

DCAS

Citywide Training Center

Course Catalog

NYC DCAS
Citywide Administrative Services



Summer
2024

Welcome

The Department of Citywide Administrative Services (DCAS) offers professional development and training opportunities for City of New York employees through DCAS Citywide Learning and Development (Citywide L&D). This catalog contains descriptions and schedules of available workshops and educational programs currently offered.

Who We Are

DCAS Citywide L&D is the central resource for citywide training and development for City of New York employees. We offer a wide range of courses, educational programs, and professional development opportunities that help build skills and improve service delivery.

DCAS Citywide Training Program Difference

Our workshops and programs differ from other training available in several important ways:

- More than 100+ courses that cover a variety of essential development needs
- Programs and workshops developed specifically for City of New York employees
- Experienced instructors familiar with working with public sector employees
- Convenient payment through a simple inter-agency charge-back agreement
- Rapid course development and deployment
- Emphasis on quality

International Association for Continuing Education and Training (IACET) recognizes DCAS Citywide L&D courses for quality and training effectiveness.



Our programs are also recognized by:



How to Use This Catalog

The courses and programs in this catalog are organized in six portfolios or professional development subject areas: executive development, management & supervision, no-cost learning, NYC-specific programs, personal development, and technology.

Please explore all the available learning opportunities that match your professional development needs and work with your manager and agency training liaison to complete your application.

Important Announcement:

NYCityLearn

We are excited to announce that a new Citywide learning management system, **NYCityLearn**, is in the process of being rolled out to all New York City employees. Agency onboarding, education, and implementation is currently taking place, with full launch of the system planned for **September, 2024**.

This new system will provide a fully online platform where every employee can log into their training portal to access online training, view their training transcript, browse the online Open Enrollment catalog for the DCAS Citywide Training Center, and submit requests to their agency to take a training.

Starting in **September 2024**, **NYCityLearn** will:

- offer direct training services to agencies and employees;
- provide employees with access to the online catalog of open enrollment trainings and eLearning
- allow employees to submit requests to take a training through the online catalog;
- enable employees to view and download transcripts; and
- allow agencies to manage trainings and to run training reports for their agency workforce.

We look forward to seeing everyone on **NYCityLearn** in September!



Table of Contents

2
Portfolios

5

Executive Development
Portfolio

13

Management &
Supervision Portfolio

49

No Cost Learning
Portfolio

59

New York
City-Specific
Portfolio

62 Cultural Awareness & Inclusivity

73 Professional Practices

83 NON-DCAS Opportunities

87

Personal
Development
Portfolio

107

Technology
Portfolio

142

Summer 2024
DCAS Citywide
Training Center
Schedule

156

Training
Logistics

158

General
Information

162

Application
Form



Portfolios

To help you select courses and programs that best meet your personal and professional development needs, the training in this catalog is organized into six *portfolios* or sections.

Executive Development

This portfolio offers training opportunities that prepare emerging and experienced leaders to become more capable and better equipped to deliver immediate results. Our flagship programs are the Leadership Institute and the Management Academy. Other executive development opportunities include Executive Coaching and individual open-enrollment courses such as Intentional Leadership, Organizational Design for Leaders, Promoting Psychological Safety to Improve Performance, and Leadership and Influence for Executives.

Management & Supervision

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

No Cost Learning

The No Cost Learning portfolio provides City agencies with several different ways they can train their workforce with minimal expenditures. DCAS Citywide L&D offers free mandated and non-mandated online and in-person training opportunities. Employees can participate at no cost in various technology courses offered by *Microsoft* and/or other free courses such as *Disability Awareness and Etiquette*, *Online Records Management*, and many more.

New York City-Specific Portfolio

Programs in this portfolio offer a variety of training and development opportunities that are specific to working for the City of New York. Trainings offered in this category include professional practice programs such as energy, audit, IT, HR, procurement, etc.; cultural awareness & inclusivity programs, and non-DCAS opportunities conducted by agency partners such as the Office of Labor Relation's Work Well, Small Business Services, etc.

Cultural Awareness & Inclusivity

The programs in this section are mandated and non-mandated. The courses offered will help to build a more diverse and inclusive workforce, also meeting the requirements of the New York City Charter. The broad range of training opportunities will help your workforce learn about representation or the make-up of an organization and how well the contributions, presence, and perspectives of different groups of people are valued and integrated into a working environment.

Professional Practices

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.

Non-DCAS Opportunities

DCAS Citywide L&D has partnered with City agencies to present programs that provide resources and knowledge that are specific to all City of New York agencies in areas such as emergency management, conflicts of interest, M/WBE purchasing, and customer service.

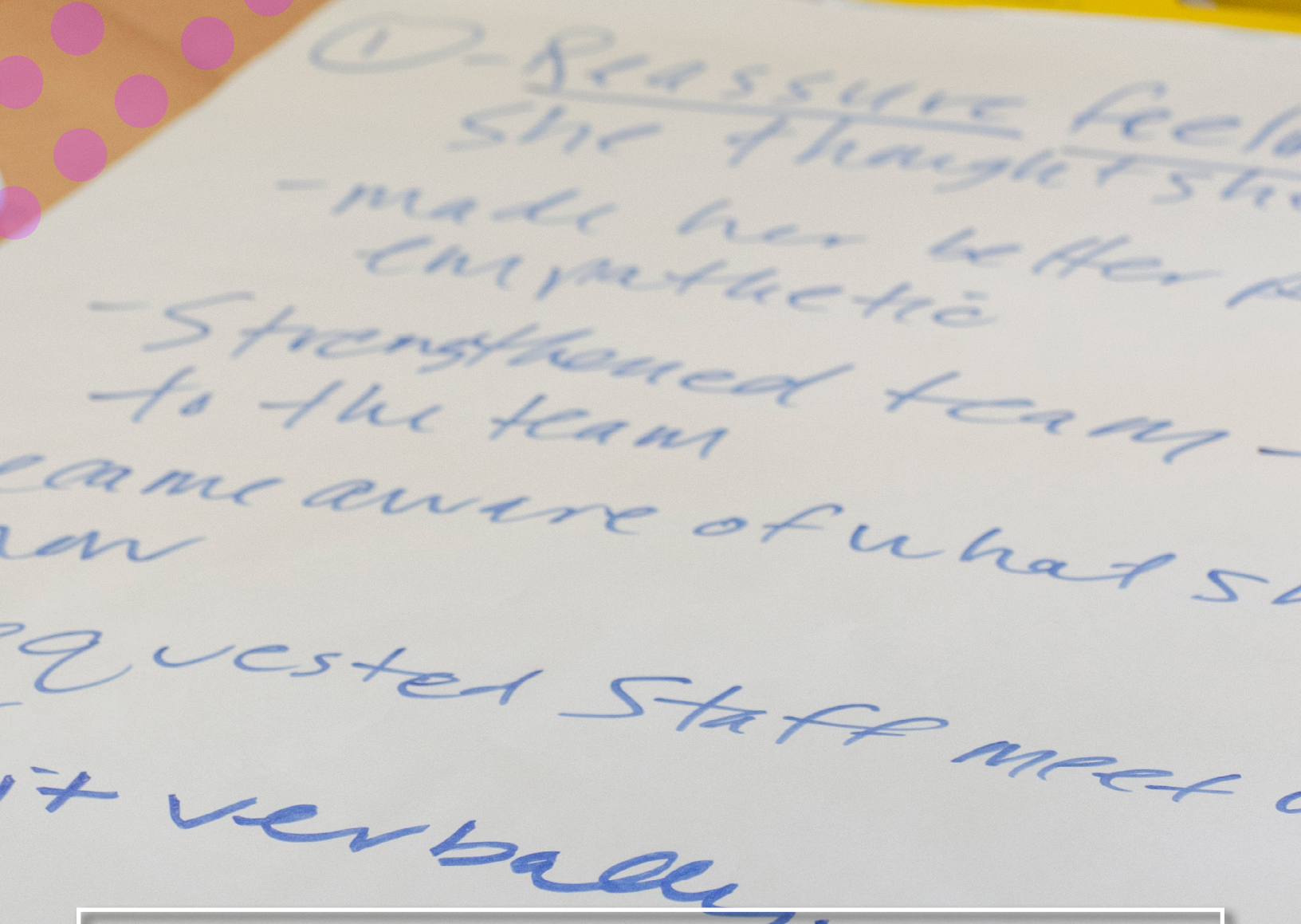
Personal Development

Programs in this portfolio provide a full spectrum of options to enhance personal/professional development, including: creative thinking, written and oral communication, analysis and decision-making skills, time management skills, cultural competency, project management knowledge, and achieving enhanced work-life balance.

Technology

The technology portfolio has a full compilation of software offerings, including *Microsoft Office* products, Adobe products, IT certifications, and others.





① - Reassure feelings
She thought she
- made her better person
empathetic
- Strengthened team
to the team
became aware of what she
can
requested Staff meet
it verbally

Executive Development Portfolio

Executive Development Portfolio

This portfolio offers training opportunities that prepare emerging and experienced leaders to become more capable and better equipped to deliver immediate results. Our flagship programs, the Leadership Institute and Management Academy, are offered once per year in the Fall and Spring. Other executive development opportunities include Executive Coaching and individual open-enrollment courses which are scheduled based upon demand. (See page 11 for instructions to apply for on demand Executive Development courses.)

- Leadership Institute 6
- Management Academy..... 6
- Executive Coaching 7
- How to Apply for Executive Coaching and Feedback 7
- Individual Open-Enrollment Executive Development Courses 8
 - Intentional Leadership for Executives..... 8
 - Organizational Design for Executives..... 9
 - Promoting Psychological Safety to Improve Performance 10
 - Leadership and Influence for Executives..... 11
- How to Apply for Open-Enrollment Executive Development Courses 11

Leadership Institute*

The Leadership Institute is an intensive, multi-session training program for outstanding mid- to senior level City managers designed to develop their strategic change management skills and abilities. This competitive annual cohort program provides participants with a deeper understanding of the tools and techniques required to spearhead organizational change initiatives.

Objectives:

At the completion of this program, participants will be able to:

- Identify a process framework for leading change initiatives
- Diagnose the internal and external factors that drive change
- Build an approach for identifying and influencing key stakeholders
- Devise strategies for overcoming resistance and leading groups through the change process
- Develop a plan to sustain long-term change initiatives

Applications for the Leadership Institute are available through agency personnel offices and the DCAS website during the annual recruitment period.

* Eligible managers must be nominated by their agency to participate in the Leadership Institute.

Management Academy

The Management Academy is a multi-session competitive cohort training program for emerging leaders that provides them with a fundamental grounding in state-of-the-art managerial principles and practices. Through a series of workshops presented by expert consultants and New York City content experts, the program will stimulate participant's analytical and creative abilities to better meet daily service-delivery challenges.

Objectives:

At the completion of the Management Academy, participants will be able to more effectively:

- Develop and utilize skills to build and manage relationships and communicate skillfully
- Understand and use emerging technology to analyze and evaluate existing programs and processes and engage in on-going process improvement
- Navigate municipal systems in our fast-paced and changing work environment

Applications for the Management Academy are available through agency personnel offices and the DCAS website during the annual recruitment period.

* Eligible supervisors and emerging leaders must be nominated by their agencies to participate in the Management Academy.



Executive Coaching

DCAS L&D Executive Coaching initiatives are personalized development experiences designed to advance leadership skills through a structured program that includes one-on-one interaction with an executive coach. An executive coaching experience is designed to:

- Achieve behavioral change that will make the leader more successful by improving communication, leadership, and teamwork skills and abilities.
- Provide the leader with insight about their behavior, and how it may be perceived by others, to help develop success strategies.

The best results from executive coaching occur when applicants are willing to embrace challenges, seek genuine personal and professional growth, and are ready to think in new ways about themselves and their contributions at work.

How to Apply for Executive Coaching and Feedback

To apply for an executive coach, Agency Personnel Officers or designated Training Liaisons should contact DCAS L&D at 212-386-6406. (Individual employee requests for executive coaching are not accepted.) DCAS L&D will explain the executive coach selection process to ensure that the right coach is selected for the right leader's individual professional development needs.



Individual Open-Enrollment Executive Development Courses

The following courses will be scheduled based upon demand. Applications will be retained until such time a class can be scheduled. We will notify participants when course dates have been determined.

Intentional Leadership for Executives

Great leaders achieve performance goals by being intentional in every move they make. If teams are led with intentionality, they achieve better and more predictable outcomes. Without intentional leadership, teams can lose confidence in their organization's goals and become less effective, feeling like the person in charge has no plan. The purpose of this program is to help participants understand the value of intentional leadership and the steps to follow to become an intentional leader.

Objectives:

At the end of this program, participants will be able to:

- Understand what intentional leadership is
- Shift their mindset from 'management professional' to an 'intentional leader'
- Become more self-aware by identifying their own performance behaviors that may limit them from becoming intentional leaders
- Use their knowledge of who they are and what they stand for as navigation tools for others in uncertain situations
- Create the cultural infrastructure needed to support positive business outcomes and results
- Establish an intentional leadership framework based on consistency, predictability, and accountability for themselves and their team to help achieve agency goals and objectives

Course Code	Days of Training	Dates	Cost	Credits
C9667	1	Scheduled based upon demand	\$250	.6CEUs/8CPEs 6PDCs



Organizational Design for Executives

Designing for agility and flexibility - "Built for Change"

This course will help you and your fellow participants get "real" about the pitfalls of poorly designed organizations and the challenges in determining the right fit for an organization's strategy. It is designed to show how organizational structures enable or prevent information flow, responsiveness, and innovation.

Topics covered include: the theory and tools of organization design work (including organizational strategic alignment), a language for organizational roles and relationships, the tests of good organization design and tools for defining decision responsibilities.

Special focus would also be placed on the process of organization redesign and change – the steps of good analysis and decision making, who should be involved and when, how long it should take and the relationship to effectiveness, how change should be communicated, and the roles involved in the process.

Objectives:

Participants will gain an understanding of:

- Design concepts and principles of organizing structures
- Design concepts and principles of design thinking
- Design concepts and principles of design processes
- Design concepts and principles of frameworks linking organizational structures and processes to organizational purpose
- Organizational design theory and methodologies
- Design concepts and principles of organizing a restructure or redesigning a project

Course Code	Days of Training	Dates	Cost	Credits
C9668	2	Scheduled based upon demand	\$500	1.2CEUs/16CPEs 12PDCs



Promoting Psychological Safety to Improve Performance

This session explores the concept of psychological safety -- its components and benefits, and how it influences engagement in teams, work groups, and organizations. We will link this concept to creativity and learning, and leaders' roles in promoting both. We will identify factors that influence our "inner work life," the mix of emotions, motivations, and perceptions we have throughout a workday, and ways to make work more meaningful and impactful. We will then tie our insights to organizational culture, to create and sustain conditions that promote performance and growth.

Objectives:

- Distinguish between managing and leading in your roles and contexts
- Explore "psychological safety" in teams or work groups, its components and benefits and their effect on members' engagement
- Identify ways to promote progress on meaningful work, to catalyze and nourish it, for increased motivation and satisfaction
- Explore links among psychological safety, creativity, and learning from mistakes, and ways to promote them through positive team/organizational culture

Course Code	Days of Training	Dates	Cost	Credits
C9665	1	Scheduled based upon demand	\$250	.6CEUs/8CPEs 6PDCs

Leadership and Influence for Executives

This session is designed to help participants understand their roles as leaders or change agents, as distinct from their managerial roles, and what is required of them to inspire colleagues and promote change. We will explore ways to navigate conflict to foster more collaborative relationships. We will also explore three levers for influence -- Head, Heart and Hands -- and how to integrate your approach to increase your impact with the individuals and groups you need to engage.

Objectives:

- Distinguish between managing and leading in your roles, both formal leadership and emergent
- Explore approaches to influence and persuasion when your authority over others is limited
- Identify your preferred negotiation style and those of others, to promote your ability to resolve differences together
- Apply these tools to current challenges and inspire engagement in positive change

Course Code	Days of Training	Dates	Cost	Credits
C9666	1	Scheduled based upon demand	\$250	.6CEUs/8CPEs 6PDCs

How to Apply for Open-Enrollment Executive Development Courses

Open-enrollment Executive Development courses are scheduled based upon demand.

Please complete the standard application with the appropriate course code. Staff will contact you when course dates are scheduled.





Management & Supervision Portfolio

Management & Supervision Portfolio

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

Becoming a Transformational Leader	16
Building Your Team Through Effective Coaching and Feedback	17
Colors of Leadership	18
Creating and Leading Successful Teams.....	19
Data Analytics for Managers	20
Data Visualization with Excel	21
Dealing Effectively with Difficult People and Situations	22
Emotional Intelligence: The Key to Effective Leadership	23
Essential Skills for Leaders	24
Essentials of Project Management for the Non-Project Manager	25
Excel for Data Analysis I	26
Fundamentals of Supervision	27

Giving Feedback and Getting Results	28
Initiating and Managing Difficult Conversations	29
Intentional Leadership	30
Leading Strategic Change	31
Lean Six Sigma: Introduction to Process Improvement (White Belt Certificate)	32
Lean Six Sigma: Process Improvement Initiatives (Green Belt Certificate)	33
Managerial Power Tools: Motivating and Coaching	34
Modern Day Leader, Developing the Leader in You	35
Organizational Design for Leaders	36
Prioritizing Workplace Change Successfully	37
Psychological Dimensions of Leading and Supervision	38
Python for Data Analysis I	39
Risk Management to Improve Business Results	40
Statistical Analysis with Excel I	41
Storytelling for Leaders: Telling Stories for Results	42
Strategic and Critical Thinking: The Catalyst for Leadership and Personal Growth	43

Supervising Challenging Employees	44
The Personalities of Teams	45
The Science of Success: Motivation, Judgement, Teamwork.....	46
Workplace Accountability	47

Becoming a Transformational Leader

Transformational leadership is essential for driving positive change, fostering innovation, and achieving organizational goals in today's rapidly evolving municipal landscape. This course is designed to equip agency leaders with the knowledge and skills necessary to become transformational leaders. By the end of this course, participants will be equipped with the knowledge, insights, and practical tools necessary to lead transformational change within their agency, driving innovation, efficiency, and excellence in public service delivery. Through a combination of interactive lectures, case studies, and group discussions, participants will gain practical insights on becoming a transformational leader and strategies to lead transformative initiatives within their agencies effectively.

