

Fall 2024

SKILLS FOR SUCCESS

Free In-Person and Online Courses
for CSEA-Represented Employees

**NYS & CSEA
Partnership**

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



A Message from the Partnership



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 Fall 2024 Skills for Success program features over 80 in-person and online courses and webinars - 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 invest time in learning with us this semester!



View Us Online

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

Partnership Programs and Services

In addition to our Skills for Success Program, the Partnership offers a wide range of programs and services for CSEA-represented NYS employees, leaders, and management to support career development and agency advancements.

Programs and Services for CSEA-Represented NYS Employees

Education and Career Advisement

[Partnership Advisors](#) provide confidential, personalized guidance on educational decisions, career planning, and school options.

Certificate and Traineeship Programs

Achieve greater job-related career mobility, promotional opportunities, and improve skills within your field.

- [Online Learning Certificate Programs](#)
- [Administrative Assistant Traineeship](#)
- [Applied Skilled Trades Program](#)

Tuition Benefits

[Save on tuition and exam fees](#) in pursuit of a college degree, essential skills, or job-specific certifications.

- Tuition Vouchers and Reimbursements
- Credit-by-Exams, Certification, and Licensure Exam Fee Reimbursements
- Adult Education Basics Benefits
- Targeted Tuition Benefits for in-demand careers



Programs and Services for CSEA Leaders and NYS Managers

Worksite Training Request

Review our [Partnership Catalog](#) and complete a [worksite training request](#) to have any of our courses delivered directly to your site.

Grants

Partnership grants can be used to enhance safety, well-being, and organizational needs in the workplace.

- **[Quality of Work-Life Grants](#)**
Funding up to \$3,000 to improve working conditions, boost employee morale, productivity, services delivery, and beyond.
- **[Safety and Health Grants](#)**
Funding up to \$50,000 to improve workplace safety, prevent work-related injuries, and reduce lost work time and workers' compensation costs.
- **[Labor-Management Workforce Development Grants](#)**
Funding up to \$30,000 to address workforce and organizational development needs.

Labor Management Services

[Custom consultations](#) for labor and management leaders to enhance communication, strengthen relationships, and resolve workplace conflict.

Contact Us



Email

learning@nyscseapartnership.org

Phone

(800) 253-4332

Website

nyscseapartnership.org

Address

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

Social Media

[nyscseapartnership](#)



**Learn more about our
programs and services**

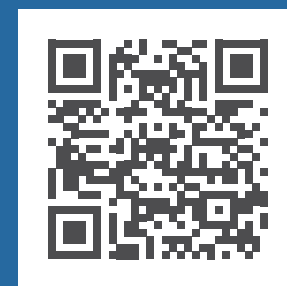


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Skills for Success Courses – Designed for You

The Partnership’s Skills for Success Program offers free courses designed to help you excel in your current role and advance your career. Each course is thoughtfully tailored to meet your needs and schedule. Browse our catalog by course category or location.



Fall 2024 Course Schedule

September 2024 - December 2024

Course Categories

Computer Skills

Individual Development

Interpersonal Communication

Language 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 Dawn Hall: (518) 408-1822
dawn.hall@nyscseapartnership.org.

Course Types and Location

All courses are led by a live instructor.

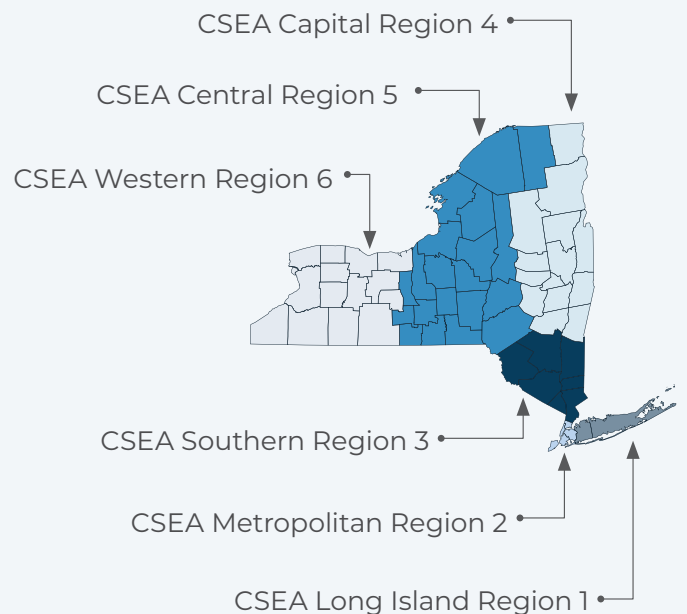
Online

Remote courses/webinars available statewide.

- Webinar - One virtual session lasting about one hour.
- Online Course - Two virtual sessions at designated dates and times, lasting 3.5 hours each session.

In-Person

Courses available in specific CSEA Regions, at various sites, and lasting a few hours to a full day.



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 employees working in local government, school districts, state authorities, or the private sector must contact the Partnership about enrolling in classes through SLMS.

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. It is encouraged to allow employees to attend without charging 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. [See page 52.](#)

How to Enroll

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



Help Enrolling in a Skills for Success Course

Contact the Partnership

(800) 253-4332

learning@nyscseapartnership.org

nyscseapartnership.org/skills-success-participant

Enroll through SLMS

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

For enrollment instructions, [see page 50](#).

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.

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.

Workforce Development Competencies

Workforce development competencies are essential, job-based skills. The Partnership provides a list of six foundational competencies with icons and descriptions to help employees and supervisors choose relevant courses and webinars.

Each course description includes an assigned competency icon.

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.

Administrative Assistant Traineeship Participants

Individuals completing the two-year [Administrative Assistant Traineeship](#) must take [mandatory courses](#) and choose [elective courses](#) by competency area.



A check mark below a Skills for Success course signifies that the course fulfills a mandatory or elective Administrative Assistant Traineeship requirement.



COURSE AND WEBