

CITYWIDE TRAINING CENTER - WINTER/SPRING 2010 COURSE SCHEDULE



When work matters, training matters!

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For more information: nyc.gov/ctc or call 212.487.5600

COURSE TITLE	CODE	CREDITS	DAYS	DATES	COST (Per Person)
WORKPLACE EFFECTIVENESS COURSES					
Attitude Is Everything	C9266	.6 CEU	1	Mar 9, Jun 10	\$125
Creating Workplace Civility: <i>Respect, Service, and Safety at Work</i>	C9100	.6 CEU	1	Mar 10	\$125
Critical Thinking for Effective Decision Making	C9275	1.2 CEU	2	Apr 27-28, Jun 1-2	\$250
Dealing Effectively with Different Personalities	C8001	.6 CEU	1	Mar 26, May 28	\$125
Dealing with Difficult People	C6060	.6 CEU	1	Jan 8, Mar 4, Jun 16	\$125
Delegation and Time Management	C2004	.6 CEU	1	Apr 19	\$125
Essentials for Successful Project Management	C1234	1.2 CEU	2	Apr 22-23	\$250
Making the Connection: Excellence in NYC Customer Service	C9130	.6 CEU	1	Jan 6, Apr 6, Jun 21	\$125
Making the Connection: The Supervisor's Role for Excellence in NYC Customer Service	C9135	.6 CEU	1	Mar 5	\$125
Managing Multiple Priorities	C5044	.6 CEU	1	Feb 16, Apr 20, Jun 4	\$125
Maximizing Your Role on your Team	C9111	.6 CEU	1	Mar 22, Jun 29	\$125
Motivation for Personal and Professional Success New	C9145	.6 CEU	1	Mar 15, May 5	\$125
Negotiation and Conflict Resolution Skills for Project Team Members	C9124	.6 CEU	1	Apr 1, Jun 15	\$125
"People Smart" Strategies for Positive Relationships New	C9156	.6 CEU	1	Feb 18, Jun 22	\$125
Project Management Refresher New	C9121	.6 CEU	1	Mar 29, May 25	\$125
Providing Exceptional Customer Service from the Help Desk	C9083	.6 CEU	1	Feb 26, Apr 30, Jun 23	\$125
Resolving Project Management Issues New	C9125	.6 CEU	1	Jun 15	\$125
Strengths Finder: Discovering What You Do Best New	C9157	.6 CEU	1	Apr 26, May 12, Jun 15	\$125
Sustaining High-Performance Project Teams New	C9123	.6 CEU	1	Apr 9	\$125
Time Management Strategies	C8002	.6 CEU	1	Mar 5, Jun 17	\$125
Train-The-Trainer: Designing and Developing Performance-Based Training	C5042	1.2 CEU	2	Mar 24-25	\$250
Working With You is Killing Me	C9113	.6 CEU	1	Jan 11, Jun 11	\$125
Defensive Driving Strategies with Optional Point and Insurance Reduction New	C9167	.6 CEU	1	Feb 5, Mar 5, Apr 2, May 7, Jun 4	\$20
Defensive Driving Strategies <i>without</i> Optional Point and Insurance Reduction New	C9170	.6 CEU	1	Feb 5, Mar 5, Apr 2, May 7, Jun 4	\$9

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COMMUNICATION COURSES					
Action Grammar	C5031	1.2 CEU	2	Feb 24-25, Apr 12-13, Jun 28-29	\$250
Business Writing: Clarity Through Critical Thinking	C2036	.6 CEU	1	Jan 7, Mar 16	\$125
Communication and Collaboration for Project Success	C9119	.6 CEU	1	May 3	\$125
Creating and Delivering Powerful Presentations	C9041	1.2 CEU	2	Feb 25-26	\$250
Developing Dynamic Listening Skills	C2508	.6 CEU	1	Jan 14, Apr 29, Jun 14	\$125
"Easy" English for the Multi-Lingual Writer	C8005	1.2 CEU	2	Mar 22-23, May 17-18	\$250
Fundamentals of Effective Presentations	C9114	.6 CEU	1	May 10	\$125
The Grant Writing Workshop	C9105	.6 CEU	1	Mar 2, Jun 23	\$125
Having that "Challenging" Conversation New	C9158	.6 CEU	1	Mar 23, Jun 22	\$125
Persuasive Presentations to Executives	C9115	.6 CEU	1	Jan 11	\$125
Powerful Project Presentations	C9122	.6 CEU	1	Mar 29, Jun 11	\$125
Powerful Writing Essentials New	C9159	1.2 CEU	2	Apr 22-23, Jun 24-25	\$250
Report Writing for Managers and Professionals	C1030	1.2 CEU	2	Apr 1-2	\$250
Revising, Editing, and Proofreading	C2033	1.2 CEU	2	Mar 25-26, Jun 2-3	\$250
Successful Letter and Memo Writing	C6788	1.2 CEU	2	Mar 10-11, Apr 26-27, May 4-5	\$250
Successful Workplace Communication	C1022	.6 CEU	1	Feb 17, May 13	\$125
Writing Effective and Efficient E-Mails	C4260	.6 CEU	1	Feb 17, Apr 14, Jun 16	\$125
Writing Performance Evaluations New	C9166	.6 CEU	1	Feb 19, May 13	\$125