Objectives:

- Understand the core principles and characteristics of transformational leadership and its relevance to city government agencies
- Recognize the significance of building a shared vision and inspiring commitment among team members to achieve organizational goals
- Explore effective communication strategies for conveying the vision, values, and expectations associated with transformational leadership to stakeholders at all levels
- Identify barriers to change within their agency, develop strategies to overcome resistance, and foster a culture of innovation and continuous improvement
- Learn techniques for empowering and motivating employees to embrace change, take initiative, and contribute to the transformational process
- Acquire skills in coaching, mentoring, and providing constructive feedback to support individual and team development in alignment with organizational goals
- Develop a personalized action plan for implementing transformational leadership practices within their respective agencies, including setting measurable objectives, leveraging resources, and monitoring progress

Target Audience: Managers, Team Leads and Supervisors

Course Code	Days of Training	Dates	Cost	Credits
C9383	1	Sept 30	\$250	.6CEUs/8CPEs 6PDCs

Building Your Team Through Effective Coaching and Feedback

The Gallup organization will tell you their data over the last 30 years shows that the #1 reason people leave jobs is “Poor relationship with their boss”. This workshop focuses on the skills managers need to coach and develop the people under them so they not only stay, but thrive! We will practice many of the conversations managers need to have to build a strong team, including conversations around expectation-setting, orienting the team to the big picture, effectively praising right behaviors, delivering constructive feedback tactfully and handling emotions in the workplace appropriately. Also discussed is how to determine the best coaching approach based on the person’s ability and motivation.

Objectives:

- Use a simple framework to set expectations
- Learn a process to coach effectively based on both the person's competence and motivation
- Highlight effective performance in a timely manner
- Use a simple structure to navigate hard conversations
- Distinguish between sympathy and empathy when dealing with emotional colleagues
- Have “check-in” conversations that engage and motivate others

Target Audience: Managers, Team Leads and Supervisors

Course Code	Days of Training	Dates	Cost	Credits
C9384	1	Sept 6	\$250	.6CEUs/8CPEs 6PDCs

Colors of Leadership

Successful leaders understand the urgent need to engage and develop those around them. They also have the agility to view rapid change and increasing complexity in today's world as an opportunity for new learning. Successful leadership knows it can't have all the answers, but can tap into different perspectives, see around corners, recognize patterns, and grasp the importance of modeling public learning.

This interactive workshop will offer tips on coaching practices to bring out the best in your team as well as look at different business models to raise emotional intelligence and foster trust.

Objectives:

- Understand Command-and-Control leadership, Administrative leadership, and Innovative leadership
- Learn the new normal of the VUCA model – Volatility, Uncertainty, Complexity and Ambiguity
- How to embed coaching into every conversation with direct reports
- Listen to understand, and not to convince or persuade
- Raise self-awareness to strengthen emotional intelligence
- Become more skillful with giving effective feedback

Target Audience: Leaders, managers, supervisors, and team leaders wanting to improve their executive presence

Course Code	Days of Training	Dates	Cost	Credits
C8169	1	Sept 27	\$250	.6CEUs/8CPEs 6PDCs

Creating and Leading Successful Teams

You've heard that "teamwork makes the dream work". If you build and manage a successful team that people WANT to be a part of, it will increase motivation, loyalty and productivity!

This course is full of easy-to-implement strategies to build, manage and motivate your ultimate team. You'll learn the 5 Stages of Team Development, the 5 Commandments of a Successful Team, effective team building strategies and the Five Behaviors of a Cohesive Model. Learn new ideas for improving team performance.

Objectives:

- Learn how to bring people together to form an effective, motivated and productive team
- Gain strategies to guide your team through the 5 stages of team development to improve performance
- Enhance your ability to help your team become more cohesive, collaborative and successful

Target Audience: Managers and supervisors

Course Code	Days of Training	Dates	Cost	Credits
C8178	1	Aug 23	\$250	.6CEUs/8CPEs 6PDCs

Data Analytics for Managers

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

Objectives:

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

Target Audience: Managers, Supervisors, and Team Leaders involved in data analysis

Course Code	Days of Training	Dates	Cost	Credits
C4311	1	Sept 23	\$250	.6CEUs/8CPEs 6PDCs

Data Visualization with Excel

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

Objectives:

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

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

Course Code	Days of Training	Dates	Cost	Credits
C7817	1	Sept 27	\$250	.6CEUs/8CPEs 6PDCs

Dealing Effectively with Difficult People and Situations

The ability to deal with difficult people and situations sets a person apart professionally and personally. The more you are armed with tactics on how to deal with difficult people and situations, the better the outcome will be.

This course includes strategies on how to deal effectively with difficult people and situations. You will perform exercises where you identify a situation in your own life (past or present) to learn how you can deal with all difficult situations in a healthier, more positive way. Learn how to talk to people without putting them on the defensive, how to pay attention to non-verbal signs and how to achieve positive outcomes.

Objectives:

- Gain tactics to communicate effectively with difficult people in your life – both professionally and personally
- Reset your thinking so you can handle people and situations better
- Learn how to apply strategies to deal with the most difficult people and situations in your work and personal life

Target Audience: Supervisors, Managers and Team Leaders

Course Code	Days of Training	Dates	Cost	Credits
C8081	1	Aug 7	\$250	.6CEUs/8CPEs 6PDCs

Emotional Intelligence: The Key to Effective Leadership

Emotional intelligence is the ability to recognize and deal effectively with your own and other people's emotions. According to recent studies, it is a better predictor of success than IQ. This workshop is designed to help people in leadership positions increase their EQ (emotional quotient). High EQ Leaders are more productive because they gain cooperation from others and use their intuitive knowledge to make decisions and solve problems. EQ is vital for implementing change and leading high-performing teams.

Objectives:

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

Target Audience: Managers and supervisors in leadership roles

Course Code	Days of Training	Dates	Cost	Credits
C9207	2	Jul 17-18	\$500	1.2CEUs/16CPEs 12PDCs

Essential Skills for Leaders

Effective leaders are critical to an organization's success. This interactive workshop will provide emerging, new and/or seasoned leaders with the tools necessary to lead your team to success. We'll cover Setting Expectations, Goal Setting, Delegation and Productive Feedback. There'll be several experiential exercises where you can use real-life examples and leave with answers to some of your most pressing employee issues. Participants will leave energized and excited to lead with confidence!

Objectives:

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

Target Audience: Managers, Directors, Supervisors and Professionals

Course Code	Days of Training	Dates	Cost	Credits
C8062	1	Sept 17	\$250	.6CEUs/8CPEs 6PDCs

Essentials of Project Management for the Non-Project Manager

To work together effectively on any project, everyone on a team needs to use a common language and have a clear understanding of expectations. This unique workshop is designed for those with limited prior knowledge of project management, or making the transition to being a project manager, or would like to know more to collaborate with their team and better manage deliverables. In just one-day, this workshop will introduce you to essential terminology and enable you to apply basic project management tools and techniques to increase your effectiveness.

Objectives:

- Identify stakeholders and their roles on a project.
- Utilize current project management tools to clearly define work to be done, scope, SMART requirements, elements of the project charter, status reports, and closure checklists.
- Create schedules that acknowledge available resources, costs, and hours.
- Ensure communications are targeted to the right people with the right level of information at the right time.
- Recognize the types and purposes of status meetings to create solid agendas, record effective minutes and utilize team members' time effectively.
- Analyze the causes for change and plan for potential risks.
- Apply project management templates for use across the project life cycle, including project charter and project plan, logs for assumptions, change, communication, constraints, and decisions

Target Audience: Individuals who would like to enhance their understanding of Project Management to establish a common language and process for themselves, their team and enhance their ability to achieve successful project outcomes for all stakeholders while remaining on time and within budget

Course Code	Days of Training	Dates	Cost	Credits
C8182	1	Aug 20	\$250	.6CEUs/8CPEs 6PDCs

Excel for Data Analysis I

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

Objectives:

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

Target Audience: Managers, Supervisors, and Team Leaders involved in data analysis

Course Code	Days of Training	Dates	Cost	Credits
C9659	1	Sept 24	\$250	.6CEUs/8CPEs 6PDCs

Fundamentals of Supervision

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

Objectives:

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

Target Audience: All Supervisors

Course Code	Days of Training	Dates	Cost	Credits
C1044	2	Jul 16-17	\$500	1.2CEUs/16CPEs 12PDCs

Giving Feedback and Getting Results

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

Objectives:

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

Target Audience: Supervisors, Managers and Team Leaders

Course Code	Days of Training	Dates	Cost	Credits
C2704	1	Jul 9	\$250	.6CEUs/8CPEs 6PDCs

Initiating and Managing Difficult Conversations

This course will allow participants to 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, and Team Leaders who must initiate "difficult" Conversations

Course Code	Days of Training	Dates	Cost	Credits
C9013	1	Jul 30	\$250	.6CEUs/8CPEs 6PDCs

Intentional Leadership

Great leaders achieve performance goals by being intentional in every move they make. If teams are led with intentionality, they achieve better and more predictable outcomes. Without intentional leadership, teams can lose confidence in their organization's goals and become less effective, feeling like the person in charge has no plan. The purpose of this program is to help participants understand the value of intentional leadership and the steps to follow to become an intentional leader.

Objectives:

At the end of this program, participants will be able to:

- Understand what intentional leadership is
- Shift their mindset from 'management professional' to an 'intentional leader'
- Become more self-aware by identifying their own performance behaviors that may limit them from becoming intentional leaders
- Use their knowledge of who they are and what they stand for as navigation tools for others in uncertain situations
- Create the cultural infrastructure needed to support positive business outcomes and results
- Establish an intentional leadership framework based on consistency, predictability, and accountability for themselves and their team to help achieve agency goals and objectives

Target Audience: Agency Leaders eager to understand and implement intentional leadership that will influence organizational behavior

Course Code	Days of Training	Dates	Cost	Credits
C8I70	1	Jul 22	\$250	.6CEUs/8CPEs 6PDCs

Leading Strategic Change

(formerly known as “Diagnosing the Organization to Build a High-Performance Culture”)

Many who are tasked with implementing strategy face impediments that are difficult to define and resolve. This course helps managers and capacity-builders understand their role as diagnosticians, identify patterns and developmental needs within their units and organizations, increase alignment, and promote success. Participants are encouraged to come to the class with a specific managerial challenge or change initiative as a basis for reflection, diagnosis, and initial planning.

This course helps you diagnose impediments to high performance, strategize with stakeholders, and increase your team's motivation and engagement. You will learn to skillfully design and implement positive change and gain practical tools to promote learning individually and collectively.

Objectives:

- Distinguish between Management and Leadership and the role of each in implementing strategy
- Reflect on your organization and unit's purpose, value proposition, and priorities
- Use a diagnostic model to assess critical components of your organization and alignment among them
- Explore the concept of organizational culture and its relationship to creativity and innovation
- Develop insight into the leader's role in shaping culture through explicit values that promote success
- Plan to apply what you learned from this workshop to your work practices.

Target Audience: Anyone serving in a managerial or internal consulting role.

Course Code	Days of Training	Dates	Cost	Credits
C9385	1	Aug 5	\$250	.6CEUs/8CPEs 6PDCs

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

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

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

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

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

Objectives:

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

Target Audience: Managers, Supervisors, Project leaders and Employees who are performing a leadership role

Course Code	Days of Training	Dates	Cost	Credits
C7784	2	Jul 30-31; Aug 13-14	\$500	1.2CEUs/16CPEs 12PDCs

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

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

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

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

Objectives:

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

Target Audience: Managers, Supervisors, Project Leaders and Employees who are performing a leadership role

Course Code	Days of Training	Dates	Cost	Credits
C7785	4	Sept 10-13; Sept 17, 18, 24 & 25;	\$1000	2.4CEUs/32CPEs 24PDCs
Mandatory Prerequisite: Lean Six Sigma: Introduction to Process Improvement (White Belt Certificate)				

Managerial Power Tools: Motivating and Coaching

As a manager/supervisor, you need to get things done through others. Everyone is motivated to do something – but is it what you need them to do? How do you get people to want to do what they are supposed to do and to do it well in today's perplexing work world?

This highly interactive one-day course will give you some answers. You will have the chance to explore and practice the skills of motivating and coaching through case study, role play and discussion.

Objectives:

- Discover ways to uncover and capitalize on people's motivators;
- Strategize solutions for the motivational challenges of the current work environment;
- Sharpen coaching skills to motivate and grow yourself and others;
- Explore practical coaching strategies for high, low and in-between performers;
- Use constructive criticism techniques;

Target Audience: Managers and supervisors who want strategies for inspiring the best possible outcomes from their staff

Course Code	Days of Training	Dates	Cost	Credits
C8184	1	Jul 11	\$250	.6CEUs/8CPEs 6PDCs

Modern Day Leader, Developing the Leader in You

Leverage Core Energy to Jump Start Your Transition to Management

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

Objectives:

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

Target Audience: Emerging leaders, team leaders, supervisors, managers

Course Code	Days of Training	Dates	Cost	Credits
C8I79	1	Sept 25	\$250	.6CEUs/8CPEs 6PDCs

Organizational Design for Leaders

Designing for agility and flexibility - “Built for Change”

This course will help you and your fellow participants get “real” about the pitfalls of poorly designed organizations and the challenges in determining the right fit for an organization’s strategy. It is designed to show how organizational structures enable or prevent information flow, responsiveness, and innovation.

Topics covered include: the theory and tools of organization design work (including organizational strategic alignment), a language for organizational roles and relationships, the tests of good organization design and tools for defining decision responsibilities.

Special focus would also be placed on the process of organization redesign and change – the steps of good analysis and decision making, who should be involved and when, how long it should take and the relationship to effectiveness, how change should be communicated, and the roles involved in the process.

Objectives:

Participants will gain an understanding of:

- Design concepts and principles of organizing structures
- Design concepts and principles of design thinking
- Design concepts and principles of design processes
- Design concepts and principles of frameworks linking organizational structures and processes to organizational purpose
- Organizational design theory and methodologies
- Design concepts and principles of organizing a restructure or redesigning a project

Target Audience: Supervisors, Managers and Team Leaders

Course Code	Days of Training	Dates	Cost	Credits
C8I25	2	Sept 4-5	\$500	1.2CEUs/16CPEs 12PDCs

Prioritizing Workplace Change Successfully

In today's work environment, change is the only constant. With generational diversity, the impact of technology and frequent change of direction, managers are grappling with how to keep themselves and their staff focused on the right priorities while meeting new demands and expectations.

In this program, you will develop the capability and mindset to deal with and lead through organizational change effectively, influencing others toward embracing and adopting new behaviors and expectations, while maximizing team performance. You will develop a personal action plan to guide you as you implement behavior changes to achieve your desired workplace goals.

Objectives:

- Identify shifts in focus and priorities and respond effectively
- Develop strategies for effectively prioritizing for yourself and your team
- Build strategies to engage others and drive productivity during periods of change
- Apply your learning from class
- Coach others through change

Target Audience: Experienced and New Managers, Supervisors, and Team Leaders

Course Code	Days of Training	Dates	Cost	Credits
C8185	1	Aug 16	\$250	.6CEUs/8CPEs 6PDCs

Psychological Dimensions of Leading and Supervision

This course is intended for employees in leadership and supervisory roles – or for high potentials who already carry responsibility and who seek to advance into such roles. Through presentation, group discussion and reflective exercises, participants acquire a deeper understanding of latent group dynamics that can inhibit, or support, group cohesion.

One of the functions of leadership is to motivate people to accept responsibility and to be more autonomous in pursuing shared goals and in meeting their own, and others', needs in the workplace. Participants gain insight into how to recognize and manage psychological aspects of group functioning to reduce the negative effects of deep emotions, such as fear, on group and individual behavior and workplace performance. They gain self-awareness and practice articulating and advocating for themselves and others. In doing so, they learn how to recognize, and avoid, counterproductive behaviors (e.g., blaming, scapegoating) that can disrupt cooperative efforts to achieve shared aims.

Objectives:

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

Target Audience: Managers and Supervisors

Course Code	Days of Training	Dates	Cost	Credits
C8072	1	Jul 25	\$250	.6CEUs/8CPEs 6PDCs

Python for Data Analysis I

(formerly 'Data Analysis with Python')

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

Objectives:

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

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

Course Code	Days of Training	Dates	Cost	Credits
C9662	1	Sept 25	\$250	.6CEUs/8CPEs 6PDCs

Risk Management to Improve Business Results

Find opportunities and manage unknowns

Risk management is often misunderstood as anticipating negative events and insulating work from change. In reality, risks are both challenges and opportunities. Risk management in the current world of dynamic change allows an organization to monitor and adapt to changes in the most effective way for the organization.

Explore what risk management strategy is right for your work type. Develop an organization risk strategy and create corresponding plans for implementation, governance, and performance measurement.

Understand and develop ongoing protocols for ensuring effective organizational risk management. Utilize effective communication strategies around assessing and managing risk within an organization.

