Part 3	T2087	.6CEUs/8CPEs	1	Jan 24	\$150
ADOBE CC 2020					
<b>Adobe Illustrator</b>					
Part 1	T7421	1.2CEUs/16CPEs	2	Oct 28-29	\$300
Part 2	T7422	1.2CEUs/16CPEs	2	Dec 20-21	\$300
<b>Adobe InDesign</b>					
Part 1	T6333	1.2CEUs/16CPEs	2	Nov 17-18	\$300
Part 2	T6334	1.2CEUs/16CPEs	2	Dec 27-28	\$300
<b>Adobe Photoshop</b>					
Part 1	T6744	1.2CEUs/16CPEs	2	Sept 13-14	\$300
Part 2	T6745	1.2CEUs/16CPEs	2	Oct 4-5	\$300



## CRYSTAL REPORTS 2016

Course Title	Code	Credits	Days	Dates	Cost
<b>Crystal Reports 2016</b>					
Part 1	T9560	.6CEUs/8CPEs	2	Sept 30-Oct 1	\$300
Part 2	T9561	.6CEUs/8CPEs	2	Nov 4-5	\$300

## IT PROFESSIONALS

See Course Catalog, page 58 for details.

## PERSONAL DEVELOPMENT PORTFOLIO

Action Grammar	C8143	.6CEUs/8CPEs 6PDCs	Two half-days	Sept 27 & 29 (9:00am-12:30pm)	\$250
Bridging Different Learning, Decision-Making and Communication Styles	C8145	.6CEUs/8CPEs 6PDCs	Two half-days	Oct 12 & 13 (1:30pm-5:00pm)	\$250
Charting Your Course: Developing and Implementing Your Vision	C6075	.6CEUs/8CPEs 6PDCs	Two half-days	Aug 30 & Sept 1 (9:00am-12:30pm)	\$250
Citywide Standardized Customer Service	C7816	.6CEUs/8CPEs 6PDCs	Two half-days	Nov 9 & 10 (1:30pm-5:00pm)	\$250
Collaborative Negotiation	C6063W	.3CEUs/4CPEs 3PDCs	One half-day	Sept 24 (9:00am-12:30pm)	\$150
Communicate with Power, Purpose and Impact!	C8148	.3CEUs/4CPEs 3PDCs	One half-day	Oct 14 (1:30pm-5:00pm)	\$150
Communicating Effectively in Challenging Environments	C8149	.6CEUs/8CPEs 6PDCs	Two half-days	Oct 7 & 8 (9:00am-12:30pm)	\$250
Communicating for Results	C6064	.6CEUs/8CPEs 6PDCs	Two half-days	Sept 1 & 2 (1:30pm-5:00pm)	\$250
Communicating with Diplomacy, Tact and Credibility	C6076	1.2CEUs/16CPEs 12PDCs	Four half-days	Sept 14-15 & 29-30 (1:30pm-5:00pm)	\$485
Creating and Delivering Powerful Presentations	C9185W	.5CEUs/7CPEs 5PDCs	Two half-days	Sept 23 (All participants - 1:30pm-5:00pm) & Sept 24 (Presentations- 10:00am-12:00pm or 12:30pm-2:30pm or 3:00pm-5:00pm)	\$375
Daring Greatly: Becoming My Best Self	C6067	.6CEUs/8CPEs 6PDCs	Two half-days	Aug 26 & 27 (1:30pm-5:00pm)	\$250

Course Title	Code	Credits	Days	Dates	Cost
Developing Dynamic Listening Skills	C2508	.6CEUs/8CPEs 6PDCs	Two half-days	Nov 1 & 3 (9:00am-12:30pm)	\$250
How to Flex Your Communication Style	C8154	.6CEUs/8CPEs 6PDCs	Two half-days	Nov 18 & 19 (9:00am-12:30pm)	\$250
Managing Multiple Priorities	C5044	.6CEUs/8CPEs 6PDCs	Two half-days	Oct 18 & 19 (1:30pm-5:00pm)	\$250
Presenting Persuasively in a Virtual Medium	C8509W	.3CEUs/4CPEs 3PDCs	One half-day	Sept 21; Sept 23 (9:00am-12:30pm)	\$150
Process Mapping for Process Improvement	C8531W	.6CEUs/8CPEs 6PDCs	Two half-days	Oct 18 & 20 (1:30pm-5:00pm)	\$250
Take Control of Your Workday: Plan, Organize & Thrive	C6081	.6CEUs/8CPEs 6PDCs	Two half-days	Aug 25 & 26 (9:00am-12:30pm)	\$250
Writing Effective and Efficient Email	C4260	.6CEUs/8CPEs 6PDCs	Two half-days	Aug 23-24; Nov 29-30 (1:30pm-5:00pm)	\$250
Writing in Plain Language & Clinic	C7833	.9CEUs/12CPEs 9PDCs	Three half-days	Oct 28 (workshop – 1:30pm-5:00pm) & Oct 29 (workshop – 1:30pm-5:00pm) & Nov 18 (clinic – 1:30pm-5:00pm)	\$485