MANAGEMENT AND SUPERVISION COURSES					
Analyzing Performance Problems	C8016	.6 CEU	1	Mar 3, May 24	\$125
Authentic Leadership: The "Inside" Story	C9096	1.2 CEU	2	Jan 20-21, Jun 8-9	\$250
Conducting Effective Performance Appraisal Interviews	C1012	.6 CEU	1	Mar 23, May 17	\$125
Five Questions Every Leader Must Ask New	C9164	.6 CEU	1	Mar 16, May 25	\$125
Fundamentals of Supervision	C1031	1.8 CEU	3	Feb 22-24, May 10-12	\$375
Inspired Leadership: <i>Creating a Motivational Environment</i>	C9248	1.2 CEU	2	Mar 8-9, May 13-14	\$250
Leading for Results	C9258	1.2 CEU	2	Apr 15-16	\$250
Lessons in Leadership: Risk - Session III New	C9142	0 CEU	2hrs	Mar 10 (4:30p - 6:30p)	N/C
Lessons in Leadership: Rules - Session IV New	C9143M	0 CEU	2hrs	Jun 1 (4:30p - 6:30p)	N/C
Making the Tough Choices	C9118	.6 CEU	1	Mar 17, Jun 9	\$125
Performance Management	C9037	1.2 CEU	2	Apr 12-13	\$250
Preparing for Supervision: Managing the Transition	C8009	.6 CEU	1	Apr 8, Jun 16	\$125
The Situational Leadership II Workshop New	C9129	.6 CEU	1	Jan 12	\$125
Would I Follow Me? Looking at Yourself as a Leader New	C9165	.6 CEU	1	Apr 30	\$125

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PROJECT MANAGEMENT PORTFOLIO New					
Select FOUR of the following Courses					\$375
Communication and Collaboration for Project Success	C9119	.6 CEU	1	May 3	
Negotiation and Conflict Resolution Skills for Project Team Members	C9124	.6 CEU	1	Apr 1, Jun 15	
Powerful Project Presentations	C9122	.6 CEU	1	Mar 29, Jun 11	
Project Management Refresher	C9121	.6 CEU	1	Mar 29, May 25	
Resolving Project Management Issues	C9125	.6 CEU	1	Jun 15	
Sustaining High-Performance Project Teams	C9123	.6 CEU	1	Apr 9	

SPECIAL PROGRAMS						
Defensive Driving Strategies with Optional Point and Insurance Reduction	New	C9167	.6 CEU	1	Feb 5, Mar 5, Apr 2, May 7, Jun 4	\$20
Defensive Driving Strategies <i>without</i> Optional Point and Insurance Reduction	New	C9170	.6 CEU	1	Feb 5, Mar 5, Apr 2, May 7, Jun 4	\$9
Lessons in Leadership: Risk - Session III	New	C9142	0 CEU	2hrs	Mar 10 (4:30p - 6:30p)	N/C
Lessons in Leadership: Rules - Session IV	New	C9143M	0 CEU	2hrs	Jun 1 (4:30p - 6:30p)	N/C
Living Disaster Recovery Planning System (LDRPS) Training for Continuity of Operations Plans (COOP)		C9120	.6 CEU	1	Jan 29, Apr 16	\$125
Making the Connection: Excellence in NYC Customer Service		C9130	.6 CEU	1	Jan 6, Apr 6, Jun 21	\$125
Making the Connection: The Supervisor's Role for Excellence in NYC Customer Service		C9135	.6 CEU	1	Mar 5	\$125

ADMINISTRATIVE PROFESSIONAL CERTIFICATE (APC) PROGRAM						
Three Core Courses Plus One Communication Elective, and One Technology Elective				Course Code: CAPC		Applicants MUST register for either Session I or Session II
					Session I	Session II
CORE COURSES						
Effective Office Management for Today's Workplace		C2202	.6 CEU	1	Mar 5	May 12
Managing Multiple Priorities		C5044	.6 CEU	1	Mar 12	May 20
Dealing with Difficult People		C6060	.6 CEU	1	Mar 19	May 27
COMMUNICATION ELECTIVES						
(CHOOSE ONE)						
Action Grammar		C5031	1.2 CEU	2	Feb 24-25, Apr 12-13, Jun 28-29	
Developing Dynamic Listening Skills		C2508	.6 CEU	1	Jan 14, Apr 29, Jun 14	
"Easy" English for the Multi-Lingual Writer		C8005	1.2 CEU	2	Mar 22-23, May 17-18	
Successful Letter and Memo Writing		C6788	1.2 CEU	2	Mar 10-11, Apr 26-27, May 4-5	
Successful Workplace Communication		C1022	.6 CEU	1	Feb 17, May 13	
TECHNOLOGY ELECTIVES						
(CHOOSE ONE)						
Excel (Level 1, 2, or 3)	See page 8 for Course Codes and Available Dates					
Outlook (Level 1, 2, or 3)	See page 8 for Course Codes and Available Dates					
Word (Level 1, 2, or 3)	See page 9 for Course Codes and Available Dates					