Objectives:

- Risk scenario development
- Risk culture and risk tolerance
- Risk analysis
- Quantifying and ranking risk
- Recognizing up-side risk
- CBA, ROI and Business Case Development and Presentation
- RACI development
- BIA facilitation
- Action Plan Development

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

Course Code	Days of Training	Dates	Cost	Credits
C8126	2	Sept 10-11	\$500	1.2CEUs/16CPEs 12PDCs

Statistical Analysis with Excel I

A practical, one-day course covering the basics of descriptive statistics with open data, including basic statistical measures such as mean, median, standard deviation, and variance. The course also covers correlation, linear regression, and introduces decision modeling using open data. 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
- 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, and Team Leaders involved in data analysis

Course Code	Days of Training	Dates	Cost	Credits
C8183	1	Sept 26	\$250	.6CEUs/8CPEs 6PDCs

Storytelling for Leaders: Telling Stories for Results

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

Objectives:

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

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

Course Code	Days of Training	Dates	Cost	Credits
C8082	1	Sept 10	\$250	.6CEUs/8CPEs 6PDCs

Strategic and Critical Thinking: The Catalyst for Leadership and Personal Growth

This intensive one-day course is designed to equip high-performance supervisors and managers with the essential skills of strategic and critical thinking. Participants will explore how these skills differentiate them in the professional world and how they can also improve personal development. Through interactive sessions, practical exercises, and real-world examples, attendees will develop a strategic mindset, enhance their critical thinking abilities, and create a personalized action plan for ongoing success.

Objectives:

By the end of the course, participants will be able to:

- Understand the concepts of strategic and critical thinking and their importance in leadership.
- Differentiate between strategic and critical thinking; recognize when to apply each skill.
- Apply critical thinking to assess information, solve problems, and make effective decisions.
- Develop a strategic mindset, set long-term goals, and create a strategic plan.
- Understand how these skills can contribute to personal development and work-life balance.
- Create a personalized action plan for incorporating strategic and critical thinking into their leadership roles and personal lives.

Target Audience: Supervisors and managers

Course Code	Days of Training	Dates	Cost	Credits
C9386	1	Aug 8	\$250	.6CEUs/8CPEs 6PDCs

Supervising Challenging Employees

This course is designed to give supervisors the interpersonal and communication skill sets to effectively manage challenging employees and situations. Participants will examine behaviors and attitudes that “label” a person as “challenging” and develop techniques to formulate and communicate positive behavior change goals for the employee. Emphasis will be on maintaining a positive professional image and practicing communication techniques to address “attitude issues” that affect performance.

Objectives:

- Recognize whether the challenge is from the employee, the situation or the relationship
- Distinguish effective from ineffective responses to challenging employees
- Focus on goals and outcomes instead of personality and process
- Negotiate “performance agreements”
- Solicit and offer feedback more comfortably
- Influence people through their own values and 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	Days of Training	Dates	Cost	Credits
C9038	2	Sept 11-12	\$500	1.2CEUs/16CPEs 12PDCs

The Personalities of Teams

This course focuses on strengthening team relationships and enhancing team effectiveness. The sum of individual team member personalities, the tasks the team is charged with, along with the work environment and context in which the team functions all play a role in a team's personality. Participants will develop an understanding of the key characteristics of effective teams and learn to recognize the style of leadership needed at different stages in a team's life cycle to drive productivity.

The goal of this course is to provide managers, supervisors and team leaders with the tools to drive high team performance and build a positive team personality.

Objectives:

- Understand principles of teams
- View teams within an organizational context
- Understand the framework coined by Patrick Lencioni, Five Dysfunctions of a Team
- Be able to recognize what stage a team is in
- Understand strategies to guide teams based on a team's current stage
- Understand productive versus disruptive conflict
- Be able to diagnose and strengthen characteristics that enable teams to be high functioning

Target Audience: Managers, Supervisors and Team Leaders

Course Code	Days of Training	Dates	Cost	Credits
C8077	1	Sept 20	\$250	.6CEUs/8CPEs 6PDCs

The Science of Success: Motivation, Judgement, Teamwork

Why do teams of over-performers often underperform? Why do monetary incentives often fail to get results? Current research reveals a host of often overlooked factors and practices that affect people's motivation, judgment, and teamwork. In this workshop, participants will learn to use the latest research and best practices to motivate yourself and others, make better decisions, and collaborate effectively.

Objectives:

- The current science on what really motivates people
- Elements that result in effective decision making
- Skills that result in the highest levels of collaboration and teamwork
- Applying research-based techniques to motivate people and to build teams and organizations that make effective decisions and collaborate effectively

Target Audience: Managers, directors, supervisors, and professionals interested in better understanding how to motivate themselves and others, make better decisions, and collaborate successfully

Course Code	Days of Training	Dates	Cost	Credits
C7977	1	Sept 10	\$250	.6CEUs/8CPEs 6PDCs

Workplace Accountability

You might think that being accountable means you're the one who gets blamed when things go wrong. In fact, accountability is about helping people to take responsibility for their obligations. It's up to you to make sure your team knows what they are supposed to do and that they have what they need to get the job done. This webinar gives you the tools to hold your employees accountable and create a positive workplace and help you to meet your goals.

Accountability helps to ensure that every employee will take responsibility for their performance and behaviors, and continue to manage this responsibility. Accountable employees will fuel performance and productivity, and generate an enhanced workplace. This 90 minutes course will provide you with practical and strategies that can be used to help empower employees to work towards achieving the benefits of accountability.

Objectives:

Upon successful completion of this course, you should be able to :

- Understand the difference between accountability and responsibility better
- Understand the importance of taking ownership and accountability
- Recognize the components of building personal accountability
- Inspire and encourage your team to take ownership over tasks
- Describe what employees must do to become accountable
- Engage in accountability conversations which lead to greater commitment

Target Audience: Managers, Team Leads, Supervisors

Course Code	Days of Training	Dates	Cost	Credits
C8243	1	Jul 29	\$250	.6CEUs/8CPEs 6PDCs



No Cost Learning Portfolio

No Cost Learning Portfolio

The No Cost Learning portfolio provides City agencies with several different ways they can train their workforce with minimal expenditures. DCAS Citywide L&D offers free mandated and non-mandated online and in-person training opportunities. Employees can participate at no cost in various free courses such as *Disability Awareness* and *Etiquette*, *Online Records Management*, and many more. These courses at no charge are found in additional portfolios throughout the catalog:

- CCHR Overview of the City Human Rights Law 50
- Disability Awareness and Etiquette (eCourse) 51
- Online Records Management (eCourse) 52
- Mandated Training 53
 - Everybody Matters: EEO & Diversity & Inclusion for NYC Employees (eCourse) 53
 - LGBTQ: The Power of Inclusion (eCourse) 54
 - Sexual Harassment Prevention (Live Webinar) 55
 - Sexual Harassment Prevention (eCourse) 56
 - Conflicts of Interest (eCourse)..... 57
 - Corruption Prevention Awareness (eCourse) 57

CCHR Overview of the City Human Rights Law

This workshop educates city employees on the legal protections and obligations under the NYC Human Rights Law (City Human Rights Law). It provides city agencies and employees with the skills and resources necessary to recognize and report discrimination, harassment, and bias. The workshop covers protections under the City Human Rights Law in employment, housing, and public accommodations, as well as discriminatory harassment, and bias-based profiling by law enforcement.

It reviews protection categories under the City Human Rights Law, such as race, gender, religion, disability, and many others. It also provides city employees with resources available at the Commission to better serve and assist clients and members of the public who seek services. A detailed description of how to file a complaint is covered, as well as information about retaliation as a violation of the City Human Rights Law, and penalties and remedies under the law.

Objectives:

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

Target Audience: Staff at all levels

Course Code	Days of Training	Dates	Cost	Credits
C8164	2 hrs	Aug 21 (10:00am-12:00pm)	N/C	.2CEUs/2.4CPEs 2PDCs

Disability Awareness and Etiquette (eCourse)

This eCourse covers awareness and etiquette surrounding people with disabilities in the workplace. Throughout this training, we will cover laws protecting people with disabilities, how to best assist people with disabilities, information on the different types of disabilities as well as accommodations for each type of disability.

Upon completion of the training, you should have:

- An understanding of the different kinds of disabilities
- The confidence in knowing when and how to assist people with disabilities
- Awareness of how to be an ally inside and outside of the workplace for people with disabilities

Target Audience: Staff at all levels

Access	Cost	Credits
This eCourse may be taken at any time from a work location. Contact Citywide Compliance: (cocompliance@dcas.nyc.gov) to request access to the training.	N/C	.1CEUs

Online Records Management (eCourse)

The Department of Records & Information Services (DORIS) “Online Records Management Training” is an introduction to records management that covers basic information and key definitions you will need to understand records management. City employees are expected to complete this training to learn about best practices for records management and how to work with records throughout their life cycle.

Objectives: Participants will learn:

- Why records management is important
- What is and is not considered a record
- What is involved in records management
- How to work with a record throughout their life cycle
- Records management “Best Practices”
- How to name digital files
- Where to go with questions

Target Audience: Staff at all levels

Access	Cost	Credits
This eCourse may be taken at any time from a work location. Contact Citywide Compliance: (ccompliance@dcas.nyc.gov) to request access to the training.	N/C	.1CEUs

Mandated Training

Everybody Matters: EEO & Diversity & Inclusion for NYC Employees (eCourse)

This training course supports the mandate under Local Law 121 in the City Charter and provides all City employees with a framework to understand the importance of diversity and inclusion and how to develop the skills needed to create an inclusive environment where all employees, clients, vendors, and visitors are included. This course covers the City's Equal Employment Opportunity Policy, who is protected, what constitutes discrimination and who is entitled to an accommodation.

Objectives:

This eCourse is provided as four modules:

Module 1: Introduction to EEO Principles Covers New York City's Equal Employment Opportunity (EEO) Policy, how it relates to every employee and consultant who does business with the city, who is protected, what constitutes discrimination and who is entitled to an accommodation.

Module 2: Workplace Harassment and Discrimination provides an understanding of what constitutes workplace harassment, how to recognize it and what to do if you experience or witness workplace harassment.

Module 3: Diversity & Inclusion Learn about the importance of diversity & inclusion and practice how to develop the skills needed to create an inclusive environment where all employees, clients, vendors and visitors are included.

Module 4: Racial Equality Understand racial equity and why it's important in the workplace.

Target Audience: Staff at all levels

Access	Cost	Requirement	Credits
This eCourse may be taken at any time from a work location. Contact Citywide Compliance: (cocompliance@dcas.nyc.gov) to request access to the training.	N/C	All City employees are required to take the training	.1CEUs

LGBTQ: The Power of Inclusion (eCourse)

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

Objectives:

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

Target Audience: Staff at all levels

Access	Cost	Requirement	Credits
This eCourse may be taken at any time from a work location. Contact Citywide Compliance: (ccompliance@dcas.nyc.gov) to request access to the training.	N/C	All City employees are required to take the training	.1CEUs

Sexual Harassment Prevention (Live Webinar)

This mandated training under Local Law 92 will facilitate awareness of the City's prohibition on sexual harassment in its workplaces under applicable laws and the City's Equal Employment Opportunity (EEO) Policy. Participants will learn definitions of sexual harassment, relevant legislation, prevention techniques, and the procedure for filing a complaint. This course will help the participants create an environment free from sexual harassment.

Topics included:

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

Target Audience: Staff at all levels

IMPORTANT NOTE: A Course Certificate is a proof that you've met all course requirements. To receive a Course Certificate for Sexual Harassment Prevention, you must complete the webinar as an **online, on-camera participant**. Course Certificates will not be generated for learners who only call in or participate in the program by telephone.

Course Code	Days of Training	Dates	Cost	Credits
C7965W	2 hrs	Daily Based on Demand	N/C	.2CEUs/2.4CPEs 2PDCs

Sexual Harassment Prevention (eCourse)

This mandated training under Local Law 92 will facilitate awareness of the City’s prohibition on sexual harassment in its workplaces under applicable laws and the City’s Equal Employment Opportunity (EEO) Policy. Participants will learn definitions of sexual harassment, relevant legislation, prevention techniques, and the procedure for filing a complaint. This course will help the participants create an environment free from sexual harassment.

Topics included:

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

Target Audience: Staff at all levels

Access	Cost	Requirement	Credits
This eCourse may be taken at any time from a work location. Contact Citywide Compliance: (ccompliance@dcas.nyc.gov) to request access to the training.	N/C	All City employees are required to take the training	.1CEUs

The following courses should be completed during the same time period:

Conflicts of Interest (eCourse)

DCAS Citywide Learning & Development has partnered with the Conflicts of Interest Board (COIB) to provide this mandatory Conflicts of Interest eTraining to all City employees. All City employees are mandated to receive training in Chapter 68 of the NYC City Charter (the City's Conflict of Interest Law.) Successful completion of this eCourse fulfills that mandate. This course covers:

- Information about the Conflicts of Interest Board, the agency that administers and enforces the Conflicts of Interest Law
- The big picture principles at work in the Conflicts of Interest Law
- The basic restrictions set forth in the Conflicts of Interest Law

Target Audience: Staff at all levels

Access	Cost	Requirement	Credits
This eCourse may be taken at any time from a work location. Contact Citywide Compliance: (ccompliance@dcas.nyc.gov) to request access to the training.	N/C	All City employees are required to take the training	.1CEUs

Corruption Prevention Awareness (eCourse)

DCAS Citywide Learning & Development has partnered with the Department of Investigation (DOI) to provide this mandatory Corruption Prevention Awareness eTraining to all City employees. This training is required for all City employees, as per Chapter 34 of the NYC City Charter and Executive Order 16 (signed in 1978), who have a responsibility in helping to fight corruption, fraud, waste, and wrongdoing. Successful completion of this eCourse fulfills that mandate.

Target Audience: Staff at all levels

Access	Cost	Requirement	Credits
This eCourse may be taken at any time from a work location. Contact Citywide Compliance: (ccompliance@dcas.nyc.gov) to request access to the training.	N/C	All City employees are required to take the training	.1CEUs



NYC Specific Portfolio

New York City-Specific Portfolio

Programs in this portfolio offer a variety of training and development opportunities specific to working for the City of New York. Trainings offered in this category include professional practice programs such as energy, audit, IT, HR, procurement, etc.; cultural awareness & inclusivity programs, and non-DCAS opportunities conducted by agency partners such as the Office of Labor Relation’s Work Well, Small Business Services, etc.

Cultural Awareness & Inclusivity

The programs in this section are mandated and non-mandated. The courses offered will help to build a more diverse and inclusive workforce, also meeting the requirements of the New York City Charter. The broad range of training opportunities will help your workforce learn about representation or the make-up of an organization and how well the contributions, presence, and perspectives of different groups of people are valued and integrated into a working environment.

Creating a Culture of Inclusion, From Microaggressions to Microaffirmations (Live Webinar/ In-Person)..... 62

Disability Awareness & Etiquette (eCourse)..... 63

Everybody Matters: EEO & Diversity & Inclusion for NYC Employees (eCourse)..... 64

LGBTQ: The Power of Inclusion (eCourse) 65

Managing the Multi-Generational Workforce: Leveraging the Talents of 5 Generations (In-Person)..... 66

Moving from Bystander to Upstander, What Would You Do? (In-Person) 67

Sexual Harassment Prevention (Live Webinar)..... 68

Sexual Harassment Prevention (eCourse) 69

**Structured Interviewing and Unconscious Bias
(Live Webinar/ In-Person) 70**

**Structured Interviewing: Utilizing Follow-Up and
Probing Questions (In-Person) 71**

The Power of Words, Can We Talk? (In-Person) 72

Professional Practices

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.

Audit Professionals 73

Data Analysis: Tools and Techniques for Auditors 73

Developing and Presenting Audit Findings 74

Effective Audit Resolution, Follow-Up and Implementation 75

Emotional Intelligence for Auditors 76

Emergency Management Certificate Program (EMCP) 77

Procurement Professionals 78

Mayor’s Office of Contract Services Courses (Live Webinar) 78

 Adverse Integrity Issues: Process and Principles 78

 Local Law 63 (Part II) 79

 Procurement Methods 101 80



Small Business Services M/WBE Courses (Live Webinars) 80

101: M/WBE Program Overview..... 80

102: Identifying M/WBEs, incl Using the Online Directory..... 81

201: Incorporating the M/WBEs into the Procurement Process 81

202: Best Practices for M/WBE Goal Setting..... 82

204: Best Practices for M/WBE Networking and Outreach..... 82

Non-DCAS Opportunities

DCAS Citywide L&D has partnered with City agencies to present programs that provide resources and knowledge that are specific to all City of New York agencies in areas such as emergency management, conflicts of interest, M/WBE purchasing, and customer service.

CCHR Overview of the City Human Rights Law 83

Conflicts of Interest (eCourse)..... 84

Corruption Prevention Awareness (eCourse)..... 84

Online Records Management (eCourse) 85

Cultural Awareness & Inclusivity

Creating a Culture of Inclusion, From Microaggressions to Microaffirmations (Live Webinar/ In-Person)

How social stereotypes influence behaviors and actions and what to do about them

Microaggressions are the everyday verbal and non-verbal exchanges, whether intentional or unintentional, that communicate hostile, derogatory, or negative messages to target persons based solely upon their membership in a marginalized/underrepresented group, e.g., race/ethnicity, nationality, sexual orientation, gender identity, religion). While microaggressions may appear harmless or even seem like a compliment, e.g., telling a person of color “you are so articulate”, they contain demeaning hidden messages that often stem from unconscious biases. Employees who are frequent targets of microaggressions can experience health problems, burnout, and other negative effects of what has been called a “death by a thousand cuts.”

This workshop focuses on creating awareness of the negative impact that subtle or unintentional comments or actions towards members of marginalized groups can have on these individuals and others, and the workplace. As part of our comprehensive approach to behavior-based Diversity, Equity & Inclusion (DE&I) training, this course features examples of case scenarios, behaviors and interactive assessments that promote a more inclusive, respectful, and engaging workplace.

