

Citywide Training Center



The CTC course offerings are specially designed to meet the training and development needs of all New York City personnel.

CTC PROVIDES:

- Turnkey services
- Courses designed specifically for City employees
- Instructors, who specialize in working with the public sector and know City staff, systems, and environments
- Rapid course roll-outs
- Convenient payment through a simple interagency chargeback agreement

COURSE FORMATS

Open Enrollment Courses

CTC's Open Enrollment courses include participants from multiple agencies. Open Enrollment courses are perfect for agencies when they want to enroll one or several of their staff in a course rather than schedule their own course.

Agency-Specific Courses

The CTC can provide most classes in the catalog as an agency-specific class. If you are looking for a course that is not in our catalog, please contact us. CTC professional staff and trainers are able and eager to develop and present new courses to meet workforce training professional development needs. Agencies that prefer to train a number of their employees on specific topics at once may request dedicated workshops scheduled at their convenience.

Agency-Specific courses usually are **delivered at the Citywide Training Center** in Manhattan and can also be offered at the agency site. Contact Citywide L&D at 212.386.0004 for information about Agency-Specific course customization and fees.

INSTRUCTORS

All CTC courses are led by highly qualified consultants from government, universities, and the private sector or CTC in-house trainers. 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.

TRANSCRIPTS

Personal transcripts are available by contacting the CTC at: citywidetrainingcent@dcas.nyc.gov

LEARNING & DEVELOPMENT at the CTC

HOW TO APPLY FOR TRAINING

To apply for classes, participants must complete a Citywide Training Center Application located at the back of this catalog or on our website at www.nyc.gov/ctc. **One application may be used for multiple course requests and for all types of courses.**

Applications must be signed by the immediate supervisor and submitted to the designated Agency Training Liaison at your agency. Employees may contact their Agency Personnel Officer for their Agency Training Liaison(s) name and contact information.

The Agency Training Liaison obtains authorization to proceed from the Agency Fiscal Officer and then forwards applications to the CTC. *Applications sent directly to the CTC from an individual employee and/or sent 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 of the classes and dates of training that have been confirmed. Employees should not attend a class for which they have not received a confirmation. Employees should contact their Agency Training Liaison if they have questions concerning a confirmation.

NYCAPS REGISTRATION

Mayoral and Non-Mayoral agencies that have 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 via fax to: 212-313-3439.

FEES AND PAYMENT

The Department of Citywide Administrative Services charges agencies for most training classes in which their employees are enrolled. Your agency will receive invoices once a month if staff participated in training classes. Payment is a simple, convenient, and familiar process:

- **Mayoral Agencies must** establish an Intra-City budget modification with DCAS. Checks are NOT accepted from mayoral agencies. **We advise all agencies to anticipate training needs and expenses at the beginning of the fiscal year and set up budget modifications with DCAS at that time.** Once invoices are generated and 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. Each Agency Training Liaison and/or Agency Fiscal Officer is responsible for ensuring that payment is made to DCAS prior to training.

All training invoice letters with payment instructions are sent from the CTC to Agency Training Liaisons.

CANCELLATION POLICY

Requests for cancellations or schedule changes 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 charge of the full course fee. Agencies may designate a qualified participant for substitution up to the commencement of the class without penalty. The CTC should be notified in advance of the substitution.

DIRECTIONS TO THE CITYWIDE TRAINING CENTER

Municipal Building

**1 Centre Street, 24th Floor South Side
New York, NY 10007**

**** Please note that no food or beverages are permitted inside the classrooms.**

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

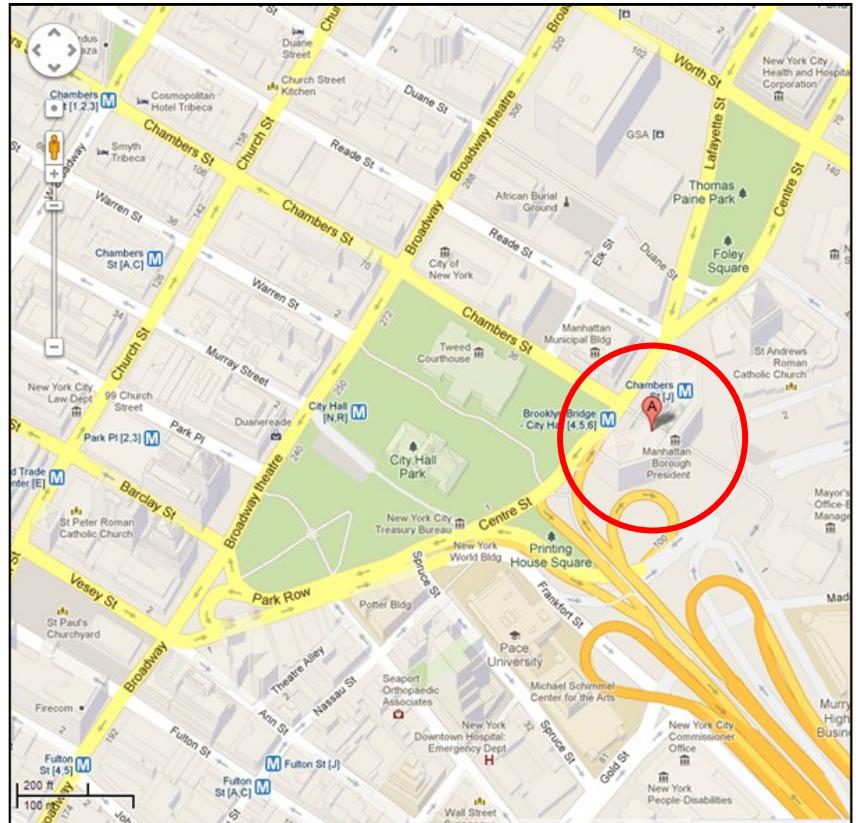
Some computer training classes are held at 290 Madison Avenue (between 40th and 41st Streets) in Midtown Manhattan.

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



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 offers agencies a full prospectus 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. The majority of classes in each portfolio are delivered at the Citywide Training Center.



Technology Skills Portfolio

This portfolio has a full complement of software offerings, including Microsoft Office products, Adobe products, IT Certification, eLearning at Your Desktop, and Online Live Training.

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Personal Development Portfolio

Inspired to develop your skills on a personal and professional level? Programs in this portfolio provide a full spectrum of options for enhancing your 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

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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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 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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Organization & 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 include Executive Coaching, Assessment, Planning, and on-going skill development.

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Certification & Credit Bearing Portfolio

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 the CUNY Public Administration Program, NIGP (National Institute of Governmental Purchasing) Certification, LMSW (License Master Social Work) Preparation Program, and a wide variety of IT (Information Technology) Certifications.

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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.

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Spring 2015 Schedule & Registration Form

The Spring 2015 schedule of classes and a Citywide Training Center registration 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

www.nyc.gov/ctc



Citywide Training Center

The Citywide Training Center (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 approved as an Authorized Provider by the International Association for Continuing Education and Training (IACET). In obtaining this approval, the NYC Citywide Training Center has demonstrated that it complies with the ANSI/IACET 1-2007 Standard which is widely recognized as the Standard of good practice internationally. As a result of our Authorized Provider membership status, the NYC Citywide Training Center is authorized to offer IACET CEUs for its programs that qualify under the ANSI/IACET 1-2007 Standard. One CEU is equal to ten hours of participation in an organized continuing education experience under responsible, qualified direction and instruction.



Universal Public Purchasing Certification Council (UPPCC)

Through the UPPCC, individuals who are currently employed in public purchasing have the opportunity to 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 on Governmental Purchasing (NIGP)

The National Institute of Governmental Purchasing (NIGP) is a national, non-profit organization providing 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 each 50 minutes of classroom instruction.



COIB Continuing Legal Education (CLE) Credits

In cooperation with the NYC **Conflicts of Interest Board (COIB)**, the Citywide Training Center offers a series of workshops focusing 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.





TECHNOLOGY SKILLS PORTFOLIO

Citywide Learning & Development offers a full complement of software offerings, including Microsoft Office products, Adobe products, IT Certification, eLearning at Your Desktop, and Online Live Training.

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Microsoft Office Products — Access 2007



Access 2007, Level 1

Participants will create and modify new databases and their various objects. They learn how to maintain data consistency and integrity; improve queries, forms, and reports; and also integrate Access™ 2007 with other applications.

Course Code: T4041

Days of Training: 2

Dates: Mar 25-26

Cost: \$250

CEUs/CPEs: 1.2/16

Prerequisite: Basic knowledge of computer applications

Access 2007, Level 2

You have the basic skills needed to work with Microsoft Office Access 2007 databases, including creating and working with Access tables, relationships, queries, forms, and reports. But so far, you have been focusing only on essential database user skills. In this course, you will consider how to maintain data consistency, how to customize database components, and how to share Access data with other applications.

Course Code: T4042

Days of Training: 2

Dates: Apr 22-23

Cost: \$250

CEUs/CPEs: 1.2/16

Prerequisite: Access 2007, Level 1



Microsoft Office Products — Access 2010



Access 2010, Part 1

In this course, participants will create and modify new databases and their various objects. Participants will maintain data consistency and integrity; improve queries, forms, and reports; and also integrate Microsoft® Office Access™ 2010 with other applications.

Course Code: T4051

Days of Training: 2

Dates: Mar 23-24, May 14-15

Cost: \$250

CEUs/CPEs: 1.2/16

Prerequisite: Basic knowledge of computer applications

Access 2010, Part 2

In this course, students will create complex Access databases by structuring existing data, writing advanced queries, working with macros, and performing database maintenance.

Course Code: T4052

Days of Training: 2

Dates: Jan 5-6, Apr 1-2, June 25-26

Cost: \$250

CEUs/CPEs: 1.2/16

Prerequisite: Access 2010, Part 1

Microsoft Office Products — Access 2013



Access 2013, Part 1

In this course, participants will create and modify new databases and their various objects. Participants will maintain data consistency and integrity; improve queries, forms, and reports; and also integrate Microsoft® Office Access™ 2013 with other applications.

Course Code: T4061

Days of Training: 2

Dates: Feb 26-27, May 26-27

Cost: \$250

CEUs/CPEs: 1.2/16

Prerequisite: Basic knowledge of computer applications

Access 2013, Part 2

In this course, students will create complex Access databases by structuring existing data, writing advanced queries, working with macros, and performing database maintenance.

Course Code: T4062

Days of Training: 2

Dates: Mar 19-20, June 15-16

Cost: \$250

CEUs/CPEs: 1.2/16

Prerequisite: Access 2013, Part 1

Microsoft Office Products — Excel 2007



Excel 2007, Level 1

In this course, students create and edit basic Microsoft® Office Excel® 2007 worksheets and workbooks.

Course Code: T3044

Days of Training: 1

Dates: Mar 16

Cost: \$125

CEUs/CPEs: .6/8

Prerequisite: Basic knowledge of computer applications

Excel 2007, Level 3

In this course, students will learn how to automate common tasks, apply advanced analysis techniques to more complex data sets, collaborate on worksheets with others, and share Excel data with other applications.

Course Code: T3046

Days of Training: 1

Dates: May 28

Cost: \$125

CEUs/CPEs: .6/8

Prerequisite: Excel 2007, Level 2

Excel 2007, Level 2

In this course, students use Excel® 2007 to streamline and enhance spreadsheets with templates, charts, graphics, and formulas. They will apply visual elements and advanced formulas to a worksheet to display data in various formats.

Course Code: T3045

Days of Training: 1

Dates: Apr 21

Cost: \$125

CEUs/CPEs: .6/8

Prerequisite: Excel 2007, Level 1

Excel 2007, VBA

In this course, students will apply the Visual Basic for Applications (VBA) programming language to simplify many of the tasks that you can perform using various tools and functions in Excel 2007.

Course Code: T1520

Days of Training: 1

Dates: June 24

Cost: \$125

CEUs/CPEs: .6/8

Prerequisite: Excel 2007, Level 3

Microsoft Office Products — Excel 2010



Excel 2010, Part 1

In this course, students will create and edit basic Microsoft® Office Excel® 2010 workbooks.

Course Code: T3054

Days of Training: 1

Dates: Feb 17, Mar 11, Apr 17, May 1, June 9

Cost: \$125

CEUs/CPEs: .6/8

Prerequisite: Basic knowledge of computer applications

Excel 2010, Part 3

In this course students will automate some common Excel tasks, apply advanced analysis techniques to more complex data sets, troubleshoot errors, collaborate on worksheets, and share Excel data with other applications.

Course Code: T3056

Days of Training: 1

Dates: Feb 24, Mar 30, Apr 28, May 29, June 29

Cost: \$125

CEUs/CPEs: .6/8

Prerequisite: Excel 2010, Part 2

Excel 2010, Part 2

In this course, students will apply visual elements and advanced formulas to a worksheet to display data in various formats.

Course Code: T3055

Days of Training: 1

Dates: Feb 25, Mar 13, Apr 30, May 12, June 12

Cost: \$125

CEUs/CPEs: .6/8

Prerequisite: Excel 2010, Part 1

Excel 2010, VBA

In this course, students will apply the Visual Basic for Applications (VBA) programming language to simplify many of the tasks that you can perform using various tools and functions in Excel 2010.

Course Code: T1530

Days of Training: 1

Dates: June 2

Cost: \$125

CEUs/CPEs: .6/8

Prerequisite: Excel 2010, Part 3

Microsoft Office Products — Excel 2013



Excel 2013, Part 1

In this course, students will create and edit basic Microsoft® Office Excel® 2013 workbooks.

Course Code: T3064

Days of Training: 1

Dates: Mar 9, May 5

Cost: \$125

CEUs/CPEs: .6/8

Prerequisite: Basic knowledge of computer applications

Excel 2013, Part 3

In this course students will automate some common Excel tasks, apply advanced analysis techniques to more complex data sets, troubleshoot errors, collaborate on worksheets, and share Excel data with other applications.

Course Code: T3066

Days of Training: 1

Dates: Mar 26, June 23

Cost: \$125

CEUs/CPEs: .6/8

Prerequisite: Excel 2013, Part 2

Excel 2013, Part 2

In this course, students will apply visual elements and advanced formulas to a worksheet to display data in various formats.

Course Code: T3065

Days of Training: 1

Dates: Mar 18, May 13

Cost: \$125

CEUs/CPEs: .6/8

Prerequisite: Excel 2013, Part 1

Next Step: Excel 2013, Part 3

Microsoft Office Products — Outlook 2010



Outlook 2010, Part 1

In this course, participants will use Microsoft® Office Outlook® 2010 to manage email, calendar entries, tasks, and contacts.

Course Code: T7051

Days of Training: 1

Dates: Jan 22, Feb 19, Apr 29, May 22

Cost: \$125

CEUs/CPEs: .6/8

Prerequisite: Basic knowledge of computer applications

Outlook 2010, Part 2

In this course, participants will customize the Outlook environment, calendar, and mail messages, and will also track, share, assign, and quickly locate various Outlook items.

Course Code: T7052

Days of Training: 1

Dates: Mar 27, June 19

Cost: \$125

CEUs/CPEs: .6/8

Prerequisite: Outlook 2010, Part 1

Microsoft Office Products — Outlook 2013



Outlook 2013, Part 1

In this course, participants will use Microsoft® Office Outlook® 2013 to manage email, calendar entries, tasks, and contacts.

Course Code: T7061

Days of Training: 1

Dates: Feb 2, Apr 9, May 8

Cost: \$125

CEUs/CPEs: .6/8

Prerequisite: Basic knowledge of computer applications

Next Step: Outlook 2013, Part 2

Outlook 2013, Part 2

In this course, participants will customize the Outlook environment, calendar, and mail messages, and will also track, share, assign, and quickly locate various Outlook items.

Course Code: T7062

Days of Training: 1

Dates: Mar 6, June 1

Cost: \$125

CEUs/CPEs: .6/8

Prerequisite: Outlook 2013, Part 1

Microsoft Office Products — PowerPoint 2010



PowerPoint 2010, Part 1

Participants will explore the PowerPoint environment and create a presentation. Students will add graphical objects to a presentation and modify them. Students will also add tables and charts to a presentation to present data in a structured form.

Course Code: T6041

Days of Training: 1

Dates: Mar 2, May 6

Cost: \$125

CEUs/CPEs: .6/8

Prerequisite: Basic knowledge of computer applications

PowerPoint 2010, Part 2

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

Course Code: T6042

Days of Training: 1

Dates: Jan 27, Mar 17, May 21

Cost: \$125

CEUs/CPEs: .6/8

Prerequisite: PowerPoint 2010, Part 1

Microsoft Office Products — PowerPoint 2013



PowerPoint 2013, Part 1

Participants will explore the PowerPoint environment and create a presentation. Students will add graphical objects to a presentation and modify them. Students will also add tables and charts to a presentation to present data in a structured form.

Course Code: T6051

Days of Training: 1

Dates: Feb 9, Apr 6, June 5

Cost: \$125

CEUs/CPEs: .6/8

Prerequisite: Basic knowledge of computer applications

PowerPoint 2013, Part 2

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

Course Code: T6052

Days of Training: 1

Dates: Feb 23, Apr 27, June 22

Cost: \$125

CEUs/CPEs: .6/8

Prerequisite: PowerPoint 2013, Part 1

Microsoft Office Products — Project 2010



Project 2010, Level 1

In this course, participants will create and manage a project schedule using Microsoft Project 2010.

Course Code: T6043

Days of Training: 1

Dates: Feb 20, Apr 24

Cost: \$125

CEUs/CPEs: .6/8

Prerequisite: Basic knowledge of computer applications

Project 2010, Level 2

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

Course Code: T6044

Days of Training: 1

Dates: Mar 6, May 7

Cost: \$125

CEUs/CPEs: .6/8

Prerequisite: Project 2010, Level 1

Microsoft Office Products — Project 2013



Project 2013, Part 1

In this course, students will create and manage a project schedule using Microsoft® Project 2013.

Course Code: T6053

Days of Training: 1

Dates: Mar 12, June 8

Cost: \$125

CEUs/CPEs: .6/8

Prerequisite: Basic knowledge of computer applications

Project 2013, Part 2

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

Course Code: T6054

Days of Training: 1

Dates: Apr 7, June 30

Cost: \$125

CEUs/CPEs: .6/8

Prerequisite: Project 2013, Part 1

Microsoft Office Products — Visio 2010



Visio 2010, Level 1

In this course, participants will learn the essentials of Visio. They design and manage basic diagrams, workflows, and flowcharts.

Course Code: T5440

Days of Training: 1

Dates: Feb 18, Apr 8

Cost: \$125

CEUs/CPEs: .6/8

Prerequisite: Basic knowledge of computer applications

Visio 2010, Level 2

In this course, participants will build upon knowledge gained that will enable them to work with many advanced features, including the drawing tools, creating and working with custom stencils and templates, and sharing Visio drawings with other applications.

Course Code: T5450

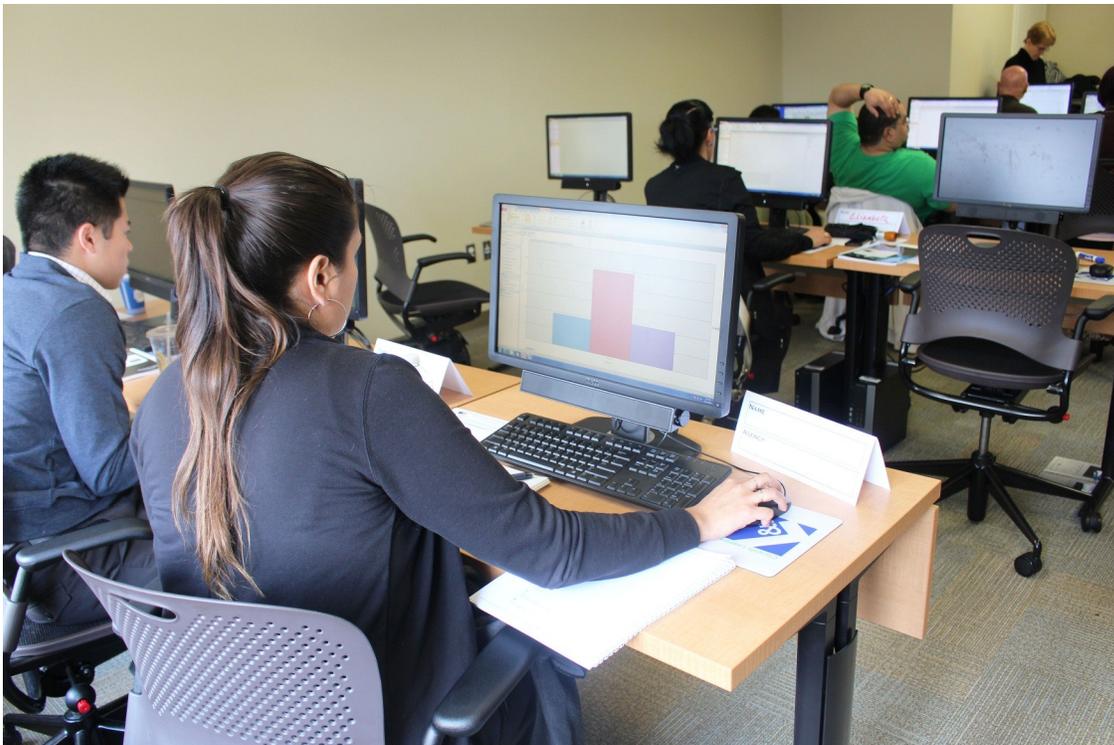
Days of Training: 1

Dates: Mar 3, May 6

Cost: \$125

CEUs/CPEs: .6/8

Prerequisite: Visio 2010, Level 1



Microsoft Office Products — Word 2010



Word 2010, Part 1

In this course, students will create, edit, and enhance standard business documents using Microsoft® Office Word 2010.

Course Code: T2064

Days of Training: 1

Dates: Feb 5, May 4

Cost: \$125

CEUs/CPEs: .6/8

Prerequisite: Basic knowledge of computer applications

Word 2010, Part 3

In this course, students will create, manage, revise, and distribute long documents.

Course Code: T2066

Days of Training: 1

Dates: Apr 10, June 30

Cost: \$125

CEUs/CPEs: .6/8

Prerequisite: Word 2010, Part 2

Word 2010, Part 2

In this course, students will create complex documents and build personalized efficiency tools using Microsoft Office Word 2010.

Course Code: T2065

Days of Training: 1

Dates: Mar 10, June 3

Cost: \$125

CEUs/CPEs: .6/8

Prerequisite: Word 2010, Part 1

Microsoft Office Products — Word 2013



Word 2013, Part 1

In this course, students will create, edit, and enhance standard business documents using Microsoft® Office Word 2013.

Course Code: T2074

Days of Training: 1

Dates: Feb 13, May 11

Cost: \$125

CEUs/CPEs: .6/8

Prerequisite: Basic knowledge of computer applications

Word 2013, Part 3

In this course, students will create, manage, revise, and distribute long documents.

Course Code: T2076

Days of Training: 1

Dates: Apr 13, June 18

Cost: \$125

CEUs/CPEs: .6/8

Prerequisite: Word 2013, Part 2

Word 2013, Part 2

In this course, students will create complex documents and build personalized efficiency tools using Microsoft Office Word 2013.

Course Code: T2075

Days of Training: 1

Dates: Mar 16, June 11

Cost: \$125

CEUs/CPEs: .6/8

Prerequisite: Word 2013, Part 1

Adobe Products — Acrobat XI



Acrobat XI, Part 1

***Online Live**

In this course, participants will learn the power of the Portable Document Format. Taking advantage of the functionality and features available in Acrobat, participants will ensure the integrity of electronic documents for any viewer, on any devices, or operating systems.

Course Code: O6500

Days of Training: 1

Dates: Jan 6, Feb 4, Mar 5, Apr 6, May 6, June 5

Cost: \$125

CEUs/CPEs: .6/8

Prerequisite: Basic knowledge of computer applications

Next Step: Acrobat XI, Part 2

Acrobat XI, Part 2

***Online Live**

In this course, participants will learn to use Adobe Acrobat XI Pro to convert technical documents to PDF files, enhance PDF documents, create interactive PDF forms, and prepare PDF files for commercial printing.

Course Code: O6501

Days of Training: 1

Dates: Jan 22, Feb 23, Mar 24, Apr 23, May 26, June 24

Cost: \$125

CEUs/CPEs: .6/8

Prerequisite: Acrobat XI, Part 1

****For a description of Online Live Training please see pages 27***

Adobe Products — Dreamweaver CS6



Dreamweaver CS6, Part 1

In this course, participants will use Adobe Dreamweaver to create web pages while focusing on the content, styling, and design. As web pages are created, Dreamweaver will competently create the XHTML, CSS and JavaScript required.

