Spring & Summer 2026

SKILLS FOR SUCCESS

In-Person & Online Classes for
CSEA-Represented Employees

NYS & CSEA Partnership

A Message from the Partnership

NYS & CSEA Partnership

[QR Code]

View Us Online

Scan this QR Code with your mobile device to view our Skills for Success online catalog and resources.

Welcome to the NYS & CSEA Partnership for Education and Training, a collaboration between the Office of Employee Relations (OER) and the Civil Service Employees Association (CSEA).

Our mission is to provide accessible, high-quality education programs and services designed to fit your individual needs. Our Skills for Success program features over 80 in-person and online, instructor-led classes – all available at no cost to CSEA-represented employees.

This is a valuable opportunity to enhance your skills, advance your career, meet evolving job demands, and support your professional growth and development.

We encourage you to take advantage of these offerings and learn with us this spring and summer semester!

Sincerely,

Dawn E. Hall

Dawn Hall
Co-Director

Lynda Scalzo

Lynda Scalzo
Co-Director

Table of Contents

Skills for Success Overview

The Partnership's Skills for Success Program offers courses designed to help you excel in your current role and advance your career. Courses are offered both in-person and online to meet your needs and schedule. Browse our catalog by course category or location.

Course Categories

Our courses are designed to provide members with a variety of essential, job-based skills.

- Adult Education Basics (AEB)
- Computer Skills
- Individual Development
- Interpersonal Communication
- Language Skills
- Math Skills
- Safety and Health
- Trades, Operations, and Maintenance
- Work Management
- Writing Skills

Reasonable Accommodations

We strive to ensure all training is accessible to employees with disabilities. If you have questions about accessibility or a request for accommodation, please contact:

Jeff Thomas
(518) 408-1822
jeffrey.thomas@nyscseapartnership.org.

Course Types & Location

All courses are led by a live instructor and offered by semester.
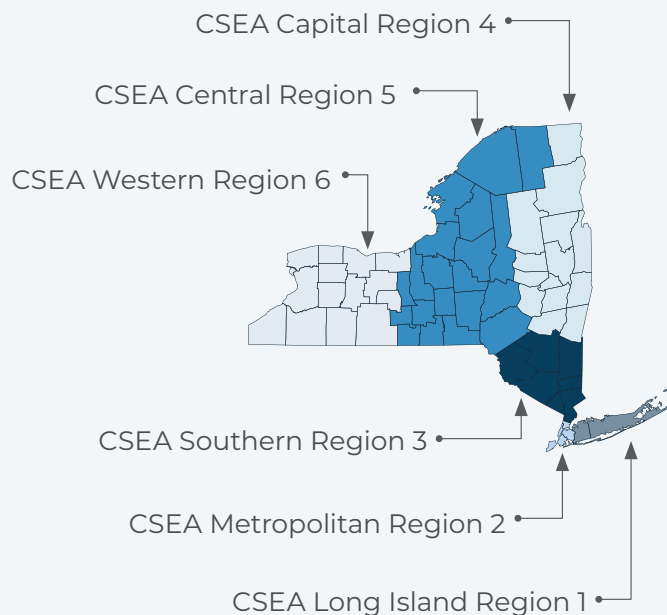
Webinars

1-hour online sessions available statewide.

Online Courses

Half-day, multi-day online sessions available statewide.

In-Person Classes

Half-day, full-day, or multi-day classes offered locally in all New York State CSEA regions.

CSEA Capital Region 4
CSEA Central Region 5
CSEA Western Region 6
CSEA Southern Region 3
CSEA Metropolitan Region 2
CSEA Long Island Region 1

Participation Guidelines

We encourage CSEA-represented employees to work with their supervisors to choose courses that best align with their professional and personal goals.

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 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.

CSEA-represented members working in local government, school districts, state authorities, or the private sector must contact the Partnership about enrollment.

(800) 253-4332
learning@nyscseapartnership.org

Participant Responsibilities

- Enroll as soon as possible – enrollment minimums must be met three weeks before the course or webinar start date.

- By enrolling, you are committing to attend. Please only enroll if you can attend the entire session.

- Do not send substitute participants, drop courses last minute, or fail to attend. Your spot could benefit someone on the course waitlist.

- If you cannot attend, please drop the course or webinar promptly. For SLMS enrollments, drop a course through SLMS. For paper application enrollments, call or email the Partnership.

Supervisor of Participant Responsibilities

When an employee enrolls in a Skills for Success course, the supervisor will receive an email requesting approval. Supervisor approval is required to participate unless the course is taken outside the normal workday. When you approve an employee's enrollment, you are granting the employee release time to attend the entire course without charge to leave credits.

Certificate of Completion

Certificates of Completion are awarded for attending and participating in the entire course or webinar. You will be notified when your certificate is available to print around three to four weeks after course completion.

How to Enroll

Choose an in-person, online course, or webinar that meets your needs. Enroll through the Statewide Learning Management System (SLMS) or with the Skills for Success Application form.

Enroll through SLMS

Enroll for courses and webinars through the Statewide Learning Management System (SLMS) at https://nyslearn.ny.gov/.

See page 56 for enrollment instructions.

Enroll through the Partnership

Complete the Skills for Success application form.

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

- You must have supervisor approval on the application form, unless you're using your own time.

Need Help Enrolling in a Skills for Success Course?

Contact the Partnership

(800) 253-4332

learning@nyscseapartnership.org

https://nyscseapartnership.org/skills-success-enroll

Enrollment Notifications

SLMS Enrollment

Your SLMS status remains pending until two to three weeks before class, even with supervisor approval. Once confirmed, your status changes to "enrolled," and you will receive an email notification. You will also be notified if your supervisor denies participation.

If you do not receive a notification ten days before class, contact the Partnership.

Course or Webinar is Full

You will be notified by email if you are not accepted. We encourage you to reapply when the course is offered again.

Waitlists

The Partnership maintains a waitlist for full courses or webinars. If a seat becomes available, we will notify the next employee on the waitlist.

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.

Administrative Assistant Traineeship Participants

If you're in the Administrative Assistant Traineeship Program working toward the Administrative Assistant 1 title, you can meet your mandatory and elective course requirements through many Skills for Success courses offered this semester.
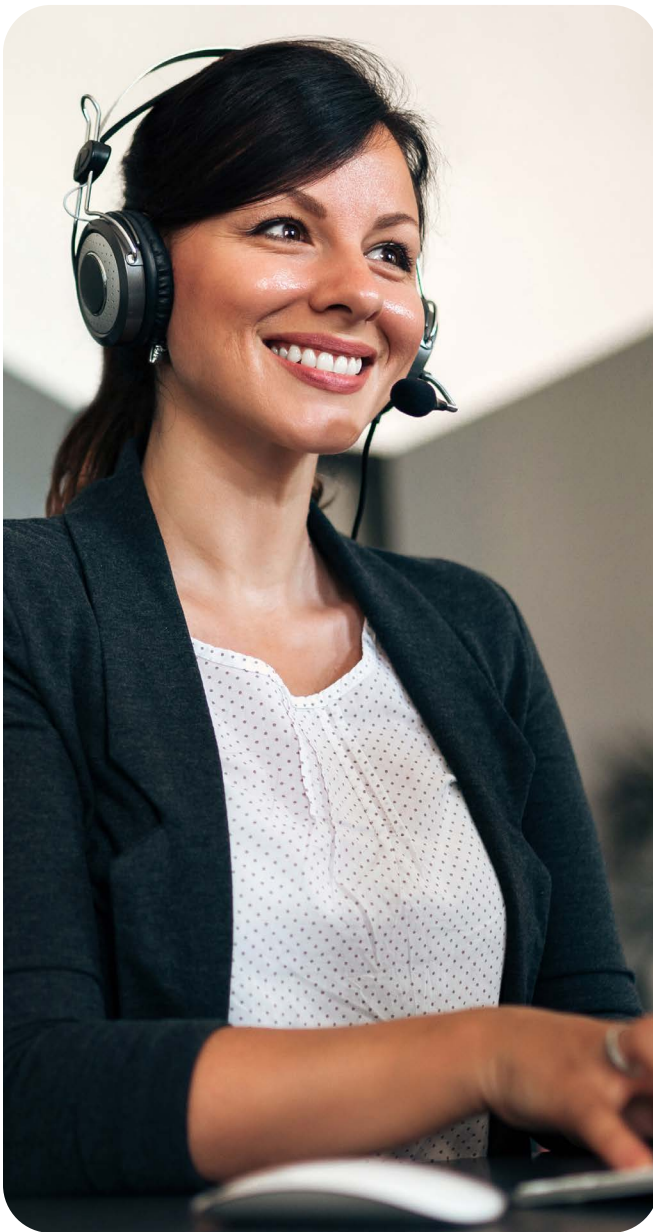
Traineeship Requirements

Participants in the two-year Administrative Assistant Traineeship must complete mandatory courses and choose elective courses within the following competency areas:

- Computer Skills and Technology
- Professionalism and Self-Management
- Interpersonal and Customer Relations
- Verbal and Written Communication

A Workforce Development Competency icon shown on a Skills for Success course description indicates the course's competency area and whether it meets a mandatory or elective traineeship requirement.

Have Questions or Need Assistance?