Objectives:

- Learn how to define and describe microaggressions
- Understand the negative impact of microaggressions on individuals, groups, and organizations
- Learn and practice strategies for responding to microaggressions with microaffirmations in a positive and effective manner

Target Audience: Staff at all levels

Course Code	Days of Training	Dates	Cost	Credits
C9583 (In-Person)/ C9583W (Live Webinar)	½	Live Webinar: Jul 10 (9:00am-12:30pm) In- Person: Aug 1; Sept 13 (9:00am-12:30pm)	N/C	.3CEUs/4CPEs/ 3PDCs

Disability Awareness & Etiquette (eCourse)

This eCourse covers awareness and etiquette surrounding people with disabilities in the workplace. Throughout this training, we will cover laws protecting people with disabilities, how to best assist people with disabilities, information on the different types of disabilities as well as accommodations for each type of disability.

Objectives:

Upon completion of the training, you should have:

- An understanding of the different kinds of disabilities
- The confidence in knowing when and how to assist people with disabilities
- Awareness of how to be an ally inside and outside of the workplace for people with disabilities

Target Audience: Staff at all levels

Access	Cost	Credits
This eCourse may be taken at any time from a work location. Contact Citywide Compliance: (ccompliance@dcas.nyc.gov) to request access to the training.	N/C	.1CEUs

Everybody Matters: EEO & Diversity & Inclusion for NYC Employees (eCourse)

This training course supports the mandate under Local Law 121 in the City Charter and provides all City employees with a framework to understand the importance of diversity and inclusion and how to develop the skills needed to create an inclusive environment where all employees, clients, vendors, and visitors are included. The curriculum for this fundamental course covers an introduction to EEO principles, workplace harassment and discrimination, including harassment and discrimination based on age, diversity & inclusion, and racial equity.

Objectives:

This eCourse is provided as four modules:

Module 1: Introduction to EEO Principles This module covers New York City’s Equal Employment Opportunity (EEO) Policy, how it relates to every employee and consultant who does business with the city, who is protected, what constitutes discrimination and who is entitled to an accommodation.

Module 2: Workplace Harassment and Discrimination provides an understanding of what constitutes workplace harassment, how to recognize it and what to do if you experience or witness workplace harassment.

Module 3: Diversity & Inclusion Learn about the importance of diversity & inclusion and practice how to develop the skills needed to create an inclusive environment where all employees, clients, vendors and visitors are included.

Module 4: Racial Equality Understand racial equity and why it's important in the workplace.

Target Audience: Staff at all levels

Access	Cost	Requirement	Credits
This eCourse may be taken at any time from a work location. Contact Citywide Compliance: (ccompliance@dcas.nyc.gov) to request access to the training.	N/C	All City employees are required to take the training	.1CEUs

LGBTQ: The Power of Inclusion (eCourse)

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

Objectives:

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

Target Audience: Staff at all levels

Access	Cost	Requirement	Credits
This eCourse may be taken at any time from a work location. Contact Citywide Compliance: (ccompliance@dcas.nyc.gov) to request access to the training.	N/C	All City employees are required to take the training	.1 CEUs

Managing the Multi-Generational Workforce: Leveraging the Talents of 5 Generations (In-Person)

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

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

Objectives:

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

Target Audience: Staff at all levels

Course Code	Days of Training	Dates	Cost	Credits
C8606	½	Jul 23 (9:00am-12:30pm)	N/C	.3CEUs/4CPEs/ 3PDCs



Moving from Bystander to Upstander, What Would You Do? (In-Person)

This course will explain the multi-faceted and complex role of being a bystander and provide examples of how it can differ based on the level of circumstances that are being experienced. The reaction of a bystander does not have to be “fight” or “flight” only.

The goal of this training will be to arm participants with knowledge on all the different ways bystanders can engage to not just stand by, but rather take a more active role to address or call attention to a wrongdoing they have witnessed.

Objectives:

- Learning about the role of the bystander
- Exploring workplace scenarios that challenge that role
- Discussing 5 steps of bystander intervention
- Creating a personal commitment

Target Audience: Staff at all levels

Course Code	Days of Training	Dates	Cost	Credits
C9584	½	Sept 26 (9:00am-12:30pm)	N/C	.3CEUs/4CPEs/ 3PDCs

Sexual Harassment Prevention (Live Webinar)

This mandated training under Local Law 92 will facilitate awareness of the City’s prohibition of sexual harassment in its workplaces under applicable laws and the City’s Equal Employment Opportunity (EEO) Policy. Participants will learn definitions of sexual harassment, relevant legislation, prevention techniques, and the procedure for filing a complaint. This course will help the participants create an environment free from sexual harassment.

Topics Included:

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

Target Audience: Staff at all levels

IMPORTANT NOTE: A Course Certificate is a proof that you've met all course requirements. To receive a Course Certificate for Sexual Harassment Prevention, you must complete the webinar as an **online, on-camera participant**. Course Certificates will not be generated for learners who only call in or participate in the program by telephone.

Course Code	Days of Training	Dates	Cost	Credits
C7965W	2 hrs	Daily Based on Demand	N/C	.2CEUs/2.4CPEs 2PDCs

Sexual Harassment Prevention (eCourse)

This mandated training under Local Law 92 will facilitate awareness of the City's prohibition of sexual harassment in its workplaces under applicable laws and the City's Equal Employment Opportunity (EEO) Policy. Participants will learn definitions of sexual harassment, relevant legislation, prevention techniques, and the procedure for filing a complaint. This course will help the participants create an environment free from sexual harassment.

Topics Included:

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

Target Audience: Staff at all levels

Access	Cost	Requirement	Credits
This eCourse may be taken at any time from a work location. Contact Citywide Compliance: (ccompliance@dcas.nyc.gov) to request access to the training.	N/C	All City employees are required to take the training	.1CEUs

Structured Interviewing and Unconscious Bias

(Live Webinar/ In-Person)

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

Objectives:

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

Target Audience: Hiring Managers, EEO Professionals and HR Professionals who work with prospective candidates

Course Code	Days of Training	Dates	Cost	Credits
C7790W (Live Webinar)/ C7790 (In-Person)	½	Live Webinar: Aug 14; (9:00am-12:30pm) or (1:30pm-5:00pm) In-Person: Sept 10; (9:00am-12:30pm)	N/C	.3CEUs/4CPEs/ 3PDCs

Structured Interviewing: Utilizing Follow-Up and Probing Questions (In-Person)

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

Objectives:

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

Target Audience: Hiring Managers, EEO Professionals and HR Professionals who work with prospective candidates

Course Code	Days of Training	Dates	Cost	Credits
C8047	½	Sep 10 (1:30pm-5:00pm)	N/C	.3CEUs/4CPEs/ 3PDCs
Prerequisite: Structured Interviewing and Unconscious Bias				

The Power of Words, Can We Talk? (In-Person)

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

Objectives:

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

Target Audience: Staff at all levels

Course Code	Days of Training	Dates	Cost	Credits
C9582	1	Jul 31	N/C	.6CEUs/8CPEs/ 6PDCs

Professional Practices

Audit Professionals

Data Analysis: Tools and Techniques for Auditors

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

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

Objectives:

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

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

Course Code	Days of Training	Dates	Cost	Credits
A9509	1	Jul 26	\$450	.6CEUs/8CPEs

Developing and Presenting Audit Findings

Receive an in-depth, hands-on guidance, and practice in developing audit findings. Adequate findings development requires that you compile sufficient, relevant information to satisfy the audit's objectives, promote a proper 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 findings 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 prepare a performance, contract and grant audit. It will also benefit experienced auditors who want to enhance their developing and presenting audit findings skills

Course Code	Days of Training	Dates	Cost	Credits
A7021	2	Jul 10-11	\$710	1.2CEUs/16CPEs

Effective Audit Resolution, Follow-Up and Implementation

Audit resolution, follow-up, implementation, and reporting is a responsibility shared by the audit organization, the auditee organization follow-up coordinator and action officials. This responsibility is described in a variety of laws and OMB Circulars to provide a basis for accountability of the audited entities in responding to audit recommendations, reaching resolution and implementing the agreed corrective actions to reduce the risk of loss, improve operational performance and financial integrity in all levels of government.

This course will explore the statutes, guidance and standards for audit recommendations, resolution, follow-up progress, monitoring and reporting. It will also define the roles and responsibilities of the audit organization and those designated to perform follow-up, implementation and reporting and budget submission functions.

Objectives:

- Understand the importance and requirements of audit resolution and follow-up
- Describe the authority, roles and responsibilities of managers and auditors involved with audit resolution, follow-up, monitoring and reporting
- Develop timely, meaningful and actionable recommendations that can be agreeably resolved for appropriate action
- Address disputed recommendations and reach an equitable resolution
- Develop processes for achieving resolution, monitoring and reporting on the status of corrective action
- Verify, measure and score the value of audit results

Target Audience: Auditors, analysts and managers responsible for reporting, resolving, following up, monitoring, tracking and reporting on the progress and status of resolution and implementation of audit recommendations. Also, members of the organization responsible for representing the organization in the resolution process, including disputes, coordination of corrective actions and annual progress reporting and budget submission on open, closed and unimplemented audits.

Course Code	Days of Training	Dates	Cost	Credits
A9513	1	Sept 30	\$450	.6CEUs/8CPEs

Emotional Intelligence for Auditors

Managing positive and productive relationships during the course of audit work, directing, coaching Managing positive and productive relationships during the course of audit work, directing, coaching or working with members of the audit team, dealing with auditees, organizational management and external stakeholders can be emotionally challenging and often confrontational. We often have to deal with difficult people in difficult situations– and they have to deal with us! This executive seminar will examine the emotionally intelligent competencies and communication skills necessary to maintain control, and better connect with people in defusing angst and in building positive, cooperative relationships for constructive problem solving and inspired action. We will explore differences in personality types which cause misunderstandings, how to manage your own hot buttons, and how to manage difficult personality types or potentially contentious situations for positive outcomes.

Objectives:

- Examine and work toward achieving these key characteristics of emotional intelligence for personal effectiveness in auditing and leading change – Self-awareness, Self-control, Attitude and Motivation, Empathy, Social competence
- Maintain control, power and influence by managing challenging personalities and situations
- Build strong working and personal relationships through mutual trust and confidence to overcome the natural resistance to change and maximize the personal leadership for buy-in and action

Target Audience: Managers, leaders, auditors, analysts, evaluators and investigators

Course Code	Days of Training	Dates	Cost	Credits
A9508	1	Aug 9	\$450	.6CEUs/8CPEs

Emergency Management Certificate Program (EMCP)

The Emergency Management Certificate Program (EMCP) provides government, private sector, and non-profit personnel with an awareness and understanding of how the City of New York operates and responds to emergencies and introduces participants to fundamentals of emergency management.

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

Audience:

The EMCP is designed for government employees, non-profit, and private sector partners who support emergency operations in their home agency/organization, in the field, and/or in the City's Emergency Operations Center (EOC).

All City employees are eligible to participate in this program.

Certificate Objectives:

- Educate and train participants on emergency management principles.
- Explain Incident Command Systems (ICS) and Citywide Incident Management System (CIMS) Protocol as well as the relationship of these systems and how these systems are implemented 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.
- Provide participants the opportunity to represent their agency in a culminating tabletop exercise to draw upon the knowledge that they have learned throughout the year.

Program Completion Timeline:

Participants should plan to complete the suite of required classes and the culminating tabletop exercise within one year from the time of acceptance into the program. The flexible nature of this program allows participants to enroll in courses at their convenience. The program is headquartered at NYCEM, 165 Cadman Plaza East, Brooklyn, NY 11201. Upon completion of the Emergency Management Certificate Program, you will receive a signed certificate of completion from NYCEM's Commissioner.

Registration:

For detailed program information and application instructions [click here](#). Please note that Supervisor approval is required to participate. Once accepted into the program you will be provided access to NYCEM's Learning Management System to begin coursework. Please email NYCEMAcademy@oem.nyc.gov if you have any additional questions.



Procurement Professionals

Mayor’s Office of Contract Services Courses (Live Webinar)

Adverse Integrity Issues: Process and Principles

As government agencies continue to rely on vendors to deliver goods and services, it is critical for agency staff who oversee contracts to ensure quality and ethical performance by using the City’s risk prevention toolbox.

This webinar will focus on how agencies should handle adverse information about current or potential vendors. Adverse information might include investigations, indictments, convictions, administrative violations and fines, business integrity or evidence of fraud, poor performance or audit findings, debarment or default, and news articles or other allegations that touch on any similar information.

Topics will include:

- Tips on how agency staff can spot fraud, bid rigging, and shell companies.
- Best practices to identify red flags that warrant additional review from PASSPort data and other public data sources.
- When and how to report adverse information to oversight, including the Department of Investigation.
- New MOCS Vendor Integrity Unit process to help agencies address adverse integrity issues, including certifications, corrective action plans, and capacity building agreements.
- When and how to include and respond to caution records in the Responsibility Determination (RD) process.
- When and how to enter cautionary information into PASSPort, and what vendor and agency actions are prerequisites.

Target Audience: This course is targeted to agency staff who conduct contract monitoring of human service vendors. This course may be of interest to other agency accountability or legal staff who are involved with human service procurement oversight. This course is part of the Procurement Training Institute curriculum for all Mayoral and agency staff with procurement related responsibilities in New York City.

Deadline for registration: Tuesday September 24, 2024, by 12:00 EST

Course Code	Days of Training	Dates	Cost	Credits
P6219M	1 ½ hrs	Sep 26 (11:00am-12:30pm)	N/C	.15 CEUs

Local Law 63 (Part II)

This course will provide a basic outline of Local Law 63 of 2011 (Local Law 63). Local Law 63, codified in City Charter § 312(a), is a mechanism for disclosing when and how various types of contracts impact the City's in-house workforce and requires contracting agencies to consider the costs and benefits to the City whenever entering into service contracts that would result in the displacement of City employees.

This process requires an analysis that outsourcing contracts, which displace the jobs of City employees, are in the best interest of New Yorkers.

Objectives:

- Learning about the background and requirements of Local Law 63
- Learning how to complete a Local Law 63 annual contracting plan and plan additions
- Learning how to conduct a contracting cost-benefit analysis

Target Audience: This course is part of the Procurement Training Institute curriculum for all Mayoral and agency staff with procurement-related responsibilities in New York City.

Deadline for registration: Tuesday, August 6, 2024, by 12:00 PM EST

Course Code	Days of Training	Dates	Cost	Credits
P6223M	1 ½ hrs	Aug 8 (11:00am-12:30pm)	N/C	.15 CEUs

Procurement Methods 101

This course will introduce the most important methods used by city agencies to obtain goods and services while maintaining compliance with applicable local, state, or federal laws and Procurement Policy Board (PPB) rules.

Objectives:

- Provide various real-life agency procurement scenarios.
- Poll participants on what procurement method the agency should select.
- Explain the reason for that decision based on various factors—timelines, laws, regulations, and best practices.

Target Audience: This course is part of the Procurement Training Institute curriculum for all Mayoral and agency staff with procurement-related responsibilities in New York City.

Deadline for registration: Monday, July 29, 2024, by 12:00 EST

Course Code	Days of Training	Dates	Cost	Credits
P6218M	1 ½ hrs	Jul 31 (11:00am-12:30pm)	N/C	.15 CEUs

Small Business Services M/WBE Courses (Live Webinars)

101: M/WBE Program Overview

This course will provide an overview of the City M/WBE Program, including laws and eligible procurements.

Objectives:

- Understand the M/WBE Program

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

Course Code	Days of Training	Dates	Cost	Credits
P9045S	1 ½ hrs	Jul 11 (1:00pm-2:30pm)	N/C	.15 CEUs

102: Identifying M/WBEs, incl Using the Online Directory

This course will review methods for identifying M/WBE with focus on how to find M/WBE by using the NYC Online Directory.

Objectives:

- Identify M/WBE for procurements

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

Course Code	Days of Training	Dates	Cost	Credits
P9046S	1 ½ hrs	Sep 12 (1:00pm-2:30pm)	N/C	.15 CEUs

201: Incorporating the M/WBEs into the Procurement Process

This course will provide an overview of the City's M/WBE Program and how to incorporate M/WBEs into the procurement process.

Objectives:

- Understand M/WBE Program and where it fits in the Procurement Process.

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

Course Code	Days of Training	Dates	Cost	Credits
P9049S	1 ½ hrs	Jul 11 (3:00pm-4:30pm)	N/C	.15 CEUs

202: Best Practices for M/WBE Goal Setting

This course will provide an overview of the City's M/WBE Program, guidance for navigating the Online Directory of Certified Businesses, information on the City's certification programs, agency and vendor resources, and best practices for M/WBEs goal setting and identifying opportunities for M/WBEs.

Objectives:

- Understand the City's M/WBE Program requirements and how to increase an agency's M/WBE utilization
- Recognize how to fill out the goal setting worksheet (GSW)

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

Course Code	Days of Training	Dates	Cost	Credits
P9042S	½	Aug 8 (1:30pm-4:30pm)	N/C	.3CEUs

204: Best Practices for M/WBE Networking and Outreach

This course will review methods and strategies for improved outreach.

Objectives:

- Understand best practices for outreach and networking.

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

Course Code	Days of Training	Dates	Cost	Credits
P9050S	1 ½ hrs	Sep 12 (3:00pm-4:30pm)	N/C	.15CEUs

NON-DCAS Opportunities

CCHR Overview of the City Human Rights Law

This workshop educates city employees on the legal protections and obligations under the NYC Human Rights Law (City Human Rights Law). It provides city agencies and employees with the skills and resources necessary to recognize and report discrimination, harassment, and bias. The workshop covers protections under the City Human Rights Law in employment, housing, and public accommodations, as well as discriminatory harassment, and bias-based profiling by law enforcement.

It reviews protection categories under the City Human Rights Law, such as race, gender, religion, disability, and many others. It also provides city employees with resources available at the Commission to better serve and assist clients and members of the public who seek services. A detailed description of how to file a complaint is covered, as well as information about retaliation as a violation of the City Human Rights Law, and penalties and remedies under the law.

