



Spring 2024




SKILLS FOR SUCCESS

Courses and Webinars for
CSEA-represented Employees

**NYS & CSEA
Partnership**

Connect With Us | (800) 253-4332
www.nyscseapartnership.org
learning@nyscseapartnership.org

NYS & CSEA Partnership for Education and
Training, Corporate Plaza East – Ste. 502,
240 Washington Ave. Ext. Albany, NY 12203

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A Joint Message



The NYS & CSEA Partnership for Education and Training is pleased to announce the Spring 2024 Skills for Success catalog for CSEA-represented employees.



The NYS & CSEA Partnership is jointly sponsored and administered by the Office of Employee Relations (OER) and the Civil Service Employees Association (CSEA).

Participation by employees working in local government, school districts, state authorities, and the private sector is sponsored by the CSEA WORK Institute.

Participate in Live Instructor-Led Training

- Choose a course or webinar that meets your job-related training, professional development, or personal development needs.
- Enroll through the Statewide Learning Management System (SLMS) or by completing the Skills for Success application form in this catalog.
- Attend in-person courses at a nearby site.
- Attend online courses and webinars at your convenience from a computer or mobile device.

We hope you will choose from the many learning opportunities that can help you prepare for the challenges and demands of your current and future job opportunities.



Course Categories

Adult Education Basics

Computer Skills

Individual Development

Interpersonal
Communication

Language Skills

Math Skills

Safety and Health

Trades, Operations, and
Maintenance

Work Management

Writing Skills



Skills for Success: Spring 2024 Course Schedule

February - May 2024



**Accelerate Your Success and
Advance Your Career at No Cost with
the Latest Courses and Webinars.**

17,500+

In-person or Webinar Courses Completed by Employees*

*Data taken from the 2016-2021 contract period.

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About the Program



Skills for Success

Skills for Success courses and webinars help employees acquire the knowledge and skills needed to accomplish job assignments more effectively and provide personal development opportunities. Employees should work with their supervisors to select courses and webinars that are meaningful to their professional and personal growth.

Course Locations

Courses will be offered in-person and online. Course and webinar descriptions, dates, and locations are available in this catalog.



Participant Eligibility

Employees are eligible to participate in Skills for Success courses and webinars if they are a:

- CSEA-represented NYS employee (ASU/02, OSU/03, ISU/04, or DMNA/47).
- CSEA-represented employee working in a local government, school district, state authority, or the private sector, *as space permits*.
- NYS employee (previously in the ASU/02) serving a probationary period in a transition title or traineeship supported by the Partnership (MC/06 or PS&T/05).
- NYS employee in a Management/Confidential (MC/06) clerical or secretarial title, *as space permits*.

Courses and Webinars Designed for You

Within this catalog, you'll find over 80 courses and webinars—each designed with your needs in mind. You may search by course category, workforce development competency, date, or location. We hope you will take time out of your busy schedule to learn with us this semester.



Live Instructor-Led Training

Skills for Success courses are available in-person and online. Explore this catalog to see all of the available courses.

- In-person courses may last for a few hours up to a full day or more.
- Webinars are virtual and typically last one hour.
- Online courses typically meet more frequently and for up to several hours at a time.

Workforce Development Competencies

Workforce development competencies are foundational job-based skills all employees need to succeed across various occupations.

The standards serve as a reference for employees and supervisors in selecting courses and webinars relevant to professional and personal development and supportive of agency missions.

The competency names and their corresponding icons and descriptions are available in this catalog.

Each course and webinar description will have a competency icon assigned next to it.

How You Can Enroll

Enroll through SLMS

Employees can enroll for courses and webinars through the Statewide Learning Management System (SLMS) at <https://nyslearn.ny.gov/>.

If you have forgotten your Username or Password, go to <https://nyslearn.ny.gov/> and click on the SLMS Login button and then click on the Forgot your Username or Password link.

For more information, see SLMS: Getting Started Enrolling in Partnership Classes in this catalog.

Enroll through the Partnership

If you are unable to enroll through SLMS, complete the Skills for Success application form in this catalog.

You can apply for multiple courses and webinars on one application form.

You must obtain your supervisor's approval on the application form to attend courses or webinars, unless you indicate you will be using your own time.



Applicants

Enroll for courses and webinars as soon as possible. Minimum enrollment levels must be met three weeks before the course or webinar start date. Please do not enroll in courses and webinars unless you can attend the entire session.

Supervisors of Applicants

Once an employee enrolls in a course or webinar, the supervisor will receive an email notification from donotreply@oer.ny.gov with the message: "Your approval is required to confirm the following enrollment request." The employee's name will appear in the email. When the supervisor approves an employee's enrollment, they are granting the employee release time to attend the entire session without charge to leave credits.

Reasonable Accommodations

All training is accessible to employees with disabilities. If you have questions about accessibility or a request for accommodation, please call (518) 408-1822 or email dawn.hall@nyscseapartnership.org.

CSEA-represented employees working in local government, school districts, state authorities, or the private sector must contact the Partnership at (800) 253-4332 or learning@nyscseapartnership.org for information about enrolling in classes through SLMS.

Notifications

Once you are accepted into a Skills for Success course or webinar, you will be notified by email approximately two weeks before the start date. If your supervisor has not approved your participation, you will be notified by email. If you do not receive a notification 10 days before the course or webinar is scheduled, please call us at (800) 253-4332.



Your Responsibilities

Your enrollment signifies a commitment to attend the entire course or webinar.

If you cannot attend and you have enrolled through SLMS, please drop the course or webinar as soon as possible.

If you cannot attend and you sent in a paper application, please drop the course or webinar by contacting the Partnership at (800) 253-4332 or learning@nyscseapartnership.org as soon as possible.

Do not ask someone to attend in your place, because the Partnership maintains a waitlist. By dropping a course or webinar at the last minute, or failing to attend, you may be denying another employee the opportunity to attend.

Course and Webinar Notifications

Notification That a Course or Webinar is Full

If you are not accepted into a course or webinar, you will be notified by email. We encourage you to reapply when the course or webinar is offered again.

Waitlists

The Partnership will maintain a waitlist for any course or webinar that has reached full enrollment. If a vacancy occurs, we will notify the next employee on the list and invite them to attend. Waitlisted employees will be given advance notice and priority to register the next time the course is offered.

Date Changes

Occasionally, the Partnership must change course or webinar dates. Please read your email notification carefully.

Cancellations

If a course or webinar is canceled, you will be notified by email. If there is no email address for you in SLMS, you will be notified by phone.

Certificates of Completion

- Certificates of Completion are awarded if you attend and participate in the entire course or webinar.
- Approximately three to four weeks after you complete a course or webinar, you will be notified that your class status has been updated to Completed which also allows you to print your certificate.
- To print your certificate, log into SLMS, go to My Learning page, locate the appropriate course or webinar, and click on the Print Certificate button.
- If you are unable to print your certificate, please contact the Partnership at (800) 253-4332.

Partnership Advisors

Set Yourself Up for Success

Partnership advisors provide confidential assistance and information to employees in the area of tuition benefits, financial aid, basic skills, nursing programs, starting or returning to college, and high school equivalence test preparation.

Tuition Benefits

Learn New Skills To Advance Your Career and Educational Goals

The Partnership Tuition Benefits Program provides educational benefits to CSEA-represented NYS employees, enabling them to achieve greater career mobility, promotional opportunities, and improve job skills.



Connect With Us

Contact Us

learning@nyscseapartnership.org

(800) 253-4332

www.nyscseapartnership.org

Address

NYS & CSEA Partnership for
Education and Training

Corporate Plaza East - Suite 502

240 Washington Ave. Ext.

Albany, NY 12203

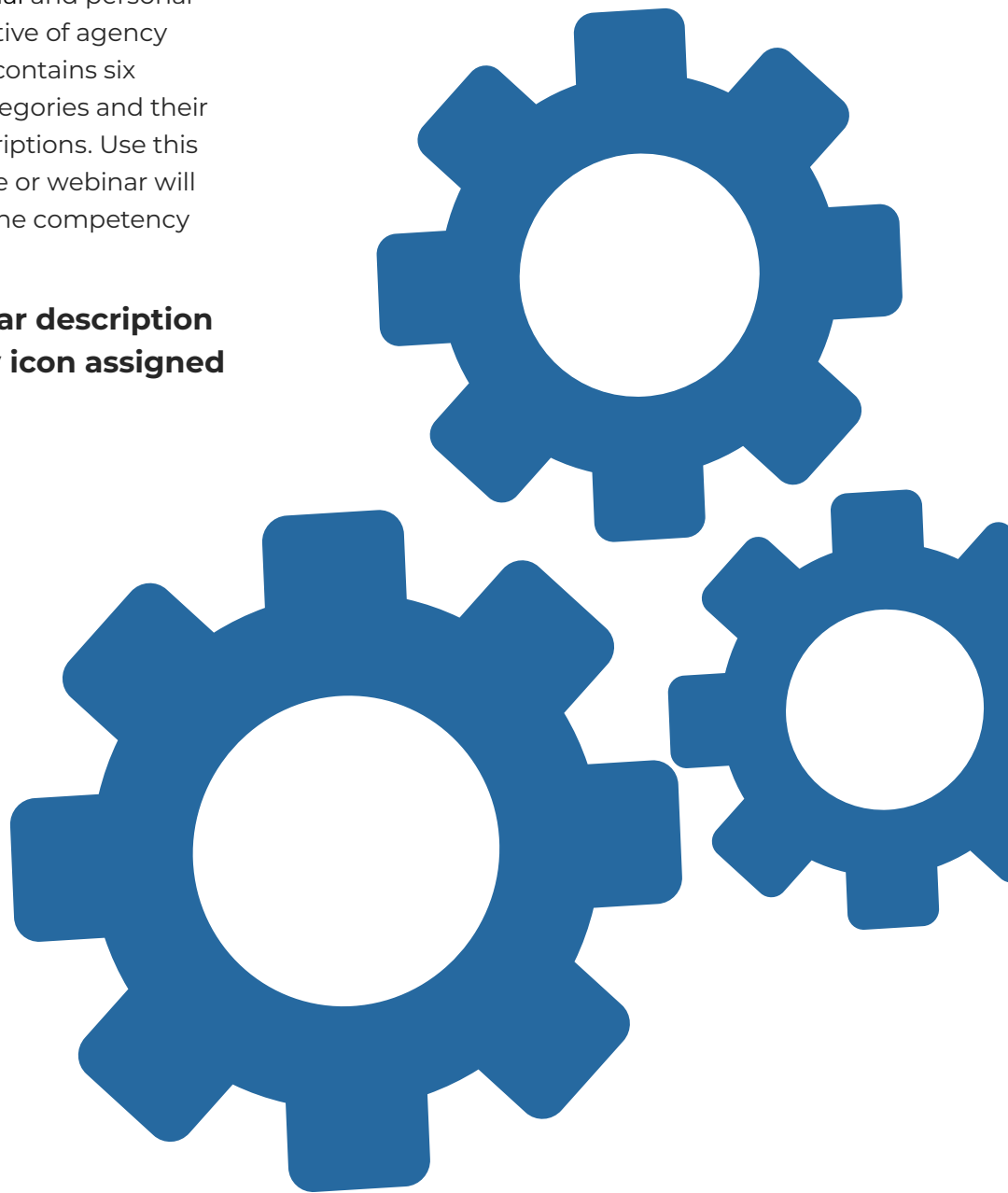
Follow Us On Social Media



Workforce Development Competencies

Workforce development competencies are foundational, job-based skills employees need in order to succeed across various occupations. The Partnership has identified a set of standards to serve as a reference for employees and supervisors in selecting courses and webinars that are relevant to professional and personal development and are supportive of agency missions and efforts. The list contains six foundational competency categories and their corresponding icon and descriptions. Use this list to determine which course or webinar will enhance your skills in any of the competency categories.

Each course and webinar description will have a competency icon assigned next to it.





Computer Skills and Technology

- Demonstrate basic computer skills
- Use technology to inform or perform tasks
- Use computer programs to increase productivity



Critical Thinking, Problem-Solving, and Math

- Solve problems by applying knowledge, information, or processes
- Make decisions or recommendations based on logic and reasoning
- Use basic math skills to solve workplace problems
- Interpret graphs, charts, or tables



Interpersonal and Customer Relations

- Develop or maintain productive relationships to improve work performance
- Cooperate with others to perform job tasks or achieve goals
- Resolve conflict or negotiate resolutions



Professionalism and Self-Management

- Demonstrate professional and respectful language, behavior, and attire
- Adhere to organizational policies or procedures
- Develop skills to prepare for changing work situations, personal growth, and career mobility
- Use self-evaluation to improve quality of work



Trades, Safety, and Risk Management

- Identify and reduce safety risks
- Use materials, tools, and equipment safely
- Demonstrate knowledge of machines and systems, including their design, use, repair, and maintenance



Verbal and Written Communication

- Communicate through verbal and written means
- Recognize the main points of an argument
- Exchange thoughts, opinions, or information
- Address workplace language barriers



COURSE AND WEBINAR DESCRIPTIONS AND DATES

NYS & CSEA
Partnership

Adult Education Basics

Employees will improve job-related knowledge, learn new skills for improved work performance, and enhance their learning capacity. Participants will learn in a multi-skill level environment.



Math Refresher 1 (Online)

This six-week course is a refresher of fundamental math topics such as whole numbers, fractions, algebraic expressions, and word problems. Participants will also examine small datasets for mean, median, and mode, and interpret simple graphs. It is suggested that participants enroll in Adult Education Basics courses in sequential order. Attendance is required all days.

By the end of the course, participants will be able to:

- Perform basic math calculations with whole numbers and fractions.
- Round values to simplify mental calculations and estimate a value.
- Use the order of operations to solve word problems and algebraic expressions.
- Calculate the mean, median, and mode of a small dataset.
- Interpret bar graphs and pie charts.

Online

March 5, 7, 12, 14, 19, 21, 26, 28; April 2, 4, 9 & 11, 2024
9:30 a.m. - 12:30 p.m.

SLMS Class Code: P_AEB_R9_5830



Computer Skills

Employees will gain the knowledge and skills they need to use various computer and application software.



Internet Research Skills

The Internet contains an enormous amount of information from both reliable and unreliable sources, and wading through this material can be overwhelming. This course provides strategies for employees to find helpful and accurate information quickly.

By the end of the class, participants will be able to:

- Review Internet search engines and search tools.
- Identify effective search techniques for the Internet.
- Apply criteria to evaluate information found on the Internet.

Webinar

February 21, 2024 | 1:00 p.m. - 2:00 p.m.

SLMS Class Code: P_OE_R7_5763



Computer Skills Continued



Microsoft Excel Basics

This course provides the basic knowledge and skills needed to perform daily tasks and improve productivity in Microsoft Excel. Participants will be expected to have a working knowledge of desktop computers and be familiar with using the keyboard and mouse.

By the end of the course, participants will be able to:

- Practice with common spreadsheet functions.
- Create and format worksheets.
- Use simple formulas.
- Enter information into a workbook.
- Preview and print a worksheet.

MicroKnowledge - Albany

April 16, 2024 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R4_5780



Microsoft Excel Intermediate

This course provides the intermediate knowledge and skills needed to perform specialized tasks and improve productivity in Excel. Participants will be expected to have a working knowledge of the topics covered in Excel Basics or have equivalent knowledge.

By the end of the class, participants will be able to:

- Perform calculations in Excel using formulas and functions.
- Use sort, filter, and table tools in Excel to organize data.
- Create and format charts to present data.
- Identify strategies for working with data across multiple worksheets.
- Apply settings to protect worksheets.
- Use advanced formatting and print options.

MicroKnowledge - Albany

February 28, 2024 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R4_5781

Computer Skills Continued



Microsoft Outlook: Managing Contacts and Tasks

This webinar will teach you how to manage contacts and tasks using Microsoft Outlook. Topics include creating and editing contacts using the address book, creating and organizing tasks, and identifying the best practices of using these features.

By the end of the class, participants will be able to:

- Create and manage contacts using the address book.
- Create and organize tasks.
- Identify best practices for using contacts and tasks.

Webinar

March 26, 2024 | 10:00 a.m. - 11:00 a.m.

SLMS Class Code: P_OE_R7_5764



Microsoft Outlook: Working with Calendars

Are you looking to manage your meetings and appointments in a more efficient way? This webinar will teach you how to do just that using Microsoft Outlook's calendar. Topics include scheduling appointments, meetings, and all-day events, as well as sharing calendars.

By the end of the class, participants will be able to:

- Identify steps to schedule appointments, meetings, and all-day events.
- Explain the benefits of sharing and managing calendars.
- Describe best practices in managing calendars.

Webinar

April 25, 2024 | 10:00 a.m. - 11:00 a.m.

SLMS Class Code: P_OE_R7_5765

Computer Skills Continued



Microsoft Teams Basics

Are you new to Microsoft Teams? This is the webinar for you! In this webinar, we'll show you how to use the basic features of Teams, including how to send and reply to a chat message, participate in a meeting, and collaborate on files and documents.

By the end of the course, participants will be able to:

- Describe the basic features of Teams.
- Illustrate how to use chat messages and channel postings in Teams.
- Identify how to schedule and participate in a meeting.
- Recognize the benefits of collaborating on files and documents.

Webinar

March 28, 2024 | 10:00 a.m. - 11:00 a.m.

SLMS Class Code: P_OE_R7_5766



Microsoft Word Basics

This course provides the basic knowledge and skills needed to perform daily tasks and enhance productivity in Microsoft Word. Participants will be expected to have a working knowledge of desktop computers and be familiar with using the keyboard and mouse.

By the end of the course, participants will be able to:

- Practice common word processing tasks.
- Create and edit documents.
- Format page layouts, text, tables, and paragraphs.
- Format and insert page breaks, pictures, headers and footers, and tables.
- Preview and print a document.

MicroKnowledge - Albany

April 10, 2024 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R4_5784

Taconic DDSO - Wassaic

April 30, 2024 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R3_5824

Computer Skills Continued



Microsoft Word Intermediate

This course provides the knowledge and skills needed to perform specialized tasks and enhance productivity in Microsoft Word. Participants will be expected to have a working knowledge of Microsoft Word.

By the end of the course, participants will be able to:

- Create a template document.
- Insert charts, pictures, and SmartArt.
- Format a Word document using advanced settings.
- Use the review tools to edit a Word document.
- Start a mail merge.

SUNY Old Westbury - Old Westbury

March 12, 2024 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_RI_5803



Individual Development

Employees will gain the knowledge and skills they need to help achieve balance between their work and personal lives. Participants will have the opportunity to learn about a variety of subjects, depending on their individual needs and interests.



Aspiring Leaders

The goal of this course is to help participants develop leadership skills that will enhance their ability to lead successful careers in New York State government. Course topics will address a wide range of workplace issues and professional development needs including: leading self and others, dealing with resistance, resilience, emotional intelligence, building coalitions, communication, building relationships, coaching and providing feedback, goal setting, decision making, problem solving, professionalism, accountability, and ethics. This is a three-day course; attendance is required all three days. Participants will receive a DiSC Self-Assessment to complete in advance of the course that will help them identify their leadership style. Seats are limited to 30 for each class.

By the end of this course, participants will be able to:

- Employ leadership strategies that focus on self-awareness and motivation to coach employees through transitions.
- Apply principles of emotional intelligence to build effective relationships and teams.
- Prepare a team for success by setting clear, achievable goals that are aligned to the agency's mission and NYS code of ethics.

Central New York DDSO - North Syracuse

April 10, 11 & 12, 2024 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R5_5790

Western New York DDSO - West Seneca

May 7, 8 & 9, 2024 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R6_5770



Individual Development Continued



Best Practices for Interviews

Are you looking to make a change in your career? Do you need to brush up on your interview skills? This webinar walks you through the steps to prepare for an interview. Topics will include pre-interview preparation, day-of tips and tricks, and post-interview best practices to leave a good impression.

By the end of the course, participants will be able to:

- List the steps to prepare for both an in-person and virtual interview.
- Practice answering commonly asked questions.
- Identify strategies to calm your nerves and improve your confidence the day of the interview.
- Discuss post interview best practices to leave a good impression.

Webinar

April 10, 2024 | 1:00 p.m. - 2:00 p.m.

SLMS Class Code: P_OE_R7_5767



Dealing with Stress

This webinar will help employees recognize and manage the stress of balancing work and life demands. Participants will explore the impact of stress, practice stress-reduction techniques, and discover ways to manage stress at home and at work.

By the end of the class, participants will be able to:

- Define stress.
- Recognize how stress affects you.
- Identify strategies for managing and reducing stress.
- Create a stress management plan.

Webinar

February 22, 2024 | 1:00 p.m. - 2:00 p.m.

SLMS Class Code: P_OE_R7_5768

Individual Development Continued



Merit System: Examinations and Eligible Lists

Have you ever read a Civil Service exam announcement and been unsure about your eligibility? Have you ever wondered how eligible lists are created and how an agency uses them to fill positions? Do you know what eligible lists you are on? If you have ever asked any of these questions, this webinar is for you.

By the end of the class, participants will be able to:

- Differentiate between the types of Civil Service examinations.
- Distinguish various types of lists and how agencies use them.
- Determine the effects of accepting or declining opportunities from an eligible list.
- Explore the capabilities of the online Eligible List Management System.
- Recognize their eligibility on a Civil Service eligible list.

Webinar

February 29, 2024 | 10:00 a.m. - 11:00 a.m.

SLMS Class Code: P_OE_R7_5805



Merit System: Transfers

Are you ready for a career move? Have you ever wondered what job titles you may transfer to and how to apply? Do you know where to start? If you've been appointed from a list, you may have opportunities to transfer to other titles, and this webinar is for you.

By the end of the class, participants will be able to:

- Differentiate between different types of transfers and when each may be applicable.
- Review eligibility requirements for transfer.
- Explore available resources to determine transfer opportunities.

Webinar

May 14, 2024 | 1:00 p.m. - 2:00 p.m.

SLMS Class Code: P_OE_R7_5806

Individual Development Continued



Stress in the Workplace

This course enables employees to successfully navigate their way through stressful events and preserve a sense of balance and energy between their work and life demands. Participants will gain knowledge about the impact of stress, practice stress-reduction techniques, and discover ways to manage stress at home and at work.

By the end of the class, participants will be able to:

- Identify stressors in their environment.
- Describe how stress affects them biologically, psychologically, and socially.
- Enhance their capacity to deal with stressors.
- Define ways to capitalize on positive stress energy.
- Select and apply a variety of stress management strategies.

Mohawk Valley Psychiatric Center - Utica

March 19, 2024 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R5_5840

Reservoir State Park - Lewiston

March 26, 2024 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R6_5775



Using Credit Wisely

Credit reports and scores are important pieces of your financial identity and history, and predictors of future behavior. In this webinar, you'll learn how to find and read your credit report and how to repair, build, and protect your credit score.

By the end of the class, participants will be able to:

- Identify the steps to access, read, and interpret your credit report.
- Discuss strategies for repairing and building credit.
- Recognize how to protect your credit score.

Webinar

April 17, 2024 | 1:00 p.m. - 2:00 p.m.

SLMS Class Code: P_OE_R7_5807

Individual Development Continued



Using the Tuition Benefits Program

This webinar is open only to CSEA-represented NYS employees.

Interested in returning to school to work on a degree but not sure how to pay for it? Interested in taking courses to become eligible for a Civil Service examination or to improve your current job skills? This webinar provides information about using the Partnership's Tuition Benefits Program to help pay for courses.

By the end of the class, participants will be able to:

- Determine their eligibility for tuition benefits.
- Identify the different types of benefits available and the types of courses covered.
- Discover how to apply for and use their benefits, cancel a benefit, change courses and schools, and drop a course.
- Gain knowledge about benefit coverage limits.

Webinar

April 4, 2024 | 1:00 p.m. - 2:30 p.m.

SLMS Class Code: P_OE_R7_5808



Interpersonal Communication

Employees will gain the skills they need to communicate effectively in the workplace. Participants will exchange information in various ways, including verbal, written, and non-verbal communication.

Addressing Conflict in Customer Relations

Conflict is a natural part of working with customers. Designed specifically for customer service providers, this webinar offers a basic introduction to conflict resolution and the importance of addressing conflict appropriately when working in a customer service role.

By the end of the class, participants will be able to:

- Identify effective strategies for addressing conflict.
- Recognize the benefits of using conflict management strategies in customer service interactions.
- Apply conflict management strategies to customer service scenarios.

Webinar

March 7, 2024 | 1:00 p.m. - 2:00 p.m.

SLMS Class Code: P_OE_R7_5809



Interpersonal Communication Continued



Building Better Work Relationships

Effective work relationships are critical to accomplishing your work successfully. They can contribute to job satisfaction, increased productivity, and better health. Regardless of job title or agency, your ability to play well with others matters.

By the end of the class, participants will be able to:

- Recognize the value of positive workplace relationships.
- Determine how effective work relationships can help achieve career goals and improve job satisfaction.
- Develop the skills to create and improve relationships at work.

SUNY Brockport - Brockport

April 30, 2024 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R6_5834



Communicating with Confidence

This webinar introduces participants to interpersonal communication skills and focuses on speaking with confidence. The basic elements of the communication model will be reviewed along with verbal and non-verbal communication. This webinar was designed to help participants increase their level of confidence when communicating at work.

By the end of the course, participants will be able to:

- Demonstrate effective interpersonal communication skills.
- Identify the qualities of a confident speaker.
- Recognize the barriers to communicating with confidence.
- Identify strategies to help speak with confidence.

Webinar

March 13, 2024 | 10:00 a.m. - 11:00 a.m.

SLMS Class Code: P_OE_R7_5810

Interpersonal Communication Continued



Customer Service

This course addresses the role of customer service in the public sector. It will provide strategies and techniques for effectively handling customers when delivering outstanding service to the public.

By the end of the class, participants will be able to:

- Gain knowledge about what is and is not good customer service.
- Acquire useful tips for handling difficult and angry customers.
- Develop strategies for managing stress when dealing with customers.
- Identify and address the challenges of working with customers from diverse backgrounds.

Office of General Services - Albany

February 28, 2024 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R4_5845

Western New York DDSO - West Seneca

March 7, 2023 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R6_5771

CSEA Metropolitan Region Office - New York

March 14, 2024 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R2_5825



Job Etiquette

Job etiquette refers to good manners and proper behavior that are essential to one's professional growth. This webinar focuses on proper conduct in a work environment and will cover such topics as appropriate communication, behavior, and dress.

By the end of the class, participants will be able to:

- Identify useful tips for working in a cubicle environment.
- Gain knowledge about proper work attire.
- Develop good office telephone etiquette.

Webinar

April 30, 2024 | 1:00 p.m. - 2:00 p.m.

SLMS Class Code: P_OE_R7_5811

Interpersonal Communication Continued

NEW COURSE!



Managing Emotions in the Workplace

Emotional intelligence is the ability to identify your own emotions and respond appropriately to the emotions of others. This webinar will offer you a basic introduction to emotional intelligence and strategies for dealing with workplace interactions. These skills are useful in all situations, but particularly in those you might find stressful.

By the end of the webinar, you will be able to:

- Identify your emotions and recognize personal triggers.
- Select strategies to manage your emotions.
- Recognize emotions in others.
- Examine how your emotions impact your behavior and interactions with others.

Webinar

April 3, 2024 | 10:00 a.m. - 11:00 a.m.

SLMS Class Code: P_OE_R7_5812



Managing Stress in Customer Relations

Managing stress while providing customer service to the public can be challenging, even for the most experienced employee. This webinar will focus on the unique importance of managing stress when working in a customer service role.

By the end of the class, participants will be able to:

- Identify five best practices for managing stress.
- Recognize the benefits of stress management in customer service work.
- Apply stress management techniques to customer service scenarios.

Webinar

March 21, 2024 | 1:00 p.m. - 2:00 p.m.

SLMS Class Code: P_OE_R7_5813

Interpersonal Communication Continued



Practical Skills for Resolving Conflict

This course introduces participants to the process of conflict resolution. Participants will define conflict, explain how the brain responds to it, and use inhibitory responses which break the conflict cycle and move to resolution.

By the end of the course, participants will be able to:

- Define conflict and its effect on the workplace.
- Explain how the brain responds to conflict.
- Identify resolution gestures that can break the conflict cycle.
- Apply strategies to resolve workplace conflicts.

Perry B. Duryea State Office Building - Hauppauge

February 27, 2024 | 9:00 a.m. - 12:45 p.m.

SLMS Class Code: P_OE_R1_5847

SUNY Brockport - Brockport

March 5, 2024 | 9:00 a.m. - 12:45 p.m.

SLMS Class Code: P_OE_R6_5836

Department of Labor - Albany

March 19, 2024 | 9:00 a.m. - 12:45 p.m.

SLMS Class Code: P_OE_R4_5783

CSEA Metropolitan Region Office - New York

April 10, 2024 | 9:00 a.m. - 12:45 p.m.

SLMS Class Code: P_OE_R2_5827



Professionalism in the Digital Age

This webinar introduces the rules-of-the-road for popular forms of digital workplace communication. It will identify professional practices for use of email, instant messaging, voicemail, cell phones, and social media.

By the end of the class, participants will be able to:

- Identify professional use of digital communication practices.
- Recognize the role of privacy and confidentiality in workplace communication.
- Apply digital etiquette to common workplace scenarios.

Webinar

February 27, 2024 | 1:00 p.m. - 2:00 p.m.

SLMS Class Code: P_OE_R7_5814

Language Skills

Employees will gain the skills they need to communicate effectively in the workplace. Participants will practice pronunciation and verbal communication skills.



Focus on Pronunciation: Level 2

Pronunciation can be difficult, even for native American English speakers. This course is a continuation of Focus on Pronunciation: Level 1; participants are encouraged—but not required—to complete Level 1 prior to Level 2. This course will help you expand your pronunciation and verbal communication skills, regardless of your first language. You'll practice speaking clearly and accurately in everyday situations, explore the rhythm of the English language and develop a plan to improve your personal pronunciation.

By the end of the class, participants will be able to:

- Listen for differences when pronouncing words.
- Explore how rhythm and intonation (pattern of high and low notes) add meaning to speech.
- Identify correct emphasis (stress) for common words.
- Develop a plan to improve your personal pronunciation.

Office of General Services - Albany

February 29; March 7, 14, 21, 28 & April 4, 2024
9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R4_5782

CSEA Metropolitan Region Office - New York

March 6, 13, 20, 27; April 3 & 10, 2024
9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R2_5798



Language Skills Continued



Getting Started with English for Speakers of Other Languages

The goal of this course is for participants to practice reading, writing, speaking, and listening in the English language with a focus on their roles as employees, community members, family members, and citizens. U.S. culture and customs will also be discussed. The course consists of six all-day classes that meet one day per week. Participants should have a basic understanding of the English language. The first class includes a mandatory skills evaluation.

By the end of the course, participants will be able to:

- Define and apply new vocabulary words.
- Identify and use community resources necessary for daily living.
- Communicate basic needs at work and in the community.
- Complete basic forms; interpret maps, schedules, simple charts, and graphs.

Office of General Services - Albany

April 10, 17, 24; May 1, 8 & 15

9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R4_5792

Safety and Health

These courses and webinars develop the knowledge and skills employees need to promote a safe and healthy work environment. They focus on the Federal Occupational Safety and Health Administration (OSHA) and the NYS Public Employees Safety and Health (PESH) standards and regulations with an emphasis on the general and construction industries.

Disclaimer: Safety and Health courses and webinars provide an overview of several PESH and OSHA regulations. Information provided may constitute part of required training as mandated by PESH and/or OSHA. Unless specifically noted, the Partnership cannot guarantee that the completion of any particular course will result in full compliance with PESH and/or OSHA regulations.



Boiler Safety Awareness

Working on and around steam distribution systems has many associated risks. This course identifies physical, chemical, and material hazards as well as guidance on managing those risks, avoiding, and controlling potential exposures.

By the end of the course, participants will be able to:

- Discuss the risks and hazards associated with maintaining and repairing hot water and steam distribution systems.
- Recognize workplace safety controls to minimize exposures and injuries related to hot water and stream distribution systems.
- Discuss proper use of lockout/tagout, confined space training, and other elements of safe distribution systems utilization and maintenance.

Eleanor Roosevelt State Office Building - Poughkeepsie

May 2, 2024 | 8:00 a.m. - 11:30 a.m.

SLMS Class Code: P_OE_R3_5778



Safety and Health Continued



Home Ergonomics

This course introduces participants to the importance of ergonomics and provides strategies that can help them stay safe when working from home. Participants will define ergonomics, review common hazards that can contribute to the development of musculoskeletal injuries, and identify actions that can be taken in the home to prevent injury. The skills developed in this course will help participants to prevent the development of musculoskeletal injury while working in a home environment.

By the end of the course, participants will be able to:

- Discover the importance of ergonomics.
- Recognize factors that can contribute to injuries.
- Identify strategies for preventing injury.

Webinar

April 2, 2024 | 10:00 a.m. - 11:00 a.m.

SLMS Class Code: P_OE_R7_5815

NEW COURSE!



OSHA 10-Hour General Industry

The OSHA Outreach Training Program provides training for workers and employers on the recognition, avoidance, abatement, and prevention of safety and health hazards in general industry workplaces. The program also provides information regarding workers' rights, employer responsibilities, and how to file a complaint. This is a voluntary program and does not meet training requirements for any OSHA standards.

By the end of the course, participants will be able to:

- Recognize safety and health hazards in the workplace.
- Identify strategies to avoid, reduce, and prevent safety and health hazards in the workplace.
- Discuss workers' rights and employer responsibilities.

NYS & CSEA Partnership - Albany

April 24 & 25, 2024 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R4_5804

Safety and Health Continued



Preventing Slips, Trips, and Falls for the Outdoor Worker

In this webinar, participants will learn about preventing slips, trips, and falls when working outdoors. Topics include common causes, proper footwear, safe pathways, gaits, and appropriate surfaces.

By the end of the course, participants will be able to:

- Identify common causes of outdoor slips, trips, and falls.
- Discuss how to choose appropriate shoes for outdoors.
- Describe how to pick the safest outdoor pathway.
- Recognize the common gaits and appropriate surfaces.