Scan or click the QR code to view the Administrative Assistant Traineeship resources on our website for more information.
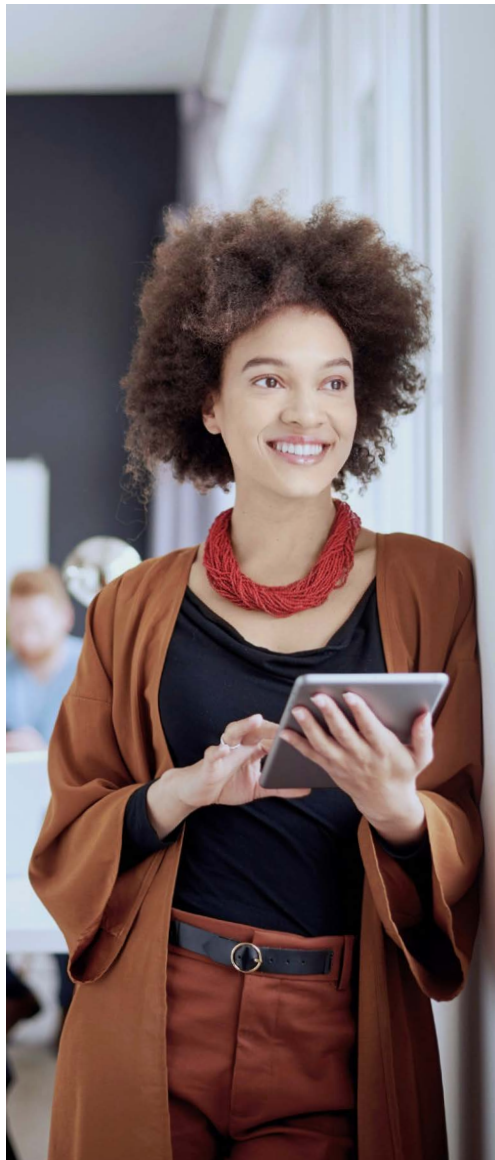
COURSE DESCRIPTIONS & DATES

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.

Effective Reading Skills 1 (Online)

This class is online. You must have access to a computer and an Internet connection.

This six-week course will help you read and understand written materials. You will analyze the connection between reading and writing, including identifying main ideas and supporting details in your own work and works written by others. You will also use the writing cycle to develop your own personal narrative essay.

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

- Apply six core active reading strategies to improve comprehension.
- Discuss literature elements common to all stories.
- Analyze text to determine meaning.
- Produce a personal narrative essay following the writing cycle.

Online - Statewide

February 26, 27; March 5, 6, 12, 13, 19, 20, 26, 27; April 2 & 3, 2026 | 9:00 a.m. - 11:30 a.m.

SLMS Class Code: P_AEB_R9_6378

English Language and Pronunciation courses can be found in the Language Skills Category.
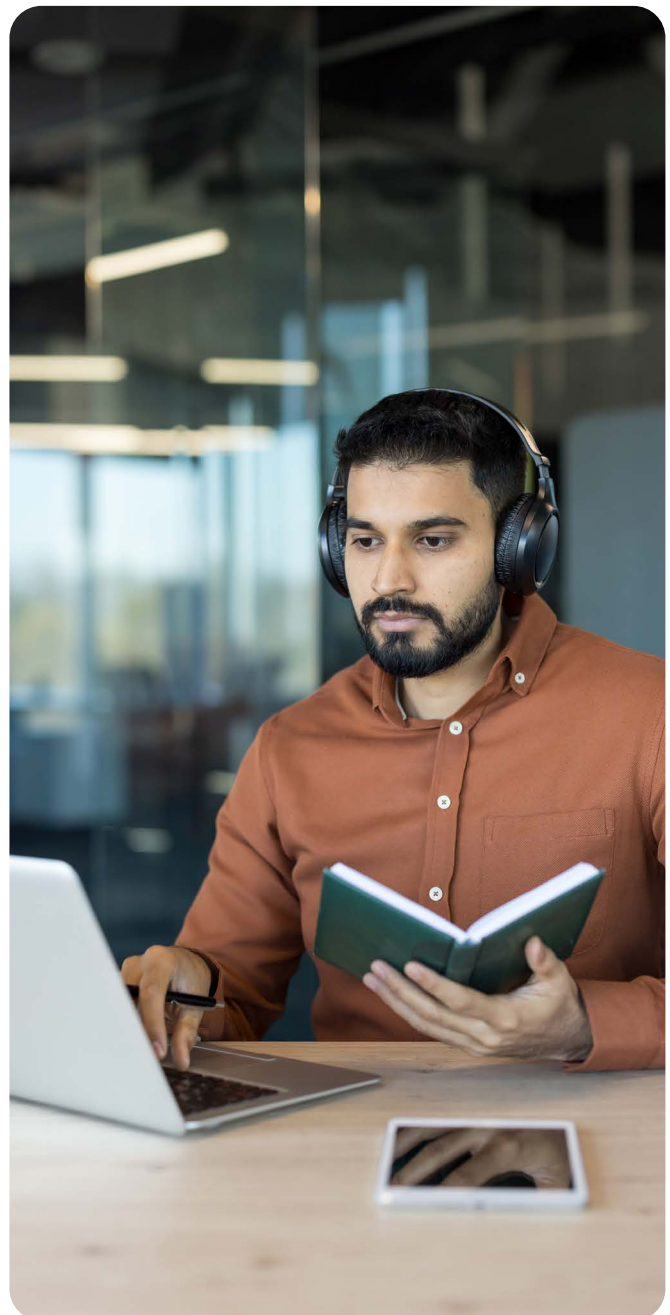
Computer Skills

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

Get More Done with Keyboard Shortcuts

The skills developed in this webinar will help you identify the most essential keyboard shortcuts to help you work smarter – not harder.

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

• Recognize benefits of keyboard shortcuts.

• Explain keyboard shortcuts, functions, and modifiers.

• Identify the most essential shortcuts.

• Discuss best practices for keyboard shortcuts.

Webinar - Statewide

July 15, 2026 | 10:00 a.m. - 11:00 a.m.

SLMS Class Code: P_OE_R7_6352

Fulfills an Administrative Assistant Traineeship elective course requirement.

Internet Research Skills

This webinar provides strategies for you to find helpful and accurate information quickly.

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

• Review Internet search engines and search tools.

• Identify effective search techniques for the Internet.

• Apply standards to evaluate information found on the Internet.

Webinar - Statewide

April 2, 2026 | 1:00 p.m. - 2:00 p.m.

SLMS Class Code: P_OE_R7_6332

Fulfills an Administrative Assistant Traineeship elective course requirement.

Computer Skills Continued

Microsoft Excel Basics

This class will provide you with the basic knowledge and skills needed to perform daily tasks in Microsoft Excel. You must have a working knowledge of desktop computers and be familiar with using the keyboard and mouse.

By the end of the class, you 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

March 17, 2026 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R4_6371

Fulfills an Administrative Assistant Traineeship elective course requirement.

Microsoft Excel Basics (Online)

This class is online. You must have access to a computer and an Internet connection.

This class will provide you with the basic knowledge and skills needed to perform daily tasks in Microsoft Excel. You must have a working knowledge of desktop computers and be familiar with using the keyboard and mouse.

By the end of the class, you 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.

Online - Statewide

April 7 & 10, 2026 | 9:00 a.m. - 12:30 p.m.

SLMS Class Code: P_OE_R9_6364

Online - Statewide

April 21 & 22, 2026 | 9:00 a.m. - 12:30 p.m.

SLMS Class Code: P_OE_R9_6366

Fulfills an Administrative Assistant Traineeship elective course requirement.

Microsoft Excel Intermediate

This class will provide you with the intermediate knowledge and skills needed to perform specialized tasks and improve productivity in Excel. You must have basic experience in Excel.

 By the end of the class, you 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

April 9, 2026 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R4_6373

Fulfills an Administrative Assistant Traineeship elective course requirement.

Microsoft Excel Intermediate (Online) NEW!

This class is online. You must have access to a computer and an Internet connection.

This class will provide you with the intermediate knowledge and skills needed to perform specialized tasks and improve productivity in Excel. You must have basic experience in Excel.

 By the end of the class, you 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.

Online - Statewide

May 5 & 7, 2026 | 9:00 a.m. - 12:30 p.m.

SLMS Class Code: P_OE_R9_6368

Fulfills an Administrative Assistant Traineeship elective course requirement.

Computer Skills Continued

Microsoft Outlook: Managing Contacts and Tasks

This webinar will teach you how to manage contacts and tasks using Microsoft Outlook. You will learn to create, edit, and organize your contacts and tasks.

By the end of the webinar, you 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 - Statewide

March 18, 2026 | 1:00 p.m. - 2:00 p.m.

SLMS Class Code: P_OE_R7_6327

Fulfills an Administrative Assistant Traineeship elective course requirement.

Microsoft Outlook: Organizing and Managing Your Email

This webinar provides tips and tricks to help you manage your email in Microsoft Outlook. You will learn how to view, sort, delete, and organize your email.

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

· Compare methods of sorting and viewing email messages.

· Identify ways of searching for email messages.

· Construct a strategy to organize email messages using folders.

Webinar - Statewide

April 8, 2026 | 10:00 a.m. - 11:00 a.m.