Objectives:

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

Target Audience: Staff at all levels

Course Code	Days of Training	Dates	Cost	Credits
C8164	2 hrs	Aug 21 (10:00am-12:00pm)	N/C	.2CEUs/2.4CPEs 2PDCs

The following courses should be completed during the same time period:

Conflicts of Interest (eCourse)

DCAS Citywide Learning & Development has partnered with the Conflicts of Interest Board (COIB) to provide this mandatory Conflicts of Interest eTraining to all City employees. All City employees are mandated to receive training in Chapter 68 of the NYC City Charter (the City's Conflict of Interest Law.) Successful completion of this eCourse fulfills that mandate. This course covers:

- Information about the Conflicts of Interest Board, the agency that administers and enforces the Conflicts of Interest Law
- The big picture principles at work in the Conflicts of Interest Law
- The basic restrictions set forth in the Conflicts of Interest Law

Target Audience: Staff at all levels

Access	Cost	Requirement	Credits
This eCourse may be taken at any time from a work location. Contact Citywide Compliance: (ccompliance@dcas.nyc.gov) to request access to the training.	N/C	All City employees are required to take the training	.1CEUs

Corruption Prevention Awareness (eCourse)

DCAS Citywide Learning & Development has partnered with the Department of Investigation (DOI) to provide this mandatory Corruption Prevention Awareness eTraining to all City employees. This training is required for all City employees, as per Chapter 34 of the NYC City Charter and Executive Order 16 (signed in 1978), who have a responsibility in helping to fight corruption, fraud, waste, and wrongdoing. Successful completion of this eCourse fulfills that mandate.

Target Audience: Staff at all levels

Access	Cost	Requirement	Credits
This eCourse may be taken at any time from a work location. Contact Citywide Compliance: (ccompliance@dcas.nyc.gov) to request access to the training.	N/C	All City employees are required to take the training	.1CEUs

Online Records Management (eCourse)

The Department of Records & Information Services (DORIS) "Online Records Management Training" is an introduction to records management that covers basic information and key definitions you will need to understand records management. City employees are expected to complete this training to learn about best practices for records management and how to work with records throughout their life cycle.

Objectives: This course covers:

- Why records management is important
- What is and is not considered a record
- What is involved in records management
- How to work with records throughout its life cycle
- Records management "Best Practices"
- How to name digital files
- Where to go with questions

Target Audience: Staff at all levels

Access	Cost	Credits
This eCourse may be taken at any time from a work location. Contact Citywide Compliance: ccompliance@dcas.nyc.gov to request access to the training.	N/C	.1CEUs

repeatable

idea

inspiration

business
model

vision

analysis

funding

development

innovation

teamwork

Personal Development Portfolio

Personal Development Portfolio

Programs in this portfolio provide a full spectrum of options to enhance personal/professional development, including: creative thinking, written and oral communication, analysis and decision-making skills, time management skills, cultural competency, project management knowledge, and achieving enhanced work-life balance.

Attitude is Everything.....	89
Avoiding Burnout: Managing Stress.....	90
Brain Hacks for Accelerated Growth Mindset	91
Business Grammar.....	92
Business Writing: Clarity Through Critical Thinking	93
Citywide Standardized Customer Service	94
Delegation and Time Management	95
Enhancing Work for Optimal Engagement	96
Handling Stress in the Workplace	96
How to Flex Your Communication Style.....	97
Improving Your Effectiveness in a Multicultural Workplace.....	98
Influencing Without Authority	99
Managing Multiple Priorities	100

Personal Presence, Branding & Influence 101

Presenting Persuasively: In Person and Virtually 102

Six Steps to Solving Your Most Challenging Problems 103

The Motivation Workshop: Bringing Work to Life 104

Writing in Plain Language and Clinic 105

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. This course 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 positively and productively.

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
- Transform negative attitudes into positive ones
- Develop effective listening and communication skills
- Achieve new levels of performance through goal-setting techniques
- Practice effective approaches to problem-solving

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

Course Code	Days of Training	Dates	Cost	Credits
C9266	1	Aug 6	\$250	.6CEUs/8CPEs 6PDCs

Avoiding Burnout: Managing Stress

In the last several years, everyone's resilience has been tested. Coping with the ever changing landscape of work and having to juggle life challenges has left many people with a sense of being tired and exhausted. Participants will evaluate their ability to cope effectively during unprecedentedly stressful times and understand the impact of burnout on a workplace.

Objectives:

- To explore specific challenges, feelings and changes in behavior due to stress
- To understand the factors that contribute to burnout
- To recognize the signs and symptoms of stress and potential for burnout
- To discuss how to rely on one's strengths and resilience to navigate through the uncertainty
- To apply practical coping strategies to avoid burnout while focusing on one's wellbeing and mental health

Target Audience: Staff at all levels

Course Code	Days of Training	Dates	Cost	Credits
C8765	½	Sept 12 (9:00am-12:30pm)	\$150	.3CEUs/4CPEs 3PDCs

Brain Hacks for Accelerated Growth Mindset

Attitude is a highly personal and sensitive topic. As attitudes deteriorate, so do commitment. In today's work environment where change is a constant, do you find it difficult to adjust to new assignments, new projects and changes in procedure? Could that be holding back your career or your team's success? In this program you'll be doing neuroscience-based activities that will help you overcome fear of failure and adopt a path to continuous self-improvement – that you will actually enjoy.

Everyone experiences resistance to change, some people more than others, depending on whether they function from a fixed mindset or a growth mindset. Your mindset is based on your early influences, from parents, school, and other authority figures. Those with a growth mindset believe their abilities and intelligence can improve with persistence, and the right learning strategies. They have a passion for learning and welcome mistakes as opportunities to learn. Those with a fixed mindset avoid challenges and fear mistakes. We know that mindset can be changed. While most programs rely on purely cognitive methods to change mindsets, this program offers a new experiential approach that greatly accelerates results. Sometimes changes can even be experienced immediately! You will master practical exercises that will harness your brain power to develop your growth mindset. You will learn how to be more motivated to take charge of your learning and your success. Luckily, it's not hard to understand how the brain works, and these patterns are easy to master and to implement.

Objectives:

- Understand the difference between growth mindset and fixed mindset
- Understand and identify behaviors in the workplace that demonstrate each mindset
- Understand that growth mindset is constant self-improvement and can be enjoyable
- Experience that optimizing the brain is an easy to work on self-improvement
- Have several exercises that they can repeat on their own
- Leave with a recognizable and measurable change in at least one behavior

Target Audience: Staff at all levels

Course Code	Days of Training	Dates	Cost	Credits
C8764	1	Aug 12	\$250	.6CEUs/8CPEs 6PDCs

Business Grammar

Your writing says a lot about you. Weak writing can be a sign that you lack professionalism and credibility. Strong writing conveys that you are skilled and trustworthy. This practical 1-day course comes packed with in-class exercises and offers immediate feedback to help you quickly develop this crucial skill. Learn a simple process for crafting a clear and concise message and get hands-on practice writing for the results you want—in the correct tone—and with complete clarity and precision. You'll also review correct grammar, punctuation and spelling, and learn to avoid common problems in business communications.

Objectives:

- Write Grammatically Correct Business Documents
- Produce Clear and Concise Sentences
- Edit for Agreement Between Parts of Speech Within a Sentence
- Employ Simple, Memorable Tips for Proper Grammar, Usage, and Punctuation
- Proofread Business Documents for Grammatical Correctness
- Apply Rule of Standard English to Critique Your Own Writing
- Select the Appropriate Grammar to Suit the Business Situation
- Identify Excellent Print and Electronic Grammar Resources

Target Audience: All Professionals who want to learn and practice a fast and proven approach to essential and effective business writing

Course Code	Days of Training	Dates	Cost	Credits
C8736	1	Aug 1	\$250	.6CEUs/8CPEs 6PDCs

Business Writing: Clarity Through Critical Thinking

If you think critically, you can increase your ability to write with greater clarity. You will be able to more precisely analyze information and assess a 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 enable completion of both large and small writing projects.

Objectives:

- Practice to ask appropriate questions to gather relevant information in an efficient manner
- Assess information 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	Days of Training	Dates	Cost	Credits
C2036	1	Aug 29	\$250	.6CEUs/8CPEs 6PDCs

Citywide Standardized Customer Service

This workshop will help to enhance your value as an individual delivering vital services to the customers of New York City. The workshop will reinforce the importance and value of delivering courteous and effective customer service. Finally, you will be provided with the tools to empower you to deliver and manage the highest standards of customer service.

Objectives:

- Identify the important role that you play in the City of New York
- Recognize the impact that your effective communications, personal accountability, knowledge, and professional demeanor have on customers and your career
- Diagnose customers' needs, goals, and expectations
- Examine how the four stages of competence influence your personal development and interaction with others
- Assess your customer service effectiveness in-person and on the telephone
- Apply the Four-Step Customer CARE Process for managing customers and providing outstanding service
- Say "No" in a way that does not result in a negative reaction from customers
- Motivate customers to answer sensitive questions
- Practice the skills and attitudes of quality telephone service
- Handle challenging customers in person and on the telephone with less stress and more confidence
- Create an action list of Dos and Don'ts for customer service excellence

Target Audience: Staff at all levels

Course Code	Days of Training	Dates	Cost	Credits
C7816	1	Aug 19	\$250	.6CEUs/8CPEs 6PDCs

Delegation and Time Management

Delegation and Time Management are two critical tools to help us achieve our work successfully. In today's environment, we can't do it all. Through delegation, we are able to identify tasks and resources to help us achieve our goals. By successful delegation, we are able to better utilize our time.

In your professional role with the City of New York, it is important to maximize how you spend your days. Within the workday, how do you ensure that you make the best use of your time? How do you ensure that you stay organized and productive? That can translate into being on time, meeting deadlines, and demonstrating delegation and organizational skills.

This workshop will provide you with practical solutions to help enhance your delegation and time management skills. A variety of tips, activities, action plans, and self-evaluations will be utilized.

Objectives:

- Analyze and Improve Work Processes
- Develop a Personalized Plan to Accomplish Goals
- Identify and Address Time Wasters
- Manage Interruptions and Crises
- Delegate Work Appropriately
- Overcome Resistance to Delegation

Target Audience: Managers and supervisors responsible for delegating and balancing multiple tasks

Course Code	Days of Training	Dates	Cost	Credits
C2004	1	Jul 24	\$250	.6CEUs/8CPEs 6PDCs

Enhancing Work for Optimal Engagement

We spend the majority of our lives at work, completing tasks and interacting with colleagues.

This workshop will present the evidence that drives motivation at work and will provide a focus on how to make your day gratifying and increase your level of effectiveness, as well as increase positive connections with colleagues. We will explore the importance of the work itself and the impact it has on your life via taking a deeper look at your personal characteristics. Participants will apply knowledge of themselves to map a career plan that aligns with who they are and what they want for optimal engagement.

Objectives:

- To gain greater insight into work motivation, engagement, and what it takes to perform at your best
- To improve your understanding of what generates satisfaction (and dissatisfaction) at work, and discuss what you can do about it
- To enhance appreciation for the performance, as well as emotional and mental health benefits of being fully engaged in work

Target Audience: Staff at all levels

Course Code	Days of Training	Dates	Cost	Credits
C6068	½	Jul 24 (9:00am-12:30pm)	\$150	.3CEUs/4CPEs 3PDCs

Handling Stress in the Workplace

In this workshop, we will discuss the causes of stress, what can be done to address them and methods of coping with stress. This interactive workshop offers concrete techniques on how to recognize when you are becoming stressed and provides training on how to reduce stress.

Objectives:

- To help you to realize when and how you are experiencing stress
- Provide solid information on types of stress and how it impacts the individual
- Learn realistic, doable exercises to reduce stress

Target Audience: Staff at all levels

Course Code	Days of Training	Dates	Cost	Credits
C8755	1	Aug 26	\$250	.6CEUs/8CPEs 6PDCs

How to Flex Your Communication Style

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

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

Objectives:

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

Target Audience: Professionals who want to be strong and effective communicators and can speak to a variety of audiences across organizational boundaries

Course Code	Days of Training	Dates	Cost	Credits
C8171	1	Sept 16	\$250	.6CEUs/8CPEs 6PDCs

Improving Your Effectiveness in a Multicultural Workplace

In New York City, the workplace is multicultural, as are the communities served. Unfortunately, cultural differences are often used to judge others, when in fact they are more appropriately used to appreciate the complexity of people and enhance the perspectives brought to problem solving. How effectively does your team or workgroup value and incorporate the contributions from people who may be from “a different culture” rather than unconsciously ignoring or rejecting them? Are you able to bring out the best in yourself and in your employees, team or coworkers in maximizing the value of diversity and inclusion? In the world today, it is critical for leaders, managers and staff at all levels of organizations to understand how their own cultural background, and the range of cultural backgrounds of those they supervise or work with, affect the way they interpret, evaluate and motivate the actions and performance of others. Through an interactive mix of theory, sharing, individual reflection and action planning, participants will understand their own cultural perspectives and how to value the perspectives of others, and will identify areas in which they as individuals or their team/unit can improve their effectiveness in working in intercultural settings.

Objectives:

- Gain common terminology and frameworks to expand the understanding of what “culture” is
- Differentiate between cultural generalizations and cultural stereotypes
- Gain cultural self-awareness of the range of cultural groups
- Understand the concepts of the Developmental Model of Intercultural Sensitivity and the 5 Frameworks of Culture, and how these are reflected in how we interact with others
- Identify stumbling blocks in maintaining commonality and respecting diversity in all relationships and ways to overcome them in pursuing high performance through inclusion in multicultural situations
- Develop individual action steps for using an enhanced intercultural mindset to work more effectively with supervisees, colleagues and people served by the agency.

Target Audience: Managers, supervisors, team leaders/members and all employees working in multi-cultural environments who want to enhance their intercultural skill

Course Code	Days of Training	Dates	Cost	Credits
C8067	1	Sept 9	\$250	.6CEUs/8CPEs 6PDCs

Influencing Without Authority

This workshop is designed to help participants learn how to use their influencing skills in situations where they may have minimal power or authority. This course is especially useful for members of a team and those who need to influence their superiors and subordinates. Participants will learn to identify the power they do have and learn how to utilize this power so that they can accomplish their goals.

Objectives:

- Establish credibility to influence
- Examine effective and ineffective influence strategies
- Identify personal power and influence styles
- Discover negotiation strategies that result in win-win situations
- Develop strong alliances to accomplish goals
- Create a collaborative work environment to achieve results

Target Audience: Professionals who want to enhance their influencing skills

Course Code	Days of Training	Dates	Cost	Credits
C4020	1	Jul 15	\$250	.6CEUs/8CPEs 6PDCs

Managing Multiple Priorities

This program will prepare participants to manage better the multiple priorities faced in today's fast-paced work environment. It will focus on how participants can take control of their workday with methods for maximizing efficiency and effectiveness and minimizing stress.

Objectives:

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

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

Course Code	Days of Training	Dates	Cost	Credits
C5044	1	Sept 5	\$250	.6CEUs/8CPEs 6PDCs

Personal Presence, Branding & Influence

We are all CEOs of our own companies. Your most important job is to be head marketer of the brand called YOU. Your presence and public persona will define you in the workplace. If you don't actively manage your brand, chances are someone else will do it for you. This program prepares professionals to be Chief Marketing Officers of themselves and to positively impact the people they interact with.

Personal presence is part of your brand but is hard to define. But we know it when we see and hear it. Business leaders are judged all over the world not only on their technical knowledge but also their values, command of a room, seriousness and humor. Perhaps you're not naturally outgoing. Maybe you struggle to define what you do and simplify your messages to others. You find it difficult to build rapport, tell a story, be memorable. Professionals need these qualities to get willing followers behind their visions.

Objectives:

- Understand how communication preferences affect your brand and how to adjust
- Evaluate current personal brand
- Create a game plan to manage your brand
- Project a professional and credible image
- Create clear, upbeat, listener directed messages
- Plan stories and examples to support personal messages
- Strategically build rapport
- Respond quickly and effectively to questions
- Use principles of influence to positively impact others

Target Audience: Individuals at any level, who want to strengthen the perception of themselves in the workplace and acquire strategies to influence others around them

Course Code	Days of Training	Dates	Cost	Credits
C8763	1	Aug 22	\$250	.6CEUs/8CPEs 6PDCs

Presenting Persuasively: In Person and Virtually

Attention is a perishable commodity. The test every speaker faces is capturing the audience's attention and keeping it. While this is no small feat when you are face to face, the challenge increases significantly when you communicate over a virtual platform like Zoom or Teams. The ability to be persuasive is no longer just a nice-to-have; it's a must-have. The main principles for presenting persuasively apply across presentation modes. Today, the hybrid workplace requires all of us to have the skills to flexibly adapt as we move from one mode to the other.

You will leave this program with a clear sense of the 2 or 3 essential practices you can hone to improve your next in-person or virtual delivery for increased impact and clarity.

Objectives:

- A clear understanding of 2-3 essential practices to hone to improve your next presentation for increased impact
- A set of expert tips and life hacks for effective presentation on one of the most-used platforms – Zoom (also applicable to Teams)
- Increased confidence as a virtual and in-person presenter

Target Audience: Anyone who must, in person or virtually, deliver a convincing message, lead a team or provide a briefing of any kind to an internal or external audience

Course Code	Days of Training	Dates	Cost	Credits
C8550	1	Sept 19	\$250	.6CEUs/8CPEs 6PDCs

Six Steps to Solving Your Most Challenging Problems

Is there an issue/challenge/situation you would like to improve? This workshop will help you to accurately identify the real problem, collect all the necessary information and gain clarity before developing solutions. It will also assist participants in exploring innovative approaches that will help increase the number and quality of options that can be generated. Finally, it will give you the tools to select an option and create an implementation plan with a review process, to capture your learnings and monitor progress.