Webinar

March 6, 2024 | 10:00 a.m. - 11:00 a.m.

SLMS Class Code: P_OE_R7_5816



Situational Awareness

This course is for all New York State employees. Situational awareness is the process of being aware of our surroundings and the potential hazards we face. It is important that each individual is looking out for his or her own safety as well as looking out for others.

By the end of the course, participants will be able to:

- Define situational awareness.
- Discuss steps you can take to increase your situational awareness.
- Apply the process of critical observation.

Webinar

April 18, 2024 | 10:00 a.m. - 11:00 a.m.

SLMS Class Code: P_OE_R7_5817

Safety and Health Continued



Where There's Smoke, There's Fire

In this webinar, participants will explore the basics of fire prevention, including locating and understanding an emergency action plan and how to select and use the proper fire extinguisher.

By the end of the course, participants will be able to:

- Discuss the basics of fire prevention.
- Identify the workplace emergency action plan.
- Select the proper fire extinguisher.

Webinar

May 22, 2024 | 10:00 a.m. - 11:00 a.m.

SLMS Class Code: P_OE_R7_5818

Trades, Operations, and Maintenance

These introductory skilled trades courses help operations and maintenance employees improve their current skills and learn new ones.



Blueprint Reading Fundamentals

This course gives participants the fundamental skills necessary to read and interpret blueprints.

By the end of the class, participants will be able to:

- Identify various sheets within a set of blueprints.
- Use an architectural ruler to read scaled drawings.
- Convert designs into a blueprint.
- Interpret different types of drawings (e.g., architectural, electrical, plumbing, HVAC).
- Explain abbreviations, symbols, and line types within a blueprint.
- Recognize design elements specific to every trade.

Hallock State Park Preserve - Riverhead

May 1 & 2, 2024 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R1_5842

DOCCS Training Academy - Albany

May 8 & 9, 2024 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R4_5785

Kingsboro Psychiatric Center - Brooklyn

May 22 & 23, 2024 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R2_5832



Trades, Operations, and Maintenance

Continued



NEW COURSE!

Carpentry Advanced

This course is for employees who have some familiarity with the basic principles of carpentry. It presents participants with advanced terminology and practices used in the carpentry trade.

By the end of the class, participants will be able to:

- Identify how to frame walls, floors, roofs, and stairs.
- Discover how to install windows, door units, and drywall.
- Explain project estimation principles.

Connetquot River State Park Preserve - Oakdale

April 3 & 4, 2024 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R1_5850

Sampson State Park - Romulus

April 24 & 25, 2024 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R5_5772



Carpentry Basics

This is a basic skills carpentry course. The course provides information on what it takes to become a carpenter and how to use common building materials for residential and light commercial construction. This course is written to enable participants to successfully practice and use the vital skills necessary to enter the residential and light commercial construction trades. The overall goal is to have participants be prepared for a basic level career as a carpenter in the residential and light commercial construction fields.

By the end of the class, participants will be able to:

- Explain the career paths in carpentry.
- Identify construction materials.
- Perform construction math.
- Demonstrate the proper use of carpentry hand and power tools.
- Select and use the proper personal protective equipment.

Letchworth State Park - Castile

May 16, 2024 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R6_5773

Trades, Operations, and Maintenance

Continued



Carpentry Intermediate

This course is an introduction to the theory and practice of carpentry with a focus on residential light commercial framing, including the safe use of hand and power tools, identification of framing materials, and demonstrating framing techniques. The overall goal is to have participants prepare for a basic level carpentry career in residential and light commercial framing.

By the end of the course, participants will be able to:

- Identify framing materials.
- Demonstrate the proper and safe use of carpentry hand and power tools.
- Perform construction math.
- Select and use the proper personal protective equipment.
- Layout and frame a structure.
- Construct an open stringer and stairs.

Grafton Lakes State Park - Cropseyville

March 5 & 6, 2024 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R4_5786

Green Lakes State Park - Fayetteville

April 9 & 10, 2024 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R5_5841

Trades, Operations, and Maintenance

Continued



Electricity Advanced

This course is for employees who have some familiarity with the basic principles of electricity. It presents participants with advanced terminology and practices used in the electrical trade.

By the end of the class, participants will be able to:

- Demonstrate effective troubleshooting skills for devices and circuits.
- Identify proper safety equipment and procedures for working on various electrical systems.
- Use measurement instruments to test electrical components and circuits.

Eleanor Roosevelt State Office Building - Poughkeepsie

April 30 & May 1, 2024 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R3_5769

Central New York DDSO - North Syracuse

May 15 & 16, 2024 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R5_5794



Electricity Basics

This course introduces participants to the basic principles of electric theory and how to apply these concepts to the connections and operation of electrical equipment.

By the end of the class, participants will be able to:

- Discover how electricity is produced and distributed.
- Differentiate between alternating current and direct current.
- Identify types of electricians' materials and tools.

Planting Fields Arboretum - Oyster Bay

May 8, 2024 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R1_5843

Trades, Operations, and Maintenance

Continued



Energy Conservation: Alternative Technologies and Sustainability

As New York State continues to develop its sustainability practices, its facilities are increasing their use of alternative technologies. This course will provide an introduction to these technologies, an explanation of how they work, how they are being used across the state, their advantages and drawbacks, and their basic maintenance needs.

By the end of the class, participants will be able to:

- Define energy conservation.
- Explain the importance of reducing energy consumption.
- Examine alternative energy technologies.
- Describe basic components of alternative technologies.
- Discuss advantages and drawbacks of alternative technologies.
- Review Electric Vehicle (EV) stages of development.

Eleanor Roosevelt State Office Building - Poughkeepsie

February 20, 2024 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R3_5848

SUNY Buffalo - Buffalo

March 5, 2024 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R6_5776

SUNY Environmental Science and Forestry - Syracuse

April 9, 2024 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R5_5835

Caumsett State Historic Park Preserve - Lloyd Harbor

April 23, 2024 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R1_5851

Department of Labor - Albany

May 28, 2024 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R4_5796

Trades, Operations, and Maintenance

Continued



Masonry Advanced

This course is for employees who have some familiarity with masonry. It presents participants with the more advanced terminology and practices used in the masonry trade.

By the end of the class, participants will be able to:

- Become familiar with the requirements for construction of various types of foundations.
- Discover the characteristics, uses, and installation techniques for brick arches and for brick pavers on walkways and patios.

Riverbank State Park - New York

May 15 & 16, 2024 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R2_5839

SUNY Oneonta - Oneonta

May 28 & 29, 2024 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R5_5833



Plumbing Advanced

This course is for employees who have some familiarity with basic plumbing. It teaches participants the more advanced terminology used in the plumbing trade.

By the end of the class, participants will be able to:

- Discover how hot and cold water systems work.
- Plan and execute plumbing installation work.
- Identify types of plumbing fixtures and appliances.

Fishkill Correctional Facility - Beacon

February 21 & 22, 2024 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R3_5777

Department of Transportation Training Center - North Syracuse

May 29 & 30, 2024 | 8:30 a.m. - 4:00 p.m.

SLMS Class Code: P_OE_R5_5793

Trades, Operations, and Maintenance

Continued



Small Engine Basics

This course is written to enable participants to receive instruction in the maintenance, operation, and repair of small engines including chainsaws, lawnmowers, and small groundskeeping equipment engines. The course provides participants with insight into the inner workings of ignition systems, carburetors, and clutches.

By the end of the class, participants will be able to:

- Discover the basic theory of two- and four-cycle gas-powered engines.
- Maintain, troubleshoot, and repair small gas-powered engines.
- Demonstrate engine cleaning and servicing techniques.
- Recognize proper safety procedures for handling fuels, including proper labeling and storage.

DMNA - Camp Smith - Cortland Manor

April 2 & 3, 2024 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R3_5795

Sampson State Park - Romulus

May 7 & 8, 2024 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R5_5829

Work Management

Employees will build the skills required to organize their work, deal effectively with the public and co-workers, and organize their thought processes to meet workplace challenges and situations.



Critical Thinking

This course introduces participants to critical thinking. Participants will define what critical thinking is and what it is not, identify the elements, and then apply the process to real-world scenarios. The skills developed in this course will help participants to begin thinking differently about situations that arise at work. This course was designed to help participants successfully practice critical thinking skills during the workshop so that they can use them with confidence on the job.

By the end of the course, participants will be able to:

- Define critical thinking.
- Identify elements of critical thinking.
- Recognize barriers to critical thinking.
- Apply the critical thinking process to work-related discussions and assignments.
- Identify when and where to use the critical thinking process.

Caumsett State Historic Park Preserve - Lloyd Harbor

April 17, 2024 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R1_5802



Work Management Continued



Organizing Your Workspace for Increased Productivity

Is your desk cluttered? Do you find it hard to find files, or even just your phone? Whether you're new to organizing or just looking for some new ideas, this is the class for you. In this one-hour, we've gathered tips and strategies on how to organize your workspace for increased productivity.

By the end of the course, participants will be able to:

- Identify the benefits of an organized workspace.
- Recognize what a productive workspace looks like.
- Apply the process for creating a clutter-free workspace in a work scenario.
- Recognize how to maintain a productive workspace.

Webinar

March 20, 2024 | 1:00 p.m. - 2:00 p.m.

SLMS Class Code: P_OE_R7_5819



Take Control of Your Time

This course helps employees effectively manage work assignments and better plan their time.

By the end of the class, participants will be able to:

- Identify criteria for establishing priorities.
- Consider techniques and tips for planning time more effectively.
- Recognize how to handle shifting and competing priorities.

Webinar

April 9, 2024 | 10:00 a.m. - 11:00 a.m.

SLMS Class Code: P_OE_R7_5820

Work Management Continued



The Organized Office Worker

This course helps participants begin to organize their workload to improve efficiency and productivity in today's office environment. Topics will include basic time management principles, practical strategies for prioritizing tasks, using technology to get organized, and tips for overcoming procrastination and time wasters.

By the end of the class, participants will be able to:

- Explain the importance of organization to the workplace.
- Compare effective time management techniques and organizational systems.
- Develop practical strategies to prioritize competing tasks.
- Identify how technology can be used to effectively organize and manage tasks.
- Discuss tips for overcoming time wasters and procrastination.

Eleanor Roosevelt State Office Building - Poughkeepsie

May 7, 2024 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R3_5779

Work Management Continued

NEW COURSE!



Thriving in the Changing Workplace

Change is inevitable. For many, this can lead to feelings of discomfort or stress. But it doesn't have to be this way. In this course, you'll learn how to shift your perspective on change. Instead of coping, resisting, or controlling, you'll be able to adapt to change by building resilience and focusing on your strengths and motivation. As a result, you'll be able to navigate through change more effectively and develop strategies to cope with inevitable change in the workplace.

By the end of the class, participants will be able to:

- Recognize the importance of change in the workplace.
- Reflect on your personal reaction to change.
- Identify common barriers to the acceptance of change and ways to overcome them.
- Develop strategies to increase resilience and become more adaptable.

Bethpage State Park - Farmingdale

March 27, 2024 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R1_5838

Department of Labor - Albany

May 7, 2024 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R4_5787

Department of Financial Services - New York

May 9, 2024 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R2_5831

Central New York DDSO - Rome

May 9, 2024 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R5_5837

Western New York DDSO - West Seneca

May 15, 2024 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R6_5774

Writing Skills

Employees will develop the complete range of written communication skills including basic grammar and punctuation, organizing thoughts, and constructing paragraphs and simple reports. These courses are designed in a NYS context and provide practice time for skill development.