SLMS Class Code: P_OE_R7_6334

Webinar - Statewide

July 22, 2026 | 10:00 a.m. - 11:00 a.m.

SLMS Class Code: P_OE_R7_6355

Fulfills an Administrative Assistant Traineeship elective course requirement.

Computer Skills Continued

Microsoft Outlook: Working with Calendars

This webinar will show you how to get the most out of your calendar in Microsoft Outlook. You'll learn how to schedule meetings and appointments, share your calendar, and more.

By the end of the webinar, you 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 - Statewide

March 24, 2026 | 10:00 a.m. - 11:00 a.m.

SLMS Class Code: P_OE_R7_6328

Fulfills an Administrative Assistant Traineeship elective course requirement.

Microsoft Teams

In this webinar, you'll learn 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 webinar, you 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 - Statewide

March 4, 2026 | 2:00 p.m. - 3:00 p.m.

SLMS Class Code: P_OE_R7_6326

Webinar - Statewide

July 30, 2026 | 10:00 a.m. - 11:00 a.m.

SLMS Class Code: P_OE_R7_6359

Fulfills an Administrative Assistant Traineeship elective course requirement.

Computer Skills Continued

Microsoft Word Basics

This class will provide you with the basic knowledge and skills needed to perform daily tasks in Microsoft Word. You must have a working knowledge of desktop computers and be familiar with using the keyboard and mouse.

By the end of the class, you 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

March 26, 2026 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R4_6372

*Fulfills an Administrative Assistant Traineeship **mandatory** course requirement.*

Microsoft Word Basics (Online)

This class is online. You must have access to a computer and an Internet connection.

This class will provide you with the basic knowledge and skills needed to perform daily tasks in Microsoft Word. You must have a working knowledge of desktop computers and be familiar with using the keyboard and mouse. A larger screen is preferred.

By the end of the class, you 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.

Online - Statewide

April 1 & 2, 2026 | 9:00 a.m. - 12:30 p.m.

SLMS Class Code: P_OE_R9_6365

Online - Statewide

July 7 & 9, 2026 | 9:00 a.m. - 12:30 p.m.

SLMS Class Code: P_OE_R9_6370

*Fulfills an Administrative Assistant Traineeship **mandatory** course requirement.*

Computer Skills Continued

Microsoft Word Intermediate

This class will provide you with the knowledge and skills needed to perform specialized tasks and enhance productivity in Microsoft Word. You must have a working knowledge of Microsoft Word.

By the end of the class, you 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.

MicroKnowledge - Albany

April 23, 2026 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R4_6374

Fulfills an Administrative Assistant Traineeship elective course requirement.

Microsoft Word Intermediate (Online)

This class is online. You must have access to a computer and an Internet connection.

This class will provide you with the knowledge and skills needed to perform specialized tasks and enhance productivity in Microsoft Word. You must have a working knowledge of Microsoft Word.

By the end of the class, you 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.

Online - Statewide

May 12 & 14, 2026 | 9:00 a.m. - 12:30 p.m.

SLMS Class Code: P_OE_R9_6361

Fulfills an Administrative Assistant Traineeship elective course requirement.

Individual Development

Employees will gain the knowledge and skills needed to help achieve balance between their work and personal lives.

Aspiring Leaders

This class is three days. Attendance is required all days.

This class will help you build leadership skills for a successful career in New York State government. You must complete a DiSC Self-Assessment before the class to identify your leadership style. Seats are limited to 30 for each class.

By the end of this class, you 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.

NYS & CSEA Partnership for Education and Training - Albany

March 24, 25 & 26, 2026 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R4_6412

Fishkill Correctional Facility, QWL Bldg - Beacon

April 21, 22 & 23, 2026 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R3_6411

De Veaux Woods State Park - Niagara Falls

May 19, 20 & 21, 2026 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R6_6414

Central New York DDSO - North Syracuse

June 23, 24 & 25, 2026 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R5_6413

Perry B. Duryea State Office Building - Hauppauge

July 21, 22 & 23, 2026 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R1_6418

Individual Development Continued

Best Practices for Interviews

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 webinar, you 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 - Statewide

July 7, 2026 | 1:00 p.m. - 2:00 p.m.

SLMS Class Code: P_OE_R7_6347

Best Practices for Resumes and Cover Letters

This webinar will help you identify your personal brand and will give you tips for writing customized resumes and cover letters that capture the attention of potential employers.

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

· Identify your personal skills, abilities, and values.

· Research job opportunities that match your unique skill set.

· Identify the building blocks of a resume and cover letter.

· Customize your resume and cover letter for specific job opportunities.

Webinar - Statewide

April 7, 2026 | 1:00 p.m. - 2:00 p.m.

SLMS Class Code: P_OE_R7_6333

Individual Development Continued

Career Options Within NYS Government Using GOT-IT

During this webinar, the Department of Civil Service's Career Mobility Office (CMO) will demonstrate a useful online resource tool called GOT-IT (Glossary of Titles – Inquiry Tool). You can use this tool to aid in your search for specific job titles, occupations, career ladders, and career mobility opportunities.

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

· Discover how to access and navigate GOT-IT.

· Distinguish the four different search mechanisms that provide information on specific titles, agencies, occupations, and geographic locations.

· Identify other useful career development links and resources.

Webinar - Statewide

July 9, 2026 | 1:00 p.m. - 2:00 p.m.

SLMS Class Code: P_OE_R7_6350

Dealing with Stress

This webinar will help you recognize and manage the stress of balancing work and life demands. You 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 webinar, you will be able to:

· Define stress.

· Recognize how stress affects you.

· Identify strategies for managing and reducing stress.

· Create a stress management plan.

Webinar - Statewide

March 26, 2026 | 1:00 p.m. - 2:00 p.m.

SLMS Class Code: P_OE_R7_6329

Individual Development Continued

Know Your Credit Report

Knowing all about your credit report and score is easier than you might think. This webinar will guide you through the steps of accessing a credit report, dispel myths on credit report contents and scoring, and offer tips and strategies for building or maintaining a positive credit rating. You will learn about reliable resources for obtaining your credit report and where to continue your learning on this topic as needed.

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

· List the steps for accessing your credit report.

· Explain how credit scoring works.

· Describe what information is found (and not found) on a credit report.

· Explain how financial decisions impact your credit score.

Webinar - Statewide

July 21, 2026 | 1:00 p.m. - 2:00 p.m.

SLMS Class Code: P_OE_R7_6354

Individual Development Continued

Merit System: Transfers

In this webinar, you will learn how to find and apply for transfer opportunities within the state.

By the end of the webinar, you 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 - Statewide

April 15, 2026 | 1:00 p.m. - 2:00 p.m.

SLMS Class Code: P_OE_R7_6337

Preparing for a Civil Service Exam

This webinar will show you tips and tricks to successfully navigate the process from the initial exam announcement to the post-test scoring.

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

•   Recognize the examination process.

•   Describe strategies for answering multiple choice questions.

•   Identify what happens on the day of the test.

•   Recognize the scoring, canvassing, and hiring process.

Webinar - Statewide

February 24, 2026 | 10:00 a.m. - 11:00 a.m.

SLMS Class Code: P_OE_R7_6318

Individual Development Continued

Protect Your Identity

Identity theft is one of the fastest growing crimes committed today. This webinar provides an overview of identity theft and offers methods you can use to protect yourself from falling victim to this growing crime.

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

- Explore various types of personal identifiable information.

- Identify different methods to limit exposure to thieves.

- Discuss the steps to take if you have been a victim of identity theft.

Webinar - Statewide

July 23, 2026 | 1:00 p.m. - 2:00 p.m.

SLMS Class Code: P_OE_R7_6356

Study Skills to Build Success

In this webinar, you will learn the skills that will help you reach your educational and professional goals.

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

- Recognize the importance of growth mindset and time management.

- Identify resources and support systems.

- Use study techniques to improve recall.

- Discover how to overcome test anxiety and prepare for tests.

Webinar - Statewide

May 21, 2026 | 1:00 p.m. - 2:00 p.m.

SLMS Class Code: P_OE_R7_6343

Interpersonal Communication

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

Better Team Skills

In this webinar, you will learn the value of teamwork and how to best work with others.

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

· Recognize the value of teamwork.

· Identify important qualities for the effective team member.

· Select strategies to improve collaboration.

Webinar - Statewide

March 4, 2026 | 10:00 a.m. - 11:00 a.m.

SLMS Class Code: P_OE_R7_6322

Fulfills an Administrative Assistant Traineeship elective course requirement.

Building Better Work Relationships

Effective work relationships can contribute to job satisfaction, increased productivity, and better health.

By the end of the class, you 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.

Central New York DDSO - North Syracuse

March 19, 2026 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R5_6408

Fulfills an Administrative Assistant Traineeship elective course requirement.

Communicating with Confidence

This webinar will help increase your confidence when communicating at work.

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

- Identify the qualities of a confident speaker.

- Recognize the barriers to communicating with confidence.

- Identify strategies to help speak with confidence.

- Demonstrate effective interpersonal communication skills.

Webinar - Statewide

April 9, 2026 | 10:00 a.m. - 11:00 a.m.

