NYC SPECIFIC PORTFOLIO

L&D has partnered with City agencies to present programs to provide the resources and knowledge that are specific to all New York City agencies in areas such as Emergency Management, Conflicts of Interest, M/WBE Purchasing, Customer Service, and Diversity and Inclusion.

CONFLICTS OF INTEREST BOARD (COIB) SEMINARS

What Every Attorney Should Know About Chapter 68 of the City Charter

This workshop, taught by Conflicts of Interest Board (COIB) Training and Education professionals and COIB attorneys, provides the City attorneys an overview of what they need to know about the NYC Conflicts of Interest Law. Attorneys who attend this class will receive two (2) Continuing Legal Education (CLE) credits.

Objectives:
- Review basic requirements of the law
- Learn COIB structure and responsibilities
- Discuss private practice while employed as a City attorney
- Define situations and conditions which could be deemed as unethical and a conflict of interest
- Discuss recent changes in the law, recent advisory opinions, and enforcement cases

Target Audience: Attorneys employed by the City of New York

Course Code	Days of Training	Dates	Cost	CLEs
C9058	2 hrs	Jan 17 (10:00am-12:00pm)	N/C	2

EMERGENCY MANAGEMENT CERTIFICATE PROGRAM

The Emergency Management Certificate Program introduces City managers and supervisors to the fundamentals of emergency management and provides participants with an awareness and understanding of how the City of New York operates and responds to emergencies.

The suite of classroom and online courses that comprise the certificate will allow individuals to develop and refine their emergency management skill set. The curriculum is based on a series of essential courses regularly offered to New York City Emergency Management (NYCEM) employees and the emergency management community.

AUDIENCE:

The Emergency Management Certificate Program is designed for managers and supervisors from a variety of disciplines but specifically for those who might support emergency operations in their home agency, in the field, or in the City's Emergency Operations Center (EOC).

CERTIFICATE OBJECTIVES INCLUDE:

- Educate and train government employees on emergency management principles
- Explain Citywide Incident Management System (CIMS) Protocol and its application in New York City
- Provide participants with interdisciplinary emergency management training with an emphasis on "real world" experience
- Apply emergency management principles in problem-solving activities

In addition to classroom and online study, participants will engage in a culminating tabletop exercise with other program participants. Participants will have the opportunity to draw upon the knowledge that they have learned throughout the year and represent their agency in a tabletop exercise focused on an emergency scenario.

TIMELINE:

Participants will have a calendar year to complete the suite of required classes which are offered multiple times throughout the year. The flexible nature of this program allows participants to enroll in and complete courses at their convenience. Instructor Led courses are usually held at NYCEM Headquarters, 165 Cadman Plaza East Brooklyn, NY 11201.

REGISTRATION PROCESS:

Please email NYCEMAcademy@oem.nyc.gov for an application form if you are interested in participating in this program. Please note that Supervisor approval is required to participate. If selected, you will be provided access to our Learning Management System to being coursework. Upon completion of the Emergency Management Certificate Program, you will receive a signed certificate of completion from NYCEM's Commissioner.

Citywide Learning & Development

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.

Target Audience: Staff at all levels

Course Code	Days of Training	Dates	Cost	CEUs/CPEs
C1078	½	**Jan 21; Mar 3; May 5** **(9:00am-12:30pm)** **or (1:30pm-5:00pm)**	N/C	.3/4

Conflict Resolution Strategies for the Culturally Diverse Workplace

Conflict, strife, and opposing points of view are part of the workplace and part of life—and you can't change that. But you can change the way you react to and manage conflict when it does occur. Meet conflict and disagreement head-on and reach a positive outcome for everyone involved. After this interactive and dynamic session, you will experience a positive change in yourself—a shift to a new perspective. Discover what it takes to keep your own cool—and prevent others from losing theirs!

Objectives:
*   Recognize the eight root causes of conflict that help you understand what's really bugging you and others
*   Discover your conflict management style and be able to adapt your style for all types of conflicts
*   Raise awareness about cultural differences in the workplace and its impact
*   Discuss real world case scenarios and practice conflict resolution techniques

Target Audience: Hiring managers and supervisors

Course Code	Days of Training	Dates	Cost	CEUs/CPEs
C8023	1	**Jan 14; Mar 24; Apr 16;** **May 6; Jun 2** **(9:00am-5:00pm)**	N/C	.6/8

Disability Etiquette: Inclusive Workplace Strategies for People with Disabilities (Webinar)

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.

