CUNY PROFESSIONAL DEVELOPMENT PROGRAM

CERTIFICATE for ADMINISTRATIVE PROFESSIONALS (CAP)

PDLM's skills enhancement certificate for CUNY administrative professionals is designed to introduce office management techniques and essential administrative competencies. To qualify for an administrative professionals certificate, participants must complete three core courses and two elective courses within a two-year period. Elective courses may be chosen from the list of communications and technology courses indicated below.

CORE COURSES FOR THE
CERTIFICATE for ADMINISTRATIVE PROFESSIONALS (CAP)
Administrative Professionals must complete three Core courses.

Attitude Is Everything (C9266)

Effective Office Management in Today's Workplace (C2202)

Managing Multiple Priorities (C5044)

ELECTIVE COURSES FOR THE
CERTIFICATE for ADMINISTRATIVE PROFESSIONALS
Administrative Professionals must complete 1 Communications course and 1 Technology course.

Communications Courses

How To Write Fast Under Pressure (C7513)

Tactical Communications for Gaining Cooperation (C5400)

Technology Courses
Must be taken at the Citywide Training Center (CTC)

Excel - Level 1, 2, or 3
PowerPoint - Level 1, 2, or 3
Word - Level 1, 2, or 3

Come Learn With Us!
Visit www.cuny.edu/pdlm for course descriptions and dates.

CUNY PROFESSIONAL DEVELOPMENT PROGRAM

CERTIFICATE FOR PROFESSIONAL STAFF (CPS)

PDLM's skills enhancement certificate for professional staff is designed to deliver essential skill-sets and competencies to non-supervisory CUNY professionals. To qualify for a CUNY professionals certificate, participants must complete three core courses and two elective courses within a two-year period. Elective courses may be chosen from the list of communications, technology, and workplace effectiveness courses presented below.

CORE COURSES FOR
CERTIFICATE FOR PROFESSIONAL STAFF (CPS)
Professionals must complete three Core courses.

Attitude Is Everything (C9266)

Enhancing Personal Productivity (C9226)

Professional Presence (C7721)

ELECTIVE COURSES FOR THE
CERTIFICATE FOR PROFESSIONAL STAFF
Professionals must complete 2 Elective courses.

Communications Courses

Creating & Delivering Powerful Presentations (C9091)

Tactical Communications for Gaining Cooperation (C5400)

Technology Courses
Must be taken at the Citywide Training Center (CTC)

Excel - Level 1 or 2
PowerPoint - Level 1 or 2

Workplace Effectiveness Courses

How To Write Fast Under Pressure (C7513)
Leading Short-Term Improvement Projects (C9014)

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SUPERVISORY COMPETENCIES CERTIFICATE (SCC)

PDLM's skills enhancement certificate for CUNY supervisors is designed to provide cutting-edge supervisory competencies and techniques. To qualify for a supervisory competency certificate, participants must complete three core courses and two elective courses within a two-year period. Elective courses may be chosen from a list of leadership development and communications courses indicated below.

CORE COURSES FOR THE
SUPERVISORY COMPETENCIES CERTIFICATE (SCC)
Supervisors must complete three core courses.

Essentials of Supervision for the 21st Century (C1031)

The Supervisor's Challenge: Managing Yourself While Managing Others (C9051)

Smart Solutions for Unacceptable Employee Behavior (C9017)

ELECTIVE COURSES FOR
SUPERVISORY COMPETENCIES CERTIFICATE PROGRAM
Supervisors must complete 1 Leadership course and 1 Communications course.

Leadership Courses

Developing Yourself and Others Through Delegation (C9117)

Inspired Leadership: Creating a Motivational Environment (C9248)

Communications Courses

Conducting Effective Performance Appraisal Interviews (C1012)

Strengthening Workplace Communication (C7724)

Tactical Communication for Gaining Cooperation (C9100)

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CUNY PROFESSIONAL DEVELOPMENT PROGRAM

MANAGERIAL COMPETENCIES CERTIFICATE (MCC)

PDLM's skills enhancement certificate for CUNY managers is designed to provide innovative managerial competencies and strategies. To qualify for a managerial competency certificate, participants must complete three core courses and two elective courses within a two-year period. Elective courses may be chosen from the list of leadership development and communications courses indicated below.

CORE COURSES FOR THE
MANAGERIAL COMPETENCIES CERTIFICATE (MCC)
Managers must complete three core courses.

Foundations of Management (C1006)

Managerial Power Tools: Motivating, Delegating, Teambuilding (C9286)

The Manager in the Middle: Effective Power Relationships Up & Down (C9210)

ELECTIVE COURSES FOR THE
MANAGERIAL COMPETENCIES CERTIFICATE
Managers must complete 1 Leadership course and 1 Communications course.

Leadership Courses

Inspired Leadership: Creating a Motivational Environment (C9248)

Resolving Conflict: A Leadership Approach (C5151)

Understanding and Managing Organizational Change (C9172)

Communications Courses

Strengthening Workplace Communication (C7724)

Tactical Communication for Gaining Cooperation (C9100)

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