Course Code: T9513

Days of Training: 2

Dates: Mar 3-4, June 17-18

Cost: \$250

CEUs/CPEs: 1.2/16

Prerequisite: Basic knowledge of computer applications

Dreamweaver CS6, Part 2

***Online Live**

In this course, participants will create fluid CSS layouts, implement mobile integration techniques, and share files over a server to work in a collaborative manner.

Course Code: O9514

Days of Training: 2

Dates: Mar 23-24, Apr 13-14, June 23-24

Cost: \$250

CEUs/CPEs: 1.2/16

Prerequisite: Dreamweaver CS6, Part 1

Adobe Products — Illustrator CS6



Illustrator CS6, Part 1

In this course, participants will learn to create “drawn” graphics, integrating content from other CS6 domains (such as photo-oriented graphics and animation, which belong to Photoshop and Flash).

Course Code: T6510

Days of Training: 2

Dates: Jan 20-21, Apr 6-7

Cost: \$250

CEUs/CPEs: 1.2/16

Prerequisite: Basic knowledge of computer applications

Next Step: Illustrator CS6, Part 2

Illustrator CS6, Part 2

***Online Live**

In this course, participants will learn to create complex artwork using advanced tools, options, and effects prepare artwork for commercial printing and save it for the Web. Participants will draw complex illustrations, and enhance them using various painting options.

Course Code: O6511

Days of Training: 2

Dates: Feb 18-19, Apr 6-7, June 29-30

Cost: \$250

CEUs/CPEs: 1.2/16

Prerequisite: Illustrator CS6, Part 1

***For a description of Online Live Training please see pages 27**

Adobe Products — InDesign CS6



InDesign CS6, Part 1

In this course students will utilize Adobe® InDesign® CS6 to create and deliver eye-catching printed documents.

Course Code: T6320

Days of Training: 2

Dates: Feb 11-12, May 19-20

Cost: \$250

CEUs/CPEs: 1.2/16

Prerequisite: Basic knowledge of computer applications

InDesign CS6, Part 2

****Online Live***

In this course students will learn advanced InDesign techniques to enhance the look and functionality of their documents.

Course Code: O6321

Days of Training: 2

Dates: Feb 26-27, Apr 29-30, May 19-20

Cost: \$250

CEUs/CPEs: 1.2/16

Prerequisite: InDesign CS6, Part 1

Adobe Products — Photoshop CS6



Photoshop CS6, Part 1

In this course, participants will learn to use layers and to apply layer effects and filters for creating special effects. Additionally, participants will use painting tools and blending modes to enhance the appearance of your design.

Course Code: T6730

Days of Training: 2

Dates: Jan 14-15, Apr 21-22

Cost: \$250

CEUs/CPEs: 1.2/16

Prerequisite: Basic knowledge of computer applications

Photoshop CS6, Part 2

****Online Live***

In this course, participants will learn enhance their ability to create accurate masks and image effects, retouch images, work with video files, automate repetitive tasks, and integrate with other Adobe applications.

Course Code: O6731

Days of Training: 2

Dates: Jan 26-27, Mar 23-24, Apr 30-May 1, May 21-22

Cost: \$250

CEUs/CPEs: 1.2/16

Prerequisite: Photoshop CS6, Part 1

****For a description of Online Live Training please see pages 27***

NEW! Crystal Reports 2011**Crystal Reports 2011, Level 1******Online Live***

In this course, participants will connect to a database to extract data and present it as a report. This course is designed for people who need output from a database. In some cases, database programs have limited reporting tools, and/or such tools may not be accessible. Participants may or may not have programming and/or SQL experience.

Objectives:

- Identify elements of the Crystal Reports interface.
- Create and modify a basic report.
- Use formulas to calculate and filter data.
- Build a parameterized report.
- Group report data.
- Enhance a report.
- Create a report using data from an Excel database.
- Distribute data.

Course Code: O9448**Days of Training: 2****Dates: Jan 5-6, Feb 9-10, Mar 18-19, June 1-2****Cost: \$250****CEUs/CPEs: 1.2/16****Prerequisite:** Access 2010, Part 1**Next Step:** Crystal Reports 2011, Level 2**Crystal Reports 2011, Level 2******Online Live***

This course is designed for participants who know how to create basic list and group reports and need to create reports that include subreports, cross-tabs, advanced formulas, and charts based on more than one data series. They may also need to build tools that make it easier for other people to create reports. They may or may not have programming and/or SQL experience.

Objectives:

- Create automatic and manual running totals.
- Work with cross-tab reports.
- Add subreports.
- Create drill-downs in a report.
- Use SQL statements in report processing.
- Create complex formulas.
- Add charts to reports.
- Enhance report functionality.

Course Code: O9449**Days of Training: 2****Dates: Jan 12-13, Mar 24-25, June 4-5****Cost: \$250****CEUs/CPEs: 1.2/16****Prerequisite:** Crystal Reports 2011, Level 1**Other Prerequisite:** Knowledge of programming or SQL would be helpful.

****For a description of Online Live Training please see pages 27***

NEW!**Crystal Reports 2013****Crystal Reports 2013, Part 1******Online Live***

In this course, participants will create a basic report by connecting to a database and modifying the report's presentation. Information is critical to making sound business decisions. Data presented without any formatting or structure holds little or no meaning for interpretation. Crystal Reports 2013 helps you build advanced reports with ease, presenting complex information in an understandable way.

Objectives:

- Identify the elements of the Crystal Reports interface.
- Create and modify a basic report.
- Use formulas to calculate and filter data.
- Build a parameterized report.
- Group report data.
- Enhance a report.
- Create a report using data from an Excel workbook.
- Distribute data

Course Code: O9548**Days of Training: 2****Dates: Jan 20-21, Mar 3-4, May 5-6****Cost: \$250****CEUs/CPEs: 1.2/16****Prerequisite:** Access 2010, Part 1**Next Step:** Crystal Reports 2013, Part 2**Crystal Reports 2013, Part 2******Online Live***

In this course, participants will create complex reports and data sources using the tools in Crystal Reports 2013. They will not only create more sophisticated reports including subreports and cross-tabs, but also increase in speed and efficiency. This course is designed for participants who know how to create basic list and group reports and need to create reports that include subreports, cross-tabs, advanced formulas, and charts based on more than one data series. They may also need to build tools that make it easier for other people to create reports. They may or may not have programming and/or SQL experience.

Course Code: O9549**Days of Training: 2****Dates: Jan 22-23, Mar 5-6, May 11-12****Cost: \$250****CEUs/CPEs: 1.2/16****Prerequisite:** Crystal Reports 2013, Part 1

****For a description of Online Live Training please see pages 27***

QuickBooks - 2013

Get Going With QuickBooks

***Online Live**

The student will be introduced to QuickBooks' primary features as well as the new features and functionality of this version.

Course Code: O9360

Days of Training: 2

Dates: Jan 15-16, Feb 17-18, Mar 25-26, May 4-5

Cost: \$250

CEUs/CPEs: 1.2/16

Prerequisite: Basic knowledge of computer applications

Next Step: QuickBooks 2013, Keep Going with QuickBooks

Keep Going With QuickBooks

***Online Live**

The student will be introduced to the advanced features of QuickBooks 2013.

Course Code: O9361

Days of Training: 2

Dates: Jan 20-21, Feb 24-25, Mar 31-Apr1, May 7-8

Cost: \$250

CEUs/CPEs: 1.2/16

Prerequisite: QuickBooks 2013, Get Going With QuickBooks

Web Design - HTML and CSS

Web Design with HTML5 and CSS3, Level 1

***Online Live**

In this course, participants will use HTML5 to create and design web pages. This course is targeted at participants who want to learn web design for their personal use or for business purposes.

Course Code: O9040

Days of Training: 1

Dates: Jan 15, Feb 13, Mar 16, Apr 20, June 5

Cost: \$125

CEUs/CPEs: .6/8

Prerequisite: Basic knowledge of computer applications

Next Step: Web Design with HTML5 and CSS3, Level 2

Web Design with HTML5 and CSS3, Level 2

***Online Live**

Participants will learn to create advanced web pages and test their validity. This course is designed for persons who understand the fundamentals of HTML and CSS and have used both technologies to create basic web pages. It is aimed at individuals interested in using these technologies to create advanced web pages and to test their validity.

Course Code: O9041

Days of Training: 1

Dates: Jan 29, Feb 27, Mar 18, Apr 24, June 25

Cost: \$125

CEUs/CPEs: .6/8

Prerequisite: Web Design with HTML5 and CSS3, Level 1

****For a description of Online Live Training please see pages 27***

TECHNOLOGY SKILLS PORTFOLIO

Tablets

UPDATED!

Maximizing the Use of the iPad

This ½-day program is designed for iPad users who want to work more efficiently with the newest (iOS) Apple Operating System. Users will learn how to effectively use the basic, intermediate and advanced functions and applications that the iPad offers. Topics will include: customizing the home touch screen; organizing and manage apps; using and setting e-mail accounts, text messages and face time; adding virtual keyboards; creating and updating passcode; web browsing; privacy and locations settings; iCloud benefits and settings; Wi-Fi & Cellular Data advanced setup to secure user's device and personal information.



Course Code: T1279

Days of Training: 1/2

Dates: Mar 26, May 7 (1:30p-5:00p)

Cost: \$60

CEUs: .3

Requirement: Participants **must** provide their own iPad

Recommended Models : iPad 3rd – 4th Generation and iPad Air

Prerequisite: Basic knowledge of mobile devices and applications

Target Audience: City employees who are using City-issued iPads for their day-to-day operations

Online Live - Business Solutions Course

Business Analysis Essentials

***Online Live**

This two-day Online Live course is designed for individuals who are new to the business analyst role or for those who work with or supervise business analysts. The course will examine the process of business analysis as it is applied throughout a project to include the pre-project activities that comprise enterprise analysis. The role and competencies of the business analyst will be defined and lessons include:

- Supporting the Project Portfolio
- Developing the Solution, Vision, and Scope
- Understanding Requirements and Business Rules
- Planning and Eliciting Requirements
- Analyzing , Documenting, and Modeling Requirements
- Assessing and Validating Requirements

Course Code: OBA01

Days of Training: 2

Dates: Jan 12-13, Mar 2-3, Apr 9-10, May 28-29

Cost: \$350

CEUs/CPEs: 1.2/16

****For a description of Online Live Training please see pages 27***

Online Live (OL) Training

Online Live is a highly interactive virtual classroom experience, led by a live instructor broadcasting to multiple locations. The class is made up of participants from multiple locations. Participants can speak directly with the instructor, see and hear the lecture. During participant labs, participants work on virtual machines, allowing them to gain real world experience.

Each class consists of the same framework as traditional instructor led classes that you would normally take. This framework includes the same highly qualified instructors, approved courseware and outstanding support that our participants are accustomed to receiving.

BENEFITS OF ONLINE LIVE

Access to class lecture for 6 months – All participants that attend an Online Live Training class have access to the recorded lecture at the end of the day for up to 6 months from the completion of the class. So if a participant for any reason missed a portion of the lecture at the end of the day they can always go back and review that day's lecture.

Collaborate with peers – Online Live allows participants to interact with their peers from a much more diverse community than ever before.

Application Sharing – The instructor or the participant can share any application, a specific region of the desktop, or the entire desktop with each other.

Whiteboard – Instructors use powerful and versatile whiteboard tools that allow all users to draw, write, and interact on the whiteboard.

Polling – Participants can respond to verbal or written questions by using online polling features.

Cost – All Online Live Training courses are priced as the published computer applications and IT instructor led courses.

Begin Online Training Today – Indicate the course code on your CTC Application as “O” followed by the general course code. Please contact the CTC for additional information.

Courses in the Technology Skills Portfolio that are available for Online Live Training are denoted with the “O” at the beginning of the course code as well as: ***Online Live**

A large number of IT Certification courses are available through Online Live Training in various subjects such as:

- Helpdesk
- Databases
- Networking
- Server Administration
- Network Security
- Project Management
- Web Publishing

For the complete listing of Online Live Training available for IT Certification courses, please see the [Citywide Training Center's Information Technology Spring 2015 Course Catalog](#).

eLearning at your Desktop

Today's business world is driven by information, access, and speed. The key to success is moving knowledge from the people who have it... to the people who need it.

From the office or at home, via an Internet connection, you can now take online courses in many critical technology subject areas such as Professional Development Courses, Office Productivity Software, Internet and Network Technologies, Software Development, Operating Systems and Server Technologies, Enterprise Database Systems, Web Design, Project Effectiveness, and examination preparation.

You can complete entire courses—from beginner through advanced levels—to learn a brand new skill, hone in on specific skill areas as a 'refresher', develop new skills or access a course whenever instant answers are needed. Users are further supported with additional resources including simulations, online mentoring, Express Guides and test prep examinations on many titles. Participants may check with their supervisors to obtain headsets for use in an open-office environment.



How to Apply

1. Before submitting an application through your agency training liaison with your selected titles, you must ensure that your office computer has access to www.enterprisetraining.com/nycgov/ and passes the browser check at <http://browser.skillport.com/bh/default.asp>.
2. Browse through featured eLearning courses in this catalog or through the complete listing of eLearning courses at <http://www.enterprisetraining.com/nycgov/>.
3. Select a 90-day package

{	Any 3 Courses - \$129
	Any 5 Courses - \$195
	Any 10 Courses - \$355
4. Submit a supervisor approved-application to the Citywide Training Center. You will then be issued training access for 90 days.

Featured Desktop eLearning Microsoft Office Productivity Courses

ACCESS	COURSE TITLE	COURSE CODE
Microsoft Office 2007: Beginning Access	Getting Started with Access 2007	E-BGACA01
	Basic Access 2007 Tables	E-BGACA02
	Basic Access 2007 Forms	E-BGACA03
	Queries and Reports in Access 2007	E-BGACA04
Microsoft Office 2007: Advanced Access	Importing and Exporting Data and Data Presentation in Access 2007	E-ADAXA01
	Advanced Data Management in Access 2007	E-ADAXA02
Microsoft Office 2007: Access for the Power User	Programmability and Administration in Access 2007	E-ACPUA01
	Database Administration in Access 2007	E-ACPUA02
Microsoft Office 2010: Beginning Access	Getting Started with Access 2010	E-BACC1
	Creating Basic Tables in Access 2010	E-BACC2
	Data Manipulation and Simple Relationships in Access 2010	E-BACC3
	Introduction to Forms in Access 2010	E-BACC4
	Modifying Basic Forms in Access 2010	E-BACC5
	Introduction to Queries in Access 2010	E-BACC6
	Introduction to Reports in Access 2010	E-BACC7

TECHNOLOGY SKILLS PORTFOLIO

Microsoft Office 2010: Advanced Access	Advanced Importing and Exporting with Access 2010	E-AACC1
	PivotTables and Pivot Charts in Access 2010	E-AACC2
	Retrieving, Validating, and Attaching Data in Access 2010	E-AACC3
	Sub-forms, Sub-reports, and Conditional Formatting in Access 2010	E-AACC4
	Joins, SQL, and Action Queries in Access 2010	E-AACC5
	Using Access 2010 with SharePoint and Access Services	E-AACC6
	Access 2010 Macros and VBA	E-AACC7
	Optimizing, Securing, and Sharing Access 2010 Databases	E-AACC8
EXCEL	COURSE TITLE	COURSE CODE
Microsoft Office 2007: Beginning Excel	Getting Started with Excel 2007	E-BGEXA01
	Manipulating and Formatting Data and Worksheets	E-BGEXA02
	Reviewing and Printing in Excel 2007	E-BGEXA03
	Excel 2007 Formulas and Functions	E-BGEXA04
	Excel 2007 Charts, Pictures, Themes, and Styles	E-BGEXA06
Microsoft Office 2007: Advanced Excel	Advanced Formatting in Excel 2007	E-ADEXA01
	Advanced Data Management in Excel 2007	E-ADEXA02
	Advanced Customization in Excel 2007	E-ADEXA03
Microsoft Office 2007: Excel for the Power User	Analyzing Data in Excel 2007	E-EXPUA01
	Protecting and Sharing Excel 2007 Workbooks	E-EXPUA02
	Exchanging Data with Excel 2007	E-EXPUA03

Microsoft Office 2010: Beginning Excel	Getting Started with Excel 2010	E-BEXL1
	Applying Basic Data Formatting in Excel 2010	E-BEXL2
	Moving and Getting Around in Excel 2010	E-BEXL3
	Moving Data and Modifying Worksheets in Excel 2010	E-BEXL4
	Saving, Sending, and Printing Excel 2010 Workbooks	E-BEXL5
	Using Conditional Formatting, Tables, and Sparklines in Excel 2010	E-BEXL6
	Reviewing and Protecting Content in Excel 2010	E-BEXL7
	Using Basic Formulas in Excel 2010	E-BEXL8
	Using Basic Functions with Excel 2010	E-BEXL9
	Inserting Basic Charts in Excel 2010	E-BEXL10
	Adding Visuals, Themes, and Styles to Excel 2010 Workbooks	E-BEXL11
Microsoft Office 2010: Advanced Excel	Customizing Visual Elements in Excel 2010	E-AEXL1
	Workbook Settings, Conditional Formatting, and Number Formats in Excel 2010	E-AEXL2
	Organizing Data and Objects in Excel 2010	E-AEXL3
	Verifying Excel 2010 Data and Formulas	E-AEXL4
	Automating Excel 2010 Tasks Using Macros	E-AEXL5
	Analyzing Data With What-If Analysis in Excel 2010	E-AEXL6
	PivotTables and Pivot Charts in Excel 2010	E-AEXL7
	PivotTable Filters, Calculations, and Power Pivot	E-AEXL8
Microsoft Office 2010: Excel for the Power User	Sharing Excel 2010 Workbooks Online and on a Network	E-PEXL1
	Using Excel 2010 to Collaborate Online and with Other Office Applications	E-PEXL2
	Using Lookup, Reference, Math, and Text Functions in Excel 2010	E-PEXL3
	Manipulating Formulas and Using Forms in Excel 2010	E-PEXL4
	Using Excel 2010 Data Connections: Web Queries, XML, and Databases	E-PEXL5

TECHNOLOGY SKILLS PORTFOLIO

Microsoft Office 2013: Beginning Excel	Creating Workbooks, Worksheets, and Data in Excel 2013	E-B13EX1
	Saving and Printing Data in Excel 2013	E-B13EX2
	Formatting Cells and Worksheets in Excel 2013	E-B13EX3
	Formatting Data in Excel 2013	E-B13EX4
	Presenting Data using Conditional Formatting and Sparklines in Excel 2013	E-B13EX5
	Performing Calculations Using Functions in Excel 2013	E-B13EX6
	Presenting Data in Tables and Charts in Excel 2013	E-B13EX7
Microsoft Office 2013: Advanced Excel	Creating and Customizing Visual Elements in Excel 2013	E-A13EX1
	Customizing Options and Views in Excel 2013	E-A13EX2
	Manipulating Data in Excel 2013	E-A13EX3
	Data Search, Data Validation, and Macros in Excel 2013	E-A13EX4
POWERPOINT	COURSE TITLE	COURSE CODE
Microsoft Office 2007: Beginning PowerPoint	Getting Started with PowerPoint 2007	E-BGPPA01
	Adding Graphics to Presentations in PowerPoint 2007	E-BGPPA02
	Adding Multimedia and Animations to Presentations	E-BGPPA03
Microsoft Office 2007: Advanced PowerPoint	Creating Custom Slide Shows in PowerPoint 2007	E-ADPPA01
	Distributing Presentations in PowerPoint 2007	E-ADPPA02

Microsoft Office 2010: Beginning PowerPoint	Getting Started with PowerPoint 2010	E-BPPT1
	Visually Enhancing PowerPoint 2010 Presentations	E-BPPT2
	Adding Images to Presentations in PowerPoint 2010	E-BPPT3
	Using Multimedia and Animations in PowerPoint 2010	E-BPPT4
Microsoft Office 2010: Advanced PowerPoint	Using Advanced Slide Show Tools in PowerPoint 2010	E-APPT1
	Collaborating and Sharing Presentations in PowerPoint 2010	E-APPT2
Microsoft Office 2013: Beginning PowerPoint	Creating Presentations in PowerPoint 2013	E-BPRJ1
	Enhancing PowerPoint 2013 Presentations	E-BPRJ2
	Animations and Media in PowerPoint 2013	E-BPRJ3
	Finalizing a PowerPoint 2013 Presentation	E-BPRJ4
PROJECT	COURSE TITLE	COURSE CODE
Microsoft Office 2007: Beginning Project	Creating and Designing a Project with Project 2007	E-BQPR1
	Specifying and Assigning Resources in Project 2007	E-BQPR2
	Tracking and Reporting Progress with Project 2007	E-BQPR3
Microsoft Office 2007: Advanced Project	Advanced Customization with Project 2007	E-ADPR1
	Project Data Management and Performance with Project 2007	E-ADPR2

TECHNOLOGY SKILLS PORTFOLIO

Microsoft Office 2010: Beginning Project	Introduction to Project Management using Project 2010	E-BPRJ1
	Introduction to Project 2010	E-BPRJ2
	Initializing a Project with Project 2010	E-BPRJ3
	Defining Project Properties in Project 2010	E-BPRJ4
	Building a Schedule with Project 2010	E-BPRJ5
	Creating Resources in Project 2010	E-BPRJ6
	Managing Resource Assignments with Project 2010	E-BPRJ7
	Monitoring Schedule Performance with Project 2010	E-BPRJ8
	Communicating Project Information with Project 2010	E-BPRJ9
Microsoft Office 2010: Advanced Project	Advanced Customizing with Project 2010	E-APRJ1
	Advanced Tools for Managing Multiple Projects with Project 2010	E-APRJ2
	Advanced Resource Management with Project 2010	E-APRJ3
	Advanced Scheduling Management with Project 2010	E-APRJ4
	Advanced Reporting and Management Tools in Project 2010	E-APRJ5
OUTLOOK	COURSE TITLE	COURSE CODE
Microsoft Office 2007: Beginning Outlook	Getting Started with Outlook 2007	E-BGOLA01
	Formatting and Managing E-mail in Outlook 2007	E-BGOLA02
	Using the Calendar in Outlook 2007	E-BGOLA03
	Using Contacts, Tasks, Notes, and Customizing the Interface in Outlook 2007	E-BGOLA04
	Completing Searches, Printing Items, and Working with RSS Feeds in Outlook 2007	E-BGOLA05

Microsoft Office 2007: Advanced Outlook	Customizing Outlook 2007 and Using the Journal	E-ADOLA01
	Configuring Rules, Alerts, and Junk E-mail Settings in Outlook 2007	E-ADOLA02
Microsoft Office 2007: Outlook for the Power User	Data Security, Archiving, and Working Offline in Outlook 2007	E-OLPUA01
	Instant, Text, and Unified Messaging in Outlook 2007	E-OLPUA02
	Business Contact Manager with Outlook 2007	E-OLPUA03
Microsoft Office 2010: Beginning Outlook	Getting Started with Outlook 2010	E-BOUT1
	Managing Conversations and Organizing E-mail in Outlook 2010	E-BOUT2
	Managing Attachments, Graphics, Signatures, and Autoresponses in Outlook 2010	E-BOUT3
	Using the Calendar for Appointments, Events, and Meetings in Outlook 2010	E-BOUT4
	Managing Meetings and Customizing the Calendar in Outlook 2010	E-BOUT5
	Outlook 2010 Social Connector and Messaging	E-BOUT6
	Working with Contacts in Outlook 2010	E-BOUT7
	Using the Tasks, Notes, and Journal Features in Outlook 2010	E-BOUT8
Microsoft Office 2010: Advanced Outlook	Formatting E-mail and Configuring Message Options in Outlook 2010	E-AOUT1
	Customizing Outlook 2010 and Managing Accounts	E-AOUT2
	Managing E-mail with Rules, Automatic Replies, and Alerts in Outlook 2010	E-AOUT3
	Working with Files and Folders and Using Search and RSS Feeds in Outlook 2010	E-AOUT4
	Data Files, Archiving, and Send/Receive Groups in Outlook 2010	E-AOUT5
	Implementing Security with Outlook 2010	E-AOUT6
	Accessing Exchange Remotely and Using Forms in Outlook 2010	E-AOUT7