Essentials of Report Writing

Do you write reports for work? This webinar will introduce you to a simple process for writing reports and will walk you through it step-by-step. Participants must complete the homework assignment after the webinar to receive credit. A 15-minute homework assignment must be completed within one week of the date of this webinar to receive credit for completing the course.

By the end of the webinar, participants will be able to:

- Identify the goal of a report.
- Analyze data for meaning.
- Organize data based on the goal.
- Transform conclusions into a narrative format.

Webinar

February 15, 2024 | 10:00 a.m. - 11:00 a.m.

SLMS Class Code: P_OE_R7_5821



Writing Skills Continued



Expanding Your Vocabulary

Have you ever struggled to find the right words to say what you're thinking? In the workplace, it is important to communicate clearly and avoid making mistakes. This webinar will give you tips and tools to grow your vocabulary and help you identify common mistakes and how to avoid them.

By the end of the webinar, participants will be able to:

- Recognize the roots of words.
- Identify synonyms, antonyms, and homonyms.
- Differentiate commonly confused words.

Webinar

March 5, 2024 | 3:00 p.m. - 4:00 p.m.

SLMS Class Code: P_OE_R7_5822



Grammar and Punctuation Workshop

How can grammar be learned in one day? It cannot. Rather, this course will rely on a process of critiquing the rules of writing through observation and practice. This course will offer participants the opportunity to think about and analyze grammar in a workshop setting, where a discussion of ideas and the sharing of participant writings will be used to identify and fix common errors in sentence structure.

By the end of the class, participants will be able to:

- Define the importance of grammar and punctuation in writing.
- Read and critique various writings.
- Discuss and analyze the mechanics of writing.
- Develop the proper use of grammar and punctuation in their own writing.

Eleanor Roosevelt State Office Building - Poughkeepsie

April 11, 2024 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R3_5846

Planting Fields Arboretum - Oyster Bay

May 15, 2024 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R1_5844

Writing Skills Continued



Professional Email that Gets Results

Many people receive a huge amount of email a day. If you want your email to be read (or replied to), you need to write it well. This webinar will discuss strategies to help you write clear, professional messages that will get attention. A 15-minute homework assignment must be completed within one week of the date of this webinar to receive credit for completing the course.

By the end of the webinar, participants will be able to:

- Construct subject lines to make your email stand out.
- Discover how tone impacts the perception of your email.
- Determine how to write a well-organized message.

Webinar

May 2, 2024 | 10:00 a.m. - 11:00 a.m.

SLMS Class Code: P_OE_R7_5823



Successful Business Writing

One of the most important skills employees can master in the workplace is writing. Business documents such as emails, memos, letters, and reports that are well-written and organized convey a professional image that is highly valued in any department or agency.

By the end of the class, participants will be able to:

- Discover how to organize and present information for high impact and clarity.
- Examine ways to write clear, concise, and well-organized sentences.
- Identify common errors relating to grammar, word choice, spelling, punctuation, and composition.
- Develop proofreading and editing techniques to produce error-free documents.

Dulles State Office Building - Watertown

April 30, 2024 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R5_5797

Department of Financial Services - New York

May 2, 2024 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R2_5828

Writing Skills Continued



Writing Effective Reports and Evaluations

Writing effective reports and evaluations is a skill that many of us need help with. Reports and evaluations are much more structured than most writing assignments. They need to be concise and fact-based, without embellishment. They also need to contain relevant information and be well-organized. The concepts covered in this course will assist employees with writing effective reports and evaluations.

By the end of the class, participants will be able to:

- Determine which report or evaluation format is appropriate.
- Distinguish between facts and opinions when preparing reports and evaluations.
- Achieve clarity of expression in word choice and sentence structure.
- Recognize well-organized reports and evaluations based on specific goals.

NYS & CSEA Partnership - Albany

April 24, 2024 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R4_5788



Writing Successful Email

During an average business day, we receive dozens of email messages. Like all traditional forms of business writing, emails must be appropriate in tone and professional in content. Writing successful email also requires an understanding of the unique aspects of this form of written communication.

By the end of the class, participants will be able to:

- Practice writing clear and concise email messages with an appropriate tone of voice.
- Apply best practices and etiquette to writing emails.
- Discover editing techniques specific to email writing.

Central New York DDSO - Rome

May 16, 2024 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R5_5789

Courses and Webinars by Month

February

Essentials of Report Writing

February 15, 2024 | 10:00 a.m. - 11:00 a.m.
Webinar
SLMS Class Code: P_OE_R7_5821

Energy Conservation: Alternative Technologies and Sustainability

February 20, 2024 | 9:00 a.m. - 4:30 p.m.
Eleanor Roosevelt State Office Building,
Poughkeepsie
SLMS Class Code: P_OE_R3_5848

Internet Research Skills

February 21, 2024 | 1:00 p.m. - 2:00 p.m.
Webinar
SLMS Class Code: P_OE_R7_5763

Plumbing Advanced

February 21 & 22, 2024 | 9:00 a.m. - 4:30 p.m.
Fishkill Correctional Facility, Beacon
SLMS Class Code: P_OE_R3_5777

Dealing with Stress

February 22, 2024 | 1:00 p.m. - 2:00 p.m.
Webinar
SLMS Class Code: P_OE_R7_5768

Practical Skills for Resolving Conflict

February 27, 2024 | 9:00 a.m. - 12:45 p.m.
Perry B. Duryea State Office Building,
Hauppauge
SLMS Class Code: P_OE_R1_5847

Professionalism in the Digital Age

February 27, 2024 | 1:00 p.m. - 2:00 p.m.
Webinar
SLMS Class Code: P_OE_R7_5814

Customer Service

February 28, 2024 | 9:00 a.m. - 4:30 p.m.
Office of General Services, Albany
SLMS Class Code: P_OE_R4_5845

Microsoft Excel Intermediate

February 28, 2024 | 9:00 a.m. - 4:30 p.m.
MicroKnowledge, Albany
SLMS Class Code: P_OE_R4_5781

Merit System: Examinations and Eligible Lists

February 29, 2024 | 10:00 a.m. - 11:00 a.m.
Webinar
SLMS Class Code: P_OE_R7_5805

Focus on Pronunciation: Level 2

February 29; March 7, 14, 21, 28 & April 4, 2024
9:00 a.m. - 4:30 p.m.
Office of General Services, Albany
SLMS Class Code: P_OE_R4_5782

Courses and Webinars by Month

March

Practical Skills for Resolving Conflict

March 5, 2024 | 9:00 a.m. - 12:45 p.m.
SUNY Brockport, Brockport
SLMS Class Code: P_OE_R6_5836

Energy Conservation: Alternative Technologies and Sustainability

March 5, 2024 | 9:00 a.m. - 4:30 p.m.
SUNY Buffalo, Buffalo
SLMS Class Code: P_OE_R6_5776

Expanding Your Vocabulary

March 5, 2024 | 3:00 p.m. - 4:00 p.m.
Webinar
SLMS Class Code: P_OE_R7_5822

Carpentry Intermediate

March 5 & 6, 2024 | 9:00 a.m. - 4:30 p.m.
Grafton Lakes State Park, Cropseyville
SLMS Class Code: P_OE_R4_5786

Math Refresher 1 (Online)

March 5, 7, 12, 14, 19, 21, 26, 28; April 2, 4, 9 & 11, 2024 | 9:30 a.m. - 12:30 p.m.
SLMS Class Code: P_AEB_R9_5830

Preventing Slips, Trips, and Falls for the Outdoor Worker

March 6, 2024 | 10:00 a.m. - 11:00 a.m.
Webinar
SLMS Class Code: P_OE_R7_5816

Focus on Pronunciation: Level 2

March 6, 13, 20, 27; April 3 & 10, 2024
9:00 a.m. - 4:30 p.m.
CSEA Metropolitan Region Office, New York
SLMS Class Code: P_OE_R2_5798

Customer Service

March 7, 2023 | 9:00 a.m. - 4:30 p.m.
Western New York DDSO, West Seneca
SLMS Class Code: P_OE_R6_5771

Addressing Conflict in Customer Relations

March 7, 2024 | 1:00 p.m. - 2:00 p.m.
Webinar
SLMS Class Code: P_OE_R7_5809

Microsoft Word Intermediate

March 12, 2024 | 9:00 a.m. - 4:30 p.m.
SUNY Old Westbury, Old Westbury
SLMS Class Code: P_OE_R1_5803

Communicating with Confidence

March 13, 2024 | 10:00 a.m. - 11:00 a.m.
Webinar
SLMS Class Code: P_OE_R7_5810

Customer Service

March 14, 2024 | 9:00 a.m. - 4:30 p.m.
CSEA Metropolitan Region Office, New York
SLMS Class Code: P_OE_R2_5825

Practical Skills for Resolving Conflict

March 19, 2024 | 9:00 a.m. - 12:45 p.m.
Department of Labor, Albany
SLMS Class Code: P_OE_R4_5783

Courses and Webinars by Month

Stress in the Workplace

March 19, 2024 | 9:00 a.m. - 4:30 p.m.
Mohawk Valley Psychiatric Center, Utica
SLMS Class Code: P_OE_R5_5840

Organizing Your Workspace for Increased Productivity

March 20, 2024 | 1:00 p.m. - 2:00 p.m.
Webinar
SLMS Class Code: P_OE_R7_5819

Managing Stress in Customer Relations

March 21, 2024 | 1:00 p.m. - 2:00 p.m.
Webinar
SLMS Class Code: P_OE_R7_5813

Stress in the Workplace

March 26, 2024 | 9:00 a.m. - 4:30 p.m.
Reservoir State Park, Lewiston
SLMS Class Code: P_OE_R6_5775

Microsoft Outlook: Managing Contacts and Tasks

March 26, 2024 | 10:00 a.m. - 11:00 a.m.
Webinar
SLMS Class Code: P_OE_R7_5764

Thriving in the Changing Workplace

March 27, 2024 | 9:00 a.m. - 4:30 p.m.
Bethpage State Park, Farmingdale
SLMS Class Code: P_OE_R1_5838

Microsoft Teams Basics

March 28, 2024 | 10:00 a.m. - 11:00 a.m.
Webinar
SLMS Class Code: P_OE_R7_5766

April

Home Ergonomics

April 2, 2024 | 10:00 a.m. - 11:00 a.m.
Webinar
SLMS Class Code: P_OE_R7_5815

Small Engine Basics

April 2 & 3, 2024 | 9:00 a.m. - 4:30 p.m.
DMNA - Camp Smith, Cortland Manor
SLMS Class Code: P_OE_R3_5795

Managing Emotions in the Workplace

April 3, 2024 | 10:00 a.m. - 11:00 a.m.
Webinar
SLMS Class Code: P_OE_R7_5812

Carpentry Advanced

April 3 & 4, 2024 | 9:00 a.m. - 4:30 p.m.
Connetquot River State Park Preserve, Oakdale
SLMS Class Code: P_OE_R1_5850

Using the Tuition Benefits Program

April 4, 2024 | 1:00 p.m. - 2:30 p.m.
Webinar
SLMS Class Code: P_OE_R7_5808

Energy Conservation: Alternative Technologies and Sustainability

April 9, 2024 | 9:00 a.m. - 4:30 p.m.
SUNY Environmental Science and Forestry, Syracuse
SLMS Class Code: P_OE_R5_5835

Courses and Webinars by Month

Take Control of Your Time

April 9, 2024 | 10:00 a.m. - 11:00 a.m.
Webinar
SLMS Class Code: P_OE_R7_5820

Carpentry Intermediate

April 9 & 10, 2024 | 9:00 a.m. - 4:30 p.m.
Green Lakes State Park, Fayetteville
SLMS Class Code: P_OE_R5_5841