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COURSE TITLE	CODE	CREDITS	DAYS	DATES	COST (Per Person)
NEW EMPLOYEE ORIENTATION PROGRAM					
Citywide New Employee Orientation Program	C9048	0 CEU	1/2	Feb 24, Apr 28, Jun 23 (9:00a-12:30p)	N/C

CONFLICTS OF INTEREST BOARD (COIB) SEMINARS						
Special Topics in Chapter 68: Enforcement	C9071	2 CLE/.2 CEU	2 hrs	Jun 18 (10:00a-12:00p)	N/C	
Special Topics in Chapter 68: Fundraising	C7073	1.5 CLE/.15 CEU	1.5 hrs	Jan 8, Apr 16 (10:00a-11:30a)	N/C	
Special Topics in Chapter 68: Gifts	C9070	1.5 CLE/.15 CEU	1.5 hrs	May 21 (10:00a-11:30a)	N/C	
Special Topics in Chapter 68: Political Activity	New	C7074	1 CLE/.1 CEU	1 hr	Mar 19 (10:00a-11:00a)	N/C
What Every Attorney Should Know About Chapter 68 of the City Charter	C9058	2 CLE/.2 CEU	2 hrs	Feb 19 (10:00a-12:00p)	N/C	

CUNY COURSES at The CTC <small>(Union Tuition Reimbursement May Apply)</small>					CUNY <small>The City University of New York</small>
UNDERGRADUATE CERTIFICATE IN PUBLIC ADMINISTRATION AND PUBLIC POLICY					Class Location
Government, Politics, and The Policy-Making Process	PADM211	4 Credits	1/2	Tuesdays, Feb.2 - May 25 (6:15p - 9:35p)	CUNY/MI
Public Administration	PADM201	4 Credits	1/2	Mondays, Feb.1 - May 24 6:15p - 9:35p)	CUNY/MI
Public Issues and Public Policy	PADM221	4 Credits	1/2	Wednesdays, Feb.3 - May 19 (6:15p - 9:35p)	DCAS/CTC
Research Seminar on Public Policy	PADM231	4 Credits	1/2	Thursdays, Jan.28 - May 20 (6:15p - 9:35p)	CUNY/MI
ADVANCED CERTIFICATION IN PUBLIC ADMINISTRATION AND PUBLIC POLICY, LEVEL 1					
Policy Analysis	PADM621	3 Credits	1/2	Mondays, Feb.1 - May 24 6:15p - 8:45p)	CUNY/MI
Public Administration	PADM601	3 Credits	1/2	Wednesdays, Feb.3 - May 19 (6:15p - 8:45p)	CUNY/MI
Research Methods Seminar	PADM651	3 Credits	1/2	Thursdays, Jan.28 - May 20 (6:15 - 8:45p)	DCAS/CTC
Social and Economic Policy in the United States	PADM611	3 Credits	1/2	Tuesdays, Feb.2 - May 25 (6:15p - 8:45p)	CUNY/MI
Union tuition reimbursement may apply. For more info. on CUNY courses at CTC contact: At DCAS - Jenia Valentine at: 212-669-3630. At CUNY : The Murphy Institute at: 212-827-0200					

MAYOR'S OFFICE OF CONTRACT SERVICES (MOCS) PROCUREMENT COURSES					MOCS <small>Mayor's Office of Contract Services</small>
Best Practices in City Contract Management	P6060M	.6 CEU	1	Apr 29	N/C
Best Practices in Good Governance & Fiscal Oversight for Non profit Vendors	P6043M	.6 CEU	1	Feb 2	N/C
Ethics/Legal Compliance	P6005M	.6 CEU	1	Mar 22	N/C
Local Law 34 Compliance/Doing Business Accountability Project	P6040M	.3 CEU	1/2	Feb 24 (9:00a-12:30p)	N/C