## MANAGEMENT & SUPERVISION PORTFOLIO

Course Title	Code	Credits	Days	Dates	Cost
Adaptive Leadership	C1237	.6CEUs/8CPEs 6PDCs	Two half-days	Nov 9 & 10 (9:00am-12:30pm)	\$365
Building High Performance Teams	C8112	.6CEUs/8CPEs 6PDCs	Two half-days	Sept 14 & 15 (9:00am-12:30pm)	\$250
Data Analysis with Python	C7907	.6CEUs/8CPEs 6PDCs	Two half-days	Nov 16 & 17 (1:30pm-5:00pm)	\$250
Data Analytics for Managers	C4311	.6CEUs/8CPEs 6PDCs	Two half-days	Oct 26 & 27 (1:30pm-5:00pm)	\$250
Data Visualization with Excel	C7817	.6CEUs/8CPEs 6PDCs	Two half-days	Dec 1 & 2 (1:30pm-5:00pm)	\$250

Course Title	Code	Credits	Days	Dates	Cost
Delegation and Time Management	C2004	.6CEUs/8CPEs 6PDCs	Two half-days	Oct 22 & 25 (9:00am-12:30pm)	\$250
Develop the Leader in You	C8059	.6CEUs/8CPEs 6PDCs	Two half-days	Oct 5 & 6 (9:00am-12:30pm)	\$250
Emotional Intelligence: The Key to Effective Leadership	C9207	1.2CEUs/16CPEs 12PDCs	Four half-days	Oct 26-29 (9:00am-12:30pm)	\$485
Engaging Teams Through Turbulent Times	C8116	.6CEUs/8CPEs 6PDCs	Two half-days	Nov 4 & 5 (9:00am-12:30pm)	\$250
Essential Skills for Leaders	C8062	.6CEUs/8CPEs 6PDCs	Two half-days	Oct 5 & 6 (9:00am-12:30pm)	\$250
Excel Tools: Summarizing Data	C4312	.6CEUs/8CPEs 6PDCs	Two half-days	Dec 8 & 9 (1:30pm-5:00pm)	\$250
Fundamentals of Supervision	C1044	1.2CEUs/16CPEs 12PDCs	Four half-days	Dec 7-8 & 14-15 (9:00am-12:30pm)	\$ 485
Giving Feedback and Getting Results	C2704	.6CEUs/8CPEs 6PDCs	Two half-days	Nov 15 & 17 (9:00am-12:30pm)	\$250
How Leaders Build Trust: The Key to Performance & Ability to Change	C8065	.6CEUs/8CPEs 6PDCs	Two half-days	Aug 23 & 24 (9:00am-12:30pm)	\$250
Interpersonal Strategies	C7525	.6CEUs/8CPEs 6PDCs	Two half-days	Nov 9 & 16 (1:30pm-5:00pm)	\$250
Lean Six Sigma: Introduction to Process Improvement (White Belt Certificate)	C7784	1.2CEUs/16CPEs 12PDCs	Four half-days	Nov 22-23 & Dec 2-3 (9:00am-12:30pm); Nov 1, 3, 5, 8 (1:30pm-5:00pm)	\$485
Lean Six Sigma: Process Improvement Initiatives (Green Belt Certificate)	C7785	2.4CEUs/32CPEs 24PDCs	Eight half-days	Dec 6-9 & 13-16 (9:00am-12:30pm); Aug 30-Sept 1 & Sept 13-15 & Sept 27-28 (1:30pm-5:00pm)	\$1000
Management Essentials: Building Your Foundation to Management Success	C8119	.6CEUs/8CPEs 6PDCs	Two half-days	Sept 20 & 21 (9:00am-12:30pm)	\$250
Project Management	C7756W	.3CEUs/4CPEs 3PDCs	One half-day	Sept 13 (9:00am-12:30pm)	\$150

