

What's on deck...

January & February 2014



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COURSE TITLE	CODE	CREDITS	DAYS	DATES	COST
COMPUTER TRAINING PORTFOLIO					
MICROSOFT OFFICE					
Access 2007					
Level 1	T4041	1.2CEU/16CPE	2	Feb 10-11	\$250
Access 2013 New!					
Part 1	T4061	1.2CEU/16CPE	2	Feb 20-21	\$250
Outlook 2013 New!					
Part 1	T7061	.6CEU/8CPE	1	Feb 19	\$125
Project 2010					
Level 1	T6043	.6CEU/8CPE	1	Feb 13	\$125
ADOBE PRODUCTS					
InDesign CS6 New!					
Part 1	T6320	1.2CEU/16CPE	2	Feb 20-21	\$250
ONLINE LIVE TRAINING					
MICROSOFT OFFICE					
Visio 2013 New!					
Part 1	O6440	.6CEU/8CPE	1	Feb 26	\$125
ADOBE PRODUCTS					
Acrobat XI New!					
Part 1	O6500	.6CEU/8CPE	1	Feb 3	\$125
Part 2	O6501	.6CEU/8CPE	1	Feb 24	\$125
Dreamweaver CS6 New!					
Part 1	O9513	1.2CEU/16CPE	2	Feb 4-5	\$250
Part 2	O9514	1.2CEU/16CPE	2	Feb 6-7	\$250
CRYSTAL REPORTS					
Crystal Reports 2008					
Level 1	O9348	1.2CEU/16CPE	2	Feb 18-19	\$250
Level 2	O9349	1.2CEU/16CPE	2	Feb 27-28	\$250
QUICKBOOKS					
QuickBooks 2013 New!					
Get Going with QuickBooks	O9360	.6CEU/8CPE	1	Feb 10	\$125
Keep Going with QuickBooks	O9361	.6CEU/8CPE	1	Feb 27	\$125
WEB DESIGN					
Web Design with HTML5 and CSS3					
Level 1	O9040	.6CEU/8CPE	1	Feb 12	\$125
Level 2	O9041	.6CEU/8CPE	1	Feb 13	\$125
PERSONAL DEVELOPMENT PORTFOLIO					
Action Grammar	C5031	1.2CEU/16CPE	2	Jan 8-9	\$250
Attitude is Everything	C9266	.6CEU/8CPE	1	Jan 10	\$125
Building the Bridge to Trust	C9257	.6CEU/8CPE	1	Jan 27	\$125
Communicating for Results	C9272	1.2CEU/16CPE	2	Jan 14-15, Feb 10-11	\$250
Creating Workplace Civility	C9100	.6CEU/8CPE	1	Jan 16	\$125
Dealing with Difficult Behaviors	C6060	.6CEU/8CPE	1	Jan 21	\$125
Developing Dynamic Listening Skills	C2508	.6CEU/8CPE	1	Jan 9	\$125
Managing Multiple Priorities	C5044	.6CEU/8CPE	1	Jan 24	\$125
Successful Letter and Memo Writing	C6788	1.2CEU/16CPE	2	Jan 13-14	\$250
Time Management Strategies	C8002	.6CEU/8CPE	1	Jan 23, Feb 13	\$125
Writing Effective and Efficient E-mails	C4260	.6CEU/8CPE	1	Feb 20	\$125
MANAGEMENT & SUPERVISION PORTFOLIO					
21 Irrefutable Laws of Leadership New!	C9655	.6CEU/8CPE	1	Jan 22	\$125
Developing Yourself and Others Through Delegation	C9117	.6CEU/8CPE	1	Jan 28	\$125
Fundamentals of Effective Presentation	C9114	.6CEU/8CPE	1	Feb 27	\$125
Fundamentals of Supervision	C1044	1.2CEU/16CPE	2	Jan 14-15	\$250
Leadership from Within	C9322	1.2CEU/16CPE	2	Jan 15-16	\$250
Leading Through Transition	C1010	.6CEU/8CPE	1	Feb 26	\$125