Target Audience: Staff at all levels

Course Code	Days of Training	Dates	Cost	CEUs/CPEs
C8022	1 ½ hrs	**Feb 27; May 13 (10:30am-12:00pm) or (2:30pm-4:00pm)**	N/C	.15/2

Everybody Matters (1/2 day)

The City of New York is committed to serving its constituents most effectively by continuing to employ people of all backgrounds. We are proud that our employees represent a full spectrum of diverse backgrounds (i.e., cultural, ethnic, generational, religious, etc.) which mirror the community at large. We are committed to creating an innovative environment where people can be authentic and feel included and at the same time understand how to manage conflict across lines of difference. Everybody Matters is a highly interactive training experience designed to develop the inclusive leadership skills required for today's managers and individual contributors to be successful in leading a diverse employee team/department. The tools provided will assist participants, whether a manager or an individual contributor, to lead inclusively wherever they may be operating in the organization.

Objectives:
- Develop inclusive behaviors that will create an environment where all employees feel valued, included, and engaged
- Utilize your skill set to better serve the vast diversity of all NYC communities
- Draw upon personal experiences to gain insight about inclusion

Target Audience: All employees who want to enhance their awareness of diversity and inclusion and its impact on employee work productivity, sustainability, and overall organizational engagement

Course Code	Days of Training	Dates	Cost	CEUs/CPEs
C1077	½	**Jan 8; Mar 5; May 7 (9:00am-12:30pm) or (1:30pm-5:00pm)**	N/C	.3/4

Citywide Learning & Development

lgbTq: 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.

Target Audience: Staff at all levels

Course Code	Days of Training	Dates	Cost	CEUs/CPEs
C7787	½	**Jan 14; Feb 11; Feb 19; Mar 4; Jun 4 (9:00am-12:30pm) or (1:30pm-5:00pm)**	N/C	.3/4

Reasonable Accommodation Procedural Guidelines

This training will review the City's Reasonable Accommodation Procedural Guidelines (Guidelines). Participants will become familiar with the reasonable accommodation review process under the City's Guidelines and the roles and responsibilities of relevant parties in the review process, as well as develop competencies in applying the Guidelines.

Target Audience: EEO Officers, Agency Personnel Officers and Disability Rights Coordinators

Course Code	Days of Training	Dates	Cost	CEUs/CPEs
C7788	½	**Jan 14; Mar 18; May 12 (9:00am-12:30pm) or (1:30pm-5:00pm)**	N/C	.3/4

Structured Interviewing and Unconscious Bias

This training will examine the impact of unconscious bias on the employee interview and selection process. Participants will learn how to identify unconscious biases, the impact of bias on decision making, tools for making fair employment decisions and best practice guidance in this area, including a review of the Uniform Guidelines on Employee Selection Procedures (UGESP).

Target Audience: Hiring managers and supervisors

Course Code	Days of Training	Dates	Cost	CEUs/CPEs
C7790	½	Jan 8 Feb 5; Mar 10; Apr 9; May 14; Jun 1 (9:00am-12:30pm) or (1:30pm-5:00pm)	N/C	.3/4

Structured Interviewing: Utilizing Follow-Up and Probing Questions

Structured Interviewing is a best practice that ensures organizations are able to identify the most qualified candidates. However, it can be challenging to use structured interviewing to evaluate a candidate's abilities. The purpose of this session is to help participants feel more comfortable with an interactive interview conversation. Participants will gain increased competency in conducting interviews according to structured interviewing protocols and will deepen their understanding of methods for asking probing follow-up questions, as well as engaging interviewees objectively to understand the range of skills that they bring to the position. This half day interactive session will include role plays, case scenarios to practice applicable skills.

Objectives:
• Obtain an overview of Structured Interviewing and the City's Interview Process
• Learn how to use Structured Interviewing practices in the context of unique situations to ask: Probing questions, Pertinent follow-up questions and to engage interviewees

Prerequisite: Structured Interviewing and Unconscious Bias

Target Audience: Hiring managers, EEO professionals and HR professionals who work with prospective candidates

Course Code	Days of Training	Dates	Cost	CEUs/CPEs
C8047	½	Jan 22; Feb 18; Mar 25; Apr 28; May 21; Jun 9 (9:00am-12:30pm) or (1:30pm-5:00pm)	N/C	.3/4

Citywide Learning & Development

HUMAN CAPITAL CITYWIDE TRAINING CENTER

Civil Service 101

This course is designed to answer the most frequently asked questions about the Civil Service Process. Topics will include: the difference between Permanent and Provisional appointments, types of titles and classifications, and other civil service related topics. DCAS' Human Capital staff will lead the discussion on how to navigate the Civil Service System.