Course Title	Code	Credits	Days	Dates	Cost
Psychological Dimensions of Leading and Supervision	C8072	.6CEUs/8CPEs 6PDCs	Two half-days	Dec 21 & 22 (9:00am-12:30pm)	\$250
Storytelling for Leaders: Telling Stories for Results	C8082W	.3CEUs/4CPEs 3PDCs	One half-day	Sept 10; Sept 17 (1:30pm-5:00pm)	\$150
Strategic Delegation: Leading a Team to Success	C8074	.6CEUs/8CPEs 6PDCs	Two half-days	Nov 30 & Dec 1 (9:00am-12:30pm)	\$250
Supervising Challenging Employees	C9038	1.2CEUs/16CPEs 12PDCs	Four half-days	Dec 7-10 (9:00am-12:30pm)	\$485
Tackling Challenging Conversations	C8076W	.3CEUs/4CPEs 3PDCs	One half-day	Oct 1 (9:00am-12:30pm)	\$150
Team Building Through Work and Social Styles	C8127	.6CEUs/8CPEs 6PDCs	Two half-days	Oct 20 & 21 (9:00am-12:30pm)	\$250

## PROFESSIONAL PRACTICES PORTFOLIO

### AUDIT PROFESSIONALS

Audit Evidence and Documentation	A7011	1.2CEUs/16CPEs	2	Sept 9-10 (9:00am-5:00pm)	\$1500
Data Analytics: Tools and Techniques for Auditors	A9509	.6CEUs/8CPEs	1	Oct 14 (9:00am-5:00pm)	\$475
Enterprise Risk Management: Executive Seminar	A9510	.6CEUs/8CPEs	1	Nov 3 (9:00am-5:00pm)	\$475
Presentation Skills for Auditors	A9511	.6CEUs/8CPEs	1	Dec 1 (9:00am-5:00pm)	\$475

### ENERGY MANAGEMENT PROFESSIONALS

Building Operator Certification Level I	C7211	N/A	12	Sept 23, 30; Oct 7, 14, 21, 28; Nov 4, 18; Dec 2, 16; Jan 6, 20 (9:00am - 4:00pm)	N/C*
Building Operator Certification Level 2	C7212	N/A	28	Classroom Sessions: Oct 15, 29; Nov 5, 12, 19; Dec 3, 10, 17; Jan 7, 14, 21; Feb 4, 18, 25; Mar 4, 11, 18; Apr 1, 8, 22, 29; May 6 Practical Project Work Week: Oct 22, Nov 26, Dec 24, Jan 28, Mar 25, Apr 15 (9:00am - 4:00pm)	N/C*
Fundamentals of Building Systems	C7947	N/A	2	Oct 26, Nov 9 (9:00am - 1:00pm)	N/C*

## ENERGY MANAGEMENT PROFESSIONALS (cont.)

Course Title	Code	Credits	Days	Dates	Cost
Introduction to Load Management	C8040	N/A	1	Dec 14 (9:00am - 4:00pm)	N/C*
Load Management Training & Coaching	C8041	N/A	8	Cohort 1: Aug 4, 18; Sept 1, 15, 29; Oct 13, 27; Nov 10 Cohort 2: Sept 9, 23; Oct 7, 21; Nov 4, 18; Dec 2, 16 Cohort 3: Jan 7, 21; Feb 4, 18; Mar 4, 18; Apr 1, 15 Cohort 4: Jan 12, 26, Feb 9, 23; Mar 9, 23; Apr 6, 20 All classes meet from (9:00 am - 12:30 pm) (only Cohort 4 meets from 1:00 pm to 4:30 pm)	N/C*

\*A fee will be assessed for a "no show" or late cancellation in accordance with the CTC Cancellation Policy.