CITYWIDE LEARNING and DEVELOPMENT

COURSE TITLE	CODE	CREDITS	DAYS	DATES	COST
Managerial Decision Making and Problem Solving	C2525	.6CEU/8CPE	1	Feb 21	\$125
Re-Energize, Re-Purpose, and Re-Invent Your Workplace Culture	C9324	.6CEU/8CPE	1	Jan 7	\$125
Team-Based Leadership	C1026	1.2CEU/16CPE	2	Jan 29-30	\$250
PROFESSIONAL PRACTICES PORTFOLIO					
AUDIT PROFESSIONALS					
Information Systems Auditing	A8029	1.2 CEU/16 CPE	2	Jan 6 - 7	\$475
Interviewing Techniques for Auditors	A7012	1.8 CEU/24 CPE	3	Jan 13 - 15	\$550
Practical Statistical Sampling for Auditors	A8112	2.4 CEU/32 CPE	4	Jan 27-30	\$675
ENERGY MANAGEMENT PROFESSIONALS					
Building Operator Certification Level 1	C7200	5.4 CEU	9	Feb 14, Feb 28, Mar 14, Mar 28, Apr 11, Apr 25, May 9, May 16, May 23	N/C*
Certified Energy Manager (CEM) Program	C7100	3.0 CEU	5	Feb 11, Feb 12, Feb 13, Feb 14, Feb 18	N/C*
* A fee of will be assessed for a "no show" or late cancellation in accordance with the CTC Cancellation Policy. Please see the Fall 2013 Course Catalog, page 90 for more information.					
PROCUREMENT PROFESSIONALS					
Ethics/Legal Compliance	P6005M	.6 CEU	1	Feb 28	N/C
ORGANIZATION & EXECUTIVE DEVELOPMENT PORTFOLIO					
Excel for Managers	n/a	n/a	1	Feb 13	\$200
Project Management 201	n/a	n/a	1	Feb 27	\$200
Strategic Communication	n/a	n/a	1	Feb 20	\$200
For additional information, call Organizational and Executive Development Programs at 212-386-0004.					
CERTIFICATION & CREDIT BEARING PORTFOLIO					
LMSW LICENSING PREP COURSE					
LMSW Licensing Preparation Program*	C9635		10	Jan 27, Jan 31, Feb 3, Feb 7, Feb 10, Feb 14, Feb 21, Feb 24, Feb 28, Mar 3	\$500
*Two-hour live training sessions (3p-5p) that meet twice a week for 5 weeks.					
NATIONAL INSTITUTE OF GOVERNMENTAL PURCHASING (NIGP) FOUNDATION COURSES FOR CERTIFICATION					
Strategic Procurement Planning	P1007	1.8 CEU	3	Jan 27-29	\$695
NYC SPECIFIC PROGRAMS					
CONFLICTS OF INTEREST BOARD (COIB) SEMINARS					
Special Topics in Chapter 68 of the City Charter: Post-Employment	C9072	1.5CLE/15CEU	1.5 hrs	Feb 28 (10:00am-11:30am)	N/C
SMALL BUSINESS SERVICES (SBS) M/WBE COURSES					
M/WBE Program Review and Updates	P9002S	.3 CEU	3 hrs	Feb 13 (9:30am-12:30pm)	N/C

COMPUTER TRAINING PORTFOLIO



Microsoft Office Products

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: Feb. 10-11

Cost: \$250

CEUs/CPEs: 1.2/16

Prerequisite: Basic knowledge of computer applications

Next Step: Access 2007, Level 2

Access 2013, Part 1

In this course, participants will learn how to use Access 2013 to manage data, including creating a new database; constructing tables; designing forms and reports; and creating queries to join, filter, and sort data.

Course Code: T4061

Days of Training: 2

Dates: Feb. 20-21

Cost: \$250

CEUs/CPEs: 1.2/16

Prerequisite: Basic knowledge of computer applications

Next Step: Access 2013, Part 2

Outlook 2013, Part 1

In this course, participants will learn the basic skills needed to start using Outlook 2013 to manage email communications, calendar events, contact information, tasks, and notes.

Course Code: T7061

Days of Training: 1

Dates: Feb. 19

Cost: \$125

CEUs/CPEs: .6/8

Prerequisite: Basic knowledge of computer applications

Next Step: Outlook 2013, Part 2

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. 13

Cost: \$125

CEUs/CPEs: .6/8

Prerequisite: Basic knowledge of computer applications

Next Step: Project 2010, Level 2

Visio 2013, Part 1

**Online Live*

Visio provides participants with an intuitive, customizable tool to easily create a professional-looking visual product by using its extensive gallery of shapes. Topics will include: Creating a Workflow Diagram, Creating an Organization Chart, Making a Floor Plan, Creating a Cross-Functional Flowchart, Creating a Network Diagram, and Styling a Diagram.