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COURSE TITLE	CODE	CREDITS	DAYS	DATES	COST (Per Person)
Negotiation Techniques	P3002M	.6 CEU	1	Apr 21	N/C
New IRS Tax Form 990	P6051M	.3 CEU	1/2	May 20 (9:00a-12:00p)	N/C
Practical Approach to Nonprofit Finances & Internal Controls	P6059M	.3 CEU	1/2	May 19 (9:00a-12:00p)	N/C
Prevailing Wage for Procurement & Contract Administrators	P6053M	.3 CEU	1/2	May 26 (9:00a-12:00p)	N/C
Prevailing Wage for Resident Engineers/Project Managers	P6034M	.3 CEU	1/2	May 12 (9:00a-12:00p)	N/C
Public Hearings New	P6062M	.3 CEU	1/2	Feb 9 (9:00a-12:30p)	N/C
Purchasing Off the NYS Office of General Services (OGS) Contracts	P4006	.2 CEU	1/2	Jun 7 (9:00a-11:00a)	N/C
Returnable Grant Fund New	P6063M	.3 CEU	1/2	Mar 4 (9:00a-12:30p)	N/C
Risk Management Techniques	P6052M	.3 CEU	1/2	Mar 15 (9:00a-12:30p)	N/C
Select Topics in Construction Procurement New	P6061M	.3 CEU	1/2	May 11 (9:00a-12:30p)	N/C
Understanding the VENDEX Process	P6008M	.6 CEU	1	Feb 22	N/C
Vendor Responsibility Research & Determinations	P6006M	.6 CEU	1	Mar 1	N/C

DEPT. OF SMALL BUSINESS SERVICES (SBS) M/WBE PROGRAM - PROCUREMENT COURSES



Completing FY2010 LL129 M/WBE Utilization Plans New	P6002R	.3 CEU	1/2	Mar 11 (9:30a-12:30p)	N/C
LL129 M/WBE Program Compliance New	P6002M	.3 CEU	1/2	Jan 14 (9:30a-12:30p)	N/C
LL129 M/WBE Subcontractor Program Administration	P6002N	.3 CEU	1/2	Apr 8 (9:30a-12:30p)	N/C
M/WBE Capacity Building & Best Practices: Micro & Small Purchases New	P6002S	.3 CEU	1/2	Feb 11 (9:30a-12:30p)	N/C
M/WBE Capacity Building & Best Practices: Sub-contractor Utilization & Monitoring Prime Contractors New	P6002T	.3 CEU	1/2	Jun 10 (9:30a-12:30p)	N/C
Review of M/WBE 2010 Utilization: Half-Year New	P6002U	.3 CEU	1/2	May 13 (9:30a-12:30p)	N/C


NATIONAL INSTITUTE OF GOVERNMENTAL PURCHASING (NIGP) LEARNING AND EDUCATION TO ADVANCE PROCUREMENT (LEAP) COURSES




Contract Administration (NIGP)	P1001	1.8 CEU	3	Mar 24-26	\$600
Developing and Managing Requests for Proposals in the Public Sector	P1002	1.8 CEU	3	Apr 7-9	\$600
Introduction to Public Procurement	P1003	1.8 CEU	3	Apr 19-21	\$600
The Legal Aspects of Public Procurement	P1006	1.8 CEU	3	May 31-Jun 2	\$600
Planning, Scheduling and Requirement Analysis	P1004	1.8 CEU	3	Apr 28-30	\$600
Sourcing in the Public Sector	P1005	1.8 CEU	3	May 19-21	\$600

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COURSE TITLE	CODE	CREDITS	DAYS	DATES	COST (Per Person)
Exam Review					
CPPB Prep	P2001R	1.2 CEU	2	Mar 18-19	\$350
CPPO Prep	P2002R	1.2 CEU	2	Mar 11-12	\$350

INSTITUTE FOR SUPPLY MANAGEMENT (ISM) SATELLITE SEMINARS PROCUREMENT COURSES						
Talent & Career Management for Supply Professionals	New	P5007A	.4 CEU	1/2	Feb 11 (10:00a-2:30p)	N/C
Rails, Roads, Water and Air: Logistics, Inventory and Distribution	New	P5007B	.4 CEU	1/2	Apr 22 (10:00a-2:30p)	N/C

OTHER PROCUREMENT COURSES					
Conflicts of Interest Seminar for Procurement Professionals	P4002	.3 CEU	1/2	Mar 17 (9:30a-12:30p)	N/C
Purchasing Off the NYS Office of General Services (OGS) Contracts	P4006	.2 CEU	1/2	Jun 7 (9:00a-11:00a)	N/C

DESIGN & CONSTRUCTION EXCELLENCE (D + Ce) PROCUREMENT COURSES					
High Performance Interiors	P7018	.6 CEU	1	TBA	N/C