SLMS Class Code: P_OE_R7_6335

Fulfills an Administrative Assistant Traineeship elective course requirement.

Customer Service

This class addresses the role of customer service in the public sector. You will learn strategies and techniques for effectively handling customers when delivering outstanding service to the public.

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

- Identify good customer service.

- Select 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.

Tax and Finance - Brooklyn

May 20, 2026 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R2_6383

*Fulfills an Administrative Assistant Traineeship **mandatory** course requirement.*

Customer Service (Online)

This class is online. You must have access to a computer and an Internet connection.

This class addresses the role of customer service in the public sector. You will learn strategies and techniques for effectively handling customers when delivering outstanding service to the public.

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

- Identify good customer service.

- Select 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.

Online - Statewide

March 18 & 19, 2026 | 9:00 a.m. - 12:00 p.m.

SLMS Class Code: P_OE_R9_6360

Online - Statewide

July 28 & 30, 2026 | 9:00 a.m. - 12:00 p.m.

SLMS Class Code: P_OE_R9_6369

*Fulfills an Administrative Assistant Traineeship **mandatory** course requirement.*

Interpersonal Communication Continued

Developing Your Emotional Intelligence NEW!

Emotional intelligence is the ability to identify your own emotions and respond appropriately to the emotions of others. This webinar introduces the topic of emotional intelligence and strategies for dealing with interactions in the workplace and in your everyday life.

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 emotions impact behaviors and interactions with others.

Webinar - Statewide

April 14, 2026 | 10:00 a.m. - 11:00 a.m.

SLMS Class Code: P_OE_R7_6336

Fulfills an Administrative Assistant Traineeship elective course requirement.

How to Navigate Conflict Effectively NEW!

Conflict is inevitable - but how we respond can shape outcomes, relationships, and workplace culture. In this one-hour webinar you will be equipped with practical tools to manage conflict constructively, whether it arises within teams or with external stakeholders. Through real-world examples and interactive discussion, participants will explore strategies to de-escalate tension, foster collaboration, and maintain professionalism under pressure. The session emphasizes emotional intelligence, communication techniques, and a systems-thinking approach to resolving disputes effectively.

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

- Reframe conflict as a growth opportunity.

- Identify common causes and responses to conflict styles and approaches.

- Identify strategies for navigating conflict effectively.

- Apply the strategies to real world scenarios.

Webinar - Statewide

April 21, 2026 | 1:00 p.m. - 2:00 p.m.

SLMS Class Code: P_OE_R7_6338

Fulfills an Administrative Assistant Traineeship elective course requirement.

Interpersonal Communication Continued

Influencing Without Authority

Influencing is not just for leaders. Anyone can influence the workplace by becoming a credible resource and creating a positive work culture.

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

- Identify your strengths and become a credible resource in the workplace.

- Build relationships with coworkers across the organization to overcome workplace challenges.

- Recognize opportunities for influencing your workplace.

Webinar - Statewide

March 10, 2026 | 10:00 a.m. - 11:00 a.m.

SLMS Class Code: P_OE_R7_6324

Fulfills an Administrative Assistant Traineeship elective course requirement.

Job Etiquette

Job etiquette refers to good manners and behavior that are essential to professional growth. This webinar will cover topics such as communication, behavior, and dress.

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

- Identify appropriate clothing for your workspace.

- Describe appropriate behaviors for personal and shared workspaces.

- Discuss general etiquette tips for the workplace.

Webinar - Statewide

July 16, 2026 | 1:00 p.m. - 2:00 p.m.

SLMS Class Code: P_OE_R7_6353

Fulfills an Administrative Assistant Traineeship elective course requirement.

Interpersonal Communication Continued

Managing Stress in Customer Service

This webinar provides strategies for managing stress when working in customer service.

By the end of the webinar, you 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 - Statewide

March 3, 2026 | 1:00 p.m. - 2:00 p.m.

SLMS Class Code: P_OE_R7_6321

Fulfills an Administrative Assistant Traineeship elective course requirement.

Professionalism in the Digital Age

This webinar introduces best practices for digital workplace communication. You will identify professional practices for use of email, instant messaging, voicemail, cell phones, and social media.

By the end of the webinar, you 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 - Statewide

May 19, 2026 | 1:00 p.m. - 2:00 p.m.

SLMS Class Code: P_OE_R7_6342

Fulfills an Administrative Assistant Traineeship elective course requirement.

Language Skills

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

English for Speakers of Other Languages 1 (ESOL 1)

This class is one day per week for six weeks. Attendance is required all days.

In this class, you will practice reading, writing, speaking, and listening in the English language with a focus on your role as an employee, community member, family member, and citizen. You should have a basic understanding of the English language. The first class includes a mandatory skills evaluation.

By the end of the class, you 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.

Creedmoor Psychiatric Center - Queens Village

April 8, 15, 22, 29, May 6 & 13 2026 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R2_6391

Focus on Pronunciation: Level 2

This class is one day per week for six weeks. Attendance is required all days.

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, you 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.

Capital District DDSO - Schenectady

February 25, March 4, 11, 18, 25, & April 1, 2026 (Snow date: April 8, 2026) | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R4_6389

Math Skills

Courses in this category provide employees with the skills required to complete assignments involving basic, intermediate, and advanced level mathematical computations.

Introduction to Accounting

This class will help improve your ability to perform basic accounting and bookkeeping tasks.

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

- Perform basic math operations related to bookkeeping and create and interpret tables, charts, and graphs.

- Interpret basic financial statements.

- Describe the basic purpose and functions of the Statewide Financial System.

Department of Financial Services - Manhattan

April 14, 2026 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R2_6379

Introduction to Charts and Graphs

The ability to handle data is a critical workforce skill. This class will teach you how to handle, organize, interpret, and display data.

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

- Perform basic statistical calculations.

- Identify trends and correlations in data.

- Read data in a variety of forms.

- Apply best practices in presenting data.

SUNY Stony Brook - Stony Brook

May 12, 2026 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R1_6384

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.

Computer Ergonomics Assessor Training   NEW!

This training will equip employees with the ability to conduct workstation assessments to reduce injuries and illnesses associated with computer operations.

By the end of this class, you will be able to:

- Define ergonomics.

- Identify common musculoskeletal disorders.

- Explore other computer-related health effects.

- Recognize risk factors and prevention controls.

- Conduct computer workstation assessments.

NYS & CSEA Partnership for Education and Training - Albany

March 11, 2026 | 9:00 a.m. - 12:30 p.m.

SLMS Class Code: P_OE_R4_6380

Safety and Health Continued

De-Escalation Basics

NEW!

This webinar is for all New York State employees and focuses on the basics of de-escalating potential conflicts in the workplace.

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

- Recognize the warning signs and stages of potential conflict.

- Identify de-escalation strategies, including when and how to apply them.

- Identify when and how to remove yourself from a situation.

Webinar - Statewide

June 3, 2026 | 1:00 p.m. - 2:00 p.m.

SLMS Class Code: P_OE_R7_6344

Effective De-Escalation Skills

NEW!

This class is for all New York State employees and provides an opportunity to learn about and practice effective de-escalation strategies in the workplace.

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

- Recognize the warning signs and stages of potential conflict.

- Choose the best approach for various situations.

- Apply de-escalation strategies to workplace situations.

- Determine when and how to remove yourself from a situation.

NYS & CSEA Partnership for Education and Training - Albany

April 15, 2026 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R4_6381

Safety and Health Continued

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. Upon successful completion, you will receive an OSHA 10 Certification Card.

By the end of this class, you 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.

SUNY New Paltz - New Paltz

April 7 & 8, 2026 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R3_6410

Preventing Slips, Trips, and Falls for the Outdoor Worker

In this webinar, you will learn about preventing slips, trips, and falls when working outdoors.

By the end of the webinar, you 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 - Statewide

March 5, 2026 | 10:00 a.m. - 11:00 a.m.

SLMS Class Code: P_OE_R7_6323

Working Safely in Areas Affected by the Emerald Ash Beetle NEW!

This webinar is for all New York State employees and focuses on safety considerations when working in areas impacted by the Ash Borer Beetle.

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

- Review the impacts of the Emerald Ash Borer Beetle on trees and workers.

- Recognize potential hazards associated with the Emerald Ash Borer.

- Identify what you can do to stay safe when working in impacted areas.

Webinar - Statewide

February 25, 2026 | 1:00 p.m. - 2:00 p.m.

SLMS Class Code: P_OE_R7_6319

Webinar - Statewide

July 1, 2026 | 10:00 a.m. - 11:00 a.m.

SLMS Class Code: P_OE_R7_6346

Trades, Operations, and Maintenance

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

Air Conditioning and Refrigeration Basics

This course helps participants gain knowledge about the basic operation, maintenance, and troubleshooting of air conditioning and refrigeration systems. Refrigerant recovery, recycling, and reclaiming will also be discussed to heighten awareness of the environmental safeguards employees need to maintain when working with these systems.

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

- Identify how basic refrigeration and air conditioning systems work.

- Acquire a basic knowledge about how to install, operate, and maintain refrigerators and air conditioners.

- Demonstrate effective safety practices for air conditioning and refrigeration systems.

Sampson State Park - Romulus

March 12, 2026 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R5_6400

Air Conditioning and Refrigeration Intermediate

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

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

- Review how basic refrigeration and air conditioning systems operate.