Objectives:

- Developing Awareness: a method to thoroughly assess your situation
- Defining the Problem: a process to determine the true nature and clarification of the problem
- Exploring the Problem: a system to examine the critical elements involved in the problem
- Generating, Analyzing & Selecting Options: a series of innovative ways to increase the number and quality of options; also, a way to objectively consider and decide on which option/s to use.
- Implement Solutions: a straight forward approach to create a plan to execute the option/s
- Review & Assess Progress: a sequence to monitor progress and capture learnings

Target Audience: Professionals who want to enhance their problem-solving skills and better communicate and explore issues and challenges with their peers and managers

Course Code	Days of Training	Dates	Cost	Credits
C8546	1	Aug 21	\$250	.6CEUs/8CPEs 6PDCs

The Motivation Workshop: Bringing Work to Life

Motivation can improve our lives, and increasing motivation allows us to improve our way of thinking, feeling, and behaving. However, what if you haven't felt motivated lately, especially at work? With the ambiguity and uncertainty emanating from the coronavirus pandemic and current political and economic challenges, do you need to feel more engaged and connected to a purpose in your work life?

Within this safe, supportive, and interactive environment, you'll explore the dimensions of intrinsic and extrinsic motivation, assess your motivation levels and needs, and identify which forces drive action within you. Relating this knowledge to your work environment, you'll dive into the root causes of your lack of motivation. You'll evaluate the changes required to create an enjoyable work experience that supports your productivity and performance while addressing your motivational needs.

In this course, you'll learn how to understand the components of long-term motivation and how to build a motivational mindset. You'll leverage cutting-edge motivation strategies to crush false beliefs and negative concepts of self, overcome obstacles, stay motivationally energized, and spark similar energies in others.

Objectives:

- Leverage your knowledge to live a more meaningful, purposeful, and enjoyable life, especially at work.
- Visualize your daily tasks as part of your long-term goals and consider how your actions align with your life purpose.
- Build a motivational mindset and acquire the skills to destroy any thought distortions holding you back professionally.

Target Audience: Staff interested in staying engaged and connected to a purpose in their work life or who wants to explore what makes them tick and why when it comes to motivation

Course Code	Days of Training	Dates	Cost	Credits
C8762	½	Aug 15 (9:00am-12:30pm)	\$150	.3CEUs/4CPEs 3PDCs

Writing in Plain Language and Clinic

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

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

Objectives:

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

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

Course Code	Days of Training	Dates	Cost	Credits
C7833	1 ½	July 25 (workshop: 1 day) and Aug 28 (clinic: half-day, 9:00am-12:30pm)	\$485	.9CEUs/12CPEs 9PDCs

The background of the slide is a photograph of a data center aisle, showing rows of server racks with glowing blue lights. In the top-left corner, there is a decorative pattern of blue circles of varying sizes. The title 'Technology Portfolio' is centered at the bottom within a white rectangular border.

Technology Portfolio

Technology Portfolio

The technology portfolio has a full compilation of software offerings, including *Microsoft Office* products, *Adobe* products, IT certifications, and others.

Microsoft Office Products – Access for Office 365	110
Access for Office 365, Part 1.....	110
Access for Office 365, Part 2.....	111
Microsoft Office Products – Excel for Office 365	112
Excel for Office 365, Part 1	112
Excel for Office 365, Part 2.....	113
Excel for Office 365, Part 3.....	114
Excel for Office 365, Data Analysis with Pivot Tables.....	115
Microsoft Office Products – Outlook for Office 365	116
Outlook for Office 365, Part 1	116
Outlook for Office 365, Part 2	117
Microsoft Office Products – PowerPoint for Office 365	118
PowerPoint for Office 365, Part 1	118
Microsoft Office Products – Project.....	119
Project, Part 1 (Live Webinar)	119
Project, Part 2 (Live Webinar)	120
Microsoft Office Products – Visio.....	121
Visio, Part 1 (Live Webinar)	121
Visio, Part 2 (Live Webinar)	122

Microsoft Office Products – Word for Office 365	123
Word for Office 365, Part 1	123
Word for Office 365, Part 2	124
Word for Office 365, Part 3	125
Adobe Illustrator CC Products.....	126
Adobe Illustrator CC-Introduction (Live Webinar).....	126
Adobe Illustrator CC-Advanced (Live Webinar).....	127
Adobe InDesign CC Products	128
Adobe InDesign CC-Introduction (Live Webinar)	128
Adobe InDesign CC-Advanced (Live Webinar).....	129
Adobe Photoshop CC Products	130
Adobe Photoshop CC-Introduction (Live Webinar).....	130
Adobe Photoshop CC-Advanced (Live Webinar)	131
IT Professional & Certification Courses	132
PL-300T00: Microsoft Power BI Data Analyst (Live Webinar).....	132
Tableau Desktop Level 1: Introduction (Live Webinar).....	133
Tableau Desktop Level 2: Intermediate (Live Webinar).....	133
Implementing and Administering Cisco Solutions (CCNA) v2.0 (Live Webinar)	134
AI-900T00: Microsoft Azure AI Fundamentals (Live Webinar).....	135
AZ-900T00: Microsoft Azure Fundamentals (Live Webinar)	135
DP-900T00: Microsoft Azure Data Fundamentals (Live Webinar)	135
Crystal Reports 2016, Part 1 (Live Webinar).....	136
Crystal Reports 2016, Part 2 (Live Webinar).....	137

CISSP: Certified Information Security Systems Professional (Live Webinar)	138
CompTIA Security+ Certification (Live Webinar)	139
ITIL V4 Foundation (Live Webinar)	140
PMI: Project Management Professional (PMP) (Live Webinar)	141

Microsoft Office Products – Access for Office 365

Access for Office 365, Part 1

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

Objectives:

- Get to know the layout of Access for Office 365
- Work with table data
- Query a database
- Create advanced queries
- Generate reports
- Customize the Access environment
- Design a relational database
- Join tables
- Organize a database for efficiency
- Share data across applications
- Explore advanced reporting

Target Audience: Employees who wish to establish a foundational understanding of Access

Course Code	Days of Training	Dates	Cost	Credits
T4075	2	Jul 23-24; Aug 14-15	\$300	1.2CEUs/16CPEs
Prerequisite: Basic knowledge of computer applications				

Microsoft Office Products – Access for Office 365

Access for Office 365, Part 2

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

Objectives:

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

Target Audience: Database administrators or prospective database administrators who have experience working with Access for Office 365 and need to learn advanced skills

Course Code	Days of Training	Dates	Cost	Credits
T4076	2	Sep 12-13	\$300	1.2CEUs/16CPEs
Prerequisite: Access for Office 365, Part 1				

Microsoft Office Products – Excel for Office 365

Excel for Office 365, Part 1

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

Objectives:

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

Target Audience: Employees who wish to gain a foundational understanding of Excel necessary to create and work with an electronic spreadsheet

Course Code	Days of Training	Dates	Cost	Credits
T3084	1	Jul 11, Aug 12, Sep 6	\$150	.6CEUs/8CPEs
Prerequisite: Basic knowledge of computer applications				

Microsoft Office Products – Excel for Office 365

Excel for Office 365, Part 2

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

Objectives:

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

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

Course Code	Days of Training	Dates	Cost	Credits
T3085	1	Jul 25, Aug 21, Sep 23	\$150	.6CEUs/8CPEs
Prerequisite: Access for Office 365, Part 1				

Microsoft Office Products – Excel for Office 365

Excel for Office 365, Part 3

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

Objectives:

- Work with multiple worksheets and workbooks
- Perform calculations
- Share and protect workbooks
- Automate workbook functionality
- Use the Lookup function and formula auditing
- Forecast data
- Create Sparkline and map data

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

Course Code	Days of Training	Dates	Cost	Credits
T3086	1	Sep 10, Sep 30	\$150	.6CEUs/8CPEs
Prerequisite: Excel for Office 365, Part 2				

Microsoft Office Products – Excel for Office 365

Excel for Office 365, Data Analysis with Pivot Tables

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

Objectives:

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

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

Course Code	Days of Training	Dates	Cost	Credits
T3088	½	Jul 15, Aug 20, Sep 19 (9:00am-12:30pm) or (1:30pm-5:00pm)	\$75	.3CEUs/4CPEs
Prerequisite: Participants should have experience working with Excel for Office 365 and Pivot Table				

Microsoft Office Products – Outlook for Office 365

Outlook for Office 365, Part 1

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

Objectives:

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

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

Course Code	Days of Training	Dates	Cost	Credits
T7077	1	Jul 29	\$150	.6CEUs/8CPEs
Prerequisite: Basic knowledge of computer applications				

Microsoft Office Products – Outlook for Office 365

Outlook for Office 365, Part 2

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

Objectives:

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

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

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

Microsoft Office Products – PowerPoint for Office 365

PowerPoint for Office 365, Part 1

Participants will use PowerPoint to create engaging, dynamic multimedia presentations in this course.

Objectives:

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

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

Course Code	Days of Training	Dates	Cost	Credits
T6067	1	Sep 16	\$150	.6CEUs/8CPEs
Prerequisite: Basic knowledge of computer applications				

Microsoft Office Products – Project

Project, Part 1 (Live Webinar)

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

Objectives:

- Getting started with Microsoft Project
- Defining a project
- Adding Tasks
- Managing Tasks
- Managing Project Resources
- Finalizing a Project plan

Target Audience: Employees who are new to Project and will use this application to create a project plan and add tasks. They will learn to manage task relationships within a project

Course Code	Days of Training	Dates	Cost	Credits
T6071W	1	Jul 18, Aug 8, Aug 30, Sept 23	\$150	.6CEUs/8CPEs
Prerequisite: General computer proficiency and knowledge of Windows 10 and above to access programs, files, and folders				

Microsoft Office Products – Project

Project, Part 2 (Live Webinar)

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

Objectives:

- Updating a project plan
- Viewing project progress
- Reporting on project progress
- Reusing project plan Information
- Working with multiple projects

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

Course Code	Days of Training	Dates	Cost	Credits
T6072W	1	Jul 22, Aug 12, Sep 3	\$150	.6CEUs/8CPEs
Prerequisite: Project, Part 1				

Microsoft Office Products – Visio

Visio, Part 1 (Live Webinar)

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

Objectives:

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

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

Course Code	Days of Training	Dates	Cost	Credits
T6454W	1	Jul 16, Aug 22, Sept 30	\$150	.6CEUs/8CPEs
Prerequisite: General computer proficiency and knowledge of Windows 10 and above to access programs, files, and folders				

Microsoft Office Products – Visio

Visio, Part 2 (Live Webinar)

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

Objectives:

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

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

Course Code	Days of Training	Dates	Cost	Credits
T6455W	1	Aug 26	\$150	.6CEUs/8CPEs
Prerequisite: Visio, Part 1				

Microsoft Office Products – Word for Office 365

Word for Office 365, Part 1

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

Objectives:

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

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

Course Code	Days of Training	Dates	Cost	Credits
T2085	1	Jul 17, Aug 9	\$150	.6CEUs/8CPEs
Prerequisite: Basic knowledge of computer applications				

Microsoft Office Products – Word for Office 365

Word for Office 365, Part 2

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

Objectives:

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

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

Course Code	Days of Training	Dates	Cost	Credits
T2086	1	Jul 31, Aug 22	\$150	.6CEUs/8CPEs
Prerequisite: Word for Office 365, Part 1				

Microsoft Office Products – Word for Office 365

Word for Office 365, Part 3

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

Objectives:

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

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

Course Code	Days of Training	Dates	Cost	Credits
T2087	1	Sep 25	\$150	.6CEUs/8CPEs
Prerequisite: Word for Office 365, Part 2				

Adobe Illustrator CC Products

Adobe Illustrator CC-Introduction (Live Webinar)

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

Objectives:

- Upon completing this course, you can use Adobe Illustrator CC to create illustrations that include graphics and text
- Get to know the layout of Adobe Illustrator CC
- Create documents containing basic shapes and customized paths
- Work on graphics containing customized text
- Customize objects and basic shapes
- Prepare documents for deployment

Target Audience: Designers, Publishers, Pre-press professionals, Marketing communication professionals, or Employees switching to a design job or taking on design responsibilities

Course Code	Days of Training	Dates	Cost	Credits
T7424W	1	Aug 23	\$150	.6CEUs/8CPEs
Prerequisite: Basic knowledge of computer applications				

Adobe Illustrator CC Products

Adobe Illustrator CC-Advanced (Live Webinar)

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

Objectives:

- Upon completing this course, students can use Adobe Illustrator to create complex illustrations, format illustrations and type, and prepare documents for print and web.
- Draw complex illustrations
- Enhance artwork by using painting tools
- Customize colors and swatches
- Format type
- Enhance the appearance of the artwork
- Prepare content for deployment
- Set up project requirements

Target Audience: Designers, Publishers, Pre-press professionals, Marketing communication professionals, or Employees taking on design responsibilities who need to use Illustrator to create illustrations, logos, advertisements, or other graphic documents

Course Code	Days of Training	Dates	Cost	Credits
T7425W	1	Sep 3	\$150	.6CEUs/8CPEs
Prerequisite: Basic knowledge of computer applications				

Adobe InDesign CC Products

Adobe InDesign CC-Introduction (Live Webinar)

In this course, participants who want to use the basic tools and features of InDesign to create professional page layouts and designs

Objectives:

- In this course, you will use Adobe InDesign CC to create and deliver professional-looking printed and interactive documents
- Navigate the InDesign Interface
- Design a document
- Create a new document
- Customize a document
- Work with page elements
- Build tables and prepare a document for delivery
- Prepare documents for deployments

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

Course Code	Days of Training	Dates	Cost	Credits
T6336W	1	Jul 30, Sep 5	\$150	.6CEUs/8CPEs
Prerequisite: Basic knowledge of computer applications				

Adobe InDesign CC Products

Adobe InDesign CC-Advanced (Live Webinar)

In this course, participants who want to use the basic tools and features of InDesign for creating professional page layouts and designs.

Objectives:

- In this course, you will use Adobe InDesign CC to create and deliver professional-looking printed and interactive documents
- Prepare documents for multiple formats
- Manage advanced page layouts
- Manage styles
- Build complex paths
- Manage external files and create dynamic documents
- Manage long documents
- Publish InDesign files for other formats and customize print settings

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

Course Code	Days of Training	Dates	Cost	Credits
T6337W	1	Aug 5	\$150	.6CEUs/8CPEs
Prerequisite: Basic knowledge of computer applications				

Adobe Photoshop CC Products

Adobe Photoshop CC-Introduction (Live Webinar)

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

Objectives:

- This course will prepare you to use the most common basic features of Adobe Photoshop
- Get to know the layout of Adobe Photoshop CC
- Identify the components and capabilities of Photoshop
- Create basic images
- Manage selections and layers
- Adjust and refine images, and manage color
- Manage files in a production workflow

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

Course Code	Days of Training	Dates	Cost	Credits
T6747W	1	Jul 22, Sep 17	\$150	.6CEUs/8CPEs
Prerequisite: Basic knowledge of computer applications				

Adobe Photoshop CC Products

Adobe Photoshop CC-Advanced (Live Webinar)

This course targets participants who may be photographers or are interested in working toward obtaining Adobe Photoshop CC certification. They will focus on Photoshop's numerous features that allow them to navigate the environment using Photoshop tools to work with photographic images.

Objectives:

- This course will prepare you to use the most common basic features of Adobe Photoshop
- Use brushes, gradients, and tool presets to create raster images
- Apply vector paths, shape drawing tools, and type special effects
- Apply advanced layer techniques with masks, filters, layers, and smart objects
- Apply actions and batch processing to automate tasks
- Edit video, using timelines, transitions, graphics, titles, and animation
- Set project requirements by identifying the purpose, audience, copyright rules, and project management tasks

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

Course Code	Days of Training	Dates	Cost	Credits
T6748W	1	Aug 2	\$150	.6CEUs/8CPEs
Prerequisite: Basic knowledge of computer applications				

IT Professional & Certification Courses

Business Intelligence and Data Visualization Tools

Power BI

PL-300T00: Microsoft Power BI Data Analyst (Live Webinar)

Power BI was built to connect to a wide range of data sources and allows users to quickly create visualizations of connected data to gain insights, show trends, and create reports. Power BI's data connection capabilities and visualization features go far beyond those that can be found in spreadsheets, allowing users to create compelling and interactive worksheets, dashboards, and stories that bring data to life and turn data into thoughtful action.

This course is designed for e-data and business intelligence professionals who want to learn how to accurately perform data analysis using Power BI. It's for anyone who develops reports that visualize data from the data platform technologies that exist both in the cloud and on-premises.

Target Audience: Data professionals and business intelligence professionals

Course Code	Days of Training	Dates	Cost	Credits
I1084	3	Jul 24-26, Aug 5-7, 21-23, Sep 16-18	\$1188	1.8CEUs

IT Professional & Certification Courses

Tableau Desktop

Tableau Desktop Level 1: Introduction (Live Webinar)

Tableau has recently emerged as one of the most popular Business Intelligence solutions thanks to its powerful and interactive data visualization capabilities.

This course provides learners to take full advantage of Tableau 10's features regardless of experience. Starting with the fundamentals, such as data preparation, the user will learn how to customize their own data visualizations and dashboards, which is essential for high-level visibility and effective data storytelling. This course will also cover how to use clustering and distribution models for trend analysis and forecasting to inform the analytics at hand.

Target Audience: Beginner Tableau user

Course Code	Days of Training	Dates	Cost	Credits
I8501	2	Aug 1-2, Sep 9-10	\$1016	1.2CEUs

Tableau Desktop Level 2: Intermediate (Live Webinar)

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

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

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

Course Code	Days of Training	Dates	Cost	Credits
I8502	2	Aug 8-9, Sep 16-17	\$1016	1.2CEUs

IT Professional & Certification Courses

Cisco CCNA Certification

Implementing and Administering Cisco Solutions (CCNA) v2.0 (Live Webinar)

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

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

Course Code	Days of Training	Dates	Cost	Credits
I1007	5	Jul 22-26, Aug 19-23, 26-30, Sep 9-13, 23-27	\$2465	3.0CEUs
Exam Code	Dates		Cost*	Credits
200301	Exam must be taken between Monday to Friday from 10AM to 3PM.		\$300	N/A

*The price of the exam is subject to change.