TECHNOLOGY SKILLS PORTFOLIO

Microsoft Office 2013: Beginning Outlook	Working with e-mail in Outlook 2013	E-B13OL1
	Managing E-mail in Outlook 2013	E-B13OL2
	Working with Contacts in Outlook 2013	E-B13OL3
	Scheduling with Appointments, Events, and Tasks in Outlook 2013	E-B13OL4
	Working with Meetings in Outlook 2013	E-B13OL5
Microsoft Office 2013: Advanced Outlook	Formatting E-mail and Configuring Message Options in Outlook 2013	E-A13OL1
	Management and Customization in Outlook 2013	E-A13OL2
	Mail Automation, Cleanup, and Storage in Outlook 2013	E-A13OL3
	Collaboration and Customization with the Calendar, Contacts and Tasks in Outlook 2013	E-A13OL4
VISIO	COURSE TITLE	COURSE CODE
Microsoft Office 2007: Beginning Visio	Creating Visio 2007 Diagrams	E-BQVS1
	Enhancing and Customizing Diagrams in Visio 2007	E-BQVS2
	Collaborating and Using Visio 2007 With Other Programs	E-BQVS3
Microsoft Office 2010: Beginning Visio	Getting Started with Visio 2010	E-BVIS1
	Working with Diagrams in Visio 2010	E-BVIS2
	Collaboration, Evaluation and Printing in Visio 2010	E-BVIS3

WORD	COURSE TITLE	COURSE CODE
Microsoft Office 2007: Beginning Word	Getting Started with Word 2007	E-BGWDA01
	Working with Text and Paragraphs in Word 2007	E-BGWDA02
	Structuring, Editing, Saving, and Opening Documents in Word 2007	E-BGWDA03
Microsoft Office 2007: Advanced Word	Advanced Formatting in Word 2007	E-ADWDA01
	Advanced Document Navigation and Document Reviews in Word 2007	E-ADWDA02
	Using Tables, Charts, and Graphics in Word 2007	E-ADWDA03
Microsoft Office 2010: Beginning Word	Getting Started with Word 2010	E-BWRD1
	Formatting and Working with Text in Word 2010	E-BWRD2
	Organizing and Arranging Text in Word 2010	E-BWRD3
	Moving Around in Word 2010	E-BWRD4
	Structuring Word 2010 Documents	E-BWRD5
	Reviewing Documents in Word 2010	E-BWRD6
	Saving, Sharing, and Printing in Word 2010	E-BWRD7
	Customizing the Behavior and Appearance of Word 2010	E-BWRD8
	Drawing and Inserting Graphics in Word 2010	E-BWRD9

TECHNOLOGY SKILLS PORTFOLIO

Microsoft Office 2010: Advanced Word	Using Themes, Backgrounds, Watermarks, and Quick Parts in Word 2010	E-AWRD1
	Adding Tables of Contents, Footnotes, Hyperlinks, and Bookmarks in Word 2010	E-AWRD2
	Forms, Fields, and Mail Merge in Word 2010	E-AWRD3
	Managing, Inspecting, and Recovering Word 2010 Documents	E-AWRD4
	Creating and Formatting Tables in Word 2010	E-AWRD5
	Manipulating Tables in Word 2010	E-AWRD6
	Embedding Charts and Tables into Word 2010	E-AWRD7
Microsoft Office 2013: Beginning Word	Performing Basic Tasks in Word 2013	E-B13WD1
	Editing and Formatting in Word 2013	E-B13WD2
	Structuring a Document in Word 2013	E-B13WD3
	Adding Lists and Objects in Word 2013	E-B13WD4
	Using Tables in Word 2013	E-B13WD5
Microsoft Office 2013: Advanced Word	Advanced Formatting in Word 2013	E-A13WD1
	Customizing Document Layout in Word 2013	E-A13WD2
	Advanced Table Customization in Word 2013	E-A13WD3
	Inserting and Formatting Graphics in Word 2013	E-A13WD4
	Navigating and Reviewing Documents in Word 2013	E-A13WD5
	Reference Tools and Mail Merge in Word 2013	E-A13WD6

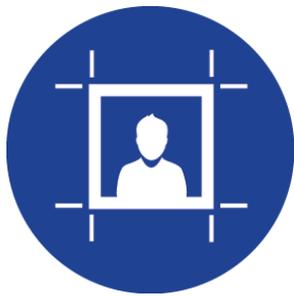
CRYSTAL REPORTS	COURSE TITLE	COURSE CODE
Crystal Reports 2011: Report Writing Basics	Reporting Basics with Crystal Reports 2011	E-234748
	Managing Data and Distributing Reports with Crystal Reports 2011	E-234758



Featured Information Technology Courses

DATABASE COURSES	COURSE TITLE	COURSE CODE
Oracle 11g: SQL Fundamentals I	Oracle Database 11g: Using SQL to Query Your Database	E-257492
	Oracle Database 11g: Conversion Functions, Group Functions, and Joins	E-257503
	Oracle Database 11g: Sub-queries, Set Operators, and Data Manipulation	E-257513
	Oracle Database 11g: Using DDL, Views, Sequences, Indexes, and Synonyms	E- 257522
Microsoft SQL Server 2012: Querying	Microsoft SQL Server 2012: Creating Database Objects	E-MS12SQ1
	Microsoft SQL Server 2012: Querying Basics and Modifying Data	E-MS12SQ2
	Microsoft SQL Server 2012: Manipulate Data Using Operators and Functions	E-MS12SQ3
	Microsoft SQL Server 2012: Creating Functions and Triggers	E-MS12SQ4
	Microsoft SQL Server 2012: Creating Programming Objects and Optimizing Queries	E-MS12SQ5
	Microsoft SQL Server 2012: Managing XML Data	E-MS12SQ6
HELPDESK COURSES	COURSE TITLE	COURSE CODE
CompTIA A+ 220-801	CompTIA A+ 220-801: BIOS and Motherboards	E-C801AP1
	CompTIA A+ 220-801: Memory, Expansion Cards and Storage Devices	E-C801AP2
	CompTIA A+ 220-801: CPUs, Connections, and Power Supplies	E-C801AP3
	CompTIA A+ 220-801: Configurations, Displays, Connectors, & Peripherals	E-C801AP4
	CompTIA A+ 220-801: Network Cabling, IP Addressing, Ports, and Protocols	E-C801AP5
	CompTIA A+ 220-801: Networking Technologies	E-C801AP6
	CompTIA A+ 220-801: Networking Devices and Tools	E-C801AP7
	CompTIA A+ 220-801: Laptops	E-C801AP8
	CompTIA A+ 220-801: Printers	E-C801AP9
	CompTIA A+ 220-801: Operational Procedures	E-C801AP10

OPERATING SYSTEMS & SERVER TECHNOLOGIES COURSES	COURSE TITLE	COURSE CODE
Microsoft Windows Server 2008: New Features	Introducing Windows Server 2008	E-WS08NF1
Microsoft Windows 7: First Look for IT Professionals	Microsoft Windows 7: First Look for IT Professionals	E-MW7FP1
PROGRAMMING COURSES	COURSE TITLE	COURSE CODE
Java 2 Programming: Java SE7 Fundamentals	Java SE7 Fundamentals: Introduction to Java	E-JSE701
	Java SE7 Fundamentals: Variables, Operators, and Objects	E-JSE702
	Java SE7 Fundamentals: Decision Constructs, Arrays, and Loops	E-JSE703
	Java SE7 Fundamentals: Overloading, Validation, and Object-Oriented Concepts	E-JSE704
	Java SE7 Fundamentals: Handling Errors and Deploying Applications	E-JSE705
Microsoft .NET Framework 4: Windows Application Development with Visual C# 2010	Creating Windows Applications with C# 2010	E-WADFM1
	Creating User Interfaces for Windows Applications with C# 2010	E-WADFM2
	Windows Applications Content Creation and Management with C# 2010	E-WADFM3
	Windows Applications Databinding with C# 2010	E-WADFM4
	Customizing and Managing Multithreaded Applications with C# 2010	E-WADFM5
	Securing and Deploying WPF Applications with C# 2010	E-WADFM6
NETWORK SECURITY COURSES	COURSE TITLE	COURSE CODE
Certified Ethical Hacker	CEH version 7: Hacking Basics	E-332003
	CEH version 7: Network Hacking	E-332004
	CEH version 7: Social Engineering	E-332005
	CEH version 7: Web Application Hacking	E-332006
	CEH version 7: Wireless Hacking	E-332007
	CEH version 7: Cryptography	E-332008
	CEH version 7: Attack and Penetration Testing	E-332009

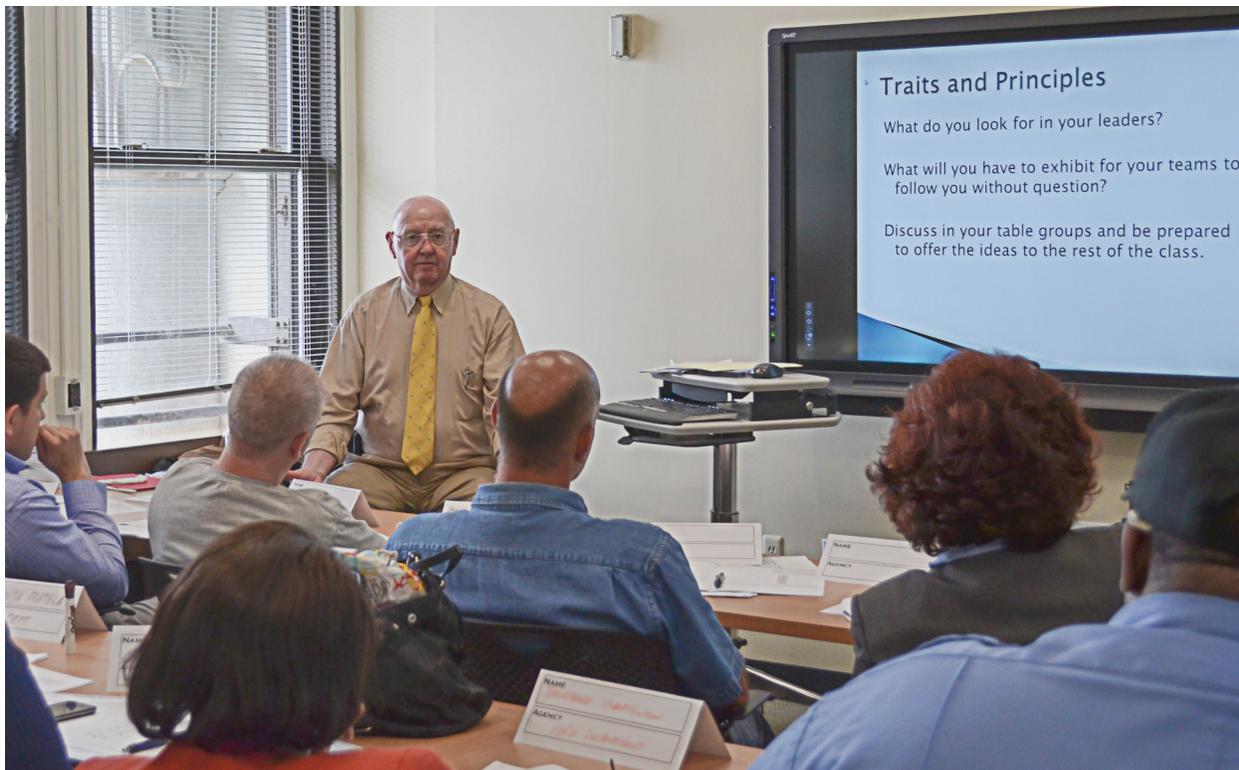


PERSONAL DEVELOPMENT PORTFOLIO

Inspired to develop your skills on a personal and professional level? Programs in this portfolio provide a full spectrum of options for enhancing your 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.

Action Grammar	44
Attitude is Everything	44
Business Writing: Clarity Through Critical Thinking	45
Communication and Collaboration for Project Success	46
Creating and Delivering Powerful Presentations	47
Creating Workplace Civility	47
Delivering Quality In-Person Customer Service	48
Developing Dynamic Listening Skills	48
“Easy” English for the Multi-Lingual Writer	49
Effective Office Management	49
Enhancing Your Personal Productivity	50
Managing Multiple Priorities	50

Managing Stress and Preventing Burnout	51
Mind Tools for Memory	51
Motivating Yourself for Professional Success	52
Revising, Editing, and Proofreading	52
Strategies for Handling Difficult Behaviors	53
Successful Letter and Memo Writing	53
Successful Workplace Communication	54
Time Management Strategies	54
Writing Effective and Efficient E-mails	55



Action Grammar

This course is designed to answer the most frequently asked questions about grammar, punctuation, and usage. Focus is on the grammatical issues that are essential for ensuring that on-the-job writing reflects a polished, professional image.

Objectives:

- Identify well-constructed sentences and correct run-on sentences and sentence fragments
- Create transitions between sentences
- Use correct verb tenses
- Learn the principles of subject-verb agreement
- Form possessives of singular and plural nouns
- Use pronouns correctly
- Learn rules of capitalization and correct punctuation, including commas, semi-colons, colons, and quotation marks
- Understand the meanings and differences of commonly misused words, including words that sound alike and look alike

Target Audience: Individuals who want to enhance or refresh their understanding of Standard English grammar

Course Code: C5031

Days of Training: 2

Date: Feb 3-4

Cost: \$250

CEUs/CPEs: 1.2/16

Attitude is Everything

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

Objectives:

- Improve relationships and increase empathy and respect for others
- Understand the consequences of a negative attitude in the workplace and the benefits of promoting a positive, healthy environment
- Learn to transform negative attitudes into positive ones
- Develop effective listening and communication skills
- Achieve new levels of performance through goal-setting techniques
- Learn practical and effective approaches to problem-solving

Target Audience: Individuals who want to build and maintain better workplace relationships

Course Code: C9266

Days of Training: 1

Date: Apr 3

Cost: \$125

CEUs/CPEs: .6/8

Business Writing: Clarity Through Critical Thinking

By learning to think critically you can increase your ability to write with greater clarity. You will be able to more precisely analyze information and assess a particular task, subject, issue, etc. This one-day course will help you to use critical thinking skills and provide practice in a specific writing model to improve your business writing and completion of both large and small writing projects.

Objectives:

- Learn to ask appropriate questions to gather relevant information in an efficient manner
- Assess information in order to determine reliable and trustworthy conclusions
- Organize and draft content to increase clarity
- Apply a problem solving approach to ensure your document's clarity
- Describe strengths and weaknesses of inductive and deductive arguments in a document's content
- Develop skills to avoid misleading or deceptive wording

Target Audience: Professional staff who frequently write letters and reports

Course Code: C2036

Days of Training: 1

Date: Apr 10

Cost: \$125

CEUs/CPEs: .6/8

Communication and Collaboration for Project Success

Communication is the single most important success factor for project management. Project managers must communicate project specifics with a wide-array of stakeholders across a broad period of time. Communication is the mechanism for achieving project management success. This one-day program develops effective communication skills for improved project performance. Participants will learn how to create a collaborative environment which encourages clear, open, continuous communication throughout the life of the project.

Objectives:

- Identify the skills necessary to encourage project team collaboration
- Focus on goals and outcomes instead of personality and process
- Negotiate “performance agreements” and align stakeholders expectations
- Reach agreement on task and timing on project steps and employee performance of these milestones
- Solicit and offer feedback from team members in a productive and effective manner
- Influence team participants by identifying their specific values and understanding their unique motivations
- Cope productively with project member skills, values and differences
- Use “Fierce” Communications skills for uncovering hidden agendas that impede project progression
- Complete a project communication plan that anticipates the needs of each stakeholder

Target Audience: Managers, supervisors, technical professionals, program managers and project managers who want to improve project team processes

Course Code: C9119

Days of Training: 1

Date: May 5

Cost: \$125

CEUs/CPEs: .6/8

Creating and Delivering Powerful Presentations

This course is designed for professionals who, in their 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: Professionals who make presentations

Course Code: C9041

Days of Training: 2

Date: Jan 26-27

Cost: \$250

CEUs/CPEs: 1.2/16

Creating Workplace Civility

City employees may face angry, challenging, disruptive, and sometimes even dangerous behavior during the course of their work. Such behavior might involve conflict, harassment, intimidation, incivility, disrespect, verbal aggression, or even violence. Both internal and external customers could potentially present these behaviors at any time.

Creating Workplace Civility focuses on building employee confidence to proactively address problematic situations while maintaining their own professionalism. Participants acquire the skills to effectively respond to anxious, irrational, angry, hostile, and potentially dangerous situations and minimize the negative impact of these challenging encounters.

Objectives:

- Recognize early warning signs of anger or hostility
- Invoke four essential priorities essential to violence response
- Effectively utilize personal space, body language, and paraverbal communication to relieve tension and defuse hostility
- Employ verbal intervention strategies to de-escalate situations before they become more disruptive or potentially dangerous
- Maintain an objective and professional attitude when responding to an agitated individual

Target Audience: All City employees

Course Code: C9100

Days of Training: 1

Date: Apr 17

Cost: \$125

CEUs/CPEs: .6/8

Delivering Quality In-Person Customer Service

This workshop provides participants with the techniques necessary to provide courteous in-person customer service and support. Participants will learn how to interact more effectively with customers, manage potentially challenging situations, and handle difficult customers with tact and diplomacy.

Objectives:

- Explore components and challenges of delivering high-quality service at every face-to-face customer interaction opportunity
- Learn communication techniques to obtain information to understand customer needs
- Practice effective responses to difficult customer service situations
- Gain insights and techniques for positively dealing with stressful interactions
- Recognize how external customer service skills can also be successfully used to enhance relations with internal agency customers

Target Audience: Customer service personnel who interact with the public face-to-face

Course Code: C5555

Days of Training: 1

Date: Feb 11

Cost: \$125

CEUs/CPEs: .6/8

Developing Dynamic Listening Skills

This workshop will focus on the skills, knowledge, and attitudes necessary to meet the challenges of listening effectively. 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: C2508

Days of Training: 1

Date: Feb 25

Cost: \$125

CEUs/CPEs: .6/8

“Easy” English for the Multi-Lingual Writer

This course is designed for writers for whom English is not their first language. In this course participants will work on their own and with others on job-related writing exercises that will strengthen their ability to write using proper English. Participants will leave the course with an awareness of writing strengths and a sense of confidence in their ability to improve in areas where special focus is needed.

Objectives:

- Master standard formats and etiquette for memos, letters, and e-mail
- Acquire rules to avoid the most common writing errors
- Identify the most frequent sentence problems and learn how to correct them
- Review correct punctuation, capitalization, abbreviation, and number use
- Employ English idioms and other tricky words and expressions properly
- Discover where to find print and electronic writing “how to” resources

Target Audience: Administrative, clerical, and technical employees for whom English is a second language, and who are responsible for writing, e-mails, memos, and letters

Course Code: C8005

Days of Training: 2

Date: Apr 2-3

Cost: \$250

CEUs/CPEs: 1.2/16

Effective Office Management

This workshop will provide clerical associates and administrative assistants with the needed tools for superior management of their work environment. It will address the day-to-day workplace challenges and give participants strategies and techniques to gain a better perspective of the job as well as a streamlined approach for achieving results.

Objectives:

- Manage your time more effectively, even with changing priorities
- Create and develop office routines that achieve optimum work outcomes
- Build better communication skills to facilitate cooperation
- Enlist the support and help of others to build a team environment
- Explore how motivation has an impact on workplace effectiveness

Target Audience: Clerical and administrative personnel who wish to manage the office more effectively

Course Code: C2202

Days of Training: 1

Date: Mar 30, May 12

Cost: \$125

CEUs/CPEs: .6/8

Enhancing Your Personal Productivity

Are you always busy? Do you have hundreds of voicemails to return, endless e-mails to read, and mounds of paperwork to conquer? Often the whirlwind of activities that we engage in do not add significant value to the work we do for our agency or the services we provide for our customers. This one-day program identifies ten “time stealers” and provides practical, easy-to-use tips on how to overcome them.

Objectives:

- Identify your “time wasters”
- Identify your “HULA” moves (Having Unproductive Legitimate Action)
- Apply seven time-saving tips to help you enhance your effectiveness and productivity
- Learn how to focus your “freed up” time on the strategic issues facing your department and agency
- Review four techniques to help build strong partnerships between you and others in your work unit and agency
- Recognize how enhancing productivity improves career potential
- Develop an action plan to enhance your personal productivity

Target Audience: Employees seeking methods for enhancing their productivity, performance, and work effectiveness

Course Code: C9226

Days of Training: 1

Date: June 17

Cost: \$125

Managing Multiple Priorities

This program will prepare participants to better manage 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 organizing tools to measure and monitor progress

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

Course Code: C5044

Days of Training: 1

Date: May 6

Cost: \$125

CEUs/CPEs: .6/8

Managing Stress and Preventing Burnout

This course is designed for individuals who want to take specific actions to beat job burnout. In this workshop participants will explore ways to transform the pressures of work overload into productive and positive work outcomes. This workshop helps participants to address associated fatigue and lack of focus and explore strategies for prevention. Participants will develop techniques and practice exercises for alleviating the stressors—both personal and work related—that contribute to this syndrome.

Objectives:

- Recognize factors that contribute to that “frazzled condition”
- Determine if you exhibit symptoms
- Distinguish the external and internal factors associated with feeling “overwhelmed” by responsibility
- Employ techniques to strengthen your resolve and “take control”
- Construct a step-by-step action plan for alleviating and preventing burnout

Target Audience: Individuals who want to develop skills for preventing, and alleviating job burnout

Course Code: C9033

Days of Training: 1

Date: Mar 16

Cost: \$125

CEUs/CPEs: .6/8

Mind Tools for Memory

In today’s high-demand agency workplace it is harder than ever to remember everything you need to retain—from names and passwords to all the details required to bring your projects to successful completion. But building your memory can actually be achieved by learning a few simple but powerful techniques. In this course, we will learn memory-enhancing methods that will improve your ability to solve problems, organize your time, meet deadlines, work well with coworkers and clients, and project your best professional self.

Objectives:

- Assess your ability to remember facts, figures, names, and assignments
- Revitalize your mind-set about remembering
- Learn and practice powerful memory improvement techniques
- Give and receive feedback to help improve your skill
- Practice memory-focused listening
- Plan how to use memory techniques to meet your agency workplace challenges
- Develop your action plan to apply and further improve your memory skills

Target Audience: All employees who wish to learn memory improvement techniques

Course Code: C9279

Training Days: 1

Date: Apr 24

Cost: \$125

CEUs/CPEs: .6/8

NEW!

Motivating Yourself for Professional Success

What motivates you? Is it your boss or paycheck? The number one person who can motivate you is YOU! This interactive workshop addresses key aspects of self-motivation. It provides practical tips to help you define personal and professional success, how to create your own world, set goals, gain positive energy, and invest in yourself. An important element of being successful is being a good steward of the resources we have. Explore what actions you can take to overcome personal and professional stumbling blocks and see how creative thinking, effective decision making, and personal motivation can determine the destiny you create.

Objectives:

- Recognize the importance of “positive energy” in our life
- Determine what our individual motivators are
- Examine various goal-setting strategies
- Construct a step-by-step Action Plan for investing in yourself

Target Audience: All employees who wish to learn self-motivational techniques

Course Code: C9092

Training Days: 1

Date: Mar 13

Cost: \$125

CEUs/CPEs: .6/8

Revising, Editing and Proofreading

This interactive program focuses on exercises designed to enhance revising, editing, and proofreading skills. Participants will have opportunities to sharpen their writing organization, sentence structure, grammar, word usage, and punctuation and receive individual, confidential feedback.

Objectives:

- Understand that good writing is rewriting
- Employ the “Protect Your REP” formula when reviewing documents
- Review strategies for proper placement of content
- Lay out text to support the reader’s need to scan the document
- Edit for sentence structure, grammar, and word usage
- Check for all punctuation marks, capitalization, and abbreviations

Target Audience: Professional staff who wish to polish their writing skills

Course Code: C2033

Days of Training: 2

Date: May 28-29

Cost: \$250

CEUs/CPEs: 1.2/16

Strategies for Handling Difficult Behaviors

This workshop provides participants with techniques to enhance their skills for dealing with people who exhibit difficult behaviors in the workplace. Participants will learn how to manage their own behaviors, explore different coping mechanisms, and develop more effective communication skills when confronted with a difficult person or situation.

Objectives:

- Identify emotionally charged situations at work in order to minimize their impact
- Practice strategies for gaining control of volatile situations
- Apply techniques to take charge of work-place conversations
- Learn how to fend off a personal attack without being drawn into a “no-win” showdown
- Discover methods to keep pressure from affecting job performance

Target Audience: Individuals who wish to discover better ways to deal with difficult behaviors in the workplace

Course Code: C7519

Days of Training: 1

Date: May 18

Cost: \$125

CEUs/CPEs: .6/8

Successful Letter and Memo Writing

This course focuses on fundamental writing concepts necessary for moving letters and memos from a draft to a finished document. Participants will acquire a system for organizing and composing clear, concise, and complete letters and memos.