Course Code: O6440

Days of Training: 1

Dates: Feb. 26

Cost: \$125

CEUs/CPEs: .6/8

Prerequisite: Basic knowledge of computer applications

Adobe Products

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: Feb. 3

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: Feb. 24

Cost: \$125

CEUs/CPEs: .6/8

Prerequisite: Acrobat XI, Part 1

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Dreamweaver CS6, Part 1

**Online Live*

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: O9513

Days of Training: 2

Dates: Feb. 4-5

Cost: \$250

CEUs/CPEs: 1.2/16

Prerequisite: Basic knowledge of computer applications

Next Step: Dreamweaver CS5, Part 2

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: Feb. 6-7

Cost: \$250

CEUs/CPEs: 1.2/16

Prerequisite: Dreamweaver CS5, Part 1

InDesign CS6, Part 1

In this course, participants will learn all the tools needed to give their documents a well-designed, professional look, including paragraph and character styles, layout features, and customized text and graphics utilizing Adobe InDesign® CS6.

Course Code: T6320

Days of Training: 2

Dates: Feb. 20-21

Cost: \$250

CEUs/CPEs: 1.2/16

Prerequisite: Basic knowledge of computer applications

Next Step: InDesign CS6, Part 2

Crystal Reports

Crystal Reports 2008, Level 1

**Online Live*

In this course, participants will create a basic report by connecting to a database and modifying its presentation. This course is designed for persons 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.

Course Code: O9348

Days of Training: 2

Dates: Feb. 18-19

Cost: \$250

CEUs/CPEs: 1.2/16

Prerequisite: Basic knowledge of computer applications

Next Step: Crystal Reports 2008, Level 2

Crystal Reports 2008, Level 2

**Online Live*

In this course, participants create complex reports and data sources using Crystal Reports' tools. They will also increase the speed and efficiency of their reports by using SQL queries.

Course Code: O9349

Days of Training: 2

Dates: Feb. 27-28

Cost: \$250

CEUs/CPEs: 1.2/16

Prerequisite: Crystal Reports 2008, Level 1

QuickBooks

QuickBooks 2013, Get Going with QuickBooks

**Online Live*

In this course, participants will use the basic features of QuickBooks to record and track your business transactions.

Course Code: O9360

Days of Training: 1

Dates: Feb. 10

Cost: \$125

CEUs/CPEs: .6/8

Prerequisite: This course is designed for persons who have no prior knowledge of how to use QuickBooks, or for persons who are familiar with the software and want to learn about the new features and functionality of QuickBooks 2010.

Next Step: QuickBooks 2010, Level 2

QuickBooks 2013, Keep Going with QuickBooks

**Online Live*

In this course, participants will examine how to use the advanced features in QuickBooks to create estimates, convert estimates into invoices, process sales tax and payroll, generate reports, review client data, and work with other applications.

Course Code: O9361

Days of Training: 1

Dates: Feb. 27

Cost: \$125

CEUs/CPEs: .6/8

Prerequisite: QuickBooks 2010, Level 2

Web Design

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: Feb. 12

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: Feb. 13

Cost: \$125

CEUs/CPEs: .6/8

Prerequisite: Web Design with HTML5 and CSS3, Level 1

PERSONAL DEVELOPMENT PORTFOLIO



Action Grammar

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

SEMINAR OBJECTIVES:

- Identify well-constructed sentences, 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

Dates: Jan. 8-9

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.

SEMINAR 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

Dates: Jan. 10

Cost: \$125

CEUs/CPEs: .6/8

Building the Bridge to Trust

Trust in the workplace is one of the key ingredients to the success of all business relationships. In this highly interactive workshop, participants will explore how to build and sustain trust in the workplace through the BRIDGE Trust Model. They will discover how this model can be implemented in the work environment to help reap the benefits of trust, which include increasing productivity, enhancing customer service, developing positive employee morale, and sustaining personal job satisfaction.

