

PDL FALL/WINTER COURSE OFFERINGS

2022-2023 Schedule

Communication Courses

Presenting Persuasively: In Person and Virtually

Course Code: C8540
(Virtual)

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. This interactive program will cover 3 key areas: Content: What do you need to consider in order to maintain attention and earn trust in this limited window of engagement? What might you need to rethink, add or eliminate for the virtual platform? Delivery: Your skill as the presenter is the decisive factor in in-person and virtual environments alike. Maximizing that power will enable you to stand out as a professional. Platform: What is useful to know about the technology platforms, the available tools and the technical set-up. 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.

Target Audience: Staff at all levels
Cost: \$90.00 per person

Date: October 26, 2022
Time: 9:30 AM – 12:30 PM

How to Flex Your Communication Style

Course Code: C8171
(In-Person)

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!

<i>Target Audience: Staff at all levels</i>	<i>Date: November 8, 2022</i>
<i>Cost: \$125.00 per person</i>	<i>Time: 9:00 AM – 5:00 PM</i>

Improving Communication, Creativity & Collaboration Through Improvisation

Improv enhances the skills necessary to improve spontaneity and creativity, enhance collaboration and promote independent thinking. Participants successfully completing this course will develop the ability and confidence to react spontaneously, listen and build on new ideas, develop a new awareness of others, communicate more clearly and honestly, and make choices instinctively and intuitively.

Course Code: C6069
(In-Person)

<i>Target Audience: Staff at all levels</i>	<i>Date: December 13, 2022</i>
<i>Cost: \$125.00 per person</i>	<i>Time: 9:00 AM – 5:00 PM</i>

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.

Course Code: C2036
(In-Person)

<i>Target Audience: Staff at all levels</i>	<i>Date: January 20, 2023</i>
<i>Cost: \$125.00 per person</i>	<i>Time: 9:00 AM – 5:00 PM</i>

Diversity, Equity & Inclusion Courses

Building an Inclusive Culture: Understanding Unconscious Bias

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

Course Code: C1078
(Virtual)

<i>Target Audience: Staff at all levels</i>	<i>Date: October 12, 2022</i>
<i>Cost: \$90.00 per person</i>	<i>Time: 9:30 AM – 12:30 PM</i>

**Disability Etiquette:
Inclusive Workplace
Strategies for
People with
Disabilities**

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

Course Code: C8022W
(Virtual)

<i>Target Audience: Staff at all levels</i>	<i>Date: October 20, 2022</i>
<i>Cost: \$60.00 per person</i>	<i>Time: 10:00 AM – 11:30 AM</i>

**IgbTq: The Power of
Inclusion**

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

Course Code: C7787
(Virtual)

<i>Target Audience: Staff at all levels</i>	<i>Date: October 25, 2022</i>
<i>Cost: \$90.00 per person</i>	<i>Time: 1:30 PM – 4:30 PM</i>

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

Currently, five generations are working side by side. This melding of generations in the workplace has brought both benefits and challenges. With each generation comes a distinct set of skills but also different expectations that must be managed. Working remotely (during a pandemic) has also required us to become more nimble as an employer and to redefine ways to hold employees accountable. This course will evaluate how our multi-generational workforce has reacted to the changed environment caused by the pandemic and how they can work together to leverage each other's talents. In addition, it will provide guidance for leadership on how they can tap into this and still maximize productivity across the different generations they are managing.

Course Code: C8606
(Virtual)

<i>Target Audience: Staff at all levels</i>	<i>Date: November 10, 2022</i>
<i>Cost: \$90.00 per person</i>	<i>Time: 9:30 AM – 12:30 PM</i>

**From
Microaggressions to
Microaffirmations**

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

Course Code: C9580
(Virtual)

membership in a marginalized/ underrepresented group, e.g., race/ethnicity, nationality, sexual orientation, gender identity, religion). While microaggressions may appear to be 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.

<i>Target Audience: Staff at all levels</i>	<i>Date: December 2, 2022</i>
<i>Cost: \$90.00 per person</i>	<i>Time: 1:30 PM – 4:30 PM</i>

What Would You Do? An Experiential Approach to Being a Bystander

Course Code: C8613
(Virtual)

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.

<i>Target Audience: Staff at all levels</i>	<i>Date: December 21, 2022</i>
<i>Cost: \$90.00 per person</i>	<i>Time: 1:30 PM – 4:30 PM</i>

Improving Your Effectiveness in a Multicultural Workplace

Course Code: C6070
(In-Person)

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.

<i>Target Audience: Staff at all levels</i>	<i>Date: January 31, 2023</i>
<i>Cost: \$125.00 per person</i>	<i>Time: 9:00 AM – 5:00 PM</i>

Leadership Courses

Managing Workplace Change Successfully

Course Code: C8124
(In-Person)

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.

<i>Target Audience: Leaders, Directors, Managers, Supervisors</i>	<i>Date: November 30, 2022</i>
<i>Cost: \$125.00 per person</i>	<i>Time: 9:00 AM – 5:00 PM</i>

Essential Skills for Leaders

Course Code: C8062
(In-Person)

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. They'll be several experiential exercises where you'll be able to 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!

<i>Target Audience: Leaders, Directors, Managers, Supervisors</i>	<i>Date: January 24, 2023</i>
<i>Cost: \$125.00 per person</i>	<i>Time: 9:00 AM – 5:00 PM</i>

Management & Supervision Courses

Initiating and Managing Difficult Conversations

Course Code: C9013
(In-Person)

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.

Target Audience: Managers, Supervisors, and Team Leaders
Cost: \$125.00 per person

Date: November 17, 2022
Time: 9:00 AM – 5:00 PM

Management Essentials: Building Your Foundation to Management Success

Course Code: C8119
(In-Person)

The most significant part of a manager's role that many are unprepared for or overwhelmed by is the new responsibility of managing, motivating and developing others. In this interactive 2-day core training, you will walk away with the essential management insights and tools to set you up for success. Learn the "how-to's" of effective conversations, setting expectations, feedback, listening to learn and listening to connect. Understand the importance of intention to engage. Explore the benefits of delegating, why we don't and how to for maximum impact for both you and your employee. You will learn and put into practice new skills and tools to build confidence in your ability to communicate with, engage and empower your team.

Target Audience: Managers, Supervisors, and Team Leaders
Cost: \$250.00 per person

Date: January 10-11, 2023
Time: 9:00 AM – 5:00 PM

Personal Development Courses

Handling Stress in the Workplace

Course Code: C8755
(In-Person)

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.

Target Audience: Staff at all levels
Cost: \$125.00 per person

Date: December 9, 2022
Time: 9:00 AM – 5:00 PM