Microsoft Word Basics

April 10, 2024 | 9:00 a.m. - 4:30 p.m.
MicroKnowledge, Albany
SLMS Class Code: P_OE_R4_5784

Practical Skills for Resolving Conflict

April 10, 2024 | 9:00 a.m. - 12:45 p.m.
CSEA Metropolitan Region Office, New York
SLMS Class Code: P_OE_R2_5827

Best Practices for Interviews

April 10, 2024 | 1:00 p.m. - 2:00 p.m.
Webinar
SLMS Class Code: P_OE_R7_5767

Aspiring Leaders

April 10, 11 & 12, 2024 | 9:00 a.m. - 4:30 p.m.
Central New York DDSO, North Syracuse
SLMS Class Code: P_OE_R5_5790

Getting Started with English for Speakers of Other Languages

April 10, 17, 24; May 1, 8 & 15
9:00 a.m. - 4:30 p.m.
Office of General Services, Albany
SLMS Class Code: P_OE_R4_5792

Grammar and Punctuation Workshop

April 11, 2024 | 9:00 a.m. - 4:30 p.m.
Eleanor Roosevelt State Office Building,
Poughkeepsie
SLMS Class Code: P_OE_R3_5846

Microsoft Excel Basics

April 16, 2024 | 9:00 a.m. - 4:30 p.m.
MicroKnowledge, Albany
SLMS Class Code: P_OE_R4_5780

Critical Thinking

April 17, 2024 | 9:00 a.m. - 4:30 p.m.
Caumsett State Historic Park Preserve, Lloyd
Harbor
SLMS Class Code: P_OE_R1_5802

Using Credit Wisely

April 17, 2024 | 1:00 p.m. - 2:00 p.m.
Webinar
SLMS Class Code: P_OE_R7_5807

Situational Awareness

April 18, 2024 | 10:00 a.m. - 11:00 a.m.
Webinar
SLMS Class Code: P_OE_R7_5817

Energy Conservation: Alternative Technologies and Sustainability

April 23, 2024 | 9:00 a.m. - 4:30 p.m.
Caumsett State Historic Park Preserve, Lloyd
Harbor
SLMS Class Code: P_OE_R1_5851

Courses and Webinars by Month

Writing Effective Reports and Evaluations

April 24, 2024 | 9:00 a.m. - 4:30 p.m.
NYS & CSEA Partnership, Albany
SLMS Class Code: P_OE_R4_5788

Carpentry Advanced

April 24 & 25, 2024 | 9:00 a.m. - 4:30 p.m.
Sampson State Park, Romulus
SLMS Class Code: P_OE_R5_5772

OSHA 10-Hour General Industry

April 24 & 25, 2024 | 9:00 a.m. - 4:30 p.m.
NYS & CSEA Partnership, Albany
SLMS Class Code: P_OE_R4_5804

Microsoft Outlook: Working with Calendars

April 25, 2024 | 10:00 a.m. - 11:00 a.m.
Webinar
SLMS Class Code: P_OE_R7_5765

Building Better Work Relationships

April 30, 2024 | 9:00 a.m. - 4:30 p.m.
SUNY Brockport, Brockport
SLMS Class Code: P_OE_R6_5834

Microsoft Word Basics

April 30, 2024 | 9:00 a.m. - 4:30 p.m.
Taconic DDSO, Wassaic
SLMS Class Code: P_OE_R3_5824

Successful Business Writing

April 30, 2024 | 9:00 a.m. - 4:30 p.m.
Dulles State Office Building, Watertown
SLMS Class Code: P_OE_R5_5797

Job Etiquette

April 30, 2024 | 1:00 p.m. - 2:00 p.m.
Webinar
SLMS Class Code: P_OE_R7_5811

Electricity Advanced

April 30 & May 1, 2024 | 9:00 a.m. - 4:30 p.m.
Eleanor Roosevelt State Office Building,
Poughkeepsie
SLMS Class Code: P_OE_R3_5769

May

Blueprint Reading Fundamentals

May 1 & 2, 2024 | 9:00 a.m. - 4:30 p.m.
Hallock State Park Preserve, Riverhead
SLMS Class Code: P_OE_R1_5842

Boiler Safety Awareness

May 2, 2024 | 8:00 a.m. - 11:30 a.m.
Eleanor Roosevelt State Office Building,
Poughkeepsie
SLMS Class Code: P_OE_R3_5778

Successful Business Writing

May 2, 2024 | 9:00 a.m. - 4:30 p.m.
Department of Financial Services, New York
SLMS Class Code: P_OE_R2_5828

Professional Email that Gets Results

May 2, 2024 | 10:00 a.m. - 11:00 a.m.
Webinar
SLMS Class Code: P_OE_R7_5823

Courses and Webinars by Month

The Organized Office Worker

May 7, 2024 | 9:00 a.m. - 4:30 p.m.
Eleanor Roosevelt State Office Building,
Poughkeepsie
SLMS Class Code: P_OE_R3_5779

Thriving in the Changing Workplace

May 7, 2024 | 9:00 a.m. - 4:30 p.m.
Department of Labor, Albany
SLMS Class Code: P_OE_R4_5787

Small Engine Basics

May 7 & 8, 2024 | 9:00 a.m. - 4:30 p.m.
Sampson State Park, Romulus
SLMS Class Code: P_OE_R5_5829

Aspiring Leaders

May 7, 8 & 9, 2024 | 9:00 a.m. - 4:30 p.m.
Western New York DDSO, West Seneca
SLMS Class Code: P_OE_R6_5770

Electricity Basics

May 8, 2024 | 9:00 a.m. - 4:30 p.m.
Planting Fields Arboretum, Oyster Bay
SLMS Class Code: P_OE_R1_5843

Blueprint Reading Fundamentals

May 8 & 9, 2024 | 9:00 a.m. - 4:30 p.m.
DOCCS Training Academy, Albany
SLMS Class Code: P_OE_R4_5785

Thriving in the Changing Workplace

May 9, 2024 | 9:00 a.m. - 4:30 p.m.
Department of Financial Services, New York
SLMS Class Code: P_OE_R2_5831

Thriving in the Changing Workplace

May 9, 2024 | 9:00 a.m. - 4:30 p.m.
Central New York DDSO, Rome
SLMS Class Code: P_OE_R5_5837

Merit System: Transfers

May 14, 2024 | 1:00 p.m. - 2:00 p.m.
Webinar
SLMS Class Code: P_OE_R7_5806

Grammar and Punctuation Workshop

May 15, 2024 | 9:00 a.m. - 4:30 p.m.
Planting Fields Arboretum, Oyster Bay
SLMS Class Code: P_OE_R1_5844

Thriving in the Changing Workplace

May 15, 2024 | 9:00 a.m. - 4:30 p.m.
Western New York DDSO, West Seneca
SLMS Class Code: P_OE_R6_5774

Electricity Advanced

May 15 & 16, 2024 | 9:00 a.m. - 4:30 p.m.
Central New York DDSO, North Syracuse
SLMS Class Code: P_OE_R5_5794

Masonry Advanced

May 15 & 16, 2024 | 9:00 a.m. - 4:30 p.m.
Riverbank State Park, New York
SLMS Class Code: P_OE_R2_5839

Carpentry Basics

May 16, 2024 | 9:00 a.m. - 4:30 p.m.
Letchworth State Park, Castile
SLMS Class Code: P_OE_R6_5773

Courses and Webinars by Month

Writing Successful Email

May 16, 2024 | 9:00 a.m. - 4:30 p.m.
Central New York DDSO, Rome
SLMS Class Code: P_OE_R5_5789

Where There's Smoke, There's Fire

May 22, 2024 | 10:00 a.m. - 11:00 a.m.
Webinar
SLMS Class Code: P_OE_R7_5818

Blueprint Reading Fundamentals

May 22 & 23, 2024 | 9:00 a.m. - 4:30 p.m.
Kingsboro Psychiatric Center, Brooklyn
SLMS Class Code: P_OE_R2_5832

Energy Conservation: Alternative Technologies and Sustainability

May 28, 2024 | 9:00 a.m. - 4:30 p.m.
Department of Labor, Albany
SLMS Class Code: P_OE_R4_5796

Masonry Advanced

May 28 & 29, 2024 | 9:00 a.m. - 4:30 p.m.
SUNY Oneonta, Oneonta
SLMS Class Code: P_OE_R5_5833

Plumbing Advanced

May 29 & 30, 2024 | 8:30 a.m. - 4:00 p.m.
Department of Transportation Training Center,
North Syracuse
SLMS Class Code: P_OE_R5_5793

Courses by Region

CSEA Long Island Region 1

Practical Skills for Resolving Conflict

Perry B. Duryea State Office Building,
Hauppauge
February 27, 2024 | 9:00 a.m. - 12:45 p.m.
SLMS CLASS CODE: P_OE_RI_5847

Microsoft Word Intermediate

SUNY Old Westbury, Old Westbury
March 12, 2024 | 9:00 a.m. - 4:30 p.m.
SLMS CLASS CODE: P_OE_RI_5803

Thriving in the Changing Workplace

Bethpage State Park, Farmingdale
March 27, 2024 | 9:00 a.m. - 4:30 p.m.
SLMS CLASS CODE: P_OE_RI_5838

Carpentry Advanced

Connetquot River State Park Preserve, Oakdale
April 3 & 4, 2024 | 9:00 a.m. - 4:30 p.m.
SLMS CLASS CODE: P_OE_RI_5850

Critical Thinking

Caumsett State Historic Park Preserve, Lloyd
Harbor
April 17, 2024 | 9:00 a.m. - 4:30 p.m.
SLMS CLASS CODE: P_OE_RI_5802

Energy Conservation: Alternative Technologies and Sustainability

Caumsett State Historic Park Preserve, Lloyd
Harbor
April 23, 2024 | 9:00 a.m. - 4:30 p.m.
SLMS CLASS CODE: P_OE_RI_5851

Blueprint Reading Fundamentals

Hallock State Park Preserve, Riverhead
May 1 & 2, 2024 | 9:00 a.m. - 4:30 p.m.
SLMS CLASS CODE: P_OE_RI_5842

Electricity Basics

Planting Fields Arboretum, Oyster Bay
May 8, 2024 | 9:00 a.m. - 4:30 p.m.
SLMS CLASS CODE: P_OE_RI_5843

Grammar and Punctuation Workshop

Planting Fields Arboretum, Oyster Bay
May 15, 2024 | 9:00 a.m. - 4:30 p.m.
SLMS CLASS CODE: P_OE_RI_5844

Courses by Region

CSEA Metropolitan Region 2

Focus on Pronunciation: Level 2

CSEA Metropolitan Region Office, New York
March 6, 13, 20, 27; April 3 & 10, 2024
9:00 a.m. - 4:30 p.m.
SLMS CLASS CODE: P_OE_R2_5798

Customer Service

CSEA Metropolitan Region Office, New York
March 14, 2024 | 9:00 a.m. - 4:30 p.m.
SLMS CLASS CODE: P_OE_R2_5825

Practical Skills for Resolving Conflict

CSEA Metropolitan Region Office, New York
April 10, 2024 | 9:00 a.m. - 12:45 p.m.
SLMS CLASS CODE: P_OE_R2_5827

Successful Business Writing

Department of Financial Services, New York
May 2, 2024 | 9:00 a.m. - 4:30 p.m.
SLMS CLASS CODE: P_OE_R2_5828