SEMINAR OBJECTIVES:

- Identify the characteristics of trust and reciprocal trusting relationships in the workplace
- Learn to use the BRIDGE Trust Model as the foundation for building trust
- Assess your level of trust with staff and colleagues
- Discover critical behaviors and communication skills that build trust and positive relationships
- Identify what types of behaviors can undermine the perception of trustworthiness
- Develop strategies and create an action plan for building and maintaining trust

Target Audience: Staff who want to develop strategies and techniques for building trust in the workplace

Course Code: C9257

Days of Training: 1

Dates: Jan. 27

Cost: \$125

CEUs/CPEs: .6/8

Communicating for Results

Having some difficulty getting your point across? Frustrated because you *know* the right answer or best action, but can't get others to cooperate? These days success depends not only on having the facts and good ideas but on the ability to communicate them. This highly interactive course is for any professional who wants to overcome resistance and win people to their perspective through strategic and persuasive communication. You will learn how to develop effective communication strategies for getting the results you want.

SEMINAR OBJECTIVES:

- Examine techniques to gain support and commitment from others on all levels
- Practice improving nonverbal communication
- Discover ways to determine WIIFM's ("What's In It For Me?") before approaching others
- Examine the three essential steps of persuasion: preparation, presentation, and response
- Learn how to establish credibility by presenting ideas with confidence
- Analyze how to acknowledge the limits of logic and the importance of emotions
- Recognize gender and cultural influences
- Learn strategies and methods to disagree and criticize without being disagreeable or critical
- Assess your communication strengths and weaknesses

Target Audience: Individuals who want to develop effective communication techniques and strategies to achieve the results they want

Course Code: C9272

Days of Training: 2

Dates: Jan. 14-15, Feb. 10-11

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.

SEMINAR OBJECTIVES:

- Recognize early warning signs of anger or hostility
- Invoke four essential priorities essential to violence response
- Effectively utilize personal space, body language, and preverbal 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

Dates: Jan. 16

Cost: \$125

CEUs/CPEs: .6/8

Dealing with 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 behavior, explore different coping mechanisms, and develop more effective communication skills when confronted with a difficult person or situation.

SEMINAR 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: C6060

Days of Training: 1

Dates: Jan. 21

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.

SEMINAR 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

Dates: Jan. 9

Cost: \$125

CEUs/CPEs: .6/8

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.

SEMINAR 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

Dates: Jan. 24

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.

SEMINAR OBJECTIVES:

- Identify characteristics of effective business writing
- Plan and organizing 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

Dates: Jan. 13-14

Cost: \$250

CEUs/CPEs: 1.2/16

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.

SEMINAR 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

Dates: Jan. 23, Feb. 13

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.

SEMINAR OBJECTIVES:

- 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

Dates: Feb. 20

Cost: \$125

CEUs/CPEs: .6/8

MANAGEMENT & SUPERVISION PORTFOLIO



21 Irrefutable Laws of Leadership

This course is designed to explore and discuss timeless leadership principles based on the book, *21 Irrefutable Laws of Leadership* by John Maxwell, who is an internationally known leadership expert. You will learn how these principles remain constant despite ongoing changes of time and technology as well as variation of cultures. Whether you are a new supervisor, or an experienced executive, you can discover how integrating these principles as part of your leadership style will make you a more effective leader.

SEMINAR OBJECTIVES:

- Learn the theories and workplace applications of each of the leadership principles
- Determine the consequences of performing and not performing each of the designated principles
- Recognize which of the laws of leadership you currently practice effectively, and which ones you can improve on
- Gain insight into how you can make positive changes in your own leadership style

Target Audience: Leaders, managers, and supervisors

Course Code: C9655

Days of Training: 1

Dates: Jan. 22

Cost: \$125

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.

SEMINAR OBJECTIVES:

- Evaluate your delegation skills
- Differentiate delegation from assigning work and “dumping”
- Identify real and self-imposed barriers to delegation
- Avoid the “pitfalls” in delegating
- Deal with trust and accountability issues
- Pinpoint the right task, time and person for delegating
- Plan and practice the five-step delegation process
- Develop 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

Dates: Jan. 28

Cost: \$125

CEUs/CPEs: .6/8

Fundamentals of Effective Presentations

Participants will be provided the basic skills and practice of effective presentations including: dealing effectively with fear and anxiety; planning presentations that gain attention and enhance credibility; using visual aids to underscore key points; handle questions and comments with confidence. Participants will make group presentations and receive one-to-one feedback to enable them to return to their agency with greater confidence and skills they will need for their next presentation.