- Demonstrate effective safety practices for air conditioning and refrigeration systems.

- Explain mechanical components within refrigeration and air conditioning systems.

- Recognize electrical controls and metering devices.

- Analyze air conditioning or refrigeration systems using gauges and thermometers.

- Identify the benefits of efficient air conditioning and refrigeration systems.

Western New York DDSO - West Seneca

February 24 & 25, 2026 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R6_6396

Sterling Forest State Park - Tuxedo

March 4 & 5, 2026 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R3_6419

Sampson State Park - Romulus

April 28 & 29, 2026 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R5_6395

Trades, Operations, and Maintenance
Continued

Air Conditioning and Refrigeration: EPA Section 608 Certification

This course helps prepare technicians for the EPA 608 Universal Technician certification exam on handling coolants. Participants will become familiar with the basic refrigeration principles such as recovering, reclaiming, and recycling; leak detection and repair; and safety issues. At the conclusion of the course, participants will take a practice test, as well as the actual certification exam. Participants will be expected to have a working knowledge of basic and advanced air conditioning and refrigeration principles.

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

- Gain knowledge about the major components of a refrigeration system.

- Discover best practices for handling coolants.

- Identify safety hazards and precautions for working with coolants.

Caumsett State Historic Park Preserve - Lloyd Harbor
February 17 & 18, 2026 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R1_6385

DMNA - NYS Military Museum and Veterans Research Center - Buffalo
April 1 & 2, 2026 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R6_6401

Roberto Clemente State Park - Bronx
April 7 & 8, 2026 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R2_6387

DOCCS Training Academy - Albany
April 8 & 9, 2026 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R4_6392

Sterling Forest State Park - Tuxedo
April 21 & 22, 2026 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R3_6421

SUNY Cortland - Cortland
May 19 & 20, 2026 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R5_6398

Trades, Operations, and Maintenance
Continued

Carpentry Advanced

This class is for individuals who have experience in carpentry. You will learn the advanced terminology and practices used in the carpentry trade.

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

- Identify finish materials.

- Demonstrate the safe use of carpentry hand and power tools.

- Perform construction math.

- Select and use the proper personal protective equipment.

- Hang and finish drywall.

- Apply trim.

- Install a door and associated hardware.

Letchworth State Park - Castile

May 5 & 6, 2026 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R6_6397

Trades, Operations, and Maintenance
Continued

Carpentry Basics

This class provides a basic introduction to the carpentry trade. You will learn how to use math, tools, and personal protective equipment.

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

- Identify construction materials.

- Use basic construction math.

- Demonstrate the proper use of carpentry hand and power tools.

- Select and use the proper personal protective equipment.

Connetquot River State Park Preserve - Oakdale

February 24, 2026 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R1_6399

Masonry Basics

This class introduces the basics of masonry work. You will learn how to use various materials including brick, stone, plaster, and concrete.

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

- Discover the proper use of masonry materials.

- Identify types and uses of masonry tools and equipment.

- Demonstrate proper techniques for mixing mortar and laying concrete block.

Peebles Island State Park - Waterford

April 14, 2026 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R4_6393

Trades, Operations, and Maintenance
Continued

Plumbing Advanced

This class is for individuals who are familiar with basic plumbing. You will learn the more advanced terminology and systems used in the plumbing trade.

By the end of the class, you 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.

Saratoga Spa State Park - Saratoga Springs

May 12 & 13, 2026 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R4_6394

Plumbing Basics

This class introduces the basics of plumbing and pipe-fitting practices. You will learn how basic plumbing systems function.

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

· Identify types of pipes and their fittings.

· Use plumbing tools and equipment.

· Describe the basic components of water and drainage systems.

· Demonstrate effective troubleshooting skills on plumbing systems like toilets and faucets.

Long Island State Park Region - Oyster Bay

March 18, 2026 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R1_6386

Sterling Forest State Park - Tuxedo

April 28, 2026 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R3_6420

Roberto Clemente State Park - Bronx

May 5, 2026 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R2_6388

Work Management

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

Introduction to Critical Thinking

This webinar introduces you to the basics of critical thinking. You will learn to assess issues from different perspectives.

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

· Define critical thinking.

· Recognize barriers to critical thinking and how to overcome them.

· Apply the critical thinking process.

Webinar - Statewide

March 11, 2026 | 1:00 p.m. - 2:00 p.m.

SLMS Class Code: P_OE_R7_6325

Fulfills an Administrative Assistant Traineeship elective course requirement.

Organizing Your Workspace for Increased Productivity

In this webinar, you'll learn valuable strategies for organizing your workspace to increase your productivity.

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

· Identify the benefits of an organized workspace.

· Recognize what a productive workspace looks like.

· Apply strategies for creating a clutter-free workspace in a work scenario.

· Recognize how to maintain a productive workspace.

Webinar - Statewide

April 1, 2026 | 1:00 p.m. - 2:00 p.m.

SLMS Class Code: P_OE_R7_6331

Fulfills an Administrative Assistant Traineeship elective course requirement.

Problem Solving - A Six Step Process

This webinar introduces you to a simple method you can apply to typical problems in the workplace.

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

• Define the problem and identify its root causes.

• Apply strategies to generate solutions and select the best option.

• Recognize how to implement and evaluate a plan.

Webinar - Statewide

May 6, 2026 | 1:00 p.m. - 2:00 p.m.

SLMS Class Code: P_OE_R7_6340

Fulfills an Administrative Assistant Traineeship elective course requirement.

Take Control of Your Time

This webinar will teach you how to manage your work assignments and effectively plan your time.

By the end of the webinar, you 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 - Statewide

July 28, 2026 | 1:00 p.m. - 2:00 p.m.

SLMS Class Code: P_OE_R7_6357

Fulfills an Administrative Assistant Traineeship elective course requirement.

Work Management Continued

The Organized Office Worker

This class helps you organize your workload to improve efficiency and productivity in today's office environment.

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

- Explain the value of organization in the workplace.

- Compare time management techniques and organizational systems.

- Develop strategies to prioritize competing tasks.

- Identify how technology can be used to organize and manage tasks.

- Discuss tips for overcoming time wasters and procrastination.

NYS & CSEA Partnership for Education and Training - Albany

March 5, 2026 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R4_6377

CSEA Metropolitan Region Office - Manhattan

May 6, 20226 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R2_6375

*Fulfills an Administrative Assistant Traineeship **mandatory** course requirement.*

Thriving in the Changing Workplace

For many, change leads to discomfort or stress. But it doesn't have to be this way. In this class, you'll learn how to shift your perspective on change.

By the end of the class, you 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.

SUNY Brockport - Brockport

April 16, 2026 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R6_6382

Fulfills an Administrative Assistant Traineeship elective course requirement.

Writing Skills

Employees will develop a full 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.

Avoiding Common Punctuation and Grammar Mistakes

This webinar will highlight common business writing errors and show you how to correct them. **A 15-minute homework assignment must be completed within 1 week to receive credit for completing the webinar.**

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

- Discover the importance of grammar and punctuation in writing.

- Identify strategies to avoid common misuse of punctuation marks.

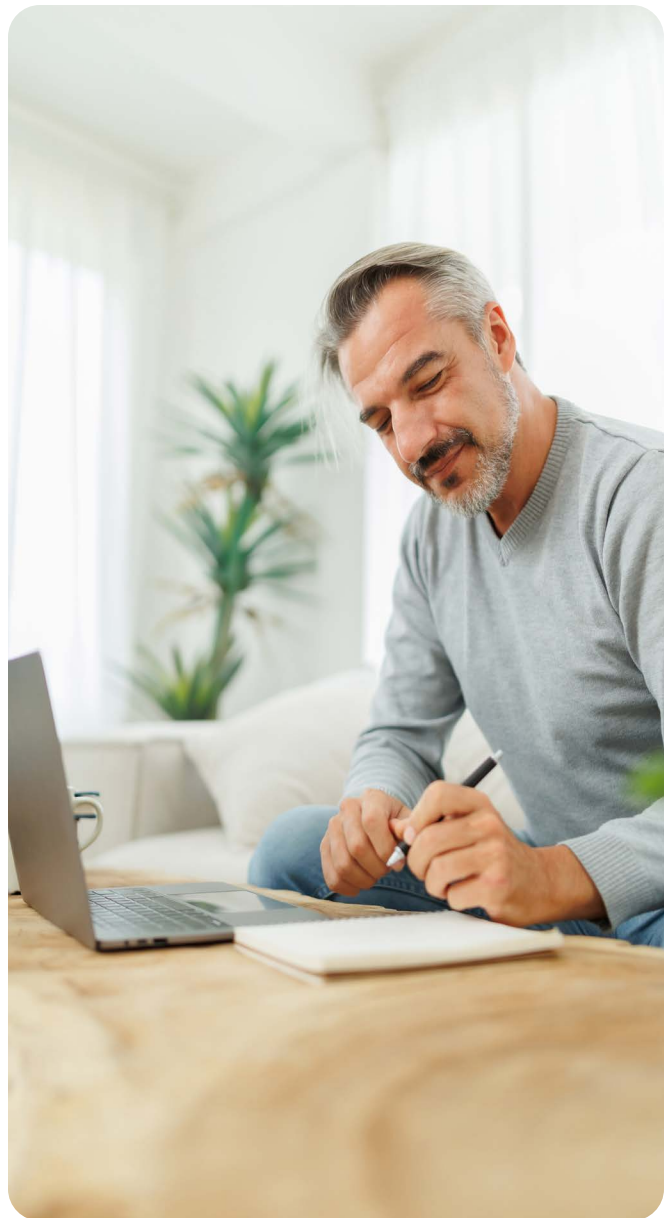- Recognize common grammar mistakes.

