

Campuses Gather for “Trainers Forum”

Last November, OHRM's Office of Professional Development & Learning Management (PDLM) conducted the first-ever *Trainers Forum*, a day of learning and professional development for University employees who provide training for other employees on their campuses. Held at the CUNY School of Law's beautiful new building in Long Island City, the event was intended to support campus trainers and coordinators by providing information, training skills, and access to training resources. The *Trainers Forum* also provided an opportunity for colleagues from different campuses and the Central Office to network and exchange ideas for meeting the challenges and opportunities of training at CUNY.

Participants from 14 colleges and the Central Office included campus Human Resources Directors and staff, Chief Diversity Officers, Labor Relations Officers, members of campus committees responsible for training in CUNY policies, *Connections* customer service trainers, Student Affairs trainers, and past participants in various PDLM *Train-the-Trainer* programs.

Last summer, PDLM distributed an online survey to this group of employees, asking about their needs and the topics they would want to explore at a professional development event for trainers. The *Trainers Forum* was designed based on their feedback, and included an overview of CUNY training resources, topical breakout sessions, special presentations from CUNY training partners, and a raffle that awarded free classroom, online, and video training programs to several campuses.

Participants attended one of three breakout sessions. In *Training for Different Audiences: Giving Them What They Want*, popular CUNY facilitator Dr. Lucia Alcántara offered expert tips on how to customize a training program to meet the learning and scheduling needs of various campus audiences. Adante Harvey and Shanna Van Ness, University Director and Technology Trainer, respectively, for CUNY ERP Training, led a session titled *Technology Train-the-Trainer: Giving Them What They Need*. This session offered insights for those who conduct campus training in CUNYfirst, MS Office software, or other technology, and explained how technology training differs from other kinds of professional development. Finally, a panel discussion titled *Managing and Marketing Training: Getting Them On Board* featured campus training representatives who shared the success stories and challenges of their own campus training programs and offered advice on training coordination.

During a special “lunch and learn,” training consultants from Corporate Counseling Associates, CUNY's Work/Life Employee Assistance Program provider, reviewed the variety of services and learning programs they offer CUNY employees and campuses. Following lunch, Dr. Alcántara offered short previews of two full-day professional development programs: *Diversity in the Workplace* and *How to Influence and Manage Up*.

Feedback on *The Trainers Forum* has been overwhelmingly positive. Participants acquired new training ideas as well as practical knowledge, and information on training resources. [Click here for highlights from The Trainers Forum.](#)