ENERGY MANAGEMENT AND BUILDING OPERATIONS						
Building Operator Certification Program	C7200	9.0 CEU	15	Feb 5, 12, 19, 26; Mar 5, 12, 19, 26; Apr 9, 16, 23, 30; May 7, 14, 21 (8:30a-4:30p)	N/C*	
Building Operator Certification, Level II Program	New	C7202	4.8 CEU	8	Apr 9, 16, 23, 30; May 7, 14, 21, 28 (8:30a-4:30p)	N/C*
Certified Energy Manager Program	C7100	3.6 CEU	5	Mar 15-19; May 10-14 (8:00a-5:00p)	N/C*	
Overview of Building Systems	C7201	1.0 CEU	3	Mar 12, 19, 26; Jun 4, 11, 18 (9:00a-1:00p)	N/C*	

* There is no cost for those selected to attend the training. However, a fee will be assessed for "no shows" or late cancellation in accordance with CTC cancellation policy.

AUDIT COURSES					
Analysis Techniques for Auditors	A7900	1.2 CEU/16 CPE	2	Jan 11-12	\$495
Applying Impact Evaluation Methods to Audits	A9021	1.2 CEU/16 CPE	2	Mar 15-16	\$495
Assessing Financial Related Activities and Controls	A8811	2.4 CEU/32 CPE	4	May 17-20	\$695
Assessing the Reliability of Computer Processed- Data	A8043	1.2 CEU/16 CPE	2	Jun 7-8	\$495

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COURSE TITLE	CODE	CREDITS	DAYS	DATES	COST (Per Person)
Auditing for Cost Savings and Performance Improvement	A8027	1.8 CEU/24 CPE	3	Jan 13-15	\$625
Auditing the Reliability of Performance Measures	A9202	1.2 CEU/16 CPE	2	May 26-27	\$495
Basic Governmental Auditing	A7001	3.0 CEU/40 CPE	5	May 3-7	\$950
Conducting Performance Audits	A7002	1.8 CEU/24 CPE	3	Jun 1-3	\$625
Interviewing Techniques For Auditors	A7012	1.8 CEU/24 CPE	3	Apr 19-21	\$625
Making Your Case to Prosecute Fraud	A8090	1.2 CEU/16 CPE	2	Jan 19-20	\$495
Negotiation and Conflict Resolution Skills for Auditors	A9001	1.2 CEU/16 CPE	2	Apr 26-27	\$495
Planning and Managing Skills for Audit Leadership	A9014	1.8 CEU/24 CPE	3	May 10-12	\$625
Prevention and Detection of Fraud	A8002	1.8 CEU/24 CPE	3	Mar 8-10	\$625
Zeroing in on Bribes, Kickbacks, and Payoffs	A8950	1.2 CEU/16 CPE	2	Jun 14-15	\$495

COMPUTER APPLICATION & OPERATING SYSTEM COURSES

MICROSOFT ACCESS

Access - Level 1

2003	T4031	.6 CEU	1	Jan 11, Feb 25, Mar 11, Apr 5, May 11, Jun 2	\$125
2007	T4041	.6 CEU	1	Jan 7, Feb 18, Apr 29	\$125

Access - Level 2

2003	T4032	.6 CEU	1	Jan 25, Mar 19, May 17, Jun 15	\$125
2007	T4042	.6 CEU	1	Feb 19, Apr 30	\$125

Access - Level 3

2003	T4033	.6 CEU	1	Jan 29, Apr 6, May 24, Jun 18	\$125
2007	T4043	.6 CEU	1	Jan 19, Feb 22, May 3	\$125

Access - Level 4

2003	T4034	.6 CEU	1	Jan 14, Jun 3, Jun 22	\$125
2007	T4044	.6 CEU	1	Jan 28, Feb 23, May 4	\$125

Access 2003

Managing Critical Business Information Using Access 2003	T4004	.3 CEU	1/2	May 12 (9:00a-12:30p)	\$60
Beyond the Spreadsheet: Managing Financial Information Using Access 2003	T4005	.3 CEU	1/2	May 12 (1:30p-5:00p)	\$60