SEMINAR OBJECTIVES:

- Handle the anxiety and fear of speaking to groups
- Plan an effective presentation that is succinct and gains attention
- Find and use quotes and anecdotes to drive home key points
- Present your ideas with credibility
- Create impressive visual aids
- Set-up the presentation room for maximum effectiveness
- Keep your audience's interest during the entire session
- Use simple techniques to deal with negative or hostile audiences
- Expertly handle Q & A session
- Practice giving a presentation

Target Audience: Agency personnel with little or no experience in giving presentations who want to learn the fundamentals of making effective presentations.

Course Code: C9114

Days of Training: 1

Dates: Feb. 27

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.

SEMINAR 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 or individuals being moved/promoted into a supervisory position

Course Code: C1044

Days of Training: 2

Dates: Jan. 14-15

Cost: \$250

CEUs/CPEs: 1.2/16

Leadership from Within

The pressing fiscal demands and diminished staffing every agency confronts can result in a work environment that leads to burn-out and illness as the seemingly unending urgency to agency life goes on and on. This seminar offers a corrective to traditional models of time management and places at its center tools and techniques that help leaders engage in self-care on the job. By offering a model of transformational leadership based on 'leadership from within,' this seminar frames leadership in ways that build resilience, expands reliance on teamwork, and connects staff to "legacy work" that inspires and energizes even in times of genuine difficulty. Activities, exercises and reflections will be offered throughout the workshop to address dynamics of urgency, burn-out, self-care, difficult staff, and how to heal while remaining productive.

SEMINAR OBJECTIVES:

- Learn a new framework for assessing leadership and self-care through "leadership from within"
- Examine your urgency index and assess levels of burnout
- Learn ways to diminish anger and reaction first within yourself and then your staff
- Examine the character-driven qualities within your work that help balance your approach to work
- Develop an "internal strategic vision" that becomes a foundation to your daily work
- Practice forms of self-care that emphasize resilience and personal mastery that can model such behaviors for your staff

Target Audience: Managers who want to effectively exert influence up and down the hierarchy to achieve goals

Course Code: C9322

Days of Training: 2

Dates: Jan. 15-16

Cost: \$250

CEUs/CPEs: 1.2/16

Leading Through Transition

Effective leaders can effectively deal with the structural challenges of change *and* guide people through transition that comes with it. In this workshop you will gain a deeper understanding of the attributes required to lead with authenticity in the face of change. You'll discover the importance of building and supporting an environment of trust as you lead others through emotionally-challenging situations.

SEMINAR OBJECTIVES:

- Strategically intervene in a system to get attention and mobilize resources
- Determine key adaptive challenges the team, organization, or community faces
- Diagnose the psychological, emotional, and behavioral demands of a specific change
- Manage defensive routines, resistance, and work avoidance dynamics
- Orchestrate creative problem solving
- Use personal and formal power wisely and responsibly to attract and sustain attention
- Harness personal talents, predisposition and style in a productive manner

Target Audience: All supervisors or individuals being moved/promoted into a supervisory position

Course Code: C1010

Days of Training: 1

Dates: Feb. 26

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.

SEMINAR 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: All supervisors or individuals being moved/promoted into a supervisory position

Course Code: C2525

Days of Training: 1

Dates: Feb. 21

Cost: \$125

CEUs/CPEs: .6/8

Re-Energize, Re-Purpose, and Re-Invent Your Workplace Culture

We all know that staying in the safe zone and doing things the same old way can work; however, we also know that it costs us happiness and boredom. In this workshop, we will take a look at how things "are" versus how they "could be." We'll examine the "status quo" and the "what's missing." You will be taken through a step-by-step process for how to actually transcend the status quo and reinvent how you want things to be at work—creating a new culture that people within will want to be a part of and those outside will want to join.

SEMINAR OBJECTIVES:

- Explore what's **not** working or what you have to stop doing
- Identify the things you want to **start** doing
- Describe the elements of a "great" culture at work and contrast with yours
- Create a plan for dealing with the uncertainty of change
- Create challenges of risks to take in order to more effectively shift the attitudes at work
- Shift how you see your role in the culture and declare the steps you will take to make it different

Target Audience: Leaders, managers, and supervisors seeking to re-invent their workplace culture

Course Code: C9324

Days of Training: 1

Dates: Jan. 7

Cost: \$125

CEUs/CPEs: .6/8

Team-Based Leadership

A team is only as strong as the members, yet little attention is paid to developing leadership skills in those individual contributors. This two-day program focuses on leadership within teams. It explores the skills it takes to be a strong team member, gain confidence and respect, and step forward to lead.