Thriving in the Changing Workplace

Department of Financial Services, New York
May 9, 2024 | 9:00 a.m. - 4:30 p.m.
SLMS CLASS CODE: P_OE_R2_5831

Masonry Advanced

Riverbank State Park, New York
May 15 & 16, 2024 | 9:00 a.m. - 4:30 p.m.
SLMS CLASS CODE: P_OE_R2_5839

Blueprint Reading Fundamentals

Kingsboro Psychiatric Center, Brooklyn
May 22 & 23, 2024 | 9:00 a.m. - 4:30 p.m.
SLMS CLASS CODE: P_OE_R2_5832

CSEA Southern Region 3

Energy Conservation: Alternative Technologies and Sustainability

Eleanor Roosevelt State Office Building,
Poughkeepsie
February 20, 2024 | 9:00 a.m. - 4:30 p.m.
SLMS CLASS CODE: P_OE_R3_5848

Plumbing Advanced

Fishkill Correctional Facility, Beacon
February 21 & 22, 2024 | 9:00 a.m. - 4:30 p.m.
SLMS CLASS CODE: P_OE_R3_5777

Small Engine Basics

DMNA - Camp Smith, Cortland Manor
April 2 & 3, 2024 | 9:00 a.m. - 4:30 p.m.
SLMS CLASS CODE: P_OE_R3_5795

Grammar and Punctuation Workshop

Eleanor Roosevelt State Office Building,
Poughkeepsie
April 11, 2024 | 9:00 a.m. - 4:30 p.m.
SLMS CLASS CODE: P_OE_R3_5846

Courses by Region

Electricity Advanced

Eleanor Roosevelt State Office Building,
Poughkeepsie
April 30 & May 1, 2024 | 9:00 a.m. - 4:30 p.m.
SLMS CLASS CODE: P_OE_R3_5769

Microsoft Word Basics

Taconic DDSO, Wassauc
April 30, 2024 | 9:00 a.m. - 4:30 p.m.
SLMS CLASS CODE: P_OE_R3_5824

Boiler Safety Awareness

Eleanor Roosevelt State Office Building,
Poughkeepsie
May 2, 2024 | 8:00 a.m. - 11:30 a.m.
SLMS CLASS CODE: P_OE_R3_5778

The Organized Office Worker

Eleanor Roosevelt State Office Building,
Poughkeepsie
May 7, 2024 | 9:00 a.m. - 4:30 p.m.
SLMS CLASS CODE: P_OE_R3_5779

CSEA Capital Region 4

Customer Service

Office of General Services, Albany
February 28, 2024 | 9:00 a.m. - 4:30 p.m.
SLMS CLASS CODE: P_OE_R4_5845

Microsoft Excel Intermediate

MicroKnowledge, Albany
February 28, 2024 | 9:00 a.m. - 4:30 p.m.
SLMS CLASS CODE: P_OE_R4_5781

Focus on Pronunciation: Level 2

Office of General Services, Albany
February 29; March 7, 14, 21, 28 & April 4, 2024
9:00 a.m. - 4:30 p.m.
SLMS CLASS CODE: P_OE_R4_5782

Carpentry Intermediate

Grafton Lakes State Park, Cropseyville
March 5 & 6, 2024 | 9:00 a.m. - 4:30 p.m.
SLMS CLASS CODE: P_OE_R4_5786

Practical Skills for Resolving Conflict

Department of Labor, Albany
March 19, 2024 | 9:00 a.m. - 12:45 p.m.
SLMS CLASS CODE: P_OE_R4_5783

Microsoft Word Basics

MicroKnowledge, Albany
April 10, 2024 | 9:00 a.m. - 4:30 p.m.
SLMS CLASS CODE: P_OE_R4_5784

Getting Started with English for Speakers of Other Languages

Office of General Services, Albany
April 10, 17, 24; May 1, 8 & 15
9:00 a.m. - 4:30 p.m.
SLMS CLASS CODE: P_OE_R4_5792

Courses by Region

Microsoft Excel Basics

MicroKnowledge, Albany
April 16, 2024 | 9:00 a.m. - 4:30 p.m.
SLMS CLASS CODE: P_OE_R4_5780

Writing Effective Reports and Evaluations

NYS & CSEA Partnership, Albany
April 24, 2024 | 9:00 a.m. - 4:30 p.m.
SLMS CLASS CODE: P_OE_R4_5788

OSHA 10-Hour General Industry

NYS & CSEA Partnership, Albany
April 24 & 25, 2024 | 9:00 a.m. - 4:30 p.m.
SLMS CLASS CODE: P_OE_R4_5804

Thriving in the Changing Workplace

Department of Labor, Albany
May 7, 2024 | 9:00 a.m. - 4:30 p.m.
SLMS CLASS CODE: P_OE_R4_5787

Blueprint Reading Fundamentals

DOCCS Training Academy, Albany
May 8 & 9, 2024 | 9:00 a.m. - 4:30 p.m.
SLMS CLASS CODE: P_OE_R4_5785

Energy Conservation: Alternative Technologies and Sustainability

Department of Labor, Albany
May 28, 2024 | 9:00 a.m. - 4:30 p.m.
SLMS CLASS CODE: P_OE_R4_5796

Stress in the Workplace

Mohawk Valley Psychiatric Center, Utica
March 19, 2024 | 9:00 a.m. - 4:30 p.m.
SLMS CLASS CODE: P_OE_R5_5840

Energy Conservation: Alternative Technologies and Sustainability

SUNY Environmental Science and Forestry, Syracuse
April 9, 2024 | 9:00 a.m. - 4:30 p.m.
SLMS CLASS CODE: P_OE_R5_5835

Carpentry Intermediate

Green Lakes State Park, Fayetteville
April 9 & 10, 2024 | 9:00 a.m. - 4:30 p.m.
SLMS CLASS CODE: P_OE_R5_5841

Aspiring Leaders

Central New York DDSO, North Syracuse
April 10, 11 & 12, 2024 | 9:00 a.m. - 4:30 p.m.
SLMS CLASS CODE: P_OE_R5_5790

Carpentry Advanced

Sampson State Park, Romulus
April 24 & 25, 2024 | 9:00 a.m. - 4:30 p.m.
SLMS CLASS CODE: P_OE_R5_5772

Successful Business Writing

Dulles State Office Building, Watertown
April 30, 2024 | 9:00 a.m. - 4:30 p.m.
SLMS CLASS CODE: P_OE_R5_5797

Small Engine Basics

Sampson State Park, Romulus
May 7 & 8, 2024 | 9:00 a.m. - 4:30 p.m.
SLMS CLASS CODE: P_OE_R5_5829

**CSEA Central
Region 5**

Courses by Region

Thriving in the Changing Workplace

Central New York DDSO, Rome
May 9, 2024 | 9:00 a.m. - 4:30 p.m.
SLMS CLASS CODE: P_OE_R5_5837

Electricity Advanced

Central New York DDSO, North Syracuse
May 15 & 16, 2024 | 9:00 a.m. - 4:30 p.m.
SLMS CLASS CODE: P_OE_R5_5794

Writing Successful Email

Central New York DDSO, Rome
May 16, 2024 | 9:00 a.m. - 4:30 p.m.
SLMS CLASS CODE: P_OE_R5_5789

Masonry Advanced

SUNY Oneonta, Oneonta
May 28 & 29, 2024 | 9:00 a.m. - 4:30 p.m.
SLMS CLASS CODE: P_OE_R5_5833

Plumbing Advanced

Department of Transportation Training Center,
North Syracuse
May 29 & 30, 2024 | 8:30 a.m. - 4:00 p.m.
SLMS CLASS CODE: P_OE_R5_5793

CSEA Western Region 6

Energy Conservation: Alternative Technologies and Sustainability

SUNY Buffalo, Buffalo
March 5, 2024 | 9:00 a.m. - 4:30 p.m.
SLMS CLASS CODE: P_OE_R6_5776

Practical Skills for Resolving Conflict

SUNY Brockport, Brockport
March 5, 2024 | 9:00 a.m. - 12:45 p.m.
SLMS CLASS CODE: P_OE_R6_5836

Customer Service

Western New York DDSO, West Seneca
March 7, 2023 | 9:00 a.m. - 4:30 p.m.
SLMS CLASS CODE: P_OE_R6_5771

Stress in the Workplace

Reservoir State Park, Lewiston
March 26, 2024 | 9:00 a.m. - 4:30 p.m.
SLMS CLASS CODE: P_OE_R6_5775

Building Better Work Relationships

SUNY Brockport, Brockport
April 30, 2024 | 9:00 a.m. - 4:30 p.m.
SLMS CLASS CODE: P_OE_R6_5834

Aspiring Leaders

Western New York DDSO, West Seneca
May 7, 8 & 9, 2024 | 9:00 a.m. - 4:30 p.m.
SLMS CLASS CODE: P_OE_R6_5770

Thriving in the Changing Workplace

Western New York DDSO, West Seneca
May 15, 2024 | 9:00 a.m. - 4:30 p.m.
SLMS CLASS CODE: P_OE_R6_5774

Carpentry Basics

Letchworth State Park, Castile
May 16, 2024 | 9:00 a.m. - 4:30 p.m.
SLMS CLASS CODE: P_OE_R6_5773

Courses by Region

Statewide (Webinars)

Essentials of Report Writing

February 15, 2024 | 10:00 a.m. - 11:00 a.m.
SLMS CLASS CODE: P_OE_R7_5821

Internet Research Skills

February 21, 2024 | 1:00 p.m. - 2:00 p.m.
SLMS CLASS CODE: P_OE_R7_5763

Dealing with Stress

February 22, 2024 | 1:00 p.m. - 2:00 p.m.
SLMS CLASS CODE: P_OE_R7_5768

Professionalism in the Digital Age

February 27, 2024 | 1:00 p.m. - 2:00 p.m.
SLMS CLASS CODE: P_OE_R7_5814

Merit System: Examinations and Eligible Lists

February 29, 2024 | 10:00 a.m. - 11:00 a.m.
SLMS CLASS CODE: P_OE_R7_5805

Expanding Your Vocabulary

March 5, 2024 | 3:00 p.m. - 4:00 p.m.
SLMS CLASS CODE: P_OE_R7_5822

Preventing Slips, Trips, and Falls for the Outdoor Worker

March 6, 2024 | 10:00 a.m. - 11:00 a.m.
SLMS CLASS CODE: P_OE_R7_5816

Addressing Conflict in Customer Relations

March 7, 2024 | 1:00 p.m. - 2:00 p.m.
SLMS CLASS CODE: P_OE_R7_5809

Communicating with Confidence

March 13, 2024 | 10:00 a.m. - 11:00 a.m.
SLMS CLASS CODE: P_OE_R7_5810

Organizing Your Workspace for Increased Productivity

March 20, 2024 | 1:00 p.m. - 2:00 p.m.
SLMS CLASS CODE: P_OE_R7_5819

Managing Stress in Customer Relations

March 21, 2024 | 1:00 p.m. - 2:00 p.m.
SLMS CLASS CODE: P_OE_R7_5813

Microsoft Outlook: Managing Contacts and Tasks

March 26, 2024 | 10:00 a.m. - 11:00 a.m.
SLMS CLASS CODE: P_OE_R7_5764

Microsoft Teams Basics

March 28, 2024 | 10:00 a.m. - 11:00 a.m.
SLMS CLASS CODE: P_OE_R7_5766

Home Ergonomics

April 2, 2024 | 10:00 a.m. - 11:00 a.m.
SLMS CLASS CODE: P_OE_R7_5815

Managing Emotions in the Workplace

April 3, 2024 | 10:00 a.m. - 11:00 a.m.
SLMS CLASS CODE: P_OE_R7_5812

Courses by Region

Using the Tuition Benefits Program

April 4, 2024 | 1:00 p.m. - 2:30 p.m.
SLMS CLASS CODE: P_OE_R7_5808

Take Control of Your Time

April 9, 2024 | 10:00 a.m. - 11:00 a.m.
SLMS CLASS CODE: P_OE_R7_5820

Best Practices for Interviews

April 10, 2024 | 1:00 p.m. - 2:00 p.m.
SLMS CLASS CODE: P_OE_R7_5767

Using Credit Wisely

April 17, 2024 | 1:00 p.m. - 2:00 p.m.
SLMS CLASS CODE: P_OE_R7_5807

Situational Awareness

April 18, 2024 | 10:00 a.m. - 11:00 a.m.
SLMS CLASS CODE: P_OE_R7_5817

Microsoft Outlook: Working with Calendars

April 25, 2024 | 10:00 a.m. - 11:00 a.m.
SLMS CLASS CODE: P_OE_R7_5765

Job Etiquette

April 30, 2024 | 1:00 p.m. - 2:00 p.m.
SLMS CLASS CODE: P_OE_R7_5811

Professional Email that Gets Results

May 2, 2024 | 10:00 a.m. - 11:00 a.m.
SLMS CLASS CODE: P_OE_R7_5823

Merit System: Transfers

May 14, 2024 | 1:00 p.m. - 2:00 p.m.
SLMS CLASS CODE: P_OE_R7_5806

Where There's Smoke, There's Fire

May 22, 2024 | 10:00 a.m. - 11:00 a.m.
SLMS CLASS CODE: P_OE_R7_5818

Statewide (Online)