## PROCUREMENT PROFESSIONALS

Conflicts of Interest Seminar for Procurement Professionals	P4002	.25CEUs	2 ½ hrs	Oct 13 (9:30 am - 12:00 pm)	N/C
Local Law 34 Compliance/ DBA (Doing Business Accountability) Project	P6189M	.1CEUs	1 hr	Feb 26 (11:00am-12:00pm) or Jan 14; Mar 3 (1:00pm-2:00pm)	N/C

## EXECUTIVE DEVELOPMENT PORTFOLIO

See Course Catalog, page 139 for details and/or call Executive Development Programs at 212-386-0004

## CERTIFICATION & CREDIT BEARING PORTFOLIO

IT Professional and Certification Courses, see Course Catalog page 58 for detail

Course Title	Code	Credits	Days	Dates	Cost
<b>NYC SPECIFIC PORTFOLIO</b>					
<b>COMMISSION ON HUMAN RIGHTS (CCHR) SEMINARS</b>					
CCHR Overview of the City Human Rights Law	C8164	.2CEUs/3CPEs 2PDCs	2 hrs	Oct 26; Dec 7 (10:00am-12:00pm)	N/C
<b>EMERGENCY MANAGEMENT CERTIFICATE PROGRAM</b>					
See Course Catalog, page 150 for details.					
<b>EQUITY &amp; INCLUSION COURSES</b>					
Building an Inclusive Culture: Understanding Unconscious Bias	C1078	.3CEUs/4CPEs 3PDCs	½	Aug 24; Nov 9 (9:30am-12:30pm) or (1:30pm-4:30pm)	N/C
Can We Talk? The Power of Words	C8603W	.3CEUs/4CPEs 3PDCs	½	Oct 18 (9:00am-12:30pm) Dec 3 (1:30pm-5:00pm)	N/C
Disability Etiquette: Inclusive Workplace Strategies for People with Disabilities (Webinar)	C8022	.15CEUs/2CPEs 1.5PDCs	1 ½ hrs	Aug 25; Dec 6 (10:30am-12:00pm)	N/C
Everybody Matters (Webinar)	C1077W	.15CEUs/2CPEs 1.5PDCs	1 ½ hrs	Sept 23; Dec 14 (9:00am-10:30am) or (1:30pm-3:00pm)	N/C
IgbTq: The Power of Inclusion	C7787	.3CEUs/4CPEs 3PDCs	½	Sept 1; Dec 2 (9:30am-12:30pm) or (1:30pm-4:30pm)	N/C
Managing the Multi-Generational Workforce: Leveraging the Talents of 5 Generations	C8606W	.3CEUs/4CPEs 3PDCs	½	Oct 15; Nov 4 (1:30pm-5:00pm)	N/C

Course Title	Code	Credits	Days	Dates	Cost
<b>EQUITY &amp; INCLUSION COURSES (cont.)</b>					
Structured Interviewing and Unconscious Bias	C7790	.3CEUs/4CPEs 3PDCs	½	Sept 14; Oct 5; Nov 5 (9:00am-12:30pm) or (1:30pm-5:00pm)	N/C
Structured Interviewing: Utilizing Follow-Up and Probing Questions	C8047	.3CEUs/4CPEs 3PDCs	½	Sept 29; Oct 20; Nov 18 (9:00am-12:30pm) or (1:30pm-5:00pm)	N/C
<b>SEXUAL HARASSMENT PREVENTION</b>					
Sexual Harassment Prevention (Webinar)	C7965W	N/A	2 hrs	Daily Based on Demand	N/C
<b>SMALL BUSINESS SERVICES (SBS) M/WBE</b>					
Best Practices for Goal Setting	P9042S	.3CEUs	½	Sept 9; Nov 18 (1:30pm-4:30pm)	N/C
Best Practices for M/WBE Networking and Outreach	P9034S	.3CEUs	½	Dec 9 (1:30pm - 4:30pm)	N/C
M/WBE Program Compliance and Administration	P9032S	.3CEUs	½	Oct 14 (1:30pm - 4:30pm)	N/C







# APPLICATION

Please review the instructions on the next page before completing this application.