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COURSE TITLE	CODE	CREDITS	DAYS	DATES	COST (Per Person)
MICROSOFT EXCEL					
Excel Level 1					
2003	T3034	.6 CEU	1	Jan 12, Feb 22, Mar 17, Apr 27, May 26, Jun 23	\$125
2007	T3044	.6 CEU	1	Jan 13, Feb 17, Mar 15, Apr 6, May 4, Jun 9	\$125
Excel Level 2					
2003	T3035	.6 CEU	1	Jan 22, Feb 23, Mar 18, Apr 28, May 27, Jun 24	\$125
2007	T3045	.6 CEU	1	Jan 14, Mar 23, Apr 14, May 13, Jun 21	\$125
Excel Level 3					
2003	T3036	.6 CEU	1	Jan 27, Feb 24, Mar 19, Apr 29, May 28, Jun 25	\$125
2007	T3046	.6 CEU	1	Jan 15, Mar 24, Apr 23, May 24, Jun 23	\$125
Excel 2003					
Forecasting and Trend Analysis Using Microsoft Excel 2003	T4002	.3 CEU	1/2	Apr 19 (9:00a-12:30p)	\$60
Summarizing Microsoft Excel 2003 Data to Make Better Business Decisions	T4003	.3 CEU	1/2	Apr 19 (1:30p-5:00p)	\$60
Excel 2003 Functions and Formulas	T1500	.3 CEU	1/2	Jan 21, Mar 31, Jun 30 (9:00a-12:30p)	\$60
Excel 2003: Introduction to VBA	T1510	.6 CEU	1	May 10	\$125
MICROSOFT OUTLOOK					
Outlook Level 1					
2003	T7031	.6 CEU	1	Apr 7, Jun 7	\$125
2007	T7041	.6 CEU	1	Apr 8, May 5	\$125
Outlook Level 2					
2003	T7032	.6 CEU	1	Apr 15, Jun 11	\$125
2007	T7042	.6 CEU	1	May 6, May 18	\$125
Outlook Level 3					
2007	T7043	.6 CEU	1	May 7, May 28	\$125
Time and Task Management Using Microsoft Outlook 2003	T4006	.3 CEU	1/2	Jun 17 (9:00a -12:30p)	\$60
MICROSOFT POWERPOINT					
PowerPoint Level 1					
2003	T5031	.6 CEU	1	Mar 18, Apr 21	\$125
2007	T5041	.6 CEU	1	Jan 20, May 19, Jun 10	\$125
PowerPoint Level 2					
2003	T5032	.6 CEU	1	Mar 22, Apr 22	\$125
2007	T5042	.6 CEU	1	Jan 21, May 21, Jun 22	\$125
Creating Effective Presentations Using Microsoft PowerPoint 2003	T4007	.3 CEU	1/2	Jun 3 (9:00a - 12:30p)	\$60

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COURSE TITLE	CODE	CREDITS	DAYS	DATES	COST (Per Person)
MICROSOFT WORD					
Word Level 1					
2003	T2034	.6 CEU	1	Feb 10, Mar 24, Apr 13	\$125
2007	T2044	.6 CEU	1	Jan 13, Feb 23, Apr 28, Jun 8	\$125
Word Level 2					
2003	T2035	.6 CEU	1	Mar 10, May 13	\$125
2007	T2045	.6 CEU	1	Jan 22, Mar 16, May 26	\$125
Word Level 3					
2003	T2036	.6 CEU	1	May 27	\$125
2007	T2046	.6 CEU	1	Jan 29, Mar 17, Jun 25	\$125
New Features of Word 2007	New T2054	.3 CEU	1/2	Feb 2, Feb 18, Mar 4, Apr 8, Apr 20, May 18, Jun 1 (9:00a - 12:30p) Mar 16, May 5, Jun 16 (1:30p - 5:00p)	N/C
Building Better Microsoft Word 2003 Documents in Less Time	T4008	.3 CEU	1/2	Jun 3 (1:30p - 5:00p)	\$60
OPERATING SYSTEM COURSES					
Windows Vista, L1	T9632	.6 CEU	1	Feb 24	\$125
Windows Vista, L2	T9633	.6 CEU	1	Mar 9	\$125
DESKTOP PUBLISHING APPLICATION COURSES					
Acrobat 9.0, L1	New T5500	.6 CEU	1	Apr 29	\$225
Acrobat 9.0, L2	New T5501	.6 CEU	1	Apr 30	\$225
InDesign CS3, L1	T4510	.6 CEU	1	May 7	\$225
InDesign CS3, L2	T4320	.6 CEU	1	May 14	\$225
InDesign CS4, L1	New T5510	.6 CEU	1	May 25	\$225
InDesign CS4, L2	New T5520	.6 CEU	1	Jun 25	\$225
GRAPHIC APPLICATION COURSES					
Illustrator CS3, L1	T4310	.6 CEU	1	Apr 6	\$225
Illustrator CS3, L2	T4330	.6 CEU	1	Jan 13, Apr 20	\$225
Illustrator CS4, L1	New T5310	.6 CEU	1	May 19	\$225
Illustrator CS4, L2	New T5330	.6 CEU	1	Jun 18	\$225
Photoshop CS3, L1	T4210	.6 CEU	1	Apr 15	\$225
Photoshop CS3, L2	T4520	.6 CEU	1	Apr 22	\$225
Photoshop CS4, L1	New T4530	.6 CEU	1	Apr 5	\$225
Photoshop CS4, L2	New T4540	.6 CEU	1	May 10	\$225