Objectives:

- Identify characteristics of effective business writing
- Plan and organize thoughts before writing
- Create a professional tone
- Avoid run-on sentences and sentence fragments
- Check for cohesive paragraphs
- Avoid the most frequently made grammatical errors

Target Audience: Clerical and administrative support staff responsible for drafting and writing routine office correspondence

Course Code: C6788

Days of Training: 2

Date: Jan 22-23

Cost: \$250

CEUs/CPEs: 1.2/16

Successful Workplace Communication

This workshop will provide participants with methods to improve their everyday interactions with co-workers and enable them to work more productively in group situations. Participants will evaluate their own communication styles and explore methods and techniques for improving their personal communication effectiveness.

Objectives:

- Assess communication styles and their impact on others
- Learn effective active listening techniques
- Recognize and respect others needs
- Develop techniques to achieve greater understanding
- Interpret verbal and non-verbal communication cues
- Diffuse and resolve conflict situations

Target Audience: Clerical/administrative staff seeking to improve their communication effectiveness

Course Code: C1022

Days of Training: 1

Date: Mar 6, June 4

Cost: \$125

CEUs/CPEs: .6/8

Time Management Strategies

This course will assist participants in taking control of the time in their work day. Participants will identify unproductive work habits and learn a wide array of time management tips and techniques to maximize their effectiveness. Focus will be on setting priorities and planning as the cornerstones of developing productive work habits. Participants will also identify those strategies that best fit their work style and the realities of their work environment.

Objectives:

- Identify individual work styles
- Learn how to get organized and manage time in a variety of ways
- Select specific individualized time management strategies
- Develop and implement time management strategies

Target Audience: All who wish to develop tailored, immediately practicable time management skills

Course Code: C8002

Days of Training: 1

Date: Mar 11

Cost: \$125

CEUs/CPEs: .6/8

Writing Effective and Efficient E-mails

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

Objectives:

- Recognize qualities that make e-mail a unique communication mode
- Define the purpose of your e-mail message
- Distinguish necessary details to support your purpose without overloading your readers
- Develop techniques for checking the tone of your e-mail
- Revise and edit e-mail for clarity, conciseness, and completeness
- Manage your e-mail system effectively: attaching, copying, filing, responding, and more

Target Audience: Professional staff who write frequent internal and external e-mail messages as part of their daily work routine

Course Code: C4260

Days of Training: 1

Date: May 8

Cost: \$125

CEUs/CPEs: .6/8



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 learn how to develop strategies to raise their employees’ motivational and skill levels on different tasks and assignments. Using the Situational Leadership II model, participants will learn to:

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

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

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

Course Code: C1237

Days of Training: 1

Dates: Feb 2

Cost: \$125

CEUs/CPEs: .6/8

NEW!

Back to Basics: Essential Skills for Supervisors

This workshop provides supervisors with practical strategies for improving their skills in the four functions of managing. The course will provide an in-depth look at the principles of planning, organizing, leading and controlling and specific techniques in each area. Supervisors will walk away with clear-cut actions they can put into place immediately to make managing others work for them.

Objectives:

- Define the four functions of management: planning, organizing, leading, and controlling
- Discuss how to communicate goals that get and produce results
- Use communication skills to obtain information and understand employees' perspectives
- Apply delegation strategies that increase productivity and motivation
- Use effective coaching techniques to maximize your staff 's performance
- Understand the difference between descriptive and evaluative feedback and how feedback affects performance and morale
- Deliver constructive feedback in a way that produces positive change, not resentment or anger
- Effectively use the performance appraisal process as a means of making progress and creating a better working relationship with your staff

Target Audience: Supervisors with more than six month's experience

Course Code: C1038

Days of Training: 2

Date: Mar 10-11, June 8-9

Cost: \$250

CEUs/CPEs: 1.2/16

NEW!

Brilliant Briefings

This interactive workshop will provide participants with the skills and techniques needed to make powerful, persuasive, and high-impact briefings and presentations to senior management. Participants will be coached for refining presentations.

Objectives:

- Apply attitudes and skills needed to give dynamic briefings to senior management
- Identify and build upon personal presentation strengths and expertise
- Convey credibility and be persuasive
- Handle questions effectively and criticism non-defensively
- Close the briefing for positive action

Target Audience: Managers, supervisors, and professionals who want to polish their skills for making presentations to senior-level management

Course Code: C3150

Days of Training: 1

Date: Feb 5

Cost: \$125

CEUs/CPEs: .6/8

Building Collaborative, Productive and Cohesive Teams

Is your team at the top of its game? This course will focus on the three key elements needed to build a collaborative, productive, and cohesive team: **Trust**, **Open** communication and **Purpose (TOP)**. You'll discover the importance of inter-dependence, conflict management, transparency, vision and clearly defined roles, and will have the opportunity to practice skills associated with these characteristics.

Objectives:

- Identify the key elements of "Trust" "Open Communication" and "Purpose" in a team environment
- Understand the stages of team development and how these stages impact the overall project
- Align team expectations and clarify roles and tasks of the varying team participants
- Apply group decision making and problem solving skills
- Discover processes to uncover and resolve conflicts on a team
- Practice methods for effectively managing different work styles

Target Audience: Managers and professionals responsible for leading project initiatives

Course Code: C1243

Days of Training: 1

Date: Mar 20

Cost: \$125

CEUs/CPEs: .6/8

NEW!

City Systems Management: A Guide to Understanding Important Human Capital Processes

City Systems Management is designed to guide participants through the complexities of Citywide HR processes and procedures. The course provides managers with useful tools to assist in developing strategies to build and manage effective teams.

Objectives:

The course will cover the following areas:

- Civil service exam and administration
- Effective discipline
- Conflicts of Interest and investigations
- Workforce planning

Target Audience: Managers and supervisors who want to gain a better understanding of Citywide HR guidelines

Course Code: C7445

Days of Training: 1

Date: Mar 24, Apr 29

Cost: \$125

CEUs/CPEs: .6/8

Coaching for Employee Commitment and Performance

Good working relationships between managers and employees results in improved productivity and job performance. Utilizing performance coaching through relationship-building techniques is the focus of this seminar. Research has shown that good working relationships free both managers and employees from investing time and energy overcoming problems associated with negative relationships, thus allowing energies to be focused on opportunities for growth. This seminar will help participants utilize coaching as an on-going, relationship-based process whereby two parties work together and are committed to improvement in work performance.

Objectives:

- Learn about the benefits of coaching
- Identify performance expectations and the productivity gap
- Build trust, respect and communication
- Build your coaching relationship
- Learn the coaching feedback model
- Discover how to give effective constructive and positive feedback
- Pinpoint conditions for having an effective coaching session
- Determine the coaching steps for an effective coaching session

Target Audience: Managers, directors, supervisors, and professionals who want to develop critical thinking skills and apply them for managing workplace issues and challenges

Course Code: C1238

Days of Training: 1

Dates: Apr 30

Cost: \$125

CEUs/CPEs: .6/8

NEW!

Contract Management/ Administration

This course will discuss the range of activities in the contract management and administration process, from contract award through contract closeout.

Objectives:

- Develop plan for contract administration and management
- Know the terms and conditions of the contract
- Identify and define roles of project team members
- Monitor contractor performance
- Manage invoices and payment
- Modify contract terms and/or conditions
- Resolve conflicts
- Closing the contract

Target Audience: Non-procurement managers and professionals who manage and administer contracts. It is strongly recommended that participants take “Introduction to Procurement” as a prerequisite to this course.

Course Code: P3016

Days of Training: 1

Date: June 10

Cost: \$125

CEUs/CPEs: .6/8

NEW!

Contract Negotiation Techniques

This course will provide participants with an understanding of the principles and strategies in conducting effective negotiations in procuring goods and services.

Discussion Topics:

- Strategic planning
- Negotiation tactics
- Interpersonal communications
- Cost and price analysis

Target Audience: Non-procurement managers and professionals who are involved with conducting contract negotiations. It is strongly recommended that participants take “Introduction to Procurement” as a prerequisite to this course.

Course Code: P3015

Days of Training: 1

Date: June 2

Cost: \$125

CEUs/CPEs: .6/8

Creating a Collaborative Workplace

Collaboration within teams, across programs and between organizations is a fact of life in today's workplace settings. The complexity of tasks and the interdependence of functions make it important that people work well with one another throughout an entire organization. High performance teams make this necessary collaboration appear seamless. Everyone communicates both smoothly and completely. Everyone seeks out and leverages other people's knowledge and talents. Teams seem temporarily enlarged – their boundaries suddenly expanded, their capacities increased. This course looks at the complexities, the opportunities and the desired conditions and skills needed to make this possible.

Objectives:

- Define collaboration and its core principles
- Identify success factors for effective collaboration
- Distinguish between collaboration and teamwork
- Assess whether collaboration is an effective strategy in specific situations
- Practice strategies to foster successful collaborations

Target Audience: Leaders, collaborators, program coordinators and partners, team members

Course Code: C7516

Days of Training: 1

Date: Apr 20

Cost: \$125

CEUs/CPEs: .6/8

Data Analytics for Managers

This course introduces participants, especially managers and executives, 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
- The concerns and opportunities of working with government open data

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

Course Code: C4311

Days of Training: 1

Date: Jan 30, Apr 16

Cost: \$150

CEUs/CPEs: .6/8

Developing Yourself and Others Through Delegation

Effective delegation may be the hardest skill set for a supervisor or manager to master; it often confounds and eludes even the most experienced leaders. Delegating involves high levels of trust, self-awareness and strategic thinking. It is different from assigning routine work or “dumping.” Done well, it enables you and others to take on new challenges, maximizes productivity, increases team performance and reduces stress. Done incorrectly, it results in improperly completed projects and increased frustration. This highly interactive one day workshop will explore many facets of delegation and take you through the delegation process step by step.

Objectives:

- Evaluating your delegation skills
- Differentiating delegation from assigning work and “dumping”
- Identifying real and self-imposed barriers to delegation
- Avoiding the “pitfalls” in delegating
- Dealing with trust and accountability issues
- Pinpointing the right task, time and person for delegating
- Planning and practicing the five-step delegation process
- Developing strategies for assigning work and following up effectively

Target Audience: Managers and supervisors who want to examine the benefits of delegation

Course Code: C9117

Days of Training: 1

Date: Mar 25

Cost: \$125

CEUs/CPEs: .6/8

Essentials for Successful Project Management

This workshop will assist project managers in guiding an initiative from inception to successful completion. 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:

- Determine the project scope and feasibility
- Sequence the project and establish realistic milestones
- Build a project plan with contingencies for the unexpected
- Utilize tools that facilitate workflow and accountability
- Communicate project related information accurately and effectively
- Develop a monitoring and control process for cost and resource allocation
- Lead and motivate a project team

Target Audience: Managers and professionals responsible for leading project initiatives

Course Code: C1234

Days of Training: 2

Date: Feb 19-20, June 23-24

Cost: \$250

CEUs/CPEs: 1.2/16

Excel Tools: Summarizing Data

This course will address one of the greatest challenges managers face today: making sense of the data they already have. Being able to quickly and efficiently summarize and analyze data is essential to making better business decisions. Using Excel 2010, participants will be taught some of the most effective techniques in 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

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

Prerequisite: Basic math skills, Excel Level 1

Course Code: C4312

Days of Training: 1

Date: Mar 31, June 25

Cost: \$150

CEUs/CPEs: .6/8

NEW! **Fundamentals of Business**

Mathematics

Do you want to improve your basic math skills? This class covers basic mathematical calculations commonly used in business settings. Course covers computing fractions and decimals, the order of operations for combined computations, and solving equations and word problems. It includes the use of proportions, ratios, and percentages, and also provides instruction on the use of a calculator for business applications.

Objectives:

- Demonstrate the use of basic mathematics, including formulae and ratios
- Identify reasonableness in the calculation of answers
- Apply techniques for summarizing and analyzing data
- Learn financial mathematical techniques
- Explore spreadsheets as tools to facilitate the use and presentation of data

Target Audience: Individuals who want to enhance or refresh their understanding of basic business mathematics

Course Code: C7746

Days of Training: 1

Date: Mar 19, May 19

Cost: \$125

CEUs/CPEs: .6/8

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 effectively work with a diverse workforce
- 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 subordinate
- Coach staff members for top performance
- Master conflict management skills

Target Audience: All supervisors

Course Code: C1044

Days of Training: 2

Date: Jan 12-13

Cost: \$250

CEUs/CPEs: 1.2/16

Hitting the Bulls-eye: Setting Targets the Work

Often the dissatisfaction we feel with our inability to meet goals and deadlines can be attributed not to laziness or poor implementation, but to sub-optimal planning. This practical workshop will arm participants with proven methods to create a strategic plan that will transform vision to reality. Participants will work with decision-making frameworks, goal-setting techniques, and best practices for assigning roles and responsibilities, measurable benchmarks and data-driven goals.

Objectives:

- Clarify big picture and articulate vision and approach
- Use group brainstorming sessions and brainstorming to build consensus and streamline efforts
- Learn to use case studies as a basis for learning best practices and benchmark targets
- Work on your own strategic plan
- Explore various decision-making frameworks and goal-setting techniques
- Practice aligning vision with data-driven decisions

Target Audience: Managers, supervisors and leaders who want to strengthen their ability to plan realistically, execute effectively, and maintain a trajectory that encourages sustainable success

Course Code: C9321

Days of Training: 1

Date: Apr 29

Cost: \$125

CEUs/CPEs: .6/8

Initiating and Managing Difficult Conversations

This course will allow participants to learn and practice the communication skills and techniques needed for handling difficult work issues with candor, tact, and sensitivity. It explores complex situations such as addressing performance problems, dealing with tensions among team members, and enforcing agency policies.

Objectives:

- Identify the interests of each party in a complex situation
- Utilize methods of positive, direct phrasing
- Recognize 'triggers' that can upset positive conversations
- Explore a model to initiate, conduct, and end a 'hard conversation'

Target Audience: Managers, supervisors, team leaders who must initiate "difficult" conversations

Course Code: C9013

Days of Training: 1

Date: May 4

Cost: \$125

CEUs/CPEs: .6/8

Inspired Leadership: *Creating a Motivational Environment*

Exploring the wisdom and values of other real-life leaders, this course will assist participants in identifying new ways to encourage individual contributors to perform at higher levels - therefore increasing productivity, and, in the long-run, changing the image of the unit, department, and/or agency. The cornerstones of the **FISH Philosophy**® (*Choose Your Attitude, Be There, Make Their Day, and Play*) are incorporated into this workshop, and participants will explore ways to increase morale and esprit-de-corps—with the intent of inspiring and motivating team members to challenge themselves to improve. This course is intended for leaders who aspire to motivate and inspire others, lead “genuinely” and leave a legacy of integrity and success.

Objectives:

- Improve communications and ensure a smooth flow of operations
- Set standards of excellence that will challenge the team members to steadily increase performance and productivity through the use of values
- Explore ways to show appreciation for performance and let individuals feel that they are an important part of the team
- Create an environment of less fear and gain greater trust in yourself and others

Target Audience: Managers and supervisors who want to increase performance and productivity by using innovative approaches for leadership and developing creative approaches for changing the environment

Course Code: C9248

Days of Training: 2

Date: Apr 23-24

Cost: \$250

CEUs/CPEs: 1.2/16

NEW! Introduction to Procurement

This course will provide an introduction to basic procurement methods, and principles. The purpose of the course is to provide an introductory framework for procurement planning.

Objectives:

The course will cover the following areas:

- Methods definitions
- Business requirements
- Municipal tracking systems
- Key local laws

Target Audience: Agency non-procurement managers and professionals with no background knowledge on municipal procurement.

Course Code: P3014M

Days of Training: ½ Day

Date: Apr 21, May 1 (1:30p - 5:00p)

Cost: N/C

CEUs/CPEs: .3/4

NEW! Introduction to Statistical Analysis

This course introduces participants to the use of statistics for understanding and communicating city data. Using Excel, participants will learn how to use measures like mean, median, mode, standard deviation, and variance interval to understand the content of city data for making operational decisions. Participants will also learn how to display statistical information in meaningful ways.

Objectives:

- Learn common statistical measures, including mean, median, mode, standard deviation, and variance
- Establish the use of probability where risk and uncertainty exist
- Calculate correlation coefficients for bivariate data and apply the technique of simple regression analysis
- Demonstrate techniques used for forecasting
- Communicate data meaningfully to a broad audience using charts and graphs in Microsoft Excel

Target Audience: Managers, supervisors, team leaders, and analysts involved in city data analysis and communicating analytical findings

Course Code: C7747

Days of Training: 1

Date: Apr 30, May 28

Cost: \$125

CEUs/CPEs: .6/8

Leading Productive Meetings

Do your meetings have a purpose? Are your meetings sometimes less productive than you would like them to be? In this workshop you will learn how to determine when a meeting is necessary and when there are more effective ways to achieve your goals. You will discover tools and techniques for facilitating engaging and results-driven meetings for planning and decision making, sharing information or obtaining staff input.

Objectives:

- Learn methods for assessing if a meeting is really necessary
- Examine why “timing is everything”
- Discover why attendees find meetings dull and uninspiring
- Explore techniques to develop meeting norms to facilitate staff engagement
- Learn how advanced preparation can make or break a meeting

Target Audience: All professionals who conduct meetings

Course Code: C1050

Days of Training: 1

Date: May 27

Cost: \$125

CEUs/CPEs: .6/8

Leading Short-Term Improvement Projects

In this course, participants will learn how to set short-term improvement projects, select a project work-team, and create a viable project plan. It will also explore how to maintain focus and infuse energy and enthusiasm into the successful completion of short-term projects, in spite of often present constraints.

Objectives:

- Apply and practice the universal method of problem-solving in order to select a project
- Explore a template that will assist in setting bold, specific and measurable goals
- Encourage work teams to be creative in addressing persistent problems
- Harness zest and creating ‘synergy’ to counter inertia and apathy

Target Audience: Managers, supervisors and team leaders working on short-term improvement projects

Course Code: C9014

Days of Training: 1

Date: May 7

Cost: \$125

CEUs/CPEs: .6/8

Managerial Decision Making and Problem Solving

This workshop is designed to help participants improve the quality and impact of their decisions, analyze and expand their decision-making methods, and identify solutions for on-the-job problems.

Objectives:

- Discuss why problem solving and decision making are critical to every manager's success
- Strategize to reach decisions
- Identify techniques to resolve problems more efficiently
- Enhance problem solving and decision making
- Assess and improve individual and team efforts to problem-solve

Target Audience: Managers who want to make better decisions and solve problems more effectively

Course Code: C2525

Days of Training: 1

Date: May 14

Cost: \$125

CEUs/CPEs: .6/8

Managing Off-Site Employees

This course provides useful strategies for a supervisor or manager who must manage from "afar". It will focus on the changes of management when there is a virtual, remote or long-distance relationship with direct reports. Program participants learn the keys to successful management of off-site employees through proper planning, flexibility, control and the development of an appropriate management style.

Objectives:

- Define and understand the world of the remote employee
- Overcome the "conventional" office frame-of-mind
- Build trust between self and offsite employees
- Manage tasks, relationships and expectations for remote employees
- Set performance criteria for off-site employees; monitoring and evaluation

Target Audience: Supervisors, managers, team leaders, and professionals with off-site direct reports

Course Code: C5045

Days of Training: 2

Date: Feb 19-20

Cost: \$250

CEUs/CPEs: 1.2/16

Performance Management and Lean Six Sigma: An Introduction to Quality and Productivity Improvement

The success of all leaders depends on their abilities to hold their staff accountable for measurable results regarding quality and productivity while at the same time creating a positive work climate. LEAN SIX SIGMA is a systematic method for improving quality through team problem solving. Performance Management is a method to measure individual and team results and motivate staff. In this program, participants will learn the basics of both systems and how to apply some of the techniques of these systems on the job.

Objectives:

- Improve the performance of every agency, team, and individual by increasing employee accountability for the achievement of measurable goals
- Accomplish more results with fewer resources by improving employee efficiency
- Create accountability methods, operational metrics, as well as feedback and positive reinforcement systems
- Develop a sustainable accountability infrastructure for long term agency success
- Identify the basic concepts of a Six Sigma quality improvement system
- Understand the Six Sigma DMAIC problem solving model: Design, Measure, Analyze, Improve, Control

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

Course Code: C9287

Days of Training: 2

Date: Feb 9-10, Apr 13-14

Cost: \$250

CEUs/CPEs: 1.2/16

Principles of Financial Management

Financial acumen is expected at every organizational level, and budgeting and finance are at the heart of every business. These functions deal with planning, recording, summarizing, and analyzing financial information across all departments for decision making, directing, and controlling resources and activities. This course will provide non-financial managers with a basic understanding of budgets and finance.

Objectives:

- Benefits of using financial management to support organizational success
- Characteristics of an effective budget
- Budgetary control and variance analysis
- Financial statements and their use for reporting financial condition
- Forecasting for cash allocations, cash flow, and capital needs

Target Audience: Functional managers and supervisors

Course Code: C4314

Days of Training: 1

Date: Feb 18, May 28

Cost: \$150

CEUs/CPEs: .6/8

Rapid Retooling

How do you get employees to rapidly change direction? How do you move a team from resistance to results? Rapid Retooling is the answer. It is what leading organizations are doing to keep ahead of the increasing pace of change. Based on the research from a new book called *Rapid Retooling*, discover how to get to the next level of results by focusing on five methods identified for maximizing performance: Personal Engagement, Daring to Fail, Business Focus, Relationship Building and Team Energy.

Objectives:

- Learn the elements that drive employee engagement and how to use them to your advantage
- Gain a solid understanding of how employees react to organizational change
- Strategize how to successfully create a business mindset with employees
- Discover the big "H," and how to use it to create collaborative relationships
- Find simple collaboration and leadership strategies to keep your team energized
- Discuss various workplace case studies concerning these retooling principles
- Identify where your department stands on the road to retooling

Target Audience: Managers and supervisors

Course Code: C9253

Days of Training: 1

Date: Mar 4

Cost: \$125

CEUs/CPEs: .6/8

Resolving and Managing Conflict

This workshop will enable participants to develop collaborative problem-solving skills and use these skills to coach staff and address conflict-related work situations and disputes. Participants will role-play different approaches for managing workplace conflict.

Objectives:

- Analyze and identify the role of leaders in resolving conflict
- Take steps to achieve collaborative problem solving
- Practice constructively framing and confronting conflict issues
- Transform conflict into a win-win situation
- Identify options for tough interactions
- Leverage interest-based negotiation techniques

Target Audience: Managers and supervisors who need to address work-related conflict

Course Code: C7518

Days of Training: 1

Date: June 2

Cost: \$125

CEUs/CPEs: .6/8

Selection Interviewing: Hiring Right

This intensive one-day program will help participants learn how to plan and conduct an effective selection interview. Participants will learn how to develop questions that are legal, effective and behaviorally-based in order to improve their chances of hiring the “right” person for a given position.

Objectives:

- Learn to analyze specific job specifications
- Identify the conditions for holding an effective interview
- Develop key legal questions that are behaviorally-based
- Employ techniques to help make the interview fair, legal and effective
- Differentiate between hearing vs. listening
- Understand the role of perception in interviewing
- Handle difficult interview situations
- Practice interviewing and receive feedback on your interviewing skills

Target Audience: Managers and supervisors who interview candidates for positions in their agency

Course Code: C4027

Days of Training: 1

Date: Apr 28

Cost: \$125

CEUs/CPEs: .6/8

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 motivations
- 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: C9038

Days of Training: 2

Date: Jan 29–30

Cost: \$250

CEUs/CPEs: 1.2/16

NEW! Thinking Like a Consultant

There is a huge array of benefits from thinking like a consultant. Consultants use frameworks and business acumen to solve complex issues that aren't readily apparent. Fortunately there are simple ways to follow their logic that can save you time and grant business insights. First, it is important to understand how a consultant thinks. Second, you should learn how to frame, analyze and communicate a business problem. Third, you need to structure your solutions in the big picture and synthesize your recommendations to align with who you are speaking to. This workshop will introduce these simple steps and let you discover a new way to approach you day to day work.