CTC OFFICE USE ONLY	
Input Date	Initials

## TRAINING APPLICANT INFORMATION (must fill all fields)

Employee Reference Number (See Paystub)	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	Employee Affiliation: (Check One)	Today's Date
		City   State   Federal   Non-Gov.	
Last Name	First Name	Middle initial	
Civil Service Title	Office Title		
Agency Name	Agency Code	<input type="text"/> <input type="text"/> <input type="text"/>	I have changed agencies within the last 2 years   Yes/No
Division/Work Unit	Work Address (full)		
Work Phone	Work Fax		
Work Email	Personal Email		

## OPTIONAL APPLICANT INFORMATION

Gender	Are you Hispanic?	What is your race?
Female	Yes	Asian   I do not want to disclose
Male	No	Black   Two or more races
I do not want to disclose	I do not want to disclose	White
		American Indian or Alaskan Native

## SELECTED COURSE INFORMATION

Course Code	Course Title	Level	Course Dates	Days	Cost
1					
2					
3					
4					

## CITYWIDE TRAINING CENTER CONFIRMATION/CANCELLATION POLICY

1. Your agency training liaison will notify you of your confirmation to attend the class(es) for which you have registered. You should not attend a class for which you have not received a confirmation. If you have not received a confirmation, check with your liaison. No food or beverages are permitted in classrooms.
2. Requests for cancellations or scheduling must be received in writing at least 7 business days prior to the start of a confirmed class. Requests received without the required notice will result in a full-course fee charge. Agencies may designate a qualified participant for substitution up to the commencement of the class without penalty.



## APPLICANT SIGNATURE

\_\_\_\_\_  
Applicant Signature

\_\_\_\_\_  
Date

## REVIEW THESE INSTRUCTIONS BEFORE COMPLETING APPLICATION

Applicant completes all fields in the **TRAINING APPLICANT INFORMATION** section and includes required **Employee Reference Number** (NOT Social Security Number) found on paystub. First-time, non-City applicants will be assigned a CTC ID number.

Applicant completes all fields in the **SELECTED COURSE INFORMATION** after selecting courses from the current Citywide Training Center Class Schedule or contacts the Agency Training Liaison for additional course information.

Applicant forwards completed application to immediate *Supervisor* for signature and authorization.

Supervisor forwards completed application to the appropriate *Agency Training Liaison* for processing.

Agency Training Liaison forwards application to *Agency Fiscal Officer* or *Designee* for fiscal authorization.

Agency Training Liaison signs and forwards completed, authorized applications to the Citywide Training Center, Applications Processing Unit.

**\*NOTE: The CTC will process applications under the assumption that Training Liaisons have obtained all necessary permissions.**

Supervisor's  
Name (Print)

Title

Work Phone

Work Fax

Work Email

By my signature, I certify that this employee is authorized for training in the course(s) requested and confirm that this employee has taken, where applicable, the prerequisite basic courses and/or has demonstrated the skill necessary to participate successfully in advanced-level coursework.

Additionally, I understand that this employee is excused from normal work assignments during the hours of training and is required to attend the training course(s), as scheduled, once CTC registration confirmation is received by the Agency Training Liaison.

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date

Fiscal Officer or  
Designee's Name (Print)

Title

Work Phone

Work Fax

Work Email

By my signature, I certify that funding in the appropriate budget/object codes is available for the training requested and that all training costs will be paid in accordance with DCAS/Citywide Training Center payment procedures.

\_\_\_\_\_  
Fiscal Officer Signature

\_\_\_\_\_  
Date

## AGENCY TRAINING LIAISON AUTHORIZATION

Agency Training  
Liaison Name (Print)

Title

Work Phone

Work Fax

Work Email

By my signature, I certify that I have reviewed this for content and completeness.

\_\_\_\_\_  
Agency Training Liaison Signature

\_\_\_\_\_  
Date

The NYC Department of Citywide Administrative Services (DCAS) is committed to Equal Employment Opportunity (EEO) and a policy of non-discrimination in the employment, development, advancement and treatment of City employees.

DCAS will provide reasonable accommodations to employees with disabilities who need and request such accommodations.

If you require accommodation or support service, please call us at (212) 386-0005 or email us at [citywidetrainingcent@dcas.nyc.gov](mailto:citywidetrainingcent@dcas.nyc.gov).

## CITYWIDE TRAINING CENTER

APPLICATIONS PROCESSING UNIT | 1 CENTRE STREET, 24TH FLOOR SOUTH | NEW YORK, NY 10007

PHONE: 212-386-0005 | FAX: 212-313-3439 | EMAIL: [citywidetrainingcent@dcas.nyc.gov](mailto:citywidetrainingcent@dcas.nyc.gov)