Objectives:
- The history of the Civil Service Process
- Types of classifications
- The test taking process
- What to expect post examination

Target Audience: Staff at all levels

Course Code	Days of Training	Dates	Cost	CEUs/CPEs
C7931	½	Mar 4; May 27 (9:30am-12:30pm)	N/C	.3/4

Civil Service List Certification Overview

Civil Service List Certification Overview is designed to guide participants through the processes and procedures relating to the certification of a civil service list. This course provides Human Resources professionals with best practices to assist in the planning and administration of hiring pools, and the development of strategies to maximize use of civil service list to meet agency hiring needs.

Objectives:
- The Stages of Civil Service Lists
- Eligible Lists - Open Competitive, Promotion
- Certification Process
- Civil Service List Call Guidelines
- Preparing for a Hiring Pool

Target Audience: Human Resources Professionals who want to gain a better understanding of Civil Service List Certification Process

Course Code	Days of Training	Dates	Cost	CEUs/CPEs
C7932	½	Mar 4; May 27 (1:30pm-4:30pm)	N/C	.3/4

MAYOR'S OFFICE FOR PEOPLE WITH DISABILITIES

ADA Title II: State & Local Governments

This 3-hour training provides an in-depth review of the responsibilities of State and local governments and all departments, agencies, special purpose districts, and other instrumentalities of State or local government ("public entities"), including the application to all programs, services, or activities of public entities. In this course you will learn about the requirement to ensure that state and local governments include individuals with disabilities in its services, programs and activities as well as effectively communicating with people with disabilities. This training will provide instruction on program access, self-evaluations, transition plan, reasonable accommodations and effective communication.

Objectives:
• Application and administration of Title II of the ADA
• Developing Self-evaluations
• Creating Transition plans
• Program Access
• Reasonable accommodations

Target Audience: Agency Disability Service Facilitators (DSF)/ADA Coordinators, EEO Officers, Hiring managers, Facilities staff and any employee interested in making their agency's programs and services more accessible to everyone

Course Code	Days of Training	Dates	Cost	CEUs/CPEs
C9803	3 hrs	Mar 4 (9:30am-12:30pm) or (1:30pm-4:30pm)	N/C	.3/4

*Class accredited by The American Institute of Architects: 6 AIA LU/HSW credits

Citywide Learning & Development

Disability Etiquette: Inclusive Workplace Strategies for People with Disabilities

This training led by facilitators from the Mayor's Office for People with Disabilities (MOPD) 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.

Target Audience: Staff at all levels

Course Code	Days of Training	Dates	Cost	CEUs/CPEs
C8042	1 ½ hrs	**Jan 22 (2:00pm-3:30pm)** **Feb 19; Mar 18; Apr 15; May 20;** **Jun 17 (10:00am-11:30am)**	**N/C**	**.15/2**

Intro to Digital Accessibility

With the majority of today's correspondence and communication existing online, it's important that we are creating content that is accessible to everyone. If materials are not prepared properly, then it might be difficult to understand for people who are Blind/Low Vision, Deaf/Hard of Hearing, non-native English speakers and more. As a city, we must ensure our messaging can be understood by everyone. In this training, we will review how to create material with everyone in mind.

Objectives:

- Learn about WCAG 2.0 Accessibility Standards
- Examine principles of Accessible Design
- Learn about various types of Assistive Technologies
- Identify common barriers to accessibility on the Web, in electronic communications and social media posts
- Learn what makes a website accessible
- Practice using a screen reader and automated tools to test your website for accessibility
- Learn and practice creating accessible Word documents, PowerPoint presentations, e-mails and social media posts
- Learn how to make your videos accessible through captions and audio descriptions

Target Audience: Marketing and communications, web developers, designers, social media managers, content creators, videographers/editors and anyone else who works with digital products

Course Code	Days of Training	Dates	Cost	CEUs/CPEs
C9801	1	Jan 30; Feb 27; Mar 26; Apr 24; May 28	N/C	.6/8

Citywide Learning & Development

SEXUAL HARASSMENT PREVENTION

This training will facilitate awareness of the City's prohibition on sexual harassment in its workplaces under applicable laws and the City's Equal Employment Opportunity (EEO) Policy. Participants will learn the definitions of sexual harassment, a relevant legislation, the prevention techniques and a procedure for filing a complaint. This course will help the participants to create an environment that is free from sexual harassment.