Objectives:

- Identify with the client and think like one
- Understand the next steps in the process after your involvement is over
- Learn to find the information and give advice to guide
- Recognize the importance of becoming an expert
- Share knowledge as often as you can

Target Audience: Managers and supervisors who would like to learn how to make informed business decisions

Course Code: C7740

Days of Training: 1

Date: Apr 1

Cost: \$125

CEUs/CPEs: .6/8

Writing Performance Evaluations

Completing evaluations requires managers to write in an objective manner that accurately describes the performance of employees. Specifically, managers are expected to document the strengths and weaknesses of employees as well as future goals and developmental needs. To do this, the manager will be meticulous in the choice of words and phrases. This course provides managers practice in writing about observed behaviors and job competencies. In addition, participants will practice composing precise goals and statements of developmental needs.

Objectives:

- Utilize a technique for gathering performance data
- Decipher fact from opinion in order to write factually
- Separate actions from attitude in order to write objectively
- Document developmental needs based on job performance and job competency
- Write goals that are specific and measurable

Target Audience: Managers and supervisors who write performance evaluations

Course Code: C9166

Days of Training: 1

Dates: Feb 23, June 30

Cost: \$125

CEUs/CPEs: .6/8





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 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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COURSES FOR AUDIT PROFESSIONALS

City agencies must ensure that all internal audit staff comply with federally mandated Government Auditing Standards. To help City auditors meet this standard, Learning & Development offers an extensive curriculum of audit training courses. These courses are relevant to auditors' and audit managers' needs, and are tailored to the New York City government audit environment.

Assessing the Reliability of Computer-Processed Data

Do you rely on computer-processed data as corroborative or sole support for audit findings and conclusions? Do you determine or affirm the reliability of data and reports produced by agency computer systems? In this course you develop the necessary skills to evaluate the reliability of computer-processed data regardless of the environment in which it is generated and/or processed. Learn types of reviews to assess reliability and the process for conducting reliability assessments.

Objectives:

- Define the professional standards, policies and guidelines governing audit activity related to data processing and data reliability
- Define and discuss the concept of, and responsibility for, data reliability assessments
- Review information technology control concepts, controls and audit tools
- Discuss recommended methodologies for conducting a reliability assessment of computer-processed data and presenting appropriate disclosure in the audit report of the conclusion reached and methodology applied

Target Audience: Junior auditors and seasoned professionals who have had limited exposure to the subject matter.

Prerequisite: Information Technology for Auditors or equivalent

Course Code: A8043

Days of Training: 2

Dates: Mar 9-10

Cost: \$475

CEUs/CPEs: 1.2/16

Developing and Presenting Audit Findings

Receive an in-depth hands-on guidance, and practice in developing audit findings. Adequate finding development requires that you compile sufficient, relevant information to satisfy the audit's objectives, promote an adequate and correct understanding of the reported matters and convince readers to recognize the validity of the findings and the benefit of implementing any recommendations. Learn the appropriate finding elements to match the kind of audit you are doing. In multiple case exercises you practice developing audit findings for the following types of audits: compliance, processes and controls, accomplishments and impact.

Objectives:

- Cite the government auditing standards provisions that apply to developing and presenting audit findings
- Explain the central role of effective audit objectives in finding development
- Describe two findings paradigms used in performance auditing and the elements they contain
- Outline a finding and prepare a synopsis summarizing the audit results in response to the audit's objectives
- Develop and present audit findings and related conclusions and recommendations

Target Audience: New auditors, who do performance, contract and grant auditing. It will also benefit experienced auditors who have had limited exposure to the subject matter.

Course Code: A7021

Days of Training: 2

Dates: Apr 8-9

Cost: \$475

CEUs/CPEs: 1.2/16

Dun & Bradstreet Supplier Risk Manager: Introduction to Spend Analysis

This course serves to introduce City employees to the Spend Analysis functions available through D&B Supplier Risk Manager (SRM), which is a tool that monitors, compiles, and assesses supplier data for the purpose of risk management. In addition to vendor monitoring capabilities, D&B also provides user access to spend data of their respective agencies. Participants will learn about how to access their agency spend data and conduct research & analysis. The course will show users how to view their agency's overall expenditures, investigate spend across time and commodity, and conduct other research such as supplier linkage and spend across other pertinent indicators (e.g. M/WBE). This will enable managers and other administrators to develop better informed strategic decisions around finance and budget.

Note: This course does not require "Introduction to D&B Supplier Risk Manager" as a prerequisite. The class covers SRM basics and key functions, but focuses on the Spend Analysis capabilities of the system. Employees are encouraged to view the two courses as complementary and to take "Introduction to D&B Supplier Risk Manager" if they would like to learn more about the breadth of tools the platform has to offer.

Target Audience: Auditors, investigators and attorneys at all levels who participate on task forces to uncover fraud schemes

Course Code: A8215

Days of Training: ½ Day

Dates: Mar 5 (12:00p-2:00p)

Cost: N/C

CEUs/CPEs: .2/2

Introduction to Dun & Bradstreet Supplier Risk Manager

This course prepares users with the necessary skills to use Dun & Bradstreet's vendor management tool. Dun & Bradstreet's "**Supplier Risk Manager**" monitors, compiles, and assesses supplier data including, but not limited to, vendor's demographics, financials, corporate family linkage, government and industry compliance status, and diversity classifications. The platform provides access to over 200 million supplier records, search/look-up capabilities, and customizable functions such as user-defined dashboards. This course will demonstrate how Supplier Risk Manager can assist users in conducting responsibility determinations, locating M/WBE and Green certified vendors, conducting agency spend analysis, and establishing active risk alerts for purposes of post-award contract management.

Target Audience: Employees conducting responsibility determinations, program staff, contract managers, budget and finance analysts/managers, legal counsel/compliance units, data analysts, and other staff that interact with vendors on an ongoing basis

Course Code: A8200

Days of Training: ½ Day

Dates: Feb 9 (12:00p- 2:00p)

Cost: N/C

CEUs/CPEs: .2/2

Making Your Case to Prosecute Fraud

Fraud is a booming business today. With fraud schemes becoming more sophisticated and defense attorneys more proactive, there is a need for more interaction among auditors, investigators and prosecutors. Often task forces are assembled for this purpose. Learn how each team member contributes to the success of such joint efforts and the special rules and procedures that apply in obtaining evidence to substantiate and prosecute fraud. Learn the pitfalls to avoid in pursuing fraud on your own and how to discern whether a potential fraud scheme you have identified in an ongoing audit maybe prosecutable.

Objectives:

- Describe and apply the five elements of a prosecutable fraud scheme
- Be conversant with the criteria used by prosecutors in making litigation decisions
- Describe the current situation that mandates joint task force efforts of auditors, investigators and prosecutors – in combatting fraud, and the auditor’s role in such a task force
- Contrast the standards of evidence and rules of collection that apply in auditing from those that apply in prosecuting fraud
- Differentiate the various ways that a government agency may obtain evidence for use in administrative, civil, and criminal cases
- Describe the restrictions that a government agency must observe in obtaining evidence for use in prosecuting a criminal fraud case
- Apply general litigation principles and procedures to audit planning, implementation, and defense to include testifying

Target Audience: Auditors, investigators and attorneys at all levels who participate on task forces to uncover fraud schemes and prosecute the perpetrators. Also for auditors wanting to know the rules that apply in independently pursuing fraud as part of an audit.

Course Code: A8090

Days of Training: 2

Dates: Mar 23-24

Cost: \$475

CEUs/CPEs: 1.2/16

Managing the Audit Engagement

Learn to apply two project management techniques useful in keeping audit assignments on track: “conferences,” used to make major decisions at the planning and field work verification phases; and the “briefing format,” used to share information with the audit team in conference format. These techniques are valuable not only in facilitating the management of audit assignments, but also in writing audit reports. Special note: This course focuses on the supervisor’s role in leading audit engagements. Our course, Effective Audit Supervision focuses on the supervisor’s human relations role in leading audit engagements.

Objectives:

- Describe what each phase of the audit process contributes to finding development
- Describe the decisions that need to be made at each phase and the role that conferences play in making those decisions
- Illustrate how well-stated objectives form the basis for field work and reporting, and for monitoring the ongoing conduct of the audit
- Define the purpose and product of a conference at the survey, planning, field work verification and reporting phases; and describe which team members should attend and what their roles are
- Demonstrate a working knowledge of the conduct of conferences by participating in conference simulations at the planning and field work verification phases using a case study and a team-prepared agenda

Target Audience: Managers and supervisors who interview candidates for positions in their agency

Course Code: A9102

Days of Training: 3

Date: May 13-15

Cost: \$550

CEUs/CPEs: 1.8/24

Planning Audit Assignments

Careful planning is the foundation of audit success. Receive a structured approach for planning performance audits that parallels project management principles. Learn to apply a structured risk assessment approach to identify value-added subjects and issues for audit. Learn to formulate objectives that address the user’s information needs and make clear what the audit is to accomplish and to apply a step-by-step process in selecting the scope and methodology to achieve the objectives. Multiple case exercises allow you to apply that process in class.

Objectives:

- Explain the control role of objectives in performance auditing
- Use risk assessment to identify areas of vulnerability and performance improvement for audit
- Write objectives that make clear what the audit is to accomplish, provide direction for planning and field work facilitate report writing and meet auditing standards
- Apply a step-by-step approach in designing audits to achieve the objectives and use a matrix to document the design
- Cite factors to consider in determining staff needs

Target Audience: Experienced performance auditors

Course Code: C8451

Days of Training: 2

Date: Apr 21-22

Cost: \$475

CEUs/CPEs: 1.2/16

Reviewing Other People's Report Writing

Reviewing draft audit reports written by others is a critical and delicate skill. In this workshop participants will learn a structured process for efficiently evaluating the accuracy, appropriateness and readability of audit reports and for checking that findings are convincing, clear, objective, and complete yet concise. Audit professionals will discover how best to provide effective, constructive feedback with the ultimate goal of preparing better drafts and improving writing skills. Through individual and group exercises, participants will practice applying the structured review process and developing new feedback skills.

Objectives:

- Explain the role and responsibility of the reviewer
- Use Government Auditing Standards as the foundation throughout the report review, feedback and revision process
- Describe an eight-step review process for evaluating audit report drafts
- Apply this structured review process to evaluate communication problems quickly in draft reports you review
- Provide effective oral and written feedback from the review process to those who draft audit reports

Target Audience: Auditors who review reports written by other auditors

Course Code: A9502

Days of Training: 2

Dates: Jan 13-14

Cost: \$475

CEUs/CPEs: 1.2/16

Skills for Leading & Managing Audit Projects

Acquire the knowledge and skills you need to be an outstanding leader, one who can influence audit teams to boost productivity and achieve positive result. Learn concepts and techniques for managing audit projects from proposals through reporting and for making the best use of your valuable time. Also learn how to communicate with responsible officials and the media; how to evaluate, coach and motivate team members; and how to manage conflict. On completion of this course you will possess the leadership and management skills to ensure that your staff produces quality products that meet user needs and do so on time and within budget.

Objectives:

- Gain an understanding of critical skills and behavioral changes needed for successful transition to a leadership role
- Plan and direct the overall coordination and cohesion needed to systematically determine the extent and type of work to be done throughout audit assignments
- Manage all aspects of your audit teams as they move from the proposal through the reporting phase
- Motivate staff to complete assignments successfully
- Evaluate project staff selection and performance.
- Learn effective staff management and communication techniques
- Communicate professionally and effectively with auditees, other government officials and the media
- Prioritize audits and tasks for effective time management
- Apply leadership concepts and various techniques that can be used to successfully plan, manage and communicate audit assignments
- Become a stronger and more confident leader by applying the tenets of people, principles and products

Target Audience: Senior auditors responsible for leading and managing audit projects. It will also benefit those transitioning from a site senior to an audit team leader and manager.

Course Code: A9109

Days of Training: 3

Dates: May 19-21

Cost: \$550

CEUs/CPEs: 1.8/24

Using Metrics to Assess Performance

If you have audits that call for assessing the economy, efficiency and effectiveness of government programs and services, you need this course. Learn to identify and document opportunities to reduce operations costs and improve the quality and timeliness of product and service delivery. The emphasis in this course is on applying a measurement-based audit approach along with problem-solving tools and benchmarking.

Objectives:

- Explain the purpose and value in auditing operations
- Plan an audit to assess an entity's success in producing and delivering quality products and services timely and efficiently
- Prepare metrics using quantitative and qualitative data and use those metrics, along with problem-solving tools and benchmarking, to systematically identify performance problems, their causes and authentic solutions
- Develop findings that consider the nuances that arise in reporting on operations results

Target Audience: Junior auditors and seasoned professionals who have had limited exposure to this audit approach

Course Code: A8027

Days of Training: 3

Dates: June 3-5

Cost: \$550

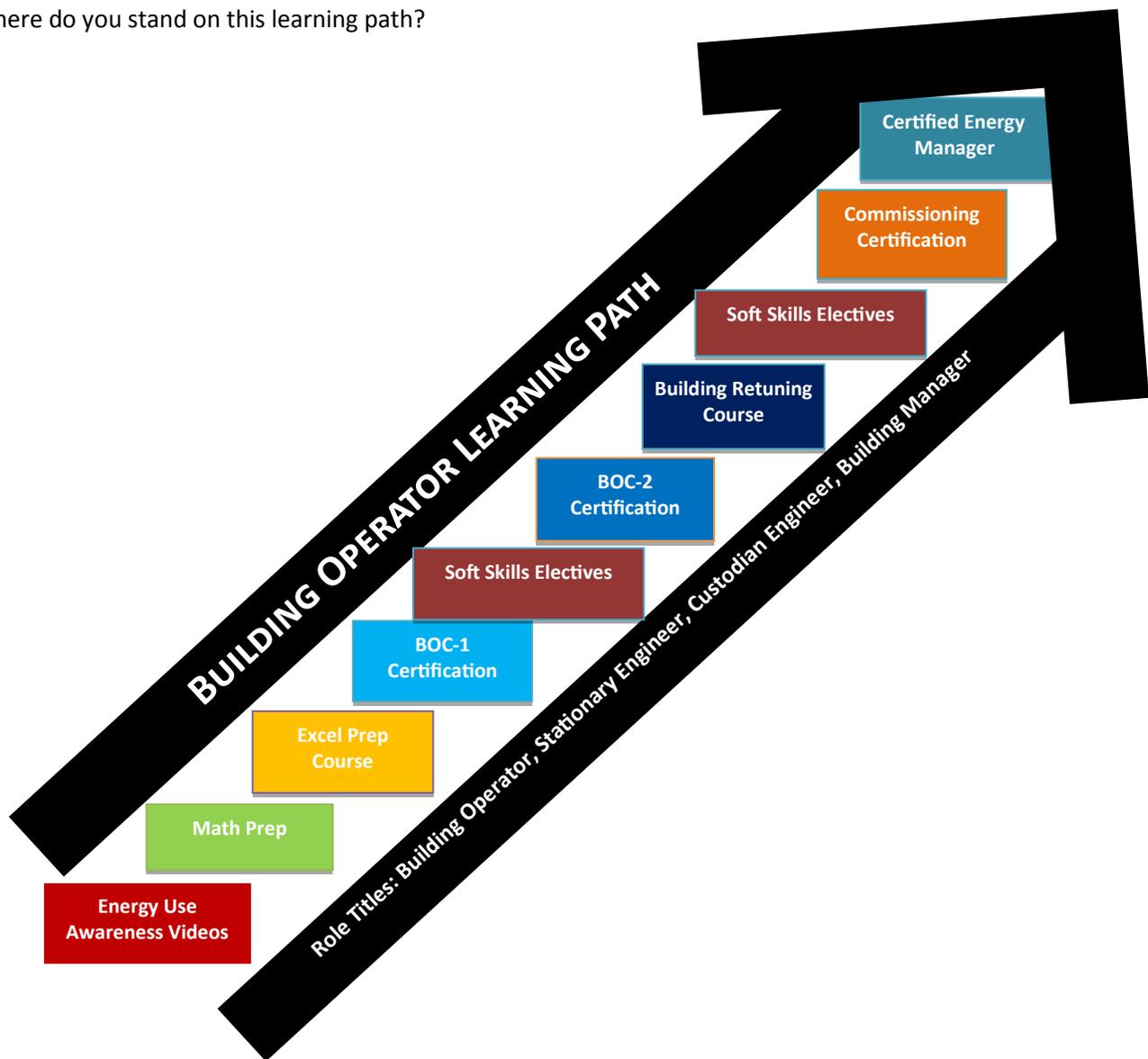
CEUs/CPEs: 1.8/24

Energy Management Institute	Spring 2015
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DCAS Energy Management, in partnership with the City University of New York (CUNY) School of Professional Studies, CUNY Building Performance Lab (BPL) and the Citywide Training Center (CTC), transformed the Energy Management training courses we have been providing since 2009 into a comprehensive Energy Management Institute (EMI). The EMI prepares city personnel to contribute to the City’s municipal greenhouse gas (GHG) emissions reduction goals by providing relevant energy management-related training and a variety of optional elective courses. The EMI is designed to support the training goals in the Mayor’s “One City, Built to Last” plan, which was released in October 2014.

The EMI is being designed to help facility professionals across city agencies envision a learning path specifically targeted for them.

Where do you stand on this learning path?



Energy Management Institute

Building Operator Certification-Level 1

Course Description:

Building Operator Certification (BOC) Level I serves as the gateway training program of the Energy Management Institute, and is designed to help building operators manage their facilities more energy efficiently as part of the City's efforts to meet its greenhouse gas reduction goals. The course is a competency-based training and certification program that prepares participants with the tools necessary to increase the energy efficiency of City facilities, while maintaining indoor air comfort for the building occupants. The course provides an overview of building systems, especially those related to energy use including lighting, mechanical, ventilation and electrical systems. It also provides guidance to improve thermal comfort, air quality, and life-safety considerations.

The BOC Level I program is a unique learning experience because instruction is delivered both in a traditional classroom setting as well as through self-paced, online modules. The program is taught by a CUNY Instructor with deep experience in energy engineering, and the efficient operation of plant and equipment.

The primary goal of the BOC-Level I training program is to train personnel on low cost and no cost operational improvements that can have a significant impact on energy use within city buildings. More significant building performance enhancements will require capital funds, but there are a number of operational and maintenance tasks employees can take on themselves, which will help the city reduce carbon and GHG emissions.

Objectives:

- Expand knowledge of building mechanical and electrical systems—HVAC equipment and controls, electrical distribution, motors, and lighting—and how their operation relates to energy efficiency performance and building comfort conditions;
- Recognize system configurations, drawings of schematics, observation and interpretation of operating conditions;
- Develop strategies for systematic maintenance and performance monitoring;
- Understand energy data sources, data management and interpretation, including use of software tools, calculation of indices;
- Participate in a structured approach to surveying and assessing energy-using systems, leading to qualitative and quantitative formulation of energy projects.

Grading & Certification:

To earn the nationally-recognized Building Operator Certification-Level I credential, participants must (a) attend and participate in at least 8 of the 9 in-class sessions, (b) satisfactorily complete the 14 online lessons, (c) take and pass 4 exams, and (d) submit 4 practical project assignments which focus on applying concepts studied in class to the facilities the trainees work in.

Who Should Enroll:

The course is designed for building operators who may have limited formal systems training, but have substantial work experience in building systems. This course is also beneficial to facility managers who have entered the field from a management background and seek to improve their understanding of physical and equipment principles. Employees in the following position titles should consider participating in this program: Deputy Director of Facilities, Deputy Director of Optimization, Energy Manager, Architect, Engineer, Design Engineer, Engineering Project Manager, Construction Project Manager, Supervisor of Maintenance, Thermostat Repairer, and High Pressure Plant Tender.

Textbooks and other Learning Materials:

On the first day of training, each participant will receive several a course binder, textbooks published by the Building Operator Certification program and a copy of Energy-Efficient Operation of Commercial Buildings: Redefining the Energy Manager's Job by Peter Herzog.

****NOTE:**

DCAS Energy Management covers the cost of city staff participating in order 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 of \$1,650 will be assessed to their agency training department for “no show” in accordance with CTC cancellation policy.

Prerequisites:

Prior to enrolling in BOC Level I, city agency employees are advised to view the following Energy Awareness videos, at least once each:

- 1) “Saving Energy In NYC; It’s All About Us!” <http://www.nyc.gov/html/dem/html/home/home.shtml>
- 2) “Advice from NYC’s Operations & Maintenance Champions” (<http://www.nyc.gov/html/dem/html/training/training.shtml>)

Prep Courses:

Soon after an application to participate in BOC-Level I training is accepted, the employee will receive a “welcome” note from CUNY providing links to two assessments. Program instructors have developed these assessments to guarantee that participants are effectively prepared for the energy management instruction delivered. ***The Math assessment and the Excel assessment will take approx. 15 minutes each. Depending on how well the employees do in the assessments, they may be encouraged to take online, self-paced Math and Excel prep courses prior to their BOC-Level I start date.***

Course: Building Operator Certification (BOC) Level I	
Term:	Spring 2015
Days:	Fridays
Dates:	Feb 6 & 20, March 6 & 20, April 3 & 17, May 1, 8 & 15
Sessions:	9
Hours:	8:30am - 4:30pm
Location:	Citywide Training Center, 1 Centre Street, 24 th Floor-South Tower
Code/CEU:	C7200; 5.4
Registration Deadline: January 6	

Energy Management Institute

Building Operator Certification-Level 2

Course Description:

For those who have successfully completed the BOC Level 1 course, this advanced course provides an opportunity to deepen building performance skills while working towards earning the BOC-Level 2 credential. This 16 week, four (4) module course has recently been re-designed to take advantage of virtual learning tools so that employees only need to leave their work site 8 times in order to participate in the program. DCAS Energy Management offers this program to help prepare building operators and stationary engineers on energy efficient facility operations to meet the city's greenhouse gas reduction goals. The BOC-Level 2 course is a competency-based training and certification program that will teach participants the tools necessary to increase the energy efficiency and comfort of City facilities. It also offers participants the opportunity for improved job skills.

NEW and IMPROVED!!

The BOC-Level 2 program has been completely re-designed, and the new format was introduced in Fall 2014. The result:

- A four module program focused on “Best Practices for High Performance Operations & Maintenance,” “HVAC Controls Optimization,” “Optimizing Building Electrical Systems,” and “Optimizing Boiler Operations.”
- Synchronous virtual sessions – each of the four modules will begin with a 1-hr, synchronous web-based meeting, where the trainees will connect with their instructor to discuss the content covered in the upcoming module so that they are fully prepared for what is expected of them to succeed.
- Classroom Instruction – 2 days of classroom instruction during each module will allow the employees to walk thru technical curriculum with CUNY Subject Matter Expert trainers, as well as network with, and learn from, peers at other agencies.
- Online, self-paced lessons – the classroom instruction will be complimented by self-paced online lessons on topics ranging from “Commissioning,” to “Troubleshooting HVAC Controls,” to “Preventive Maintenance for Boiler Optimization.” Three self-paced online lessons will be assigned during each of the four modules in this new program.
- Practical Projects – DCAS and CUNY have found that the project assignments, the “homework” trainees produce back at their job sites, is one of the most important learning elements of the BOC-Level 2 program, so one practical project will be assigned as part of each of the four modules.

Objectives:

At the conclusion of this training experience, the participant will:

- Have the ability to collect facility operating data for monitoring and troubleshooting of operations;
- Understand sophisticated controls and control strategies;
- Be able to identify, diagnose and correct control errors;
- Be able to use of energy and other performance data to maintain high levels of building performance;
- Know how to select and apply maintenance strategies and techniques.

PROFESSIONAL PRACTICES PORTFOLIO: ENERGY MANAGEMENT PROFESSIONALS

Grading & Certification:

To earn the nationally-recognized Building Operator Certification Level 2 credential, participants must (a) attend and participate in at least 7 of the 8 in-class sessions, (b) take and pass 4 exams, and (c) submit 4 practical project assignments.

Who Should Enroll:

Employees who have already earned the BOC Level I credential, **and hold** one of the following position titles: Building Operator, Senior Stationary Engineer, Stationary Engineer, Custodian Engineer, Building Manager, Deputy Director of Facilities, Deputy Director of Optimization, Energy Manager, Architect, Engineer, Design Engineer, Engineering Project Manager, Construction Project Manager, or Supervisor of Maintenance.

Textbooks and other Learning Materials:

On the first day of training, each participant will receive a course binder, a complete set of BOC Level 2 Handbooks, and additional study materials.

**NOTE:

DCAS Energy Management covers the cost of city staff participating in BOC-Level II training in order 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 of \$1,575 will be assessed to their agency's training department for "no show" in accordance with CTC cancellation policy.

Pre-requisites:

The BOC Level I credential; must have earned it prior to January 2014.