CITYWIDE TRAINING CENTER - WINTER/SPRING 2010 COURSE SCHEDULE

COURSE TITLE	CODE	CREDITS	DAYS	DATES	COST (Per Person)
Visio Professional 2007, L1	New T5420	.6 CEU	1	Feb 25, Apr 27, Jun 24	\$125
Visio Professional 2007, L2	New T5430	.6 CEU	1	Mar 25, May 25	\$125
PROJECT MANAGEMENT APPLICATION COURSES					
Project 2003, L1	T6023	.6 CEU	1	Apr 12	\$125
Project 2003, L2	T6024	.6 CEU	1	Apr 26	\$125
Project 2007, L1	T6033	.6 CEU	1	Mar 16, May 17	\$125
Project 2007, L2	T6034	.6 CEU	1	Apr 13, Jun 14	\$125
Setting Up Projects for Success Using Microsoft Project 2003	T4009	.3 CEU	1/2	Jan 26, Jun 17 (1:30p - 5:00p)	\$60
WEB DEVELOPMENT APPLICATION COURSES					
Dreamweaver CS3, L1	T9113	.6 CEU	1	Apr 7	\$225
Dreamweaver CS3, L2	T9114	.6 CEU	1	Apr 14	\$225
Dreamweaver CS3, L3	T9115	.6 CEU	1	Apr 21	\$225
Dreamweaver CS4, L1	New T9213	.6 CEU	1	May 5	\$225
Dreamweaver CS4, L2	New T9214	.6 CEU	1	May 10	\$225
Flash CS3, L1	T9207	1.2 CEU	2	Apr 12-13	\$450
Flash CS3, L2	T9208	1.2 CEU	2	Apr 19-20	\$450
Flash CS4, L1	New T9307	1.2 CEU	2	May 17-18	\$450
Flash CS4, L2	New T9308	1.2 CEU	2	Jun 3-4	\$450
Flash CS4, L3	New T9309	.6 CEU	1	Jun 11	\$225
HTML 4: Web Authoring, L1	T9015	.6 CEU	1	Apr 9	\$125
HTML 4: Web Authoring, L2	T9016	.6 CEU	1	Apr 16	\$125
HTML 4: Web Authoring, L3	T9017	.6 CEU	1	Apr 23	\$125
XML (Second Edition), L1	T9027	.6 CEU	1	Jun 1	\$125
XML - DTD Design (Second Edition), L2	T9028	.6 CEU	1	Jun 8	\$125
XML - Document Object Model, L3	T9029	.6 CEU	1	Jun 15	\$125
REPORT WRITING APPLICATION COURSES					
Crystal Reports 10, L2	T9149	1.2 CEU	2	Jan 25-26	\$250
Crystal Reports 11, L1	T9248	1.2 CEU	2	Mar 22-23	\$250
Crystal Reports 11, L2	T9249	1.2 CEU	2	Mar 24-25	\$250

DESKTOP E-LEARNING APPLICATION COURSES

[See Course Catalog for details](#)

