Thursday, March 5 and Friday, March 6, 9:00 AM - 5:00 PM  
Lean Six Sigma: An Introduction to Quality and Productivity Improvement (C9100)  
Are you feeling the pressure to do more with less time and resources? In this two-day seminar, participants will learn proven methods for achieving higher productivity with limited resources. Lean Six Sigma provides tools and techniques to streamline tasks, improve time management, and produce higher quality work while satisfying internal and external customers. These tools, originally developed for business, are now used extensively in government and higher education.  
*Days of Training: 2*  
*Target Audience: Directors, Managers and Supervisors*

Wednesday, March 11, 9:00 AM - 5:00 PM  
Capitalizing on the Benefits of Positive Feedback (C0988)  
How can we maximize performance, energize staff, and address performance gaps? In this workshop, managers and supervisors will discover tools and strategies for enhancing performance by using positive feedback. You’ll see how positive feedback encourages employees to do more. You’ll put them in a better state of mind and help to make them better performers.  
*Days of Training: 1*  
*Target Audience: For Directors, Managers and Supervisors*

Monday, March 16, 9:00 AM - 5:00 PM  
Getting Results When You’re Not in Charge (C1240)  
When you’re part of a team, how do you get employees to complete their work when you’re not their supervisor? Learn how to create a constructive and effective team atmosphere using the “4 R’s” (Result, Relationship, Reliability, Reality) to leverage team strengths and compensate for limitations inherent in the team’s structure.  
*Days of Training: 1*  
*Target Audience: All Staff*

Wednesday, March 25, Thursday, March 26, & Friday, March 27, 9:00 AM - 5:00 PM  
Foundations of Management (C1006)  
This overview of the managerial role in the public sector emphasizes practices and procedures for working with internal and external customers, devising and implementing process improvement, and tracking measurable outcomes.  
*Days of Training: 3*  
*Target Audience: Managers and Supervisors*  
*Prerequisite: Fundamentals of Supervision or two years managerial experience*  
Foundations of Management is a core course for the Managerial Competencies Certificate (MCC).

REGISTRATION: Go to www.cuny.edu/pdlm, click on REGISTRATION, and then click on the PDLM E-Application link. Follow the instructions to complete and submit your E-Application (“E-App”). Applications must be received in the PDLM Office at least 10 days before a course starts. Dates are subject to change. EO/AA Employer.