Certification and Exams: The Cisco CCNA requires a single exam.

IT Professional & Certification Courses

Cloud Management Expertise

AI-900T00: Microsoft Azure AI Fundamentals (Live Webinar)

This one-day course will provide foundational-level concepts related to artificial intelligence (AI), and the services in Microsoft Azure that can be used to create AI solutions. Through hands-on activities, students will learn how to use Azure services to create machine learning, computer vision, and natural language processing solutions. Data science and software engineering experience are not required, but cloud basics and client-server familiarity would be beneficial.

Target Audience: Administrators, Business Users, Developers

Course Code	Days of Training	Dates	Cost	Credits
I7019	1	Aug 2	\$396	.6CEUs

AZ-900T00: Microsoft Azure Fundamentals (Live Webinar)

This one-day course will provide foundational level knowledge on cloud services and how those services are provided with Microsoft Azure. It will also cover some core Azure services and solutions, and as well as key Azure pillar services concerning security, privacy, compliance, and trust.

Target Audience: Administrators, Business Users, Developers

Course Code	Days of Training	Dates	Cost	Credits
I7021	1	Jul 1	\$396	.6CEUs

DP-900T00: Microsoft Azure Data Fundamentals (Live Webinar)

This one-day course will provide foundational knowledge of core data concepts and related Microsoft Azure data services. Core concepts include relational, non-relational, big data, and analytics that will build students' foundational knowledge of Microsoft Azure cloud data services. This includes exploration of Azure storage for non-relational data and Azure Cosmos DB fundamentals.

Target Audience: Administrators, Business Users, Developers

Course Code	Days of Training	Dates	Cost	Credits
I7020	1	Aug 5	\$396	.6CEUs

IT Professional & Certification Courses

Crystal Reports Products

Crystal Reports 2016, Part 1 (Live Webinar)

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

Objectives:

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

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

Course Code	Days of Training	Dates	Cost	Credits
I5531	2	Aug 15-16	\$600	1.2CEUs
Prerequisite: Basic knowledge of computer applications				

IT Professional & Certification Courses

Crystal Reports 2016, Part 2 (Live Webinar)

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

Objectives:

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

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

Course Code	Days of Training	Dates	Cost	Credits
I5532	2	Aug 26-27	\$600	1.2CEUs
Prerequisite: Crystal Reports 2016, Part 1				

IT Professional & Certification Courses

Information Security Expertise

Certified Information Security Systems Professional (CISSP)

CISSP: Certified Information Security Systems Professional (Live Webinar)

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

(ISC)2 CISSP is more than just the best way to refresh and review your knowledge base for the CISSP certification exam. It's also the best way to maintain your access to the latest news regarding information system security issues, concerns, and countermeasures. The course also provides a foundation in network programmability, automation, and software-defined networking.

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

Course Code	Days of Training	Dates	Cost	Credits
I9022	5	Jul 15-19, Aug 12-16, Sep 9-13	\$2465	3.0CEUs

IT Professional & Certification Courses

CompTIA Security+ Certification (Live Webinar)

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

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

Course Code	Days of Training	Dates	Cost	Credits
I551N	5	Jul 15-19, 22-26, Aug 12-16, 26-30, Sep 16-20, 23-27	\$1980	3.0CEUs
Exam Code	Dates		Cost*	Credits
SY0601	When applying, enter your selected date and time. It must be between Monday to Friday from 10AM to 3PM.		\$392	N/A

*The price of the exam is subject to change.

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

IT Professional & Certification Courses

Information Analysis / Infrastructure Expertise

ITIL V4 Foundation (Live Webinar)

The IT Infrastructure Library® (ITIL®) Foundation certification training course provides insight into the fundamentals of the globally adopted framework for IT Service Management. The ITIL V4 Foundation courses focus on basic concepts of the ITIL Service Lifecycle and how it influences IT Service Management across private and public organizations.

Learners are provided with real-world projects, assessments, and presentations to prepare competently for their ITIL V4 Foundation certification exam. The program explains the key concepts and principles of the ITIL Service Management model, providing comprehensive coverage of the knowledge required for this entry-level qualification.

Target Audience: IT Consultants, IT Managers, IT Support Teams, Process Owners, Service Delivery Professionals, Quality Analysts, System Administrators / Analysts, Database Administrators, Development Team / Application Management Team, Senior Operational and Technical Staff, IT professionals looking to understand and leverage ITIL concepts, as well as understand the differences from previous ITIL® versions

Course Code	Days of Training	Dates	Cost	Credits
I455	3	Jul 22-24, Jul 31-Aug 2, Aug 19-21, 26-28, Sep18-20, 25-27	\$1524	1.8CEUs

IT Professional & Certification Courses

Project Management Expertise

PMI: Project Management Professional (PMP) (Live Webinar)

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

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

What you will receive:

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

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

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

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

Course Code	Days of Training	Dates	Cost	Credits
I445	5	Jul 8-12, Aug 12-16	\$2420	3.0CEUs

Summer 2024 DCAS Citywide Training Center Schedule

Phone: 212.386.0005 or 212.386.6425

Email: citywidetrainingcent@dcas.nyc.gov

Fax: 212.313.3439

Website: www.nyc.gov/ctc

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

Executive Development Portfolio

Course Title	Code	Credits	Days	Dates	Cost
See Course Catalog, page 5 for details and/or call Executive Development Programs at 212-386-0004.					

Management & Supervision Portfolio

Course Title	Code	Credits	Days	Dates	Cost
Becoming a Transformational Leader	C9383	.6CEUs/8CPEs/ 6PDCs	1	Sept 30	\$250
Building Your Team Through Effective Coaching and Feedback	C9384	.6CEUs/8CPEs/ 6PDCs	1	Sept 6	\$250
Colors of Leadership	C8169	.6CEUs/8CPEs/ 6PDCs	1	Sept 27	\$250
Creating and Leading Successful Teams	C8178	.6CEUs/8CPEs/ 6PDCs	1	Aug 23	\$250
Data Analytics for Managers	C4311	.6CEUs/8CPEs/ 6PDCs	1	Sept 23	\$250
Data Visualization with Excel	C7817	.6CEUs/8CPEs/ 6PDCs	1	Sept 27	\$250
Dealing Effectively with Difficult People and Situations	C8081	.6CEUs/8CPEs/ 6PDCs	1	Aug 7	\$250

Course Title	Code	Credits	Days	Dates	Cost
Emotional Intelligence: The Key to Effective Leadership	C9207	1.2CEUs/16CPEs/ 12PDCs	2	Jul 17-18	\$500
Essential Skills for Leaders	C8062	.6CEUs/8CPEs/ 6PDCs	1	Sept 17	\$250
Essentials of Project Management for the Non- Project Manager	C8182	.6CEUs/8CPEs/ 6PDCs	1	Aug 20	\$250
Excel for Data Analysis I	C9659	.6CEUs/8CPEs/ 6PDCs	1	Sept 24	\$250
Fundamentals of Supervision	C1044	1.2CEUs/16CPEs/ 12PDCs	2	Jul 16-17	\$500
Giving Feedback and Getting Results	C2704	.6CEUs/8CPEs/ 6PDCs	1	Jul 9	\$250
Initiating and Managing Difficult Conversations	C9013	.6CEUs/8CPEs/ 6PDCs	1	Jul 30	\$250
Intentional Leadership	C8170	.6CEUs/8CPEs/ 6PDCs	1	Jul 22	\$250
Leading Strategic Change	C9385	.6CEUs/8CPEs/ 6PDCs	1	Aug 5	\$250
Lean Six Sigma: Introduction to Process Improvement (White Belt Certificate)	C7784	1.2CEUs/16CPEs/ 12PDCs	2	Jul 30-31; Aug 13-14	\$500
Lean Six Sigma: Process Improvement Initiatives (Green Belt Certificate)	C7785	2.4CEUs/32CPEs/ 24PDCs	4	Sept 10-13; Sept 17,18, 24, 25	\$1000
Managerial Power Tools: Motivating and Coaching	C8184	.6CEUs/8CPEs/ 6PDCs	1	Jul 11	\$250

Course Title	Code	Credits	Days	Dates	Cost
Modern Day Leader, Developing the Leader in You	C8179	.6CEUs/8CPEs/ 6PDCs	1	Sept 25	\$250
Organizational Design for Leaders	C8125	1.2CEUs/16CPEs/ 12PDCs	2	Sept 4-5	\$500
Prioritizing Workplace Change Successfully	C8185	.6CEUs/8CPEs/ 6PDCs	1	Aug 16	\$250
Psychological Dimensions of Leading and Supervision	C8072	.6CEUs/8CPEs/ 6PDCs	1	Jul 25	\$250
Python for Data Analysis I	C9662	.6CEUs/8CPEs/ 6PDCs	1	Sept 25	\$250
Risk Management to Improve Business Results	C8126	1.2CEUs/16CPEs/ 12PDCs	2	Sept 10-11	\$500
Statistical Analysis with Excel I	C8183	.6CEUs/8CPEs/ 6PDCs	1	Sept 26	\$250
Storytelling for Leaders: Telling Stories for Results	C8082	.6CEUs/8CPEs/ 6PDCs	1	Sept 10	\$250
Strategic and Critical Thinking: The Catalyst for Leadership and Personal Growth	C9386	.6CEUs/8CPEs/ 6PDCs	1	Aug 8	\$250
Supervising Challenging Employees	C9038	1.2CEUs/16CPEs/ 12PDCs	2	Sept 11-12	\$500
The Personalities of Teams	C8077	.6CEUs/8CPEs/ 6PDCs	1	Sept 20	\$250
The Science of Success: Motivation, Judgement, Teamwork	C7977	.6CEUs/8CPEs/ 6PDCs	1	Sept 10	\$250
Workplace Accountability	C8243	.6CEUs/8CPEs/ 6PDCs	1	Jul 29	\$250

No Cost Learning Portfolio

Course Title	Code	Credits	Days	Dates	Cost
CCHR Overview of the City Human Rights Law	C8164	.2CEUs/2.4CPEs/ 2PDCs	2 hrs	Aug 21 (10:00am-12:00pm)	N/C
Disability Awareness & Etiquette (eCourse)	This eCourse may be taken at any time from a work location. Contact Citywide Compliance: (ccompliance@dcas.nyc.gov) to request access to the training. Credit(s): .1CEUs				N/C
Online Records Management (eCourse)	This eCourse may be taken at any time from a work location. Contact Citywide Compliance: (ccompliance@dcas.nyc.gov) to request access to the training. Credit(s): .1CEUs				N/C
Mandated Training					
Everybody Matters: EEO & Diversity & Inclusion for NYC Employees (eCourse)	This eCourse may be taken at any time from a work location. Contact Citywide Compliance: (ccompliance@dcas.nyc.gov) to request access to the training. Credit(s): .1CEUs				N/C
LGBTQ: The Power of Inclusion (eCourse)	This eCourse may be taken at any time from a work location. Contact Citywide Compliance: (ccompliance@dcas.nyc.gov) to request access to the training. Credit(s): .1CEUs				N/C
Sexual Harassment Prevention (Live Webinar)	C7965W	.2CEU/2.4CPEs/ 2PDCs	2 hrs	Daily Based on Demand	N/C
Sexual Harassment Prevention (eCourse)	This eCourse may be taken at any time from a work location. Contact Citywide Compliance: (ccompliance@dcas.nyc.gov) to request access to the training. Credit(s): .1CEUs				N/C
Conflicts of Interest (eCourse)	This eCourse may be taken at any time from a work location. Contact Citywide Compliance: (ccompliance@dcas.nyc.gov) to request access to the training. Credit(s): .1CEUs				N/C
Corruption Prevention Awareness (eCourse)	This eCourse may be taken at any time from a work location. Contact Citywide Compliance: (ccompliance@dcas.nyc.gov) to request access to the training. Credit(s): .1CEUs				N/C

NYC Specific Portfolio

Course Title	Code	Credits	Days	Dates	Cost
Cultural Awareness and Inclusivity					
Creating a Culture of Inclusion, From Microaggressions to Microaffirmations (Live Webinar/ In-Person)	C9583W/ C9583	.3CEUs/4CPEs/ 3PDCs	½	Live Webinar: Jul 10; (9:00am-12:30pm) In-Person: Aug 1; Sept 13; (9:00am-12:30pm)	N/C
Disability Awareness & Etiquette (eCourse)	This eCourse may be taken at any time from a work location. Contact Citywide Compliance: (ccompliance@dcas.nyc.gov) to request access to the training. Credit(s): .1CEUs				N/C
Everybody Matters: EEO and Diversity & Inclusion Training for NYC Employees (eCourse)*	This eCourse may be taken at any time from a work location. Contact Citywide Compliance: (ccompliance@dcas.nyc.gov) to request access to the training. Credit(s): .1CEUs				N/C
LGBTQ: The Power of Inclusion (eCourse)*	This eCourse may be taken at any time from a work location. Contact Citywide Compliance: (ccompliance@dcas.nyc.gov) to request access to the training. Credit(s): .1CEUs				N/C
Managing the Multi-Generational Workforce: Leveraging the Talents of 5 Generations	C8606	.3CEUs/4CPEs/ 3PDCs	½	Jul 23 (9:00am-12:30pm)	N/C
Moving from Bystander to Upstander, What Would You Do?	C9584	.3CEUs/4CPEs/ 3PDCs	½	Sept 26 (9:00am-12:30pm)	N/C
Sexual Harassment Prevention (Live Webinar)*	C7965W	.2CEU/2.4CPEs/ 2PDCs	2 hrs	Daily Based on Demand	N/C

Course Title	Code	Credits	Days	Dates	Cost
Sexual Harassment Prevention (eCourse)*	This eCourse may be taken at any time from a work location. Contact Citywide Compliance: (ccompliance@dcas.nyc.gov) to request access to the training. Credit(s): .1CEUs				N/C
Structured Interviewing and Unconscious Bias (Live Webinar/ In-Person)	C7790/ C7790W	.3CEUs/4CPEs/ 3PDCs	½	Live Webinar: Aug 14 (9:00am-12:30pm) or (1:30pm-5:00pm) In-Person: Sept 10; (9:00am-12:30pm)	N/C
Structured Interviewing: Utilizing Follow-Up and Probing Questions	C8047	.3CEUs/4CPEs/ 3PDCs	½	Sept 10 (1:30pm-5:00pm)	N/C
The Power of Words, Can We Talk?	C9582	.6CEUs/8CPEs/ 6PDCs	1	Jul 31	N/C
*Mandated Citywide Trainings					

Course Title	Code	Credits	Days	Dates	Cost
Professional Practices					
Audit Professionals					
Data Analytics: Tools and Techniques for Auditors	A9509	.6CEUs/8CPEs	1	Jul 26	\$450
Developing and Presenting Audit Findings	A7021	1.2CEUs/16CPEs	2	Jul 10-11	\$710
Effective Audit Resolution, Follow-Up and Implementation	A9513	.6CEUs/8CPEs	1	Sept 30	\$450
Emotional Intelligence for Auditors	A9508	.6CEUs/8CPEs	1	Aug 9	\$450
Procurement Professionals					
Mayor's Office of Contract Services Courses					
Adverse Integrity Issues: Process and Principles (Live Webinar)	P6219M	.15CEUs	1½ hrs	Sept 26 (11:00am-12:30pm)	N/C
Local Law 63 (Part II) (Live Webinar)	P6223M	.15CEUs	1½ hrs	Aug 8 (11:00am-12:30pm)	N/C
Procurement Methods 101 (Live Webinar)	P6218M	.15CEUs	1½ hrs	Jul 31 (11:00am-12:30pm)	N/C
Small Business Services M/WBE Courses					
101: M/WBE Program Overview (Live Webinar)	P9045S	.15 CEUs	1 ½ hrs	Jul 11 (1:00pm-2:30pm)	N/C

Course Title	Code	Credits	Days	Dates	Cost
102: Identifying M/WBEs, incl Using the Online Directory (Live Webinar)	P9046S	.15 CEUs	1 ½ hrs	Sept 12 (1:00pm-2:30pm)	N/C
201: Incorporating the M/WBEs into the Procurement Process (Live Webinar)	P9049S	.15CEUs	1½ hrs	Jul 11 (3:00pm-4:30pm)	N/C
202: Best Practices for M/WBE Goal Setting (Live Webinar)	P9042S	.3CEUs	½	Aug 8 (1:30pm-4:30pm)	N/C
204: Best Practices for M/WBE Networking and Outreach (Live Webinar)	P9050S	.15CEUs	1 ½ hrs	Sept 12 (3:00pm-4:30pm)	N/C
Non-DCAS Opportunities					
CCHR Overview of the City Human Rights Law	C8164	.2CEUs/2.4CPEs/ 2PDCs	2 hrs	Aug 21 (10:00am-12:00pm)	N/C
Conflicts of Interest (eCourse)*	This eCourse may be taken at any time from a work location. Contact Citywide Compliance: (ccompliance@dcas.nyc.gov) to request access to the training. Credit(s): .1CEUs				N/C
Corruption Prevention Awareness (eCourse)*	This eCourse may be taken at any time from a work location. Contact Citywide Compliance: (ccompliance@dcas.nyc.gov) to request access to the training. Credit(s): .1CEUs				N/C
Online Records Management (eCourse)	This eCourse may be taken at any time from a work location. Contact Citywide Compliance: (ccompliance@dcas.nyc.gov) to request access to the training. Credit(s): .1CEUs				N/C
*Mandated Citywide Trainings					