CITYWIDE TRAINING CENTER - WINTER/SPRING 2010 COURSE SCHEDULE

COURSE TITLE	CODE	CREDITS	DAYS	DATES	COST (Per Person)
IT PROFESSIONAL / CERTIFICATION COURSES					
SPECIAL COURSE PACKAGES					
Customer Service					
Providing Exceptional Customer Service from the Help Desk	C9083	.6 CEU	1	Feb 26, Apr 30, Jun 23	\$125
Database					
Microsoft SQL Server Data Services	IT-50027	1.2 CEU	2	Feb 8-9; Apr 5-6	\$590
MCTS: Microsoft SQL Server 2005	IT-2779D	6.0 CEU	10	Apr 26-30 & May 3-7	\$2,590 (Reduced Rate)
MCTS: Microsoft SQL Server 2008	IT-6232D	6.0 CEU	10	Mar 1-5 & Mar 8-12	\$2,590 (Reduced Rate)
Designing and Drafting					
AutoCAD 2009 - Boot Camp (Essentials and Intermediate)	IT-6440D	3.0 CEU	4	Apr 19-22	\$1,895 (Reduced Rate)
Help Desk					
A+ Certification 2009	IT-419D	3.0 CEU	5	Mar 1-5; Apr 26-30; June 14-18	\$1,295 (Reduced Rate)
A+ and Network+ Certification 2009	IT-420	5.25 CEU	10	Apr 5-16	\$2,581
MCDST: Microsoft Certified Desktop Technician	IT-2261D	3.0 CEU	5	Jan 25-29; Mar 29-Apr 2; June 14-18	\$1,295 (Reduced Rate)
MCDST: Microsoft Certified Desktop Technician	IT-2261	3.0 CEU	5	Mar 1-5; May 17-21	\$1,475
MCTS: Windows Vista Configuration	IT-5115D	3.0 CEU	5	Apr 5-9	\$1,295
MCTS and MCITP: Windows 7 Configuration Accelerated New	IT-6295D	3.0 CEU	5	Feb 22-26, Apr 12-16; Jun 7-11	\$1,295 (Reduced Rate)
MCTS and MCITP: Windows Vista Configuration and Enterprise Support Technician Accelerated	IT-5117	6.0 CEU	10	Apr 5-16	\$2,950
Network+ Certification	IT-491D	3.0 CEU	5	Mar 15-19; May 10-14; Jun 21-25	\$1,295 (Reduced Rate)
Network+ Certification	IT-491D	3.0 CEU	5	Jan 25-29	\$1,475
Security+ Certification	IT-550D	3.0 CEU	5	Feb 1-5; Mar 29-Apr 2; May 24-28	\$1,295 (Reduced Rate)
Security+ Certification	IT-550D	3.0 CEU	5	Jan 25-29; Mar 15-19; Apr 26-30	\$1,475
Networking					
CCNA: Interconnecting Cisco Networking Devices Part 1 and 2	IT-750503D	6.0 CEU	10	Mar 8 - 12 & Mar 22-26; May 17-21 & May 24-28	\$3,790 (Reduced Rate)
Linux+	IT-430	3.0 CEU	5	Feb 15-19; Apr 12-16; Jun 14-18	\$1,975
MCTS: Microsoft Exchange 2007 Configuration - Boot Camp	IT-8794D	3.75 CEU	5	Feb 22-26; Apr 12-16; Jun 7-11	\$1,620
MCTS: Microsoft Exchange Server 2010 Configuration New	IT-10135	3.0 CEU	5	Mar 22-26; May 3-7	\$1,475
Microsoft System Center Operations Manager New	IT-50028	3.0 CEU	5	Feb 1-5; Apr 5-9; May 24-28	\$1,475
Vmware V14.0 Ultimate Boot Camp	IT-9226	3.75 CEU	5	Mar 8-12; Apr 26-30	\$2,469

CITYWIDE TRAINING CENTER - WINTER/SPRING 2010 COURSE SCHEDULE

COURSE TITLE	CODE	CREDITS	DAYS	DATES	COST (Per Person)
Programming / Development					
Developing Microsoft ASP.Net Web Applications Using Visual Studio .Net	IT-2389D	3.0 CEU	5	Mar 22-26; May 24-28	\$1,295 (Reduced Rate)
Introduction to Website Development with HTML, CSS and Javascript	IT-2517D	1.8 CEU	3	Feb 22-24; Apr 19-21; Jun 14-16	\$777 (Reduced Rate)
Java/SCJP - Boot Camp	IT-8041	3.75 CEU	5	Jan 4-8; Mar 1-5	\$1,844
Javascript Fundamentals	IT-5205D	1.2 CEU	2	Jan 21-22; Apr 22-23	\$518 (Reduced Rate)
MCTS: Microsoft Windows Sharepoint Services 3.0 - Application Development	IT-7542D	3.0 CEU	5	Mar 15-20; May 10-14	\$1,295 (Reduced Rate)
MCTS: Windows Sharepoint Services 3.0 and Sharepoint Office Server 2007: Configuration	IT-5060D	3.0 CEU	5	Jan 11-15; Mar 1-5; Apr 12-16; May 24-28	\$1,295 (Reduced Rate)
Programming with C# .Net	IT-2124D	3.0 CEU	5	Mar 15-19; May 24-28	\$1,295 (Reduced Rate)
Programming with Microsoft Visual Basic .Net	IT-2373D	3.0 CEU	5	Feb 1-5; Apr 26-30	\$1,295 (Reduced Rate)
C++ Programming	IT-5010	3.0 CEU	5	Jan 25-29; Mar 22-26; May 17-21	\$1,475
Windows 7 for Developers New	IT-50219	3.0 CEU	5	Mar 22-26	\$1,475
Project Management					
ITIL: Foundation Certification Boot Camp	IT-4402D	1.5 CEU	2	Feb 18-19; Apr 1-2; Jun 3-4	\$948 (Reduced Rate)
Project Management Professional (PMP)	IT-441D	3.0 CEU	5	Jan 25-29; Mar 8-12; Apr 19-23; Jun 7-11	\$1,895 (Reduced Rate)
Project+ Certification	IT-9026D	3.0 CEU	5	Mar 15-19; Jun 21-25	\$1,295 (Reduced Rate)
Train The Trainer					
Train The Trainer (CTT+/MCT)	IT-506D	1.8 CEU	3	Jan 25-27	\$780 (Reduced Rate)
Train The Trainer (CTT+/MCT)	IT-506	1.8 CEU	3	Mar 1-3; Mar 29-31	\$885

For complete IT Training schedule information: nyc.gov/techtraining

Defensive Driving Strategies for Driver Improvement

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