Course: Building Operator Certification (BOC) Level 2

Term: Spring 2015

Days: Fridays

Dates: January 30, February 13 & 27, March 13 & 27, April 17, May 8 & 15

Sessions: 8

Hours: 8:30am - 4:30pm

Location: Citywide Training Center, 1 Centre Street, 24th Floor-South Tower

Code/CEU: C7202; 4.8

Registration Deadline: January 7

Energy Management Institute

Building Re-Tuning Training

Course Description:

The **Building Re-Tuning (BRT)** course is designed to give building operators advanced training in analysis of facility operations, and to further identify efficiency improvements as part of the City's efforts to meet its greenhouse gas reduction goals. The BRT course is offered as five in-class sessions with integrated project-based work to be completed by participants in between classroom meetings. The course is aimed at operators and managers with previous energy management training (BOC-1 and/or BOC-2, CEM, etc.) and teaches participants skills needed to conduct a re-tuning of **facilities that use a BAS/BMS controls system**.

The course walks participants through the BRT process from foundational concepts through an initial BRT tune-up. Participants learn what BRT involves, how to obtain operational data from the BAS to create graphs and charts, how to analyze the data to diagnose operational problems and uncover no-cost and low-cost improvement opportunities in equipment operations. The course requires hands-on implementation practice in the participants' facilities and **participants must be able to access trend logging functions in a BAS/BMS**. Future offerings will address methods for BRT without use of BAS/BMS.

Objectives:

At the conclusion of BRT Training, participants will be able to:

- Explain and understand the overall BRT process from start to finish.
- Understand how BRT protocol relates to retro-commissioning and continuous commissioning concepts/practices.
- Create trend logs using BAS data collection function.
- Learn basic methodologies for creating graphic displays from BAS/BMS data
- Develop ability to interpret graphical trend data for diagnostics and identification of energy reduction/optimization opportunities.

Grading & Practical Projects:

Participants will be evaluated based on their ability to conduct an initial BRT project, using BAS/BMS data, in discrete steps during the five weeks of the course.

Who Should Enroll:

The course is designed for building operators with previous energy efficiency/energy management training, and is also beneficial to facility managers who have entered the field from a management background and seek to gain skills in data-driven facility diagnostics. Participants should have a working knowledge of energy efficiency in building systems and **ability to access trend log functions in their facility's BAS/BMS**.

PROFESSIONAL PRACTICES PORTFOLIO: ENERGY MANAGEMENT PROFESSIONALS

Texts and other Learning Materials:

Each participant will receive a course handbook based on materials from the Pacific Northwest National Lab and access to on-line study materials. The field project component will be conducted over the course of the five-week program. ***CUNY student engineering interns will be available to assist with various aspects of the project, especially around new graphing software applications.***

****NOTE:**

DCAS Energy Management covers the cost of city staff participation in BRT training in order 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 this course but drops out before satisfactory completion, a fee of \$800 will be assessed to their agency's training department for "no show" in accordance with CTC cancellation policy.

Prerequisites:

The BOC Level I credential.

Course: Building Re-Tuning

Term: Spring 2015

Days: Wednesdays

Dates: May 6, 13, 20, 27, June 3

Sessions: 5

Hours: 9:00am - 12:00pm

Location: Citywide Training Center, 1 Centre Street, 24th Floor-South Tower

Code/CEU: C7300; 1.5

Registration Deadline: April 22



2014 Annual Energy Recognition Ceremony Awardees, recognizing Leadership in Energy Management across city agencies.



Additional Energy Management Classes:

Course Name	Registration Deadline	Course Dates
Certified Building Commissioning Professional (CBCP) Program	May 12, 2015	June 2-5, June 8 (8:30a - 4:30p)
Certified Energy Manager	Jan 13, 2015	Feb 3-6, Feb 9 (8:30a - 5:00p)
Energy Efficient Operations of Electrical Systems	A: Jan 20, 2015 B: Jan 27, 2015	Section A: Feb 3, Feb 17, Mar 3, Mar 17, Mar 31 (8:30a - 4:30p) Section B: Feb 10, Feb 24, Mar 10, Mar 24, Apr 7 (8:30a - 4:30p)
Energy Efficient Operations of Controls Systems	Mar 18, 2015	Apr 1, Apr 15, Apr 29, May 13, May 27 (8:30a - 3:30p)
Energy Efficient Operations of Piping Systems	May 13, 2015	May 27, June 10, June 24 (8:30a - 3:30p)
Energy Efficient Operations of Mechanical Systems	Feb 2, 2015	Feb 18, Mar 4, Mar 18, April 1 (8:30a - 4:30p)
Energy Efficient Operations of Plumbing Systems	Mar 31, 2015	Apr 14, Apr 28, May 12 (8:30a - 4:30p)

The classes listed above are held at the CUNY School of Professional Studies, 119 W. 31st Street

Registration Information:

Visit the Energy Management training site at: <http://www.nyc.gov/html/dem/html/training/training.shtml> to view detailed information about all Energy Management classes.



COURSES FOR HUMAN RESOURCE PROFESSIONALS

Agency Personnel Officer (APO) Master Class

The Agency Personnel Officer (APO) Master Class is designed specifically for mid to senior level human resource managers to help reinforce the competencies essential to the functions of a City human resource manager. The class offers an immersion in City-specific human resource policies and procedures that are beneficial for every HR manager to know and practice. Each session of the APO Master Class is taught by in house experts who address a myriad of topics including: civil service law, certification, investigations, civil service examinations, processing of PARs, health benefits, use of computerized HR systems, EEO policy and discipline.

Participants are selected for the APO Master Class based on results of an extensive application review. Additional information about the HR Programs can be found on the OED website at <http://www.nyc.gov/html/dcas/html/employees/humanresourceprogramsprofessionalpractice.shtml> or by calling 212.386.0004.

Human Resources Management Certificate Course

The Human Resource Management (HRM) certificate course is designed for middle and senior level HR managers seeking to become certified HR professionals. The course, offered in cooperation with the Society for Human Resource Management (SHRM) and Pace University, provides an overview of the key roles and functions of a senior Human Resource generalist. In addition to preparing participants to sit for SHRM certification exams, the course provides a solid foundation for managing the HR challenges faced in today's demanding work environment. HRM focus areas include:

- Strategic Management
- Workforce Planning and Employment
- Human Resource Development
- Risk Management
- Employee and Labor Relations



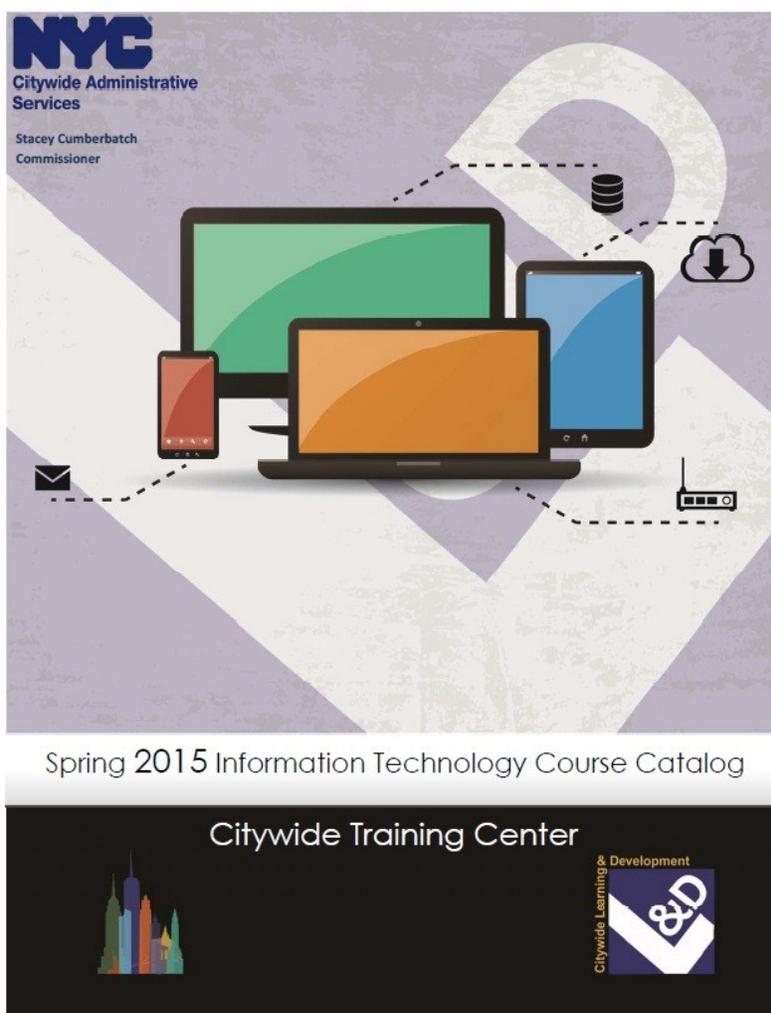
COURSES FOR IT PROFESSIONALS

IT Professional & Certification Courses

The Citywide Information Technology (IT) Professional and Certification Courses offered by the Citywide Training Center provides access to over 200 high quality technical training courses and 60 certifications from industry leaders such as:

- Cisco
- Citrix
- CompTIA
- EC-Council
- (ISC)²
- Linux
- Microsoft
- Oracle
- Project Management Institute

Special Course packages for certification and exam information for Databases, Help Desk, Networking, Network Server Administrator, and Networking Security are listed in this catalog. For a complete listing of all IT Professional and Certification Course offerings, please see the [Spring 2015 IT Course Catalog](#).



COURSES FOR PROJECT MANAGEMENT PROFESSIONALS



Project Management Practical

The Project Management Practical introduces City managers to the most realistic and applied aspects of project management. The curriculum is based on Project Management Institute (PMI) guidelines – the industry standard – and is designed to support a range of project management challenges. The program is offered in a blended learning format; combining instructor led sessions with online instruction and access to Blackboard to facilitate learning and group collaboration. As with all Citywide Executive Development Programs, emphasis will be placed on building professional networks and developing collaborative relationships.

Participants are selected to the Project Management Practical based on results of an extensive application review. Additional information about the Practical can be found on the OED website at http://www.nyc.gov/html/dcas/html/employees/project_management.shtml or by calling 212.386.0004



COURSES FOR 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: P4002

Days of Training: 3 hours

Dates: Apr 15 (9:30a - 12:30p)

Cost: N/C

CEUs: .3



APT (Automated Procurement Tracking) Basics

This course is designed for new APT users to learn about the system. The participants should have basic procurement knowledge.

Objectives:

- Provide participants with the information they need to complete their tasks in the system

Target Audience: This course is designed for City procurement personnel who are involved with Automated Procurement Tracking

Course Code: P6049M

Days of Training: 1/2 day

Dates: Mar 12 (1:30p - 5:00p)

Cost: N/C

CEUs: .3

Contract Public Hearings

This course provides an overview of the relevant rules, pursuant to Section 326 of the New York City Charter and Section 2-11 of the Procurement Policy Board Rules, procedures, deadlines and submissions before a Public Hearing is held in order to receive testimony on any contract over \$100,000.

Objectives:

- Describe what documentation is required from the Agency in the APT System for the Public Hearing
- Review the various methods of source selection for each contract
- Discuss the Public Hearing Notices to be advertised in The City Record
- Highlight notification documents to be submitted to elected officials prior to the Public Hearing
- Requirements for designation letters from agency heads to be transmitted prior to the Public Hearing
- Master Schedule for Contract Public Hearings
- APT Tasks, Process and Review

Course Code: P6140M

Days of Training: 1/2 day

Dates: May 19 (9:00a – 12:30p)

Cost: N/C

CEUs: .3

Ethics/Legal Compliance

In this course participants will learn about core ethical concepts arising in the procurement context such as accountability for compliance, conflicts of interest avoidance, confidentiality and openness in government. The course also explores the historical evolution of the Mayor's procurement authority. The course uses an interactive approach and creative problem solving techniques to teach how to identify and address ethical issues that might arise in the procurement world.

Objectives:

- Accountability for compliance
- Conflicts of interest avoidance
- Confidentiality and openness in government
- Historical evolution of the Mayor's procurement authority

Target Audience: This course is designed for all City Procurement personnel

Course Code: P6005M

Days of Training: 1

Dates: Feb 26

Cost: N/C

CEUs: .6

Intergovernmental Procurements

In this class, participants will learn how to procure goods and services through New York State Office of General Services (OGS) and federal General Services Administration (GSA) Contracts. Participants will also learn proper solicitation procedures for OGS and GSA intergovernmental contracting, relevant local, state, and federal rules that govern such contracting, and best practices.

Objectives:

- Understand OGS rules and procedures
- Learn proper solicitation procedures for intergovernmental contracting
- Review how local, state and federal rules interact to govern procurement

Target Audience: This course is designed for all City Procurement personnel

Course Code: P6143M

Days of Training: 1/2 day

Dates: Mar 26 (1:30p – 5:00p)

Cost: N/C

CEUs: .3

Local Law 63 Compliance

This course provides an overview of Local Law 63 of 2011, which governs displacement in City contracting. During this training session, agency contracting and legal staff will learn:

Objectives:

- The background and requirements of Local Law 63
- How to conduct a displacement analysis
- How to put together the Local Law 63 annual contracting plan
- How to conduct a cost-benefit analysis

Target Audience: This course is designed for City Procurement Personnel who are involved with Local Law 63 of 2011

Course Code: P6091M

Days of Training: 1/2 day

Dates: Mar 19 (1:30p – 5:00p)

Cost: N/C

CEUs: .3

NYC Nonprofit Assistance: Approaching Foundation & Responding to RFPs

This course is designed for Capacity Building Grantees that want to learn best practices in building relationships with foundation and elected officials to secure funding for great projects and programs. The more preparation you do as an organization before making an ask, the better your chances of success. From knowing what a foundation is looking for in a grantee to being able to articulate project goals and objectives in a government request for proposal, asking for money should be part of a well-paced, thoughtful process.

Objectives:

- Articulate project goals and objectives
- Build and maintain relationships
- Understand the process to respond to RFPs

Target Audience: Nonprofit executives and program managers

Course Code: P6165M

Days of Training: 1/2 day

Dates: Mar 25 (9:00a – 12:30p)

Cost: N/C

CEUs: .3

NYC Nonprofit Assistance: Intro to Fundraising Planning

This course is designed for Capacity Building Grantees that will be developing or have started to develop a fundraising plan. CBO attendees will receive numerous practical handouts, including sample fundraising plans, revenue worksheets, template documents, and resource lists.

Objectives:

- Develop a fundraising plan
- Understand all relevant items that are needed for a sound, comprehensive plan

Target Audience: Nonprofit executives and program managers

Course Code: P6166M

Days of Training: 1/2 day

Dates: Apr 14 (9:00a – 12:30p)

Cost: N/C

CEUs: .3

NYC Nonprofit Assistance: Nonprofit Revitalization Act

How does the Nonprofit Revitalization Act affect my board in audit oversight? This law includes new audit and review thresholds and the expectation of board members in oversight has changed. This training will cover the various changes to the law and steps your board and staff must take to be in compliance with the new rules.

Objectives:

- Explore the changes in the Revitalization Act
- Understand how to be in compliance with the new rules in the Revitalization Act

Target Audience: Nonprofit executives and program managers

Course Code: P6167M

Days of Training: 1/2 day

Dates: Jan 27 (9:00a – 12:30p)

Cost: N/C

CEUs: .3

Performance Evaluation Process

In this course, participants will learn the step by step process of evaluating a contract through the VENDEX database. Participants will learn how to determine which contract needs evaluating, create and complete a performance evaluation, as well as review and upload the evaluation into VENDEX. Participants will also learn how to monitor the evaluation throughout the evaluation process using various VENDEX reports.

Objectives:

- Participants will learn how to determine which contract needs evaluating
- Create and complete a performance evaluation
- Review and upload the evaluation into VENDEX
- Monitor the evaluation throughout the evaluation process using various VENDEX reports

Target Audience: This course is designed for City procurement personnel involved in all stages of evaluating a vendor performance on a contract.

Course Code: P6142M

Days of Training: 1/2 day

Dates: Apr 21 (9:00a – 12:30p)

Cost: N/C

CEUs: .3

Procurement Law for Beginners

This course presents a basic introduction to the legal framework for City procurements. City procurements are governed by State Law, the Charter, the Administrative Code, and the PPB Rules. The class will discuss these rules and how they apply to the decisions procurement professionals make every day in solicitations, evaluations, responsibility determinations and more.

Objectives:

- Understand the rules that procurement professionals must follow
- Explore the legal aspects that surround City contracting and procurements

Target Audience: This course is designed for all City procurement personnel

Course Code: P6064M

Days of Training: 1/2 day

Dates: Mar 5 (1:30p - 5:00p)

Cost: N/C

CEUs: .3

Project Labor Agreements (PLA) for Contract Administrators

This course will focus on the role of Contract Administrators as part of The City's team effort to implement NYC's Project Labor Agreements (PLAs).

Objectives:

- Brief overview of the City's PLAs
- Discussion of how prevailing wage standards are affected by the PLAs
- Contract Administrators responsibilities at project mobilization
- 'Tell-tale signs' of potential non-compliance with the PLAs

Target Audience: This course is designed for all City procurement personnel

Course Code: P6072M

Days of Training: 1/2 day

Dates: May 14 (9:00a - 12:30p)

Cost: N/C

CEUs: .3

Small Purchase Procurements

This course will provide an overview of the small purchase procurement method, and hands on exercises for the various phases of the related procurement process.

Objectives:

- Understand and learn about the follow areas
 - Method Definition
 - Method Phases
 - Local Law 1 Requirements
 - FMS Small Purchase Module
 - Best practices

Target Audience: This course is intended for agency procurement and program staff with basic to no background knowledge with this procurement method.

Course Code: P3013M

Days of Training: 1/2 day

Dates: June 2 (1:30p - 5:00p)

Cost: N/C

CEUs: .3

Subcontractor Tracking

Subcontracting will provide participants with an overview of the requirements surrounding subcontractor data collection and reporting. Participants should be prepared to discuss practices within their Agency and share best practices with colleagues.

Objectives:

- A demonstration of the Payee Information Portal (PIP) subcontractor data collection system and the subcontractor screens in FMS
- Cover the regulatory requirements around subcontracting in the PPB Rules and Local Law 1 of 2013 (M/WBE)

Target Audience: Procurement officers, ACCO's and project managers

Course Code: P6118M

Days of Training: 1/2 day

Dates: Jan 22, Feb 19, Mar 17, Apr 16, May 21, June 11 (1:30p - 5:00p)

Cost: N/C

CEUs: .3

Understanding the VENDEX Process

In this course, participants will learn about the Vendor Information Exchange System (VENDEX), the City's primary tool for determining vendor responsibility. Participants will learn VENDEX policies and procedures, as well as how to query the database.

Objectives:

- Understand the VENDEX statute and other legal requirements for determining vendor responsibility
- Learn about the various VENDEX forms and the information vendors are required to provide
- Use the VENDEX system, including how to conduct queries and initiate vendor name checks
- Understand the sources of information that appear on the VENDEX system and how to analyze this information in making responsibility determinations

Target Audience: City contracting personnel

Course Code: P6008M

Days of Training: 1/2 day

Dates: Mar 25 (9:00a - 12:30p)

Cost: N/C

CEUs: .3

Vendor Responsibility & Determination

In this course, participants will learn about the vendor responsibility process as governed by the Procurement Policy Board Rules. Participants will learn skills on how to analyze data and will be provided resources to help research prospective vendors.

Objectives:

- Understanding the legal requirements for determining vendor responsibility, including VENDEX
- Review policies and processes for submitting responsibility determinations to MOCS/Comptroller
- Learn skills that will enable agency personnel to gather and analyze data on prospective vendors
- Learn how to gather vendor information from the Internet and other resources, including VENDEX, Lexis and other governmental databases
- Step by step instructions on how to query Internet and other online resources.

Target Audience: This course is designed for all City procurement personnel

Course Code: P6006M

Days of Training: 1/2 day

Dates: Apr 14 (1:30p - 5:00p)

Cost: N/C

CEUs: .3

OTHER PROCUREMENT COURSES

Contract Management/Administration

This course will discuss the range of activities in the contract management and administration process, from contract award through contract closeout.

Course Code: P3016

Days of Training: 1

Date: June 10

Cost: \$125

CEUs/CPEs: .6/8

Contract Negotiation Techniques

This course will provide participants with an understanding of the principles and strategies in conducting effective negotiations in procuring goods and services.

Course Code: P3015

Days of Training: 1

Date: June 2

Cost: \$125

CEUs/CPEs: .6/8

Details for these two Procurement Courses can be found on page 62 in the Management and Supervision Portfolio



ORGANIZATION & 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 include Executive Coaching, Assessment, Planning, and on-going skill development.

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For more information on programs offered in the OED Portfolio, please call 212.386.0004 or visit the OED website at <http://www.nyc.gov/executivedevelopment>

What is Organization Development?

Organization Development (OD) is a body of knowledge and practice that enhances organizational performance and individual development. OD interventions take place within systems that include formal and informal work groups and use methodologies and approaches to facilitate strategic planning, organization design, leadership development, change management, performance management, and coaching.

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 OED 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 gage 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.

Through a competitive selection process, participants are identified, and join the program with a mastery of skills needed in daily management. During the 16-week program, they are introduced to state-of-the-art change models focusing on process and performance improvement. Upon completion of the program, managers possess the ability to implement change in new and exciting ways. They leave with an invaluable set of tools and vast network of colleagues to support them.

Participants are selected to the Leadership Institute based on the results of an extensive application review and interview process. Additional information about the Practical can be found on the OED website at http://www.nyc.gov/html/dcas/html/employees/leadership_institute.shtml 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 a full 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 Practical can be found on the OED website at http://www.nyc.gov/html/dcas/html/employees/leadership_manacad.shtml or by calling 212.386.0004.

Executive Coaching

Executive Coaching is a vital tool used by Agency's 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.

Learning and Development offers a selection of three *Coaching Tiers*. Opportunities are available to both individuals and groups; clients can choose one or more Tiers to achieve desired coaching results.

- **Tier 1 – Targeted Coaching** - addresses specific work challenges
- **Tier 2 – Progressive Coaching** - builds leadership and management capacity
- **Tier 3 - Concentrated Coaching** - a deep dive into critical leadership behaviors

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

Fredrick 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 Fred 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 on the results of the interview a winner is selected. Additional information about the Hayes Prize can be found on the OED website at <http://www.nyc.gov/executivedevelopment> or by calling 212.386.0004.







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 the CUNY Public Administration Program, NIGP Certification, LMSW Preparation Program, and a wide variety of IT Certifications.

CUNY Public Administration Program	115
IT Professional & Certification Courses <i>(Located in the Professional Practices Portfolio)</i>	96
LMSW Licensing Preparation Program	120
National Institute of Governmental Purchasing (NIGP) Foundation Courses for Certification	122

CUNY PUBLIC ADMINISTRATION PROGRAM



The **CUNY/DCAS Public Administration Program** is offered in collaboration with the City University of New York's (CUNY) Joseph S. Murphy Institute (JSMI) for Worker Education and participating unions on both the undergraduate and graduate level. It is designed to provide an opportunity to earn college credits, improve communication and analytic skills, and provide for expanded knowledge of government agencies, social services, labor relations, and the legislative and budgetary process in the context of deepening the understanding of urban challenges.

Enroll at the undergraduate or graduate:

- Earn a Certificate in Public Administration and Public Policy from the City University of New York and the NYC Department of Citywide Administrative Services (DCAS)
- Apply credits toward a bachelor's or master's degree at Queens College, CUNY
- Union tuition plans applicable; tuition reimbursement may apply
- **Online application:** <https://cunyspsg.askadmissions.net/emtinterestpage.aspx?ip=quickstart>
- **Spring Admissions Deadline: January 2, 2015**
- **Fall Admissions Deadline: August 1, 2015**

For More Information on CUNY Courses at the CTC contact:

DCAS

J. Valentine at: (212) 669-3630 or

jvalenti@dcas.nyc.gov

CUNY/Murphy Institute (MI)

25 West 43rd Street, 19th Floor

New York, NY 10036

The Murphy Institute Counselors at: (212) 642-2068

padraig.o'donoghue@mail.cuny.edu



UNDERGRADUATE CERTIFICATE IN PUBLIC ADMINISTRATION & PUBLIC POLICY

The Undergraduate Certificate in Public Administration and Public Policy provides participants with a solid background in government, the policy-making process, and public administration. To earn the Certificate, participants must hold a high school diploma or GED and complete four courses, for a total of sixteen credits.