Webinar - Statewide

March 3, 2026 | 10:00 a.m. - 11:00 a.m.

SLMS Class Code: P_OE_R7_6320

Fulfills an Administrative Assistant Traineeship elective course requirement.

Writing Skills Continued

Crafting Powerful Writing: Precision and Clarity

In this webinar, you will learn how to rephrase sentences, choose clear and impactful words, and proofread effectively to enhance your writing. **A 15-minute homework assignment must be completed within 1 week to receive credit for completing the webinar.**

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

- Discover methods to organize your thoughts for clearer writing.

- Identify how to create clear, concise sentences.

- Choose appropriate, effective vocabulary.

- Discover methods to proofread your writing.

Webinar - Statewide

April 29, 2026 | 10:00 a.m. - 11:00 a.m.

SLMS Class Code: P_OE_R7_6339

Fulfills an Administrative Assistant Traineeship elective course requirement.

Essentials of Report Writing

This webinar will guide you through a step-by-step process for writing reports. **A 15-minute homework assignment must be completed within 1 week to receive credit for completing the webinar.**

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

- Identify the goal of a report.

- Analyze data for meaning.

- Organize data based on the goal.

Webinar - Statewide

July 8, 2026 | 10:00 a.m. - 11:00 a.m.

SLMS Class Code: P_OE_R7_6349

Fulfills an Administrative Assistant Traineeship elective course requirement.

Writing Skills Continued

Expanding Your Vocabulary

This webinar will provide tips and tools to expand your vocabulary and avoid common mistakes.

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

· Recognize the roots of words.

· Identify synonyms, antonyms, and homonyms.

· Differentiate commonly confused words.

Webinar - Statewide

July 14, 2026 | 1:00 p.m. - 2:00 p.m.

SLMS Class Code: P_OE_R7_6351

Fulfills an Administrative Assistant Traineeship elective course requirement.

Grammar and Punctuation Workshop

In this class, you will analyze grammar in a workshop setting. You will discuss ideas and share writing to recognize common errors in sentence structure.

By the end of the class, you 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 your own writing.

SUNY Binghamton - Binghamton

May 19, 2026 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R5_6409

Fulfills an Administrative Assistant Traineeship elective course requirement.

Writing Skills Continued

Professional Email that Gets Results

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 1 week to receive credit for completing the webinar.**

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

- Construct subject lines to make your email standout.

- Discover how tone impacts the perception of your email.

- Determine how to write a well-organized message.

Webinar - Statewide

May 13, 2026 | 10:00 a.m. - 11:00 a.m.

SLMS Class Code: P_OE_R7_6341

Fulfills an Administrative Assistant Traineeship elective course requirement.

Successful Business Writing

Writing is one of the most important workplace skills to have. 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, you 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.

NYS & CSEA Partnership for Education and Training - Albany

February 26, 2026 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R4_6376

*Fulfills an Administrative Assistant Traineeship **mandatory** course requirement.*

Writing Skills Continued

Successful Business Writing (Online)

This class is online. You must have access to a computer and an Internet connection.

Writing is one of the most important workplace skills to have. 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, you 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.

Online - Statewide

May 27 & 28, 2026 | 9:00 a.m. - 12:00 p.m.

SLMS Class Code: P_OE_R9_6367

*Fulfills an Administrative Assistant Traineeship **mandatory** course requirement.*

The Foundations of Good Writing

This webinar covers the essential skills for effective writing: understanding your audience, clarifying your purpose, and organizing your ideas clearly. **A 15-minute homework assignment must be completed within 1 week to receive credit for completing the webinar.**

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

• Recognize the importance of writing with readers in mind.

• Define the purpose of a particular writing task.

• Choose the best way to organize your writing to guide your reader.

• Identify basic structural elements that you can use to enhance your writing.

Webinar - Statewide

March 31, 2026 | 10:00 a.m. - 11:00 a.m.

SLMS Class Code: P_OE_R7_6330

Webinar - Statewide

July 29, 2026 | 10:00 a.m. - 11:00 a.m.

SLMS Class Code: P_OE_R7_6358

Fulfills an Administrative Assistant Traineeship elective course requirement.

Courses By Region

CSEA Long Island Region 1

Air Conditioning and Refrigeration: EPA Section 608 Certification

Caumsett State Historic Park Preserve, Lloyd Harbor
February 17 & 18, 2026 | 9:00 a.m. - 4:30 p.m.
SLMS CLASS CODE: P_OE_R1_6385

Carpentry Basics

Connetquot River State Park Preserve, Oakdale
February 24, 2026 | 9:00 a.m. - 4:30 p.m.
SLMS CLASS CODE: P_OE_R1_6399

Plumbing Basics

Long Island State Park Region, Oyster Bay
March 18, 2026 | 9:00 a.m. - 4:30 p.m.
SLMS CLASS CODE: P_OE_R1_6386

Introduction to Charts and Graphs

SUNY Stony Brook, Stony Brook
May 12, 2026 | 9:00 a.m. - 4:30 p.m.
SLMS CLASS CODE: P_OE_R1_6384

Aspiring Leaders

Perry B. Duryea State Office Building, Hauppauge
July 21, 22 & 23, 2026 | 9:00 a.m. - 4:30 p.m.
SLMS CLASS CODE: P_OE_R1_6418

CSEA Metropolitan Region 2

Air Conditioning and Refrigeration: EPA Section 608 Certification

Roberto Clemente State Park, Bronx
April 7 & 8, 2026 | 9:00 a.m. - 4:30 p.m.
SLMS CLASS CODE: P_OE_R2_6387

English for Speakers of Other Languages 1

Creedmoor Psychiatric Center, Queens Village
April 8, 15, 22, 29, May 6 & 13 2026
9:00 a.m. - 4:30 p.m.
SLMS CLASS CODE: P_OE_R2_6391

Introduction to Accounting

Department of Financial Services, Manhattan
April 14, 2026 | 9:00 a.m. - 4:30 p.m.
SLMS CLASS CODE: P_OE_R2_6379

Plumbing Basics

Roberto Clemente State Park, Bronx
May 5, 2026 | 9:00 a.m. - 4:30 p.m.
SLMS CLASS CODE: P_OE_R2_6388

The Organized Office Worker

CSEA Metropolitan Region Office, Manhattan
May 6, 20226 | 9:00 a.m. - 4:30 p.m.
SLMS CLASS CODE: P_OE_R2_6375

Customer Service

Tax and Finance New York City, Brooklyn
May 20, 2026 | 9:00 a.m. - 4:30 p.m.
SLMS CLASS CODE: P_OE_R2_6383

Courses by Region

CSEA Southern Region 3

Air Conditioning and Refrigeration Intermediate

Sterling Forest State Park, Tuxedo
March 4 & 5, 2026 | 9:00 a.m. - 4:30 p.m.
SLMS CLASS CODE: P_OE_R3_6419

OSHA 10-Hour General Industry

SUNY New Paltz, New Paltz
April 7 & 8, 2026 | 9:00 a.m. - 4:30 p.m.
SLMS CLASS CODE: P_OE_R3_6410

Aspiring Leaders

Fishkill Correctional Facility, QWL Building, Beacon
April 21, 22 & 23, 2026 | 9:00 a.m. - 4:30 p.m.
SLMS CLASS CODE: P_OE_R3_6411

Air Conditioning and Refrigeration: EPA Section 608 Certification

Sterling Forest State Park, Tuxedo
April 21 & 22, 2026 | 9:00 a.m. - 4:30 p.m.
SLMS CLASS CODE: P_OE_R3_6421

Plumbing Basics

Sterling Forest State Park, Tuxedo
April 28, 2026 | 9:00 a.m. - 4:30 p.m.
SLMS CLASS CODE: P_OE_R3_6420

CSEA Capital Region 4

Focus on Pronunciation: Level 2

Capital District DDSO, Schenectady
February 25, March 4, 11, 18, 25, & April 1, 2026
(Snow date: April 8, 2026) | 9:00 a.m. - 4:30 p.m.
SLMS CLASS CODE: P_OE_R4_6389

Successful Business Writing

NYS & CSEA Partnership for Education and Training, Albany
February 26, 2026 | 9:00 a.m. - 4:30 p.m.
SLMS CLASS CODE: P_OE_R4_6376

The Organized Office Worker

NYS & CSEA Partnership for Education and Training, Albany
March 5, 2026 | 9:00 a.m. - 4:30 p.m.
SLMS CLASS CODE: P_OE_R4_6377

Computer Ergonomics Assessor Training

NYS & CSEA Partnership for Education and Training, Albany
March 11, 2026 | 9:00 a.m. - 12:30 p.m.
SLMS CLASS CODE: P_OE_R4_6380