Topics included:
- Definitions and examples of Sexual Harassment
- How Sexual Harassment is a form of unlawful discrimination under federal, state and local law
- The role of the New York City Commission on Human Rights (NYC CHR), the New York State Division of Human Rights (NYS DHR), and the United States Equal Employment Opportunity Commission (US EEOC), and the complaint procedures
- The complaint process for employees, managers, and supervisors
- The prohibition of retaliation
- The importance of bystander intervention

Target Audience: Staff at all levels

Course Code	Days of Training	Dates	Cost	CEUs/CPEs
C7965	2 hrs	**Offered daily:** **Session 1: 9:00am-11:00am or** **Session 2: 11:30am-1:30pm**	N/C	N/A

Small Business Services M/WBE Courses

Best Practices for Identifying M/WBEs

This course will provide an overview of the City's M/WBE Program, guidance for navigating the Online Directory of Certified Businesses, and information on the City's certification programs, agency and vendor resources, and best practices for identifying M/WBEs.

Objectives:
- Understand the City's M/WBE Program requirements and how to increase an agency's M/WBE utilization

Target Audience: Appropriate for procurement analysts, procurement officers, contract officers, project managers, and ALL new procurement staff across all purchasing areas

Course Code	Days of Training	Dates	Cost	CEUs
P9007S	½	Mar 12 (1:30pm-4:30pm)	N/C	.3

Best Practices for Incorporating the M/WBE Program into the Procurement Process

This course will provide an overview of the M/WBE Program as well as discuss checkpoints in the procurement process to incorporate M/WBEs.

Objectives:
- Understand the M/WBE Program requirements, checkpoints to incorporate M/WBE participation

Target Audience: Appropriate for procurement analysts, procurement officers, contract officers, project managers, and ALL new procurement staff across all purchasing areas

Course Code	Days of Training	Dates	Cost	CEUs
P9031S	½	Feb 13 (1:30pm-4:30pm)	N/C	.3

Citywide Learning & Development

Best Practices for M/WBE Networking and Outreach

This course will provide an overview of the City's M/WBE Program, with a focus on best networking and outreach.

Objectives:
- Understand the M/WBE Program requirements, procurement and best practices for networking and outreach

Target Audience: Appropriate for procurement analysts, procurement officers, contract officers, project managers, and ALL new procurement staff across all purchasing areas

Course Code	Days of Training	Dates	Cost	CEUs
P9034S	½	Jun 11 (1:30pm-4:30pm)	N/C	.3

M/WBE Procurement and Utilization Plans

This course will provide an overview of the City's M/WBE Program, with a focus on procurement and utilization planning.

Objectives:
- Understand the M/WBE Program requirements, procurement and utilization plans

Target Audience: Appropriate for procurement analysts, procurement officers, contract officers, project managers, and ALL new procurement staff across all purchasing areas

Course Code	Days of Training	Dates	Cost	CEUs
P9033S	½	Apr 16 (1:30pm-4:30pm)	N/C	.3

M/WBE Program Compliance and Administration

This course will provide an overview of the City's M/WBE Program, with a focus on M/WBE Program compliance and administration.

Objectives:
- Understand the M/WBE Program requirements, and M/WBE Program compliance and administration

Target Audience: Appropriate for procurement analysts, procurement officers, contract officers, project managers, and ALL new procurement staff across all purchasing areas

Course Code	Days of Training	Dates	Cost	CEUs
P9032S	½	May 14 (1:30pm-4:30pm)	N/C	.3

M/WBE Program Resources

This course will provide an overview of the City's M/WBE Program, compliance body, City's the M/WBE certification programs, and vendor resources.

Objectives:
- Understand the City's M/WBE Program resources

Target Audience: Appropriate for procurement analysts, procurement officers, contract officers, project managers, and ALL new procurement staff across all purchasing areas.

Course Code	Days of Training	Dates	Cost	CEUs
P9030S	½	Jan 16 (1:30pm-4:30pm)	N/C	.3

Citywide Learning & Development