Personal Development Portfolio

Course Title	Code	Credits	Days	Dates	Cost
Attitude is Everything	C9266	.6CEUs/8CPEs/ 6PDCs	1	Aug 6	\$250
Avoiding Burnout: Managing Stress	C8765	.3CEUs/4CPEs/ 3PDCs	½	Sept 12 (9:00am-12:30pm)	\$150
Brain Hacks for Accelerated Growth Mindset	C8764	.6CEUs/8CPEs/ 6PDCs	1	Aug 12	\$250
Business Grammar	C8736	.6CEUs/8CPEs/ 6PDCs	1	Aug 1	\$250
Business Writing: Clarity Through Critical Thinking	C2036	.6CEUs/8CPEs/ 6PDCs	1	Aug 29	\$250
Citywide Standardized Customer Service	C7816	.6CEUs/8CPEs/ 6PDCs	1	Aug 19	\$250
Delegation and Time Management	C2004	.6CEUs/8CPEs/ 6PDCs	1	Jul 24	\$250
Enhancing Work for Optimal Engagement	C6068	.3CEUs/4CPEs/ 3PDCs	½	Jul 24 (9:00am-12:30pm)	\$150
Handling Stress in the Workplace	C8755	.6CEUs/8CPEs/ 6PDCs	1	Aug 26	\$250
How to Flex Your Communication Style	C8171	.6CEUs/8CPEs/ 6PDCs	1	Sept 16	\$250
Improving Your Effectiveness in a Multicultural Workplace	C8067	.6CEUs/8CPEs/ 6PDCs	1	Sept 9	\$250
Influencing Without Authority	C4020	.6CEUs/8CPEs/ 6PDCs	1	Jul 15	\$250

Course Title	Code	Credits	Days	Dates	Cost
Managing Multiple Priorities	C5044	.6CEUs/8CPEs/ 6PDCs	1	Sept 5	\$250
Personal Presence, Branding & Influence	C8763	.6CEUs/8CPEs/ 6PDCs	1	Aug 22	\$250
Presenting Persuasively: In Person and Virtually	C8550	.6CEUs/8CPEs/ 6PDCs	1	Sept 19	\$250
Six Steps to Solving Your Most Challenging Problems	C8546	.6CEUs/8CPEs/ 6PDCs	1	Aug 21	\$250
The Motivation Workshop: Bringing Work to Life	C8762	.3CEUs/4CPEs/ 3PDCs	½	Aug 15 (9:00am-12:30pm)	\$150
Writing in Plain Language and Clinic	C7833	.9CEUs/12CPEs 9PDCs	1 ½	Jul 25 (workshop: 1 day) and Aug 28 (clinic: half-day, 9:00am- 12:30pm)	\$485

Technology Portfolio

Course Title	Code	Credits	Days	Dates	Cost
Access For Office 365, Part 1	T4075	1.2CEUs/16CPEs	2	Jul 23-24; Aug 14-15;	\$300
Access For Office 365, Part 2	T4076	1.2CEUs/16CPEs	2	Sept 12-13	\$300
Excel for Office 365, Part 1	T3084	.6CEUs/8CPEs	1	Jul 11; Aug 12; Sept 6;	\$150
Excel for Office 365, Part 2	T3085	.6CEUs/8CPEs	1	Jul 25; Aug 21; Sept 23;	\$150
Excel for Office 365, Part 3	T3086	.6CEUs/8CPEs	1	Sept 10; Sept 30	\$150
Excel for Office 365, Data Analysis with Pivot Tables	T3088	.3CEUs/4CPEs	½	Jul 15; Aug 20; Sept 19; (9:00am-12:30pm) or (1:30pm-5:00pm)	\$75
Outlook for Office 365, Part 1	T7077	.6CEUs/8CPEs	1	Jul 29	\$150
Outlook for Office 365, Part 2	T7078	.6CEUs/8CPEs	1	Aug 6	\$150
PowerPoint for Office 365, Part 1	T6067	.6CEUs/8CPEs	1	Sept 16	\$150
Project, Part 1 (Live Webinar)	T6071W	.6CEUs/8CPEs	1	Jul 18; Aug 8; Aug 30; Sept 23;	\$150
Project, Part 2 (Live Webinar)	T6072W	.6CEUs/8CPEs	1	Jul 22; Aug 12; Sept 3;	\$150
Visio, Part 1 (Live Webinar)	T6454W	.6CEUs/8CPEs	1	Jul 16; Aug 22; Sept 30;	\$150

Course Title	Code	Credits	Days	Dates	Cost
Visio, Part 2 (Live Webinar)	T6455W	.6CEUs/8CPEs	1	Aug 26	\$150
Word for Office 365, Part 1	T2085	.6CEUs/8CPEs	1	Jul 17; Aug 9;	\$150
Word for Office 365, Part 2	T2086	.6CEUs/8CPEs	1	Jul 31; Aug 22;	\$150
Word for Office 365, Part 3	T2087	.6CEUs/8CPEs	1	Sept 25	\$150
Adobe Illustrator CC–Introduction (Live Webinar)	T7424W	.6CEUs/8CPEs	1	Aug 23	\$150
Adobe Illustrator CC–Advanced (Live Webinar)	T7425W	.6CEUs/8CPEs	1	Sept 3	\$150
Adobe InDesign CC–Introduction (Live Webinar)	T6336W	.6CEUs/8CPEs	1	Jul 30; Sept 5;	\$150
Adobe InDesign CC–Advanced (Live Webinar)	T6337W	.6CEUs/8CPEs	1	Aug 5	\$150
Adobe Photoshop CC– Introduction (Live Webinar)	T6747W	.6CEUs/8CPEs	1	Jul 22; Sept 17;	\$150
Adobe Photoshop CC– Advanced (Live Webinar)	T6748W	.6CEUs/8CPEs	1	Aug 2	\$150

Course Title	Code	Credits	Days	Dates	Cost
IT Professional & Certification Courses					
PL-300T00: Microsoft Power BI Data Analyst (Live Webinar)	I1084	1.8CEUs	3	Jul 24-26; Aug 5-7; Aug 21-23; Sept 16-18	\$1188
Tableau Desktop Level 1: Introduction (Live Webinar)	I8501	1.2CEUs	2	Aug 1-2; Sept 9-10;	\$1016
Tableau Desktop Level 2: Intermediate (Live Webinar)	I8502	1.2CEUs	2	Aug 8-9; Sept 16-17;	\$1016
Implementing and Administering Cisco Solutions (CCNA) v2.0 (Live Webinar)	I1007	3.0CEUs	5	Jul 22-26; Aug 19-23; Aug 26-30; Sept 9-13; Sept 23-27;	\$2465
AI-900T00: Microsoft Azure AI Fundamentals (Live Webinar)	I7019	.6CEUs	1	Aug 2	\$396
AZ-900T00: Microsoft Azure Fundamentals (Live Webinar)	I7021	.6CEUs	1	Jul 1	\$396
DP-900T00: Microsoft Azure Data Fundamentals (Live Webinar)	I7020	.6CEUs	1	Aug 5	\$396
Crystal Reports 2016, Part 1 (Live Webinar)	I5531	1.2CEUs	2	Aug 15-16	\$600
Crystal Reports 2016, Part 2 (Live Webinar)	I5532	1.2CEUs	2	Aug 26-27	\$600

Course Title	Code	Credits	Days	Dates	Cost
CISSP: Certified Information Security Systems Professional (Live Webinar)	I9022	3.0CEUs	5	Jul 15-19; Aug 12-16; Sept 9-13;	\$2465
CompTIA Security+ Certification (Live Webinar)	I551N	3.0CEUs	5	Jul 15-19; Jul 22-26; Aug 12-16; Aug 26-30; Sept 16-20; Sept 23-27;	\$1980
ITIL V4 Foundation (Live Webinar)	I455	1.8CEUs	3	Jul 22-24; Jul 31-Aug 2; Aug 19-21; Aug 26-28; Sept 18-20; Sept 25-27;	\$1524
PMI: Project Management Professional (PMP) (Live Webinar)	I445	3.0CEUs	5	Jul 8-12; Aug 12-16;	\$2420

Training Logistics

What You Can Expect

How to Apply for Citywide Online Training

To apply for classes, participants must complete the DCAS Citywide Training Center (DCAS CTC) application located at the back of this catalog or on our website at www.nyc.gov/ctc. Applicants can use one form to apply for multiple courses.

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

Step 1: Complete the required fields on the DCAS CTC Application at the end of this catalog. Please fill out the Training Applicant Information and Selected Course

Step 2: Forward your completed DCAS CTC Application to your supervisor for approval/authorization.

Step 3: Once your supervisor approves your application, they must forward it to your agency's training liaison, who then must submit the completed training request to the DCAS Citywide Training Center. (Note: The DCAS CTC will process training applications it receives from training liaisons under the assumption that liaisons have obtained all permissions needed for you to participate in the selected course(s), including your agency fiscal officer's approval if required).

After You Submit Your Training Application

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

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

The DCAS CTC will not process any applications sent directly from an individual employee and/or submitted without the required authorizing signatures.

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

Employees should not attend any class for which they did not receive a written confirmation. Please contact your agency training liaison if you have questions about class confirmations.

Information for Training Liaisons

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

Agencies that do not have access to NYCAPS may complete the CTC application and submit it via email to citywidetrainingcent@dcas.nyc.gov.

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

Cancellation Policy

DCAS Citywide L&D must receive requests for cancellations or schedule changes in writing at least seven business days before the start of a confirmed class. Our IT classes [where a course code starts with the letter I] require at least 10 business days advance notice. This may be provided via email to citywidetrainingcent@dcas.nyc.gov.

Requests received without the required notice will result in a full-course fee charge. Agencies may designate a qualified participant for substitution up to the start of the class without penalty and must notify the DCAS CTC of the replacement in advance.

General Information

Course Formats

Open Enrollment Courses

DCAS CTC's open enrollment courses include participants from multiple agencies. Open enrollment courses are ideal for agencies that want to enroll one or more staff in a course rather than a specific agency class. Please note that course times will vary depending upon modality. Most webinars are offered in ½ day formats.

Agency-Specific Courses

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

for a group of employees. DCAS CTC's professional staff and facilitators are able and eager to develop and deliver new courses to achieve workforce training and professional development goals and objectives. If an agency has an appropriate training facility, the DCAS CTC, upon request, can deliver programs at on-site agency locations.

Please contact DCAS Citywide L&D at 212-386-0004 for information about the agency-specific course customization and fees or email us at citywidetrainingcent@dcas.nyc.gov.

Instructors

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

Class Sizes

Some online courses have **limited enrollment** (20-25 participants maximum), similar to the enrollment caps in small, in-person sessions. Limited enrollment keeps class size to a manageable level for instructors and helps ensure a positive learning experience for program participants. For most online programs, registration is on a first-come, first-served

basis, and the DCAS CTC will send course registration confirmations to agency training liaisons in advance of the course(s). We recommend that you register early and contact your agency training liaison if you have questions about your course confirmation status.

Virtual Training (Live Webinars)

Although the DCAS CTC can support various platforms, our preferred virtual training platforms are *Microsoft Teams* and *Zoom*.

Differences Between Virtual and On-Site Training

Many things that make you successful in an online training program or class are the same things that make you successful in a traditional on-site class: participate and ask questions, listen, remain focused throughout the session, and complete course assignments. To participate successfully in online training, be sure to:

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

eCourses

An eCourse is Computer Based Training (CBT) that may be taken during an employee's own time onsite at a city work location. The courses are available at any time. Training Liaisons interested in eCourses for their staff should contact the DCAS CTC at citywidetrainingcent@dcas.nyc.gov for assistance with account set-up and eCourse deployment.

Transcripts and Certificates

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

City employees interested in personal transcripts of courses they've taken at the DCAS CTC can contact us at citywidetrainingcent@dcas.nyc.gov.

No food or beverages are permitted inside CTC classrooms.

Directions to the Citywide Training Center

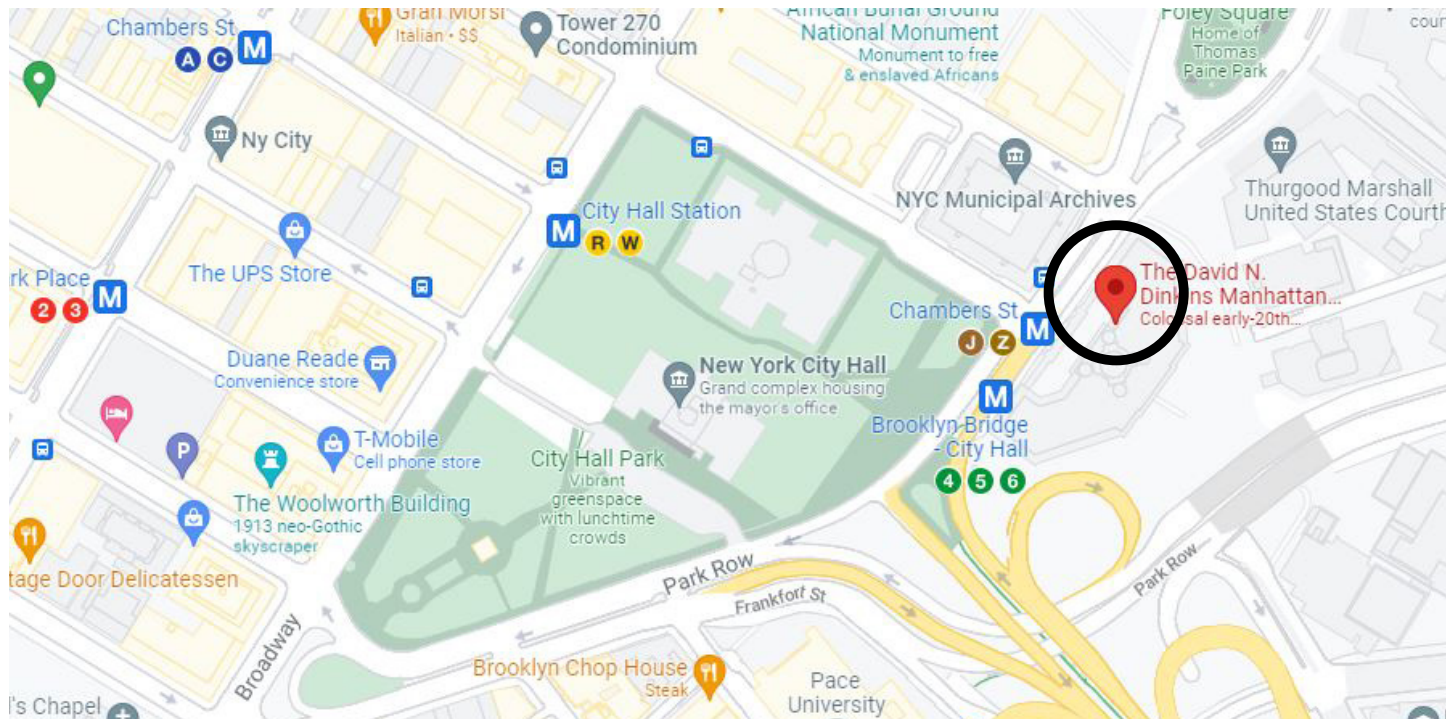
**The David N. Dinkins
Municipal Building
1 Centre Street, 24th Floor (South Side)
New York, NY 10007**

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



Accreditation

The DCAS 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)

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



Society for Human Resources Management (SHRM)

New York City Department of Citywide Administrative Services – Citywide Training Center is recognized by SHRM to offer SHRM-CP or SHRM-SCP professional development credits (PDCs). City employees with SHRM credentials must submit requests to receive SHRM PDCs to the Citywide Training Center at least 2 weeks prior to the training session start date. For more information about certification or recertification, please visit shrmcertification.org.

CPEs

Continuing Professional Education Credits

Continuing Professional Education Credits (CPEs)

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

COIB Continuing Legal Education (CLE) Credits

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





Application Form

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



Application

DCAS CTC Office Use Only

Input Date

Initials

Training Applicant Information

Please complete all fields. The employee reference number can be found on your paystub. It is not your social security number. First-time non-City applicants can leave this blank and will be assigned a DCAS CTC ID number after registration. If you need help obtaining any information in this section, please contact your training liaison for assistance.

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

Optional Applicant Information

Gender		
Female or Woman	Non-binary (not female/woman or male/man)	Unknown/I choose not to disclose
Male or Man	Other (a gender not listed)	
Are you Hispanic?	What is your race?	
Yes	Asian	I do not want to disclose
No	Black	Two or more races
I do not want to disclose	White	
	American Indian or Alaskan Native	

Selected Course Information

Please complete all fields. Courses selected should be from the current DCAS Citywide Training Center Class Schedule. Contact your agency training liaison for additional course information.

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

DCAS Citywide Training Center Confirmation/Cancellation Policy

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

Applicant Signature

Applicant Signature

Date

After Completing Application

- 1) Forward this completed application to your immediate supervisor for signature and authorization.
- 2) Your supervisor must then forward this completed application to the appropriate agency training liaison for processing.
- 3) If the training is at a cost, the agency training liaison must then forward the application to the agency fiscal officer or designee for fiscal authorization.
- 4) The agency training liaison must then sign and forward the completed and authorized application to the DCAS CTC.

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

Supervisor's Authorization

Supervisor's
Name (Print)

Title

Work Phone

Work Fax

Work Email

By my signature, I certify that this employee is authorized for training in the course(s) requested and confirm that this employee has taken, where applicable, the prerequisite basic courses and/or has demonstrated the skill necessary to participate successfully in advanced-level coursework. Additionally, I understand that this employee is excused from normal work assignments during the hours of training and is required to attend the training course(s), as scheduled, once DCAS CTC registration confirmation is received by the Agency Training Liaison.

Supervisor Signature

Applicant Signature

Fiscal Officer or Title Designee's Authorization

Fiscal Officer or Title
Designee's Name (Print)

Title

Work Phone

Work Fax

Work Email

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

Fiscal Officer Signature

Date

Agency Training Liaison Authorization

Agency Training
Liaison Name (Print)

Title

Work Phone

Work Fax

Work Email

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

Agency Training Liaison Signature

Date

Additional Information

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

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

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

DCAS Citywide Training Center

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

Phone: 212-386-0005 | Email: citywidetrainingcent@dcas.nyc.gov

DCAS

nyc.gov/dcas

NYC[®] Citywide
Administrative
Services