Microsoft Excel Basics

MicroKnowledge, Albany
March 17, 2026 | 9:00 a.m. - 4:30 p.m.
SLMS CLASS CODE: P_OE_R4_6371

Aspiring Leaders

NYS & CSEA Partnership for Education and Training, Albany
March 24, 25 & 26, 2026 | 9:00 a.m. - 4:30 p.m.
SLMS CLASS CODE: P_OE_R4_6412

Courses by Region

Microsoft Word Basics

MicroKnowledge, Albany
March 26, 2026 | 9:00 a.m. - 4:30 p.m.
SLMS CLASS CODE: P_OE_R4_6372

Air Conditioning and Refrigeration: EPA Section 608 Certification

DOCCS Training Academy, Albany
April 8 & 9, 2026 | 9:00 a.m. - 4:30 p.m.
SLMS CLASS CODE: P_OE_R4_6392

Microsoft Excel Intermediate

MicroKnowledge, Albany
April 9, 2026 | 9:00 a.m. - 4:30 p.m.
SLMS CLASS CODE: P_OE_R4_6373

Masonry Basics

Peebles Island State Park, Waterford
April 14, 2026 | 9:00 a.m. - 4:30 p.m.
SLMS CLASS CODE: P_OE_R4_6393

Effective De-Escalation Skills

NYS & CSEA Partnership for Education and Training, Albany
April 15, 2026 | 9:00 a.m. - 4:30 p.m.
SLMS CLASS CODE: P_OE_R4_6381

Microsoft Word Intermediate

MicroKnowledge, Albany
April 23, 2026 | 9:00 a.m. - 4:30 p.m.
SLMS CLASS CODE: P_OE_R4_6374

Plumbing Advanced

Saratoga Spa State Park, Saratoga Springs
May 12 & 13, 2026 | 9:00 a.m. - 4:30 p.m.
SLMS CLASS CODE: P_OE_R4_6394

CSEA Central Region 5

Air Conditioning and Refrigeration Basics

Sampson State Park, Romulus
March 12, 2026 | 9:00 a.m. - 4:30 p.m.
SLMS CLASS CODE: P_OE_R5_6400

Building Better Work Relationships

Central New York DDSO , North Syracuse
March 19, 2026 | 9:00 a.m. - 4:30 p.m.
SLMS CLASS CODE: P_OE_R5_6408

Air Conditioning and Refrigeration Intermediate

Sampson State Park, Romulus
April 28 & 29, 2026 | 9:00 a.m. - 4:30 p.m.
SLMS CLASS CODE: P_OE_R5_6395

Air Conditioning and Refrigeration: EPA Section 608 Certification

SUNY Cortland, Cortland
May 19 & 20, 2026 | 9:00 a.m. - 4:30 p.m.
SLMS CLASS CODE: P_OE_R5_6398

Grammar and Punctuation Workshop

SUNY Binghamton, Binghamton
May 19, 2026 | 9:00 a.m. - 4:30 p.m.
SLMS CLASS CODE: P_OE_R5_6409

Aspiring Leaders

Central New York DDSO, North Syracuse
June 23, 24 & 25, 2026 | 9:00 a.m. - 4:30 p.m.
SLMS CLASS CODE: P_OE_R5_6413

Courses by Region

CSEA Western Region 6

Air Conditioning and Refrigeration Intermediate
Western New York DDSO, West Seneca
February 24 & 25, 2026 | 9:00 a.m. - 4:30 p.m.
SLMS CLASS CODE: P_OE_R6_6396

Air Conditioning and Refrigeration: EPA Section 608 Certification
DMNA-NYS Military Museum and Veterans Research Center, Buffalo
April 1 & 2, 2026 | 9:00 a.m. - 4:30 p.m.
SLMS CLASS CODE: P_OE_R6_6401

Thriving in the Changing Workplace
SUNY Brockport, Brockport
April 16, 2026 | 9:00 a.m. - 4:30 p.m.
SLMS CLASS CODE: P_OE_R6_6382

Carpentry Advanced
Letchworth State Park, Castile
May 5 & 6, 2026 | 9:00 a.m. - 4:30 p.m.
SLMS CLASS CODE: P_OE_R6_6397

Aspiring Leaders
De Veaux Woods State Park, Niagara Falls
May 19, 20 & 21, 2026 | 9:00 a.m. - 4:30 p.m.
SLMS CLASS CODE: P_OE_R6_6414

Statewide Webinars

Preparing for a Civil Service Exam
Webinar, Statewide
February 24, 2026 | 10:00 a.m. - 11:00 a.m.
SLMS CLASS CODE: P_OE_R7_6318

Working Safely in Areas Affected by the Emerald Ash Beetle
Webinar, Statewide
February 25, 2026 | 1:00 p.m. - 2:00 p.m.
SLMS CLASS CODE: P_OE_R7_6319

Avoiding Common Punctuation and Grammar Mistakes
Webinar, Statewide
March 3, 2026 | 10:00 a.m. - 11:00 a.m.
SLMS CLASS CODE: P_OE_R7_6320

Managing Stress in Customer Service
Webinar, Statewide
March 3, 2026 | 1:00 p.m. - 2:00 p.m.
SLMS CLASS CODE: P_OE_R7_6321

Better Team Skills
Webinar, Statewide
March 4, 2026 | 10:00 a.m. - 11:00 a.m.
SLMS CLASS CODE: P_OE_R7_6322

Preventing Slips, Trips, and Falls for the Outdoor Worker
Webinar, Statewide
March 5, 2026 | 10:00 a.m. - 11:00 a.m.
SLMS CLASS CODE: P_OE_R7_6323

Courses by Region

Influencing Without Authority

Webinar, Statewide
March 10, 2026 | 10:00 a.m. - 11:00 a.m.
SLMS CLASS CODE: P_OE_R7_6324

Introduction to Critical Thinking

Webinar, Statewide
March 11, 2026 | 1:00 p.m. - 2:00 p.m.
SLMS CLASS CODE: P_OE_R7_6325

Microsoft Teams

Webinar, Statewide
March 4, 2026 | 2:00 p.m. - 3:00 p.m.
SLMS CLASS CODE: P_OE_R7_6326

Microsoft Outlook: Managing Contacts and Tasks

Webinar, Statewide
March 18, 2026 | 1:00 p.m. - 2:00 p.m.
SLMS CLASS CODE: P_OE_R7_6327

Microsoft Outlook: Working with Calendars

Webinar, Statewide
March 24, 2026 | 10:00 a.m. - 11:00 a.m.
SLMS CLASS CODE: P_OE_R7_6328

Dealing with Stress

Webinar, Statewide
March 26, 2026 | 1:00 p.m. - 2:00 p.m.
SLMS CLASS CODE: P_OE_R7_6329

The Foundations of Good Writing

Webinar, Statewide
March 31, 2026 | 10:00 a.m. - 11:00 a.m.
SLMS CLASS CODE: P_OE_R7_6330

Organizing Your Workspace for Increased Productivity

Webinar, Statewide
April 1, 2026 | 1:00 p.m. - 2:00 p.m.
SLMS CLASS CODE: P_OE_R7_6331

Internet Research Skills

Webinar, Statewide
April 2, 2026 | 1:00 p.m. - 2:00 p.m.
SLMS CLASS CODE: P_OE_R7_6332

Best Practices for Resumes and Cover Letters

Webinar, Statewide
April 7, 2026 | 1:00 p.m. - 2:00 p.m.
SLMS CLASS CODE: P_OE_R7_6333

Microsoft Outlook: Organizing and Managing Your Email

Webinar, Statewide
April 8, 2026 | 10:00 a.m. - 11:00 a.m.
SLMS CLASS CODE: P_OE_R7_6334

Communicating with Confidence

Webinar, Statewide
April 9, 2026 | 10:00 a.m. - 11:00 a.m.
SLMS CLASS CODE: P_OE_R7_6335

Developing Your Emotional Intelligence

Webinar, Statewide
April 14, 2026 | 10:00 a.m. - 11:00 a.m.
SLMS CLASS CODE: P_OE_R7_6336

Merit System: Transfers

Webinar, Statewide
April 15, 2026 | 1:00 p.m. - 2:00 p.m.
SLMS CLASS CODE: P_OE_R7_6337

Courses by Region

How to Navigate Conflict Effectively

Webinar, Statewide
April 21, 2026 | 1:00 p.m. - 2:00 p.m.
SLMS CLASS CODE: P_OE_R7_6338

Crafting Powerful Writing: Precision and Clarity

Webinar, Statewide
April 29, 2026 | 10:00 a.m. - 11:00 a.m.
SLMS CLASS CODE: P_OE_R7_6339

Problem Solving - A Six Step Process

Webinar, Statewide
May 6, 2026 | 1:00 p.m. - 2:00 p.m.
SLMS CLASS CODE: P_OE_R7_6340

Professional Email that Gets Results

Webinar, Statewide
May 13, 2026 | 10:00 a.m. - 11:00 a.m.
SLMS CLASS CODE: P_OE_R7_6341

Professionalism in the Digital Age

Webinar, Statewide
May 19, 2026 | 1:00 p.m. - 2:00 p.m.
SLMS CLASS CODE: P_OE_R7_6342