SEMINAR OBJECTIVES:

- Explore the skills required for leadership
- Influence co-workers for improved performance
- Manage conflict on work teams
- Demonstrate self-confidence as a leader
- Discover tactics and strategies for promoting change within teams

Target Audience: Individuals who want to build their leadership skills within work teams

Course Code: C1026

Days of Training: 2

Dates: Jan. 29-30

Cost: \$250

CEUs/CPEs: 1.2/16

PROFESSIONAL PRACTICES PORTFOLIO



Course for Audit Professionals

Information Systems Auditing

Learn the basic processes, tools and techniques involved in auditing today's information systems. Through exercises, case studies, lectures and discussions, you learn the basic audit techniques specified in the *Federal Information System Controls Audit Manual (FISCAM)*, Information Systems Audit and Control Association's (ISACA) methodology and other audit guidance. Alternative methods of evaluating and testing general and application controls, including identifying indicators of potential fraud, are discussed.

SEMINAR OBJECTIVES:

- Define, select and perform basic audit tests
- Analyze general controls as applied to application systems
- Evaluate existing application systems
- Audit the various phases of systems development
- Assess the adequacy of backup and recovery/business resumption planning

Target Audience: New auditors and experienced auditors with limited exposure to the subject matter

Prerequisite: Information Technology for Auditors or equivalent

Course Code: A8029

Days of Training: 2

Dates: Jan. 6-7

Cost: \$475

CEUs/CPEs: 1.2/16

Interviewing Techniques for Auditors

Sharpen your skills in obtaining the information necessary for an effective audit through practice interviews. You learn the mechanics of effective interviewing techniques through lectures, discussions and simulated interview exercises. You see the major steps of the interview process demonstrated in a mock interview. You identify and solve problems in audit interviewing and try out your solutions through role-playing.

SEMINAR OBJECTIVES:

- Plan and conduct effective audit interviews using an eight-step model
- Conduct effective individual and team interviews
- Manage the interpersonal dynamics that occur between auditors and auditees
- Select an appropriate note-taking technique
- Listen more effectively during an interview
- Use appropriate questioning and paraphrasing skills

Target Audience: New auditors and experienced auditors who want to enhance their interviewing skills

Course Code: A7012

Days of Training: 3

Dates: Jan. 13-15

Cost: \$550

CEUs/CPEs: 1.8/24

Practical Statistical Sampling for Auditors

Learn to select and implement sampling methods used in conducting performance audits. Equip yourself with the knowledge and skills needed to solve, appraise and interpret the results of statistical samples. You will use Excel statistical functions and sampling software that you can take back to your organization for use in audits. Emphasis is placed on sample-size determination and how to appraise and present the audit results. Using sampling software, learn all the steps from problem formulation to statistical design, field work, analysis and presentation of findings.

SEMINAR OBJECTIVES:

- Formulate the audit problem and the approach to its solution, including the conduct of a pilot (test) sample
- Explain the advantages of and when to use random, stratified random and cluster sampling for attributes and variables
- Choose an appropriate method of sample selection
- Determine the appropriate size of sample
- Select a statistical sample and derive essential facts to form audit findings
- Present findings with reasonable assurance of their correctness
- Identify some key problems that can occur when using samples for estimation

Target Audience: Auditors who have experience in performance auditing

Prerequisite: Basic Governmental Auditing or Conducting Performance Audits or equivalent

Course Code: A8112

Days of Training: 4

Dates: Jan. 27-30

Cost: \$675

CEUs/CPEs: 2.4/32

Courses for Energy Management Professionals

Energy Management Institute			Building Operator Certification - Level 1	
Course Code: C7200	Days of Training: 9 days	CEUs: 5.4	Cost: No Charge	Course Dates: Feb. 14, Feb. 28, Mar. 14, Mar. 28, Apr. 11, Apr. 25, May 9, May 16, May 23 Course Time: 8:30am-4:30pm
Registration Deadline: January 3, 2014				

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 30% greenhouse gas reduction goal. 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 comfort for the building occupants.

