

PDL SPRING COURSE OFFERINGS

2023 Schedule

Communication Courses

Expanding Your Learning, Decision-Making and Communication Potential

Each of us has a most comfortable style of learning, of making decisions and of communicating with others. These vary widely from individual to individual. Our different styles can create significant hurdles in the work between colleagues, between managers and supervisees, and between staff and clients served. We'll address the different styles in all three areas, and what we need to understand and pay attention to, so we can interact most effectively with others.

Course Code: C8741

(In-Person)

Target Audience: Staff at all levels
Cost: \$125 per person

Date: May 3, 2023
Time: 9:30 AM – 5:00 PM

Developing Dynamic Listening Skills

This workshop will focus on the skills, knowledge, and attitudes necessary to meet the challenges of efficiently listening. Through practical exercises, participants will improve their behaviors in this critical component of the communication process.

Course Code: C2508

(Virtual)

Target Audience: Staff at all levels
Cost: \$125 per person

Date: June 5, 2023
Time: 9:00 AM – 5:00 PM

Leadership Courses

Colors of Leadership

To navigate constant and disruptive change, leaders now need to use different tools. They need to act differently, think differently, feel differently, and engage differently to be able to master decision-making in our world of rapid growing complexity. Successful leadership realizes it can't have all the answers. Instead, leaders need to be able to learn publicly, recognize patterns, see around corners, and tap into diverse

Course Code: C8169

(Virtual)

perspectives. This interactive workshop will look at different business models to foster trust and raise emotional intelligence. It will also provide a deeper understanding of the three major types of leadership: command-and-control, administrative, and innovative.

Target Audience: Leaders, Directors, Managers, Supervisors
Cost: \$125 per person

Date: February 7-8, 2023
Time: 9:00 AM – 12:30 PM

How Leaders Build Trust: The Key to Performance & Ability to Change

Course Code: C8065
(In-Person)

Trust is the oil that greases the wheels of accomplishment. It is the basis of relationships that allow for team collaboration and coordination. When trust is present, staff are more engaged, take more risks, and propose innovative solutions and strategies. How does a leader build more trust? What attitudes and behaviors create obstacles to trust? Learn the neuroscience behind becoming a better, more trusted leader. In this interactive session, managers will discuss past and present leadership situations from a trust perspective in order to produce better results in the workplace.

Target Audience: Leaders, Directors, Managers, Supervisors
Cost: \$125 per person

Date: March 7, 2023
Time: 9:30 AM – 5:00 PM

Strategic Delegation: Leading a Team to Success

Course Code: C8074
(In-Person)

Understanding how to delegate appropriately for team success is a management skill many organizational leaders lack. Leaders are more productive, their teams experience more wins, and their agencies experience optimal performance when those at the helm delegate appropriately. This class is designed to help leaders both understand the importance of premeditated delegation for time management and agency success and to enable leaders to identify their own strengths & weaknesses, allowing them to delegate strategically and better manage their time. It will help leaders identify the strengths of their team members—learning to whom they should delegate what for greatest productivity. Through a thoroughly hands on learning experience, participants will begin to master the science of strategic delegation, (what, when, to whom, how).

Target Audience: Leaders, Directors, Managers, Supervisors
Cost: \$125 per person

Date: May 16, 2023
Time: 9:30 AM – 5:00 PM

Management & Supervision Courses

Managerial Power Tools: Motivating, Coaching and Teambuilding

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

Course Code: C7967
(Virtual)

Target Audience: Managers, Supervisors, and Team Leaders
Cost: \$125 per person

Date: February 3, 2023
Time: 9:00 AM – 5:00 PM

Personal Development Courses

Enhancing Work for Optimal Engagement

We spend most 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.

Course Code: C6068
(Virtual)

Target Audience: Staff at all levels
Cost: \$90 per person

Date: March 1, 2023
Time: 9:00 AM – 12:30 PM

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.

Course Code: C5044
(Virtual)

Target Audience: Staff at all levels
Cost: \$125 per person

Date: April 17-18, 2023
Time: 9:00 AM – 12:30 PM

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.

Target Audience: Staff at all levels
Cost: \$125 per person

Date: May 25, 2023
Time: 9:30 AM – 5:00 PM