Study Skills to Build Success

Webinar, Statewide
May 21, 2026 | 1:00 p.m. - 2:00 p.m.
SLMS CLASS CODE: P_OE_R7_6343

De-Escalation Basics

Webinar, Statewide
June 3, 2026 | 1:00 p.m. - 2:00 p.m.
SLMS CLASS CODE: P_OE_R7_6344

Working Safely in Areas Affected by the Emerald Ash Beetle

Webinar, Statewide
July 1, 2026 | 10:00 a.m. - 11:00 a.m.
SLMS CLASS CODE: P_OE_R7_6346

Best Practices for Interviews

Webinar, Statewide
July 7, 2026 | 1:00 p.m. - 2:00 p.m.
SLMS CLASS CODE: P_OE_R7_6347

Essentials of Report Writing

Webinar, Statewide
July 8, 2026 | 10:00 a.m. - 11:00 a.m.
SLMS CLASS CODE: P_OE_R7_6349

Career Options Within NYS Government Using GOT-IT

Webinar, Statewide
July 9, 2026 | 1:00 p.m. - 2:00 p.m.
SLMS CLASS CODE: P_OE_R7_6350

Expanding Your Vocabulary

Webinar, Statewide
July 14, 2026 | 1:00 p.m. - 2:00 p.m.
SLMS CLASS CODE: P_OE_R7_6351

Get More Done with Keyboard Shortcuts

Webinar, Statewide
July 15, 2026 | 10:00 a.m. - 11:00 a.m.
SLMS CLASS CODE: P_OE_R7_6352

Job Etiquette

Webinar, Statewide
July 16, 2026 | 1:00 p.m. - 2:00 p.m.
SLMS CLASS CODE: P_OE_R7_6353

Courses by Region

Know Your Credit Report

Webinar, Statewide
July 21, 2026 | 1:00 p.m. - 2:00 p.m.
SLMS CLASS CODE: P_OE_R7_6354

Microsoft Outlook: Organizing and Managing Your Email

Webinar, Statewide
July 22, 2026 | 10:00 a.m. - 11:00 a.m.
SLMS CLASS CODE: P_OE_R7_6355

Protect Your Identity

Webinar, Statewide
July 23, 2026 | 1:00 p.m. - 2:00 p.m.
SLMS CLASS CODE: P_OE_R7_6356

Take Control of Your Time

Webinar, Statewide
July 28, 2026 | 1:00 p.m. - 2:00 p.m.
SLMS CLASS CODE: P_OE_R7_6357

The Foundations of Good Writing

Webinar, Statewide
July 29, 2026 | 10:00 a.m. - 11:00 a.m.
SLMS CLASS CODE: P_OE_R7_6358

Microsoft Teams

Webinar, Statewide
July 30, 2026 | 10:00 a.m. - 11:00 a.m.
SLMS CLASS CODE: P_OE_R7_6359

Statewide Online Courses

Effective Reading Skills 1 (Online)

Online, Statewide
February 26, 27; March 5, 6, 12, 13, 19, 20, 26, 27;
April 2 & 3, 2026 | 9:00 a.m. - 11:30 a.m.
SLMS CLASS CODE: P_AEB_R9_6378

Customer Service (Online)

Online, Statewide
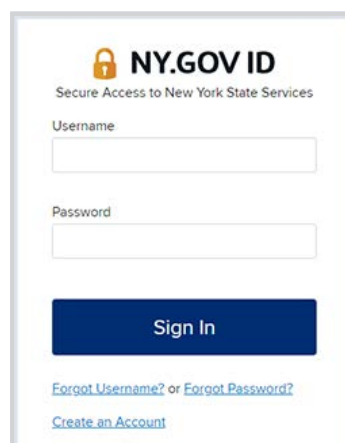March 18 & 19, 2026 | 9:00 a.m. - 12:00 p.m.
SLMS CLASS CODE: P_OE_R9_6360

Microsoft Word Basics (Online)

Online, Statewide
April 1 & 2, 2026 | 9:00 a.m. - 12:30 p.m.
SLMS CLASS CODE: P_OE_R9_6365

Microsoft Excel Basics (Online)

Online, Statewide
April 7 & 10, 2026 | 9:00 a.m. - 12:30 p.m.
SLMS CLASS CODE: P_OE_R9_6364

Microsoft Excel Basics (Online)

Online, Statewide
April 21 & 22, 2026 | 9:00 a.m. - 12:30 p.m.
SLMS CLASS CODE: P_OE_R9_6366

Microsoft Excel Intermediate (Online)

Online, Statewide
May 5 & 7, 2026 | 9:00 a.m. - 12:30 p.m.
SLMS CLASS CODE: P_OE_R9_6368

Courses by Region

Microsoft Word Intermediate (Online)

Online, Statewide
May 12 & 14, 2026 | 9:00 a.m. - 12:30 p.m.
SLMS CLASS CODE: P_OE_R9_6361

Successful Business Writing (Online)

Online, Statewide
May 27 & 28, 2026 | 9:00 a.m. - 12:00 p.m.
SLMS CLASS CODE: P_OE_R9_6367

Microsoft Word Basics (Online)

Online, Statewide
July 7 & 9, 2026 | 9:00 a.m. - 12:30 p.m.
SLMS CLASS CODE: P_OE_R9_6370

Customer Service (Online)

Online, Statewide
July 28 & 30, 2026 | 9:00 a.m. - 12:00 p.m.
SLMS CLASS CODE: P_OE_R9_6369

Getting Started:
Enrolling in Skills For Success Classes

Using the Statewide Learning Management System (SLMS)

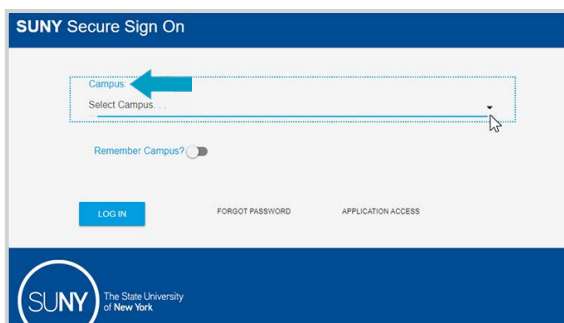## ☑ Login to the Statewide Learning Management System

Non-SUNY Employees:

1. Go to the SLMS login web page (nyslearn.ny.gov). Select the **SLMS Login** button.

2. Enter your SLMS Username and Password, then select the **Sign In** button.


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 SLMS Class Code of the class you want to enroll in and select **Enter** to search.

4. A list of classes that match your search criteria will appear.
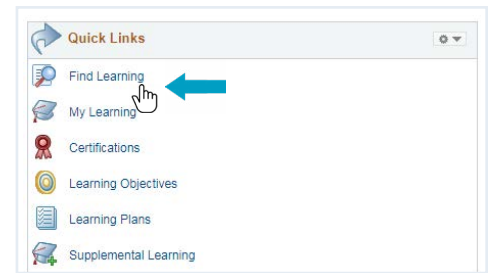
Enroll in A Partnership Class

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.
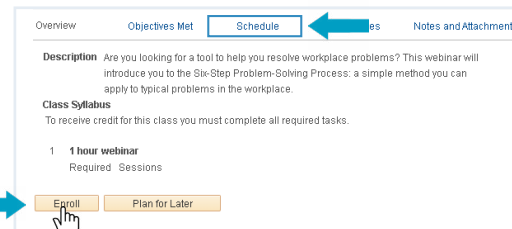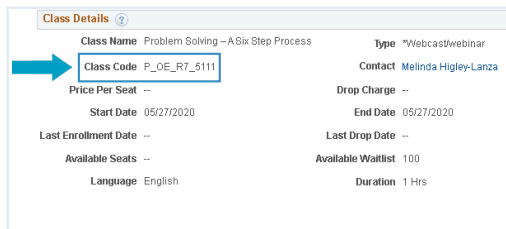
Check Your Scheduled Learning and Progress

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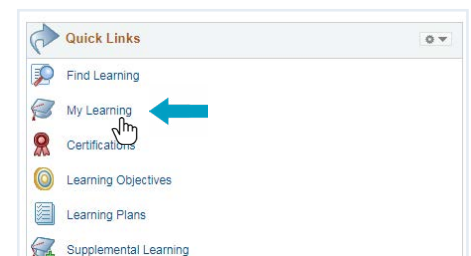
Tip: If your supervisor has approved your request to attend but your status is still Pending Approval, it is because the Partnership must now approve your request. This is done approximately two weeks before the course date.

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** --

Drop   Cancel

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.

Review ★★★★★ Print Certificate

SKILLS FOR SUCCESS
APPLICATION FORM

NYS & CSEA Partnership

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: ____ ____ ____ ____ ____ ____ ____ ____ ____ ____

Negotiating Unit
New York State Government Employees (select one):

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)

Other _____

* As space permits.

Non-state CSEA-represented Employee – If Local Government, School District, State Authority, or Private Sector CSEA-represented employee, check here   .

Current Job Title | **Grade**

Name of Agency or Organization

Facility

Day Phone

Email Address (Must provide at least one)

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

**Take Advantage of Parnership's Programs & Services
that are No Cost to You!**

CSEA-Represented
NYS Employees

Labor & Management
Representatives

NYS **&** CSEA
Partnership

www.nyscseapartnership.org