The course provides an overview of building systems, especially those related to energy use including lighting, mechanical, and electrical systems, as well as 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. Participants meet on Fridays in the Citywide Training Center's new instructional space at 1 Centre Street, and also take 14 30-minute module in-between classroom sessions. The program is facilitated by a Subject Matter Expert CUNY Instructor with deep experience in engineering, and the efficient operation of plant and equipment.

SEMINAR 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.

Pre-requisite: Prior to enrolling in BOC - Level 1, 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! (Available on the DCAS Energy Management homepage)
- 2) Advice from NYC's Operations & Maintenance Champions (Available on the DCAS Energy Management website, "Training" page)

Energy Management Institute

Building Operator Certification - Level 1

Target Audience: 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: 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, Supervisor of Maintenance, Thermostat Repairer, and High Pressure Plant Tender.

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.

Textbooks and other Learning Materials: On the first day of training, each participant will receive several a course binders, 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 \$1,875 will be assessed to their agency training department for “no show” in accordance with CTC cancellation policy.

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 each take approximately 15 minutes to complete. Depending on how well the employees do on the assessments, the participant may be encouraged to take an online, self-paced Math or Excel prep course prior to their BOC-Level I start date.***

Completion of the assessments, as well as the Math and Excel preparatory courses, if needed, is recommended to update skills before taking BOC-Level I.

Recommended Optional Elective Courses:

C9411: Communications Skills for Technical Professionals

T7051: Outlook 2010, Part 1

C4260: Writing Effective and Efficient E-Mails

Register for any of these courses by completing the [CTC Registration Form](#).

Energy Management Institute	Certified Energy Manager (CEM) Program
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Course Code: C7100	Days of Training: 5 days	CEUs: 3.0	Cost: No Charge	Course Dates: Feb. 11, Feb. 12, Feb. 13, Feb. 14, Feb. 18 Course Time: 8:30am-5:00pm
Registration Deadline: January 24, 2014				

The Certified Energy Manager (CEM) credential has become widely used as a measure of professional accomplishment within the energy management field. It has gained recognition as the standard for qualifying energy professionals both in the United States and abroad. It is recognized by the U.S. Department of Energy, the Office of Federal Energy Management Programs (FEMP), and by numerous state energy offices, major utilities, corporations and energy service companies. This course is a comprehensive four-day exam preparation course designed to prepare facility professionals to earn their CEM certification. The CEM exam will be administered at the conclusion of the four-day review (separate application required). The certification is sponsored by the Association of Energy Engineers (AEE), and is hosted by the City University of New York's School of Professional Studies (CUNY SPS).

SEMINAR OBJECTIVES:

The objectives of the CEM program are to raise the professional standards of those engaged in energy management, to improve the practice of energy management by encouraging energy managers in a continuing program of professional development and to award special recognition to those energy managers who have demonstrated a high level of competence and ethical fitness for energy management.

Pre-requisites: The BOC-Level I, BOC-Level II and CBCP credentials

Eligibility: The CEM candidate must meet one of the following criteria sets

Education		Experience
4-yr degree in Engineering or Architecture, OR be a PE or RA	And	3+ yrs in Energy Engineering or Energy Management
4-yr degree in environmental science, physics or earth science	And	4+ yrs of experience in energy engineering or energy management
4-yr degree in business (or related field)	And	5+ yrs experience in energy engineering or energy management
2-yr Associate's degree in Energy Management	And	6+ yrs experience in energy engineering or energy management
2-yr Associates degree in a technical topic	And	8+ yrs experience in energy engineering or energy management
NONE	And	10+ yrs experience in energy engineering or energy management

Energy Management Institute

Certified Energy Manager (CEM) Program

Target Audience: Building Operators, Senior Stationary Engineers, Stationary Engineers, Custodian Engineers, Building Managers, Architects, Engineers, Engineering Project Managers, Construction Project Managers, and Supervisors of trades, such as Electricians and Maintenance Mechanics, are encouraged to enroll if they meet the eligibility requirements noted.

Certification Process: To obtain the CEM credential, each applicant is required to:

- a) attend the 4-day exam prep course,
- b) submit an AEE exam application form before sitting for the exam (provided during the exam prep training session, and also available on the DCAS Energy Management website, "Training" page, and
- c) pass the CEM exam.

Textbooks and other Learning Materials: AEE course materials will be provided to registrants two weeks in advance of the course start date.

NOTE: DCAS Energy Management covers the cost of city staff participation in this CEM exam prep course in order to improve the energy efficiency of building operations & 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 \$1,875 will be assessed to their agency's training department for "no show" in accordance with CTC cancellation policy.