Math Refresher 1 (Online)

March 5, 7, 12, 14, 19, 21, 26, 28;
April 2, 4, 9 & 11, 2024 | 9:30 a.m. - 12:30 p.m.
SLMS CLASS CODE: P_AEB_R9_5830



Getting Started: Enrolling in Partnership Classes

Using the Statewide Learning Management System (SLMS)

✓ Login to the Statewide Learning Management System

Non-SUNY Employees:

1. Go to the SLMS login web page (<https://nyslearn.ny.gov>). Select the **SLMS Login** button.
2. Enter your SLMS Username and Password, then select the **Sign In** button.

NY.GOV ID
Secure Access to New York State Services

Username

Password

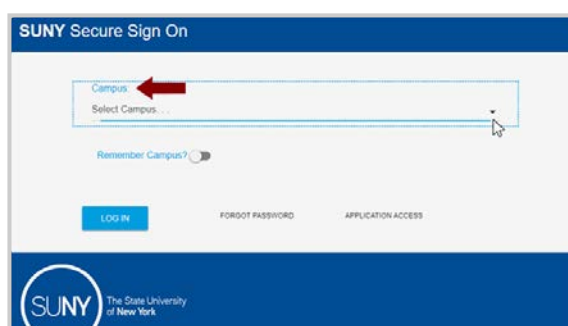
Sign In

[Forgot Username? or Forgot Password?](#)

[Create an Account](#)

SUNY Employees:

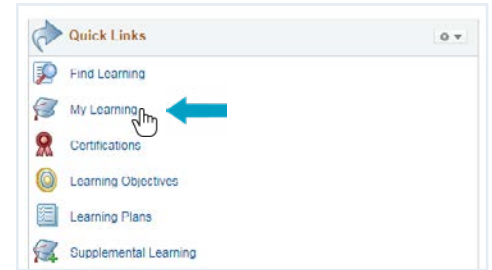
1. Login to SLMS from the **SUNY Secure Portal** (System.SUNY.edu) where you'll select your campus from the drop-down menu and then enter your login credentials.
2. From there, you'll navigate to the **E-Business Services** tab, then **SLMS–Statewide Learning Management System**, then the **SLMS link** on the my.ny.gov page.





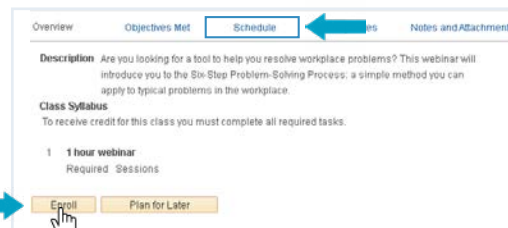
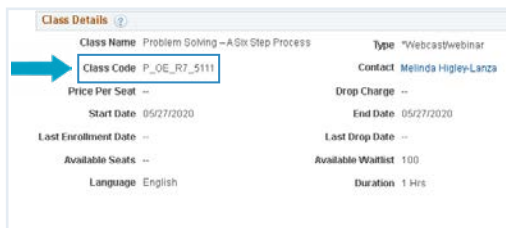
Search the SLMS Catalog

1. Select the **Find Learning** link in the Quick Links menu in SLMS.
2. Locate the **Search by Keyword** box.
3. Enter the class name or SLMS Class Code and select **Enter** to search.
4. A list of classes that match your search criteria will appear.



Enroll in A Partnership Class


1. Locate the class you wish to take using **Find Learning** as shown in the previous section.
2. To view dates, times, and training site of the class, select **Class Code**; **Schedule**; and the link under **Location**. Select **Close** when finished viewing this information.
3. Next, select the **Enroll** button by the class code. Then select **Submit Enrollment** to confirm.



Check Your Scheduled Learning and Progress

1. Select **My Learning** on the **Quick Links** menu. A list of the classes you are scheduled to take (or are waiting for approval to take) will appear.
2. Locate the name of your class. If you have many items, you may need to select **View All** or the **Show Next Row** arrow at the top of the screen. You can also select **Title** to alphabetize the items by name.
3. Select the name of the class or program for more information.



 **Tip:** If your supervisor has approved your request to attend but your status is still Pending Approval, it is because the Partnership must now approve your request. This is done approximately two weeks before the course date.




Drop a Class

1. Select **My Learning** on **Quick Links** menu. Locate the class/program to be dropped.
2. Select the **Drop** button by the class name. Then select **Drop** again.
3. If a manager/administrator enrolled you, contact them to drop the class. If you sent an application to the Partnership, please call us at (800) 253-4332.

Are you sure you want to drop this class?

Confirmation Number 16360696

Class Name	Adobe Dreamweaver CC 2015 Browsers and HTML	Type	*Online
Class Code	EKBSS_TMPL20160608143437258	Contact	--
Price Per Seat	--	Drop Charge	--
Enrollment Status	Enrolled	Confirmation Number	16360696
Start Date	--	End Date	--
Last Enrollment Date	--	Last Drop Date	--






Print a Certificate

1. Select **My Learning** on the Quick Links menu.
2. Locate the completed class/program.
3. Select the **Print Certificate** button next to the name of the class/program.

★★★★★



Updated: 12/29/2023

Directions: Complete the Application Form



1. Please type or print legibly and complete entire application.
2. Negotiating Unit – Employees are eligible to attend Skills for Success courses or webinars if they are:

A CSEA-represented New York State employee in the ASU/02, OSU/03, ISU/04, or DMNA/47 bargaining units.

- OR -

A NYS employee (previously in the ASU/02) serving a probationary period in a transition title or traineeship (MC/06 or PS&T/05) supported by the Partnership may attend courses or webinars.

- OR -

A NYS employee in a Management/Confidential (MC/06) clerical or secretarial title, as space permits.

- OR -

CSEA-represented employees working in local government, school districts, state authorities, or the private sector, as space permits.

3. Specify the name of your agency or local government or private sector organization (for example, Office of Mental Health or City of Syracuse) and your facility name (for example, Rockland Psychiatric Center or Nassau County School District), if applicable.
4. Please include an email address as notifications are sent via email.
5. Applications must be signed and dated by your supervisor if the course or webinar occurs during your regular work hours. If you are using your own time, a supervisor signature is not required. If you are accepted into a course or webinar, please notify your supervisor. Do not attend the course or webinar unless you receive notification.

NOTE: If you do not receive a notification 10 days before the course or webinar is scheduled, call the Partnership at (800) 253-4332.

6. Mail, fax, or email the completed application to:

NYS & CSEA Partnership for Education and Training, Corporate Plaza East - Suite 502
240 Washington Avenue Ext. Albany, NY 12203
Fax: (518) 486-1989 or (518) 473-0056
learning@nyscseapartnership.org

It is the policy of the State of New York to provide for and promote equal opportunity in employment and equal access to all programs and services without discrimination on the basis of age, race, color, creed, national origin, military status, sex, sexual orientation, gender identity or expression, disability (including pregnancy-related disability or condition), predisposing genetic characteristics, marital/familial status, status as a victim of domestic violence, or prior arrest/criminal conviction record.

APPLICANT INFORMATION

Please print or type.

Name	Signature
-------------	------------------

New York State Government Employees, please provide your employee identification number (NYS EMPLID is 9 characters long, begins with "N," and can be found on your paystub, located to the left of "Pay Rate").

NYS Employee Identification Number or ID number: N _____

Local Government, School Districts, State Authorities, or Private Sector CSEA-represented Employees, please provide your CSEA ID (the CSEA ID is 10 characters long and can be found on your CSEA membership ID card).

CSEA ID: _____

<p>Negotiating Unit New York State Government Employees (select one):</p> <ul style="list-style-type: none"> 02 = Administrative Services Unit (ASU) 03 = Operational Services Unit (OSU) 04 = Institutional Services Unit (ISU) 05 = Professional, Scientific & Technical (PS&T)* 06 = Management/Confidential (M/C)* 47 = Division of Military & Naval Affairs (DMNA) <p>Other _____</p> <p>* As space permits.</p> <p>Non-state CSEA-represented Employee – If Local Government, School District, State Authority, or Private Sector CSEA-represented employee, check here <input type="checkbox"/></p>	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">Current Job Title</td> <td style="width: 50%;">Grade</td> </tr> <tr> <td colspan="2" style="border-top: 1px solid black; padding-top: 5px;">Name of Agency or Organization</td> </tr> <tr> <td colspan="2" style="border-top: 1px solid black; padding-top: 5px;">Facility</td> </tr> <tr> <td colspan="2" style="border-top: 1px solid black; padding-top: 5px;">Day Phone</td> </tr> <tr> <td colspan="2" style="border-top: 1px solid black; padding-top: 5px;">Email Address (Must provide at least one)</td> </tr> <tr> <td colspan="2" style="padding: 5px;">Home:</td> </tr> <tr> <td colspan="2" style="padding: 5px;">Work:</td> </tr> </table>	Current Job Title	Grade	Name of Agency or Organization		Facility		Day Phone		Email Address (Must provide at least one)		Home:		Work:	
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Home:															
Work:															

Reasonable Accommodation: All participants are welcome. If you have a disability and need an accommodation, check here . A Partnership staff member will contact you for further information.

COURSE INFORMATION

Course Title	Date	SLMS Class Code
1.		
2.		
3.		
4.		

SUPERVISOR APPROVAL

By signing this application I grant this employee release time, without charge to leave credits, to attend the course(s).

Supervisor Name (Print or Type)	Supervisor Signature	
Supervisor Email	Supervisor Phone Number	Date

Email to: learning@nyscseapartnership.org. Fax to: (518) 486-1989 or (518) 473-0056. Or mail to: NYS & CSEA Partnership
Corporate Plaza East – Suite 502, 240 Washington Ave. Ext., Albany, NY 12203

NOTE: Course registration deadlines are approximately two weeks before the first day of the class.

Search the Skills for Success Catalog Online



SCAN THE QR CODE

NYS  CSEA
Partnership

www.nyscseapartnership.org