Public Administration

PADM 20100	Credits: 4	Feb 2, 2015 to May 18, 2015	Mondays	6:15p-9:35p	Murphy Institute: 25 West 43rd Street, 19th Floor
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This course will examine the growth, structure, role, and methods of local and federal bureaucracies and their impact on American government and society. It will introduce participants to the subject of bureaucracy in American government and will survey the major areas of study in Public Administration, including the context of public administration, the meaning of federalism, and intergovernmental relations. In addition, the course will address organizational theory and behavior, decision-making, leadership, policy implementation, budgeting, personnel management, performance management, legal and regulatory constraints, ethics and accountability. Participants will become knowledgeable about the roles and functions of public agencies and will acquire a grasp of current issues and controversies concerning public bureaucracies and public policy.

Government, Politics, and the Policy-Making Process

PADM 21100	Credits: 4	Jan 29, 2015 to May 21, 2015	Thursdays	6:15p-9:35p	Murphy Institute: 25 West 43rd Street, 19th Floor
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This course will explore the policy-making process in a range of public institutions and will introduce participants to the approaches, methods, tools, and techniques of decision making. The role of conventional political institutions as well as alternatives to conventional politics will be studied. In the process, participants will identify official as well as unofficial political actors, including those in the executive, legislative, and judiciary branches of government; social and political activists; the media; and the public. Finally, the course will examine several models of the policy-making process.

Public Issues and Public Policy

PADM 22100	Credits: 4	Jan 28, 2015 to May 20, 2015	Wednesdays	6:15p-9:35p	Murphy Institute: 25 West 43rd Street, 19th Floor
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This course will provide an overview of the major problems facing American cities and will examine the federal, state, and local policies that address urban poverty and inequality. Participants will explore a range of economic and social policies, including taxation, minimum wage, social security, immigration, education, the environment, crime, social welfare, discrimination, and civil rights. Participants will also examine the political and intellectual debates over policy initiatives to regulate social and private life. Finally, participants will discuss pluralist and elitist perspectives on public policy and policy debate. Readings will include diverse and sometimes clashing points of view and will often emphasize developments in New York City.

Research Seminar on Public Policy

PADM 23100	Credits: 4	Not offered Spring Semester		6:15p-9:35p	Will be offered the following semester
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This course is a seminar in public policy analysis, including full class sessions as well as supervised independent research. The seminar will focus on a single topic, such as health care, housing, or criminal justice, which will change each semester. Using a task force model, participants will survey the literature in the topic under consideration and work in teams to work on particular aspects of the social problem and policy. The task for each team is to identify, analyze and evaluate an existing policy or set of policies related to the selected topic. Participants will develop criteria for evaluation and assemble data to support an argument concerning the viability and effectiveness of policies under examination. The goal for each task force is to recommend modifications or alternatives to existing policy that effectively address the needs and concerns of various constituencies and interest groups in the decision-making process. During the term, task force groups will make oral presentations, based on their research. Each group will present a final report that incorporates policy analysis and policy recommendations. In preparation for the task-force project, the seminar will provide an overview of the topic under examination and will review methodologies for policy analysis.

ADVANCED CERTIFICATE IN PUBLIC ADMINISTRATION & PUBLIC POLICY — LEVEL 1

The Advanced Certificate in Public Administration and Public Policy, Level 1 will provide participants with a deeper understanding of such topics as public management, the administrative decision-making process, diversity, training and staff development, and union-management relations. To earn the Certificate, participants must hold a bachelor’s degree and complete four courses, for a total of twelve credits.

Policy Analysis

PADM 62100	Credits: 3	Feb 2, 2015 to May 18, 2015	Mondays	6:15p-8:45p	Murphy Institute: 25 West 43rd Street, 19th Floor
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This course will introduce participants to theories and techniques of policy analysis and will help them acquire the basic skills necessary to do analytic work. The course will begin by defining policy analysis and the various social models that underlie differing analytic and evaluative frameworks. It will examine the institutions, interests, and forces that shape policy debate and affect “delivery” of policy initiatives. Participants will explore several models of analysis and consider their limits as well as their strengths. They will explore the role of government in implementing public policy and allocating resources. In that process, participants will address a key question: How do the interests of social groups combine with access to the political process to determine who gets what and when? Finally, participants will examine case studies of public-policy analysis in three selected areas of study.

Public Administration

PADM 60100	Credits: 3	Jan 28, 2015 to May 20, 2015	Wednesdays	6:15p-9:35p	Murphy Institute: 25 West 43rd Street, 19th Floor
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Designed for participants with a basic knowledge of public administration, this course will examine critical issues confronting government and public administration. Readings and discussions will cover a broad range of topics and will include comparisons of public and private bureaucracies as well as proposals for “reinventing” government. Participants will analyze theoretical questions of public administration and will address the real-world experience of public sector employees, both managers and staff. Participants will evaluate academic literature on current and future trends in public-sector labor relations, including material on performance management and the Government Performance Results Act as well as “post-bureaucratic” models of the public-sector workplace. In this process, participants will examine such key managerial issues as evaluation of employee performance, motivation of employees, organizational justice, diversity management, training and staff-development, union-management relations, and collective bargaining. The course will conclude with a participatory workshop on managing in the public sector, in which participants will draw on both their practical experience and the scholarly literature discussed in the course.

CERTIFICATION & CREDIT BEARING PORTFOLIO: CUNY MPA PROGRAM

Research Methods Seminar

PADM 65100	Credits: 3	Jan 29, 2015 to May 21 2015	Thursdays	6:30p-9:00p	Graduate Center: 365 Fifth Avenue, Room TBA
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This course examines research methods used to produce accurate data on a range of important public policy and public administration issues. Participants will learn the importance of formulating research questions and how to frame them, the range of methodologies that can be employed and why and when to use them, and the tools of research methodology and how to utilize them. They will also learn how to analyze data in order to produce research reports in which conclusions are supported by reliable data. In this seminar, participants will discuss the theoretical and operational issues critical to doing research and will develop tools and techniques for conducting both quantitative and qualitative research. Participants will critique and evaluate specific research studies and will make presentations, posing questions for group discussion. Finally, participants will develop an operational familiarity with computer-based programs for statistics and data analysis. Several class sessions will be scheduled in a computer lab for SPSS training.

Social and Economic Policy in the United States

PADM 61100	Credits: 3	Feb 3, 2015 to May 19, 2015	Tuesdays	6:15p-8:45p	Murphy Institute: 25 West 43rd Street, 19th Floor
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This course will explore the economic and political aspects of critical social issues, discussing a range of policies and policy alternatives that address these issues at both the national and local levels. To provide a framework for these discussions, we examine the relationship between government, the economy, and the variety of policy approaches historically employed to address social issues. Participants in the course will focus on specific urban issues such as poverty, welfare, housing, health-care, public education, and urban crime. The course will conclude with an analysis of the public-sector labor force and the future of municipal unions. While the main focus of this course is on municipal issues and policies, participants will examine both federal and local policies for economic growth, seeking to understand the relationships between national and local economic policy.

LMSW LICENSING PREPARATION PROGRAM

Citywide Learning and Development in partnership with The Silberman School of Social Work at Hunter College presents the LMSW Licensing Preparation Program.

The purpose of the **LMSW LICENSING PREPARATION PROGRAM** is to prepare New York City human service workers with MSW degrees to pass the New York State License Master Social Work (LMSW) examination. The LMSW license is a requirement for many positions and titles within NYC agencies.

The LMSW licensing preparation course combines *practice and process* methods designed to help social workers acquire the skills and confidence needed to pass the exam. The training focuses on:

- Reviewing social work content knowledge and skills, including a broad range of social work terms, conditions, and situations that mirror the scenarios presented on the exam.
- Integrating test-taking strategies and stress reduction techniques with theoretical and practical knowledge of social work
- Applying test-taking strategies to the material while maintaining a positive attitude and mindset
- Improving baseline performance, especially in the areas that may require additional study.

<p>Feb 4, 6, 11, 18, 20, 25, 27, Mar 4, 6, 13</p> <p>Days of Training: 10*</p> <p>*Two-hour live training sessions that meet from 3:00pm to 5:00pm for 6 weeks</p>	<p>Program Cost: \$500 per person</p> <p>State Application Fee: \$294</p> <p>Exam Registration Fee: \$230</p>
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The intensity and frequency of meeting for six weeks, will allows for a through review of the content material, and time to do practice tests individually, and as a group in every session.

The instructor will introduce a range of test-taking skills and tips relevant to a taking a multiple-choice examination. Every week class will read, answer, and discuss questions in each of the areas that are included in the licensing exam. The exam itself consists of 170 multiple-choice questions. It is computerized, four hour long exam administered through the Association of Social Work Boards (ASWB).

This program can be delivered in-person or through video-conferencing and the schedule customized for agency purposes.

To enroll, or for more information please contact the Citywide Training Center at 212.386.0005 or citywidetrainingcent@dcas.nyc.gov

Please Note: Each class must have at least 20 participants enrolled to be held.

COURSE OUTLINE

- **Class 1:** Introduction to the exam, filling out the licensing application, how to register for the exam, and a PowerPoint presentation entitled *Test-Taking Strategies*.
- **Class 2:** Read, answer and discuss questions in the area of direct practice with individuals and families.
- **Class 3:** Theories of clinical practice
- **Class 4:** Human Behavior
- **Class 5:** Review of fundamental concepts, definitions, basic practice skills and key characteristics that pertain to the prior three practice sessions. All together, the topics of *direct practice with individual and families, theories of clinical practice and human behavior* comprise 60%-65% of the exam.
- **Class 6:** PowerPoint presentation entitled *Train your Brain on the NASW Code of Ethics* and work and process questions in the area of professional ethics.
- **Class 7:** Group Work and Community Organizing
- **Class 8:** Alcohol and Substance Abuse
- **Class 9:** Review of fundamental concepts, definitions, basic practice skills and key characteristics that pertain to the prior three areas of *group work, community organizing and substance abuse*.
- **Class 10:** Practice 50 questions from the ASWB booklet, process the answers, and wrap up.

NATIONAL INSTITUTE OF GOVERNMENTAL PURCHASING (NIGP) FOUNDATION COURSES FOR CERTIFICATION



The National Institute of Governmental Purchasing (NIGP) is a national, non-profit organization providing support to professionals in the public sector purchasing profession. NIGP provides its members with education, professional networking, research, and technical assistance. The NIGP Foundation Courses for public procurement professionals assist in the preparation for exams leading to the Certified Public Procurement Officer (CPPO) and the Certified Professional Public Buyer.



Contract Administration (NIGP)

The class provides a framework for examining contract administration by focusing on essential elements of the discipline. It also provides the participant with a focused look at key considerations related to important contract terms and conditions that must be enforced during contract administration. Determining the appropriate contract administration method, preparing a relevant plan, participating in the process, evaluating the success of the contract and evaluation procedures will all be addressed.

Objectives:

- Examine and understand the tools needed to design, develop and formulate the process
- Assess how contract administration can be continually improved to enhance contract performances
- Determine the appropriate contract administration method
- Prepare a relevant contract administration plan
- Understand your role in the contract administration process
- Learn how to evaluate a contract
- Determine the success of a contract

Target Audience: All levels of Contract Managers

Course Code: P1001

Days of Training: 3

Dates: Apr 8-10

Cost: \$695

CEUs: 1.8

Developing and Managing Requests for Proposals in the Public Sector

This course is uniquely designed to prepare procurement professionals to use the RFP process to its maximum potential. The class agenda will identify the process, offer a key understanding of the elements of the proposal and ascertain ways in which the document can be used to its full capability. Pitfalls and success stories will make the class relevant and applicable when planning to incorporate this type of solicitation into the government process.

Objectives:

- Understand the RFP planning and development process
- Apply proper procedures and evaluation techniques for an effective RFP
- Identify RFP problems and pitfalls before they can negatively impact you and your agency
- Formulate an effective process for selection and award

Target Audience: Procurement professionals who are entrenched in the competitive process

Course Code: P1002

Days of Training: 3

Dates: Apr 21-23

Cost: \$695

CEUs: 1.8

Introduction to Public Procurement

This class provides an overview of the ever-changing profession by identifying fundamental concepts that will affect procurement in the public sector.

Objectives:

- Overview of roles, major components and functions of public procurement
- Understand how public procurement adds value to the delivery of services
- Identify the cultural, social, political, economic and legal environments that impact public procurement
- Utilize ethics and professionalism in public procurement

Target Audience: Individuals interested in an overview of procurement functions for the purpose of understanding the basic elements that underlie all areas of public procurement

Course Code: P1003

Days of Training: 3

Dates: May 18-20

Cost: \$695

CEUs: 1.8

The Legal Aspects of Public Procurement

Designed to be an educational exploration of the Legal Aspects of Public Procurement, this course will provide a foundation of the principles and general concepts of the law as it applies to public procurement.

Attention will be given to the ethical issues facing the profession relevant to the law. Taught by a procurement professional, not an attorney, this course will focus on actual procurement situations with actual procurement implications.

Objectives:

- Define and understand the legal terms used in public procurement
- Identify the Model Procurement Code
- Understand the role of the law in public procurement
- Examine the role of the public professional in the application of procurement and contract law
- Assess the legal implications surrounding solicitations, contracting and post award issues
- Apply basic legal concepts and principles in public procurement
-

Target Audience: Those who are significantly involved in the contracting process and want to increase their understanding of both the capability and limitation of the law on government procedures

Course Code: P1006

Days of Training: 3

Dates: May 6-8

Cost: \$695

CEUs: 1.8

Strategic Procurement Planning

This course helps procurement professionals meet the increased demand for participation by procurement in organizational decision making and resource allocation decisions. The strategic planning/procurement process is valuable to public procurement professionals interested in developing strategic working relationships with end users in their organizations. This course is beneficial to public procurement professionals involved in strategic planning related to organizational development, budgeting processes and staffing. Many of the concepts may be of special interest to the practicing public administrator and public procurement professionals and most relevant to middle and upper management positions

Objectives:

- Describe procurement's role in the organizational strategic planning process
- Develop a strategic procurement plan for an organization
- Identify the steps in strategic sourcing process
- Evaluate, select and apply the tools and processes available for a comprehensive procurement plan
- Discuss how the strategic plan impacts the budget process
- Develop a procurement plan for a specific requirement
- Describe how staffing, developing and managing human resources support organizational success

Target Audience: Public procurement professionals who are interested in developing strategic working relationships with end users in their organizations

Course Code: P1007

Days of Training: 3

Dates: Jan 27-29

Cost: \$695

CEUs: 1.8

Sourcing in the Public Sector

This course provides the participant with a comprehensive overview of the sourcing process within the public sector. Essential elements, including pre-sourcing planning, needs assessment, specifications, and scope of work, deliverables, procurement strategies, value analysis, and internal control processes are explored. Determining the appropriate sourcing method, preparing the relevant sourcing invitation document, managing the acquisition process, evaluation of response submissions, and contract awards will also be explored.

Objectives:

- Learn how sourcing can engage the internal/external community in the acquisition process
- Examine the processes and apply the correct procedures for acquisition of specific goods/services
- Practice and implement the essential elements of sourcing within the acquisition process in a logical and transparent manner

Target Audience: Those who want to learn how to navigate the process and increase their understanding of the critical issues that frame the concept of public sector sourcing

Course Code: P1005

Days of Training: 3

Dates: June 3-5

Cost: \$695

CEUs: 1.8





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.

Conflicts of Interest Board (COIB) Seminars	129
Diversity & Inclusion Courses	133
Emergency Management Certificate Program	134
Mayor's Office of Contract Services Courses <i>(Located in the Professional Practices Portfolio)</i>	99
Small Business Services M/WBE Courses	135

CONFLICTS OF INTEREST BOARD (COIB) SEMINARS



In cooperation with the NYC Conflicts of Interest Board, L&D offers a series of workshops focusing 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.



Special Topics in Chapter 68 of the City Charter: Enforcement

On a daily basis, disciplinary counsel at New York City agencies encounter instances of employee misconduct that violate not just agency policy, but Chapter 68 of the City Charter. When violations of this kind occur, the agency must coordinate with Conflicts of Interest Board. The class will provide detailed information on the Chapter 68 enforcement process, and how it interfaces with individual agencies' own disciplinary proceedings. This class, good for 2 hours of CLE credit in Ethics and Professionalism, familiarizes disciplinary counsel with the general restrictions set forth by Chapter 68 of the City Charter (the City's "Ethics Law") and teaches counsel how to identify violations, how to use the COIB as a resource, and how the two agencies work together in relevant disciplinary cases.

Target Audience: Attorneys employed by the City of New York

Course Code: C9071

Days of Training: 2 hours

Dates: Jan 30 (10:00am - 12:00pm)

Cost: N/C

CLEs/CEUs: 2/.2

Special Topics in Chapter 68 of the City Charter: Gifts

Gifts are a particularly prominent issue when discussing Chapter 68 of the City Charter, New York City's "Ethics Law." This class, good for 1.5 hours of CLE credit in Ethics and Professionalism, familiarizes attorneys sections of Chapter 68 the deal with gifts, relevant Board rules, advisory opinions, and enforcement dispositions. It attempts to give both a broad overview of the topic and also specific detail on the Board's answers to the questions attorneys most frequently tend to ask about gifts and Chapter 68 compliance.

Target Audience: Attorneys employed by the City of New York

Course Code: C9070

Days of Training: 1.5 hours

Dates: May 27 (10:00a—11:30a)

Cost: N/C

CLEs/CEUs: 1.5/.15

Special Topics in Chapter 68 of the City Charter: Political Activities

While public servants are not precluded from participating in the democratic process, Chapter 68 of the City Charter, New York City's Conflicts of Interest Law, contains a number of restrictions on the political activity of New York's public servants. This class, good for 1 hour of CLE credit in Ethics and Professionalism, familiarizes attorneys with those restrictions and the way in which the Conflicts of Interest Board has interpreted them over the years.

Target Audience: Attorneys employed by the City of New York

Course Code: C7074

Days of Training: 1 hour

Dates: Apr 27 (10:00a—11:00a)

Cost: N/C

CLEs/CEUs: 1/.1

Special Topics in Chapter 68 of the City Charter: Post-Employment

Post-employment is a major area of concern in public integrity. So-called "revolving door" issues can be crippling to the reputation and mission of a government agency. Chapter 68 of the New York City Charter has a number of restrictions on former public servants relating to this topic. This class, good for 2 hours of CLE credit in Ethics and Professionalism, familiarizes attorneys with sections of Chapter 68 that deal with the post-employment, relevant Board rules, advisory opinions, and enforcement dispositions. It attempts to give both a broad overview of the topic and also specific detail on the Board's answers to the questions attorneys most frequently tend to ask about post-employment issues and Chapter 68 compliance.

Target Audience: Attorneys employed by the City of New York

Course Code: C9072

Days of Training: 1.5 hours

Dates: May 29 (10:00a—11:30a)

Cost: N/C

CLEs/CEUs: 1.5/.15

What Every Attorney Should Know About Chapter 68 of the City Charter

This workshop, taught by Conflicts of Interest Board (COIB) Training and Education professionals and COIB attorneys, provides the City attorneys an overview of what they need to know about the NYC Conflicts of Interest Law. Attorneys who attend this class will receive two (2) Continuing Legal Education (CLE) credits.

Objectives:

- Chapter 68: Understand the basis and purpose of the law
- Review basic requirements of the law
- Learn COIB structure and responsibilities
- Discuss private practice while employed as a City attorney
- Define situations and conditions which could be deemed as unethical and a conflict of interest
- Discuss recent changes in the law, recent advisory opinions, and enforcement cases

Target Audience: Attorneys employed by the City of New York

Course Code: C9058

Days of Training: 2 hours

Dates: Feb 27 (10:00a—12:00p)

Cost: N/C

CLEs/CEUs: 2/.2

DIVERSITY & INCLUSION COURSES

Everybody Matters

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. To this end, we are launching Everybody Matters, a citywide Diversity & Inclusion education initiative. This education experience will assist you in becoming an effective leader and influencer whether you are a manager or an individual contributor. The course is highly interactive.

Objectives:

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

Target Audience: Managers and supervisors who want to enhance their effectiveness and influencing skills

Course Code: C1075

Days of Training: 1

Date: Apr 23, June 18

Cost: N/C

CEUs/CPEs: .6/8

Everybody Matters (1/2 day)

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 manager or 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: C1077

Days of Training: 1/2

Date: May 7, May 21 (9:00a-12:30p)

Cost: N/C

CEUs/CPEs: .3/4

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 Office of Emergency Management (OEM) 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 experience with their cohort. 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 year to complete the suite of required classes, including the culminating tabletop exercise, from the designated cohort start date. The flexible nature of this program allows participants to enroll in courses at their convenience because they are offered multiple times throughout the year. The program will be headquartered at OEM, 165 Cadman Plaza East Brooklyn, NY 11201 where classes will generally be conducted.

REGISTRATION PROCESS:

Please email training@oem.nyc.gov for an application form if you are interested in participating in this program. If selected to participate, you must attend the orientation session. Upon completion of the Emergency Management Certificate Program, you will receive a signed certificate of completion from OEM's Commissioner.

SMALL BUSINESS SERVICES M/WBE COURSES

In cooperation with the Department of Small Business Services, Citywide Learning & Development offers training on the M/WBE (Minority/Women-owned Business Enterprise) Program. In support of Local Law 129 of 2005 and Local Law 1 of 2013, the training includes program administration, utilization, compliance, and capacity building and best practices.

M/WBE Program Review and Updates

In this course, participants will be presented with an overview of M/WBE program certification requirements.

Objectives:

- Agency subcontractor program administration requirements and best practices
- Prime contractor goals
- Subcontractor goals
- Monitoring compliance
- SBS annual audit
- Tracking for LL 129
- Tracking reports
- Anecdotal data
- Utilization reports

Target Audience: Appropriate for contract compliance officers, procurement officers, ACCOs, project managers, Engineering Audit Officers, On-site Engineers, and other program staff involved in contract administration for construction or consultant contracts

Course Code: P9002S

Days of Training: 1/2 day

Dates: Jan 8, Feb 12, Mar 12, Apr 9, May 14, June 11 (9:30a - 12:30p)

Cost: N/C

CEUs: .3

**CITYWIDE LEARNING and DEVELOPMENT
SPRING 2015 COURSE SCHEDULE at the CITYWIDE TRAINING CENTER**

Technology Skills Portfolio Pages
1-2

This portfolio has a full complement of software offerings, including all Microsoft Office products, Adobe products, IT Certification, eLearning at Your Desktop, and Online Live Training.

Personal Development Portfolio Pages
2-3

Inspired to develop your skills on a personal and professional level? Programs in this portfolio provide a full spectrum of options for enhancing your 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.

Management & Supervision Portfolio Pages
3

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.

Professional Practices Portfolio Pages
3-4

These course and programs are designed for specific communities of practice to allow for continuity in networking, collaboration and knowledge sharing. So, 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.

Organization & Executive Development Portfolio Pages
4

This Portfolio offers an array of learning opportunities for mid-to-senior level managers and executive 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 include Executive Coaching, Assessment, Planning, and on-going skill development.

Certification & Credit Bearing Portfolio Pages
4

NYC employees can prepare for professional certifications and exams with training that is specific to their certification's requirements. Some of L&D's current offerings include the CUNY Public Administration Program, NIGP Certification, LMSW Preparation Program, and a wide variety of IT Certifications.

NYC Specific Programs Pages
4

The courses in these programs provide the resources and knowledge that is specific to New York City agencies in areas such as Emergency Management, Conflicts of Interest, Purchasing, Customer Service, and Diversity and Inclusion.



Contact the CTC
 Phone: 212.386.0005 or 212.386.6425 Fax: 212.313.3439
 Email: citywidetrainingcent@dcas.nyc.gov
 Website: www.nyc.gov/ctc

COURSE TITLE	CODE	CREDITS	DAYS	DATES	COST
TECHNOLOGY SKILLS PORTFOLIO					
MICROSOFT OFFICE					
Access 2007					
Level 1	T4041	1.2CEU/16CPE	2	Mar 25-26	\$250
Level 2	T4042	1.2CEU/16CPE	2	Apr 22-23	\$250
Access 2010					
Part 1	T4051	1.2CEU/16CPE	2	Mar 23-24, May 14-15	\$250
Part 2	T4052	1.2CEU/16CPE	2	Jan 5-6, Apr 1-2, June 25-26	\$250
Access 2013					
Part 1	T4061	1.2CEU/16CPE	2	Feb 26-27, May 26-27	\$250
Part 2	T4062	1.2CEU/16CPE	2	Mar 19-20, June 15-16	\$250
Excel 2007					
Level 1	T3044	.6CEU/8CPE	1	Mar 16	\$125
Level 2	T3045	.6CEU/8CPE	1	Apr 21	\$125
Level 3	T3046	.6CEU/8CPE	1	May 28	\$125
Excel 2007: VBA	T1520	.6CEU/8CPE	1	June 24	\$125
Excel 2010					
Part 1	T3054	.6CEU/8CPE	1	Feb 17, Mar 11, Apr 17, May 1, June 9	\$125
Part 2	T3055	.6CEU/8CPE	1	Feb 25, Mar 13, Apr 30, May 12, June 12	\$125
Part 3	T3056	.6CEU/8CPE	1	Feb 24, Mar 30, Apr 28, May 29, June 29	\$125
Excel 2010: VBA	T1530	.6CEU/8CPE	1	June 2	\$125
Excel 2013					
Part 1	T3064	.6CEU/8CPE	1	Mar 9, May 5	\$125
Part 2	T3065	.6CEU/8CPE	1	Mar 18, May 13	\$125
Part 3	T3066	.6CEU/8CPE	1	Mar 26, June 23	\$125
Outlook 2010					
Part 1	T7051	.6CEU/8CPE	1	Jan 22, Feb 19, Apr 29, May 22	\$125
Part 2	T7052	.6CEU/8CPE	1	Mar 27, June 19	\$125
Outlook 2013					
Part 1	T7061	.6CEU/8CPE	1	Feb 2, Apr 9, May 8	\$125
Part 2	T7062	.6CEU/8CPE	1	Mar 6, June 1	\$125
PowerPoint 2010					
Part 1	T6041	.6CEU/8CPE	1	Mar 2, May 6	\$125
Part 2	T6042	.6CEU/8CPE	1	Jan 27, Mar 17, May 21	\$125
PowerPoint 2013					
Part 1	T6051	.6CEU/8CPE	1	Feb 9, Apr 6, June 5	\$125
Part 2	T6052	.6CEU/8CPE	1	Feb 23, Apr 27, June 22	\$125
Project 2010					
Level 1	T6043	.6CEU/8CPE	1	Feb 20, Apr 24	\$125
Level 2	T6044	.6CEU/8CPE	1	Mar 6, May 7	\$125
Project 2013					
Part 1	T6053	.6CEU/8CPE	1	Mar 12, June 8	\$125
Part 2	T6054	.6CEU/8CPE	1	Apr 7, June 30	\$125

**CITYWIDE LEARNING and DEVELOPMENT
SPRING 2015 COURSE SCHEDULE at the CITYWIDE TRAINING CENTER**

Visio 2010						
Level 1	T5440	.6CEU/8CPE	1	Feb 18, Apr 8	\$125	
Level 2	T5450	.6CEU/8CPE	1	Mar 3, May 6	\$125	
Word 2010						
Part 1	T2064	.6CEU/8CPE	1	Feb 5, May 4	\$125	
Part 2	T2065	.6CEU/8CPE	1	Mar 10, June 3	\$125	
Part 3	T2066	.6CEU/8CPE	1	Apr 10, June 30	\$125	
Word 2013						
Part 1	T2074	.6CEU/8CPE	1	Feb 13, May 11	\$125	
Part 2	T2075	.6CEU/8CPE	1	Mar 16, June 11	\$125	
Part 3	T2076	.6CEU/8CPE	1	Apr 13, June 18	\$125	
ADOBE PRODUCTS						
Acrobat XI						
Part 1	O6500	.6CEU/8CPE	1	Jan 6, Feb 4, Mar 5, Apr 6, May 6, June 5	\$125	
Part 2	O6501	.6CEU/8CPE	1	Jan 22, Feb 23, Mar 24, Apr 23, May 26, June 24	\$125	
Dreamweaver CS6						
Part 1	T9513	1.2CEU/16CPE	2	Mar 3-4, June 17-18	\$250	
Part 2	O9514	1.2CEU/16CPE	2	Mar 23-24, Apr 13-14, June 23-24	\$250	
Illustrator CS6						
Part 1	T6510	1.2CEU/16CPE	2	Jan 20-21, Apr 6-7	\$250	
Part 2	O6511	1.2CEU/16CPE	2	Feb 18-19, Apr 6-7, June 29-30	\$250	
InDesign CS6						
Part 1	T6320	1.2CEU/16CPE	2	Feb 11-12, May 19-20	\$250	
Part 2	O6321	1.2CEU/16CPE	2	Feb 26-27, Apr 29-30, May 19-20	\$250	
Photoshop CS6						
Part 1	T6730	1.2CEU/16CPE	2	Jan 14-15, Apr 21-22	\$250	
Part 2	O6731	1.2CEU/16CPE	2	Jan 26-27, Mar 23-24, Apr 30-May 1, May 21-22	\$250	
ONLINE LIVE TRAINING						
CRYSTAL REPORTS						
Crystal Reports 2011 New!						
Level 1	O9448	1.2CEU/16CPE	2	Jan 5-6, Feb 9-10, Mar 18-19, June 1-2	\$250	
Level 2	O9449	1.2CEU/16CPE	2	Jan 12-13, Mar 24-25, June 4-5	\$250	
Crystal Reports 2013 New!						
Part 1	O9548	1.2CEU/16CPE	2	Jan 20-21, Mar 3-4, May 5-6	\$250	
Part 2	O9549	1.2CEU/16CPE	2	Jan 22-23, Mar 5-6, May 11-12	\$250	
QUICKBOOKS						
QuickBooks 2013						
Get Going With QuickBooks	O9360	1.2CEU/16CPE	2	Jan 15-16, Feb 17-18, Mar 25-26, May 4-5	\$250	
Keep Going With QuickBooks	O9361	1.2CEU/16CPE	2	Jan 20-21, Feb 24-25, Mar 31-Apr 1, May 7-8	\$250	
WEB DESIGN						
Web Design with HTML5 and CSS3						
Level 1	O9040	.6CEU/8CPE	1	Jan 15, Feb 13, Mar 16, Apr 20, June 5	\$125	
Level 2	O9041	.6CEU/8CPE	1	Jan 29, Feb 27, Mar 18, Apr 24, June 25	\$125	
BUSINESS SOLUTIONS						
Business Analysis Essentials	OBA01	1.2CEU/16CPE	2	Jan 12-13, Mar 2-3, Apr 9-10, May 28-29	\$350	
TABLETS						
Maximizing the Use of the iPad Updated!	T1279	.3 CEU	1/2	Mar 26, May 7 (1:30p-5:00p)	\$60	
PERSONAL DEVELOPMENT PORTFOLIO						
Action Grammar	C5031	1.2CEU/16CPE	2	Feb 3-4	\$250	
Attitude is Everything	C9266	.6CEU/8CPE	1	Apr 3	\$125	
Business Writing: Clarity Through Critical Thinking	C2036	.6CEU/8CPE	1	Apr 10	\$125	
Communication and Collaboration for Project Success	C9119	.6CEU/8CPE	1	May 5	\$125	
Creating and Delivering Powerful Presentations	C9041	1.2CEU/16CPE	2	Jan 26-27	\$250	
Creating Workplace Civility	C9100	.6CEU/8CPE	1	Apr 17	\$125	
Delivering Quality In-Person Customer Service	C5555	.6CEU/8CPE	1	Feb 11	\$125	
Developing Dynamic Listening Skills	C2508	.6CEU/8CPE	1	Feb 25	\$125	
"Easy" English for the Multi-Lingual Writer	C8005	1.2CEU/16CPE	2	Apr 2-3	\$250	
Effective Office Management	C2202	.6CEU/8CPE	1	Mar 30, May 12	\$125	
Enhancing Your Personal Productivity	C9226	.6CEU/8CPE	1	June 17	\$125	
Managing Multiple Priorities	C5044	.6CEU/8CPE	1	May 6	\$125	
Managing Stress and Preventing Burnout	C9033	.6CEU/8CPE	1	Mar 16	\$125	
Mind Tools for Memory	C9279	.6CEU/8CPE	1	Apr 24	\$125	

CITYWIDE LEARNING and DEVELOPMENT
SPRING 2015 COURSE SCHEDULE at the CITYWIDE TRAINING CENTER

Motivating Yourself for Professional Success New!	C9092	.6CEU/8CPE	1	Mar 13	\$125
Revising, Editing, and Proofreading	C2033	1.2CEU/16CPE	2	May 28-29	\$250
Strategies for Handling Difficult Behaviors	C7519	.6CEU/8CPE	1	May 18	\$125
Successful Letter and Memo Writing	C6788	1.2CEU/16CPE	2	Jan 22-23	\$250
Successful Workplace Communication	C1022	.6CEU/8CPE	1	Mar 6, June 4	\$125
Time Management Strategies	C8002	.6CEU/8CPE	1	Mar 11	\$125
Writing Effective and Efficient E-mails	C4260	.6CEU/8CPE	1	May 8	\$125
MANAGEMENT & SUPERVISION PORTFOLIO					
Adaptive Leadership	C1237	.6CEU/8CPE	1	Feb 2	\$125
Back to Basics: Essential Skills for Supervisors New!	C1038	1.2CEU/16CPE	2	Mar 10-11, June 8-9	\$250
Brilliant Briefings New!	C3150	.6CEU/8CPE	1	Feb 5	\$125
Building Collaborative, Productive and Cohesive Teams	C1243	.6CEU/8CPE	1	Mar 20	\$125
City Systems Management: A Guide to Understanding Important Human Capital Processes New!	C7445	.6CEU/8CPE	1	Mar 24, Apr 29	\$125
Coaching For Employee Commitment and Performance	C1238	.6CEU/8CPE	1	Apr 30	\$125
Contract Management/Administration New!	P3016	.6CEU/8CPE	1	June 10	\$125
Contract Negotiation Techniques New!	P3015	.6CEU/8CPE	1	June 2	\$125
Creating a Collaborative Workplace	C7516	.6CEU/8CPE	1	Apr 20	\$125
Data Analytics for Managers	C4311	.6CEU/8CPE	1	Jan 30, Apr 16	\$150
Developing Yourself and Others Through Delegation	C9117	.6CEU/8CPE	1	Mar 25	\$125
Essentials for Successful Project Management	C1234	1.2CEU/16CPE	2	Feb 19-20, June 23-24	\$250
Excel Tools: Summarizing Data	C4312	.6CEU/8CPE	1	Mar 31, June 25	\$150
Fundamentals of Business Mathematics New!	C7746	.6CEU/8CPE	1	Mar 19, May 19	\$125
Fundamentals of Supervision	C1044	1.2CEU/16CPE	2	Jan 12-13	\$250
Hitting the Bulls-eye: Setting Targets that Work	C9321	.6CEU/8CPE	1	Apr 29	\$125
Initiating and Managing Difficult Conversations	C9013	.6CEU/8CPE	1	May 4	\$125
Inspired Leadership: <i>Creating a Motivational Environment</i>	C9248	1.2CEU/16CPE	2	Apr 23-24	\$250
Introduction to Procurement New!	P3014M	.3CEU/4CPE	1/2	Apr 21, May 1 (1:30p - 5:00p)	N/C
Introduction to Statistical Analysis New!	C7747	.6CEU/8CPE	1	Apr 30, May 28	\$125
Leading Productive Meetings	C1050	.6CEU/8CPE	1	May 27	\$125
Leading Short-Term Improvement Projects	C9014	.6CEU/8CPE	1	May 7	\$125
Managerial Decision Making and Problem Solving	C2525	.6CEU/8CPE	1	May 14	\$125
Managing Off-Site Employees	C5045	1.2CEU/16CPE	2	Feb 19-20	\$250
Performance Management and Lean Six Sigma: An Introduction to Quality and Productivity Improvement	C9287	1.2CEU/16CPE	2	Feb 9-10, Apr 13-14	\$250
Principles of Financial Management	C4314	.6CEU/8CPE	1	Feb 18, May 28	\$150
Rapid Retooling	C9253	.6CEU/8CPE	1	Mar 4	\$125
Resolving and Managing Conflict	C7518	.6CEU/8CPE	1	June 2	\$125
Selection Interviewing: Hiring Right	C4027	.6CEU/8CPE	1	Apr 28	\$125
Supervising Challenging Employees	C9038	1.2CEU/16CPE	2	Jan 29-30	\$250
Thinking Like a Consultant New!	C7740	.6CEU/8CPE	1	Apr 1	\$125
Writing Performance Evaluations	C9166	.6CEU/8CPE	1	Feb 23, June 30	\$125
PROFESSIONAL PRACTICES PORTFOLIO					
AUDIT PROFESSIONALS					
Assessing the Reliability of Computer-Processed Data	A8043	1.2CEU/16CPE	2	Mar 9-10	\$475
Developing and Presenting Audit Findings	A7021	1.2CEU/16CPE	2	Apr 8-9	\$475
Dun & Bradstreet Supplier Risk Manager: Introduction to Spend Analysis	A8215	.2CEU/2CPE	1/2	Mar 5 (12:00pm - 2:00pm)	N/C
Introduction to Dun & Bradstreet Supplier Risk Manager	A8200	.2CEU/2CPE	1/2	Feb 9 (12:00pm - 2:00pm)	N/C
Making Your Case to Prosecute Fraud	A8090	1.2CEU/16CPE	2	Mar 23-24	\$475
Managing the Audit Engagement	A9102	1.8CEU/24CPE	3	May 13-15	\$550
Planning Audit Assignments	A8451	1.2CEU/16CPE	2	Apr 21-22	\$475
Reviewing Other People's Report Writing	A9502	1.2CEU/16CPE	2	Jan 13-14	\$475
Skills for Leading & Managing Audit Projects	A9109	1.8CEU/24CPE	3	May 19-21	\$550
Using Metrics to Assess Performance	A8027	1.8CEU/24CPE	3	June 3-5	\$550
ENERGY MANAGEMENT PROFESSIONALS					
Building Operator Certification Level 1	C7200	5.4 CEU	9	Feb 6, Feb 20, Mar 6, Mar 20, Apr 3, Apr 17, May 1, May 8, May 15 (8:30a - 4:30p)	N/C*
Building Operator Certification Level 2	C7202	4.8 CEU	8	Jan 30, Feb 13, Feb 27, Mar 13, Mar 27, Apr 17, May 8, May 15 (8:30a - 4:30p)	N/C*
Building Re-Tuning Training (BRT)	C7300	1.5 CEU	5	May 6, May 13, May 20, May 27, June 3 (9:00a - 12:00p)	N/C*
Certified Building Commissioning Professional (CBCP) Program	C7101	3 CEU	5	June 2-5, June 8 (8:30a - 4:30p)	N/C*
Certified Energy Manager	C7100	2.5 CEU	5	Feb 3-6, Feb 9 (8:30a - 5:00p)	N/C*
Energy Efficient Operations of Electrical Systems	C7105	3 CEU	5	Section A: Feb 3, Feb 17, Mar 3, Mar 17, Mar 31 (8:30a - 4:30p) Section B: Feb 10, Feb 24, Mar 10, Mar 24, Apr 7 (8:30a - 4:30p)	N/C*

**CITYWIDE LEARNING and DEVELOPMENT
SPRING 2015 COURSE SCHEDULE at the CITYWIDE TRAINING CENTER**

Energy Efficient Operations of Controls Systems	C7106	3 CEU	5	Apr 1, Apr 15, Apr 29, May 13, May 27 (8:30a - 3:30p)	N/C*
Energy Efficient Operations of Piping Systems	C7107	1.8 CEU	3	May 27, June 10, June 24 (8:30a - 3:30p)	N/C*
Energy Efficient Operations of Mechanical Systems	C7108	2.4 CEU	4	Feb 18, Mar 4, Mar 18, April 1 (8:30a - 4:30p)	N/C*
Energy Efficient Operations of Plumbing Systems	C7109	1.8 CEU	3	Apr 14, Apr 28, May 12 (8:30a - 4:30p)	N/C*
* A fee of will be assessed for a "no show" or late cancellation in accordance with the CTC Cancellation Policy. See the Course Catalog, page 87 for details.					
HUMAN RESOURCE PROFESSIONALS					
See Course Catalog, page 95 for details.					
IT PROFESSIONALS					
See Course Catalog, page 96 for details.					
View the IT Training Program Spring 2015 Catalog					
PROCUREMENT PROFESSIONALS					
Conflicts of Interest Seminar for Procurement Professionals	P4002	.3 CEU	1/2	Apr 15 (9:30a - 12:30p)	N/C
Contract Management/Administration New!	P3016	.6CEU/8CPE	1	June 10	\$125
Contract Negotiation Techniques New!	P3015	.6CEU/8CPE	1	June 2	\$125
MAYOR'S OFFICE OF CONTRACT SERVICES (MOCS) COURSES					
APT (Automated Procurement Tracking) Basics	P6049M	.3 CEU	1/2	Mar 12 (1:30p - 5:00p)	N/C
Contract Public Hearings	P6140M	.3 CEU	1/2	May 19 (9:00a - 12:30p)	N/C
Ethics/Legal Compliance	P6005M	.6 CEU	1	Feb 26	N/C
Intergovernmental Procurements	P6143M	.3 CEU	1/2	Mar 26 (1:30p - 5:00p)	N/C
Local Law 63 Compliance	P6091M	.3 CEU	1/2	Mar 19 (1:30p - 5:00p)	N/C
NYC Nonprofit Assistance: Approaching Foundation & Responding to RFPs	P6165M	.3 CEU	1/2	Mar 25 (9:00a - 12:30p)	N/C
NYC Nonprofit Assistance: Intro to Fundraising Planning	P6166M	.3 CEU	1/2	Apr 14 (9:00a - 12:30p)	N/C
NYC Nonprofit Assistance: Nonprofit Revitalization Act	P6167M	.3 CEU	1/2	Jan 27 (9:00a - 12:30p)	N/C
Performance Evaluation Process	P6142M	.3CEU	1/2	Apr 21 (9:00a - 12:30p)	N/C
Procurement Law for Beginners	P6064M	.3CEU	1/2	Mar 5 (1:30p - 5:00p)	N/C
Project Labor Agreements (PLA) for Contract Administrators	P6072M	.3CEU	1/2	May 14 (9:00a - 12:30p)	N/C
Small Purchase Procurements	P3013M	.3CEU	1/2	June 2 (1:30p - 5:00p)	N/C
Subcontractor Tracking	P6118M	.3 CEU	1/2	Jan 22, Feb 19, Mar 17, Apr 16, May 21, June 11 (1:30p - 5:00p)	N/C
Understanding the VENDEX Process	P6008M	.3 CEU	1/2	Mar 25 (9:00a - 12:30p)	N/C
Vendor Responsibility & Determinations	P6006M	.3 CEU	1/2	Apr 14 (1:30p - 5:00p)	N/C
PROJECT MANAGEMENT PROFESSIONALS					
See Course Catalog, page 97 for details.					
ORGANIZATION & EXECUTIVE DEVELOPMENT PORTFOLIO					
See Course Catalog, page 108 for details and/or call Organization and Executive Development Programs at 212-386-0004.					
CERTIFICATION & CREDIT BEARING PORTFOLIO					
CUNY PUBLIC ADMINISTRATION PROGRAM (Union Tuition Reimbursement May Apply)					
For more information on CUNY courses at DCAS/CTC contact: J. Valentine at: 212-669-3630 or contact CUNY at The Murphy Institute at: 212-642-2068					
See Course Catalog, page 115 for details.					
LMSW LICENSING PREP COURSE					
LMSW Licensing Preparation Program*	C9635	N/A	10	Feb 4, 6, 11, 18, 20, 25, 27, Mar 4, 6, 13	\$500
*Two-hour live training sessions (3p-5p) that meet for 6 weeks. See Course Catalog, pages 120-121 for details.					
NATIONAL INSTITUTE OF GOVERNMENTAL PURCHASING (NIGP) FOUNDATION COURSES FOR CERTIFICATION					
Contract Administration	P1001	1.8 CEU	3	Apr 8-10	\$695
Developing and Managing Requests for Proposals in the Public Sector	P1002	1.8 CEU	3	Apr 21-23	\$695
Introduction to Public Procurement	P1003	1.8 CEU	3	May 18-20	\$695
The Legal Aspects of Public Procurement	P1006	1.8 CEU	3	May 6-8	\$695
Strategic Procurement Planning	P1007	1.8 CEU	3	Jan 27-29	\$695
Sourcing in the Public Sector	P1005	1.8 CEU	3	June 3-5	\$695
NYC SPECIFIC PROGRAMS					
CONFLICTS OF INTEREST BOARD (COIB) SEMINARS					
Special Topics in Chapter 68: Enforcement	C9071	2CLE/2CEU	2 hrs	Jan 30 (10:00a - 12:00p)	N/C
Special Topics in Chapter 68 of the City Charter: Gifts	C9070	1.5CLE/.15CEU	1.5 hrs	May 27 (10:00a - 11:30a)	N/C
Special Topics in Chapter 68: Political Activities	C7074	1CLE/.1CEU	1 hr	Apr 27 (10:00a - 11:00a)	N/C
Special Topics in Chapter 68 of the City Charter: Post-Employment	C9072	1.5CLE/.15CEU	1.5 hrs	May 29 (10:00a - 11:30a)	N/C
What Every Attorney Should Know About Chapter 68 of the City Charter	C9058	2CLE/2CEU	2 hrs	Feb 27 (10:00a - 12:00p)	N/C
DIVERSITY & INCLUSION COURSE					
Everybody Matters (Full Day)	C1075	.6 CEU/8CPE	1	Apr 23, June 18	N/C
Everybody Matters (1/2 Day)	C1077	.3 CEU/4CPE	1/2	May 7, May 21 (9:00a - 12:30p)	N/C
EMERGENCY MANAGEMENT CERTIFICATE PROGRAM					
See Course Catalog, page 134 for details.					
SMALL BUSINESS SERVICES (SBS) M/WBE COURSES					
M/WBE Program Review and Updates	P9002S	.3 CEU	1/2	Jan 8, Feb 12, Mar 12, Apr 9, May 14, June 11 (9:30a-12:30p)	N/C



NYC DEPARTMENT OF CITYWIDE ADMINISTRATIVE SERVICES

CITYWIDE TRAINING CENTER APPLICATION

Please review the instructions on reverse side before completing this application

CTC USE ONLY
Input Date: _____
Initials: _____

TRAINING APPLICANT INFORMATION					
Today's Date: _____					
Employee Reference Number Required Entry (See Pay stub)			Employee Affiliation: (Check One) <input type="checkbox"/> City <input type="checkbox"/> State <input type="checkbox"/> Federal <input type="checkbox"/> Non-Government		
Last Name		First Name		Middle Initial	
Civil Service Title			Office Title		
Agency Name			Agency Code	I have changed agencies within the last 2 years <input type="checkbox"/> YES <input type="checkbox"/> NO	
Division/Work Unit	Work Address (Street, Room, Floor, Borough, State)				Zip Code
Work Phone	Work Fax	Work E-Mail Address		Home E-Mail Address (Required for CEU transcript request)	

OPTIONAL APPLICANT INFORMATION	
Gender (Check One) <input type="checkbox"/> Male <input type="checkbox"/> Female	Ethnicity (Check One) <input type="checkbox"/> White (not of Hispanic origin) <input type="checkbox"/> Black (not of Hispanic Origin) <input type="checkbox"/> Hispanic <input type="checkbox"/> Asian or Pacific Islander <input type="checkbox"/> American Indian or Alaskan native <input type="checkbox"/> Other, please specify _____

SELECTED COURSE INFORMATION					
Course Code	Course Title	Level	Course Dates	# Days	Cost
1.					
2.					
3.					
4.					
5.					
6.					

CITYWIDE TRAINING CENTER CONFIRMATION/CANCELLATION POLICY

- 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, please check with your liaison.
Please note that no food or beverages are permitted inside the classrooms.
- Requests for cancellations or schedule changes 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 charge of the full course fee. Agencies may designate a qualified participant for substitution up to the commencement of the class without penalty.

APPLICANT SIGNATURE	
_____	_____
Applicant Signature	Date

(OVER)

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 pay stub. 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.

SUPERVISOR AUTHORIZATION

Supervisor's Name (Print Clearly)		Title
Work Phone	Work Fax	Work E-Mail Address
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/DESIGNEE AUTHORIZATION

Fiscal Officer or Designee's Name (Print Clearly)		Title
Work Phone	Work Fax	Work E-Mail Address
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/Designee Signature		_____ Date

AGENCY TRAINING LIAISON AUTHORIZATION

Agency Training Liaison Name (Print Clearly)		Title
Work Phone	Work Fax	Work E-Mail Address
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.

CITYWIDE TRAINING CENTER
APPLICATIONS PROCESSING UNIT • 1 CENTRE STREET, 24TH FLOOR SOUTH • NEW YORK, NY 10007
PHONE: 212-386-0005 FAX: 212-313-3439 E-MAIL: CITYWIDETRAININGCENT@DCAS.NYC.GOV