Course for Procurement Professionals

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.

SEMINAR 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. 28

Cost: N/C

CEUs: .6

ORGANIZATION & EXECUTIVE DEVELOPMENT PORTFOLIO



Executive Education Suite

The new **Executive Education Suite** is designed specifically for mid and senior level executives to learn and explore crucial management concepts with their colleagues. Included in the Suite are courses that allow for networking, discovery, and discussion of issues relevant to City managers.

Strategic Communication

Provides participants with the tools needed to communicate with managers across networks and throughout the agency. Participants will learn when and how to communicate information at the right time and to the right people. Discussion topics include; aligning message intent and impact; prioritized and focused conversation, building relationships, and purposeful disclosure.

Days of Training: 1

Dates: Feb. 20

Cost: \$200

Excel for Managers

Designed for managers who desire to gain the necessary skills to create, edit, format, print basic Microsoft Office Excel 2010 worksheets and gain advanced skill sets necessary for calculating data using functions and formulas, sorting and filtering data, using PivotTables and PivotCharts for analyzing data, and customizing workbooks.

Days of Training: 1

Dates: Feb. 13

Cost: \$200

What's on deck...January & February 2014

Project Management 201

Reintroduces participants to project management tools and concepts. Participants take an in-depth look at individual work processes and discuss relationships between processes, services and projects. Projects and Project Management is defined as participants discover how to manage and improve work processes through the application of workflow tools

Days of Training: 1

Dates: Feb. 27

Cost: \$200

For additional information, call Organizational and Executive Development Programs at 212-386-0004. To register, for any or all of the Executive Education Suite classes listed above, please fill out the application found on the [OED website](#).

CERTIFICATION & CREDIT BEARING PORTFOLIO



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>Jan. 27, Jan. 31, Feb. 3, Feb. 7, Feb. 10, Feb. 14, Feb. 21, Feb. 24, Feb. 28, Mar. 3 <i>*Two-hour live training sessions that meet from 3p to 5p, twice a week for 5 weeks</i></p>	<p>Program Cost: \$500 per person State Application Fee: \$294 Exam Registration Fee: \$230</p>
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This intensity and frequency of meeting *twice a week for five weeks*, will allow for a thorough 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 the 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 a 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 citywidetrainingcenter@dcas.nyc.gov

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

National Institute of Governmental Purchasing (NIGP) Foundation Courses for Certification

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.

SEMINAR 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

NYC SPECIFIC PORTFOLIO



Conflicts of Interest Board (COIB) Seminars

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

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: C9072

Days of Training: 1.5 hours

Dates: Feb. 28 (10:00am - 11:30am)

Cost: N/C

CLEs/CEUs: 1.5/.15

Small Business Services (SBS) M/WBE Course

M/WBE Program Review and Updates

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

SEMINAR 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

Course Code: P9002S

Days of Training: 3 hours

Dates: Feb. 13 (9:30am - 12:30pm)

Cost: N/C

CEUs: .3

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



CITYWIDE TRAINING CENTER

APPLICATION

<u>CTC USE ONLY</u>
Input Date: _____
Initials _____

Please review the instructions on reverse side before completing this application

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	Date(s)	# Days	Cost	
1.						
2.						
3.						
4.						
5.						
6.						

CITYWIDE TRAINING CENTER CONFIRMATION/CANCELLATION POLICY	
1.	Your agency training liaison will notify you of your confirmation to attend the class(es) for which you have registered. You should not attend a class for which you have not received a confirmation. If you have not received a confirmation, please check with your liaison.
2.	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

1. 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.
2. 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.
3. Applicant forwards completed application to immediate Supervisor for signature and authorization.
4. Supervisor forwards completed application to the appropriate Agency Training Liaison for processing.
5. Agency Training Liaison forwards application to Agency Fiscal Officer or Designee for fiscal authorization.
6. 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	
<p>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.</p>			
_____		_____	
Supervisor Signature		Date	

FISCAL OFFICER/DESIGNEE AUTHORIZATION

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

AGENCY TRAINING LIAISON AUTHORIZATION

Agency Training Liaison Name (Print Clearly)		Title	
Work Phone	Work Fax	Work E-Mail Address	
<p>By my signature, I certify that I have reviewed this application for content and completeness.</p>			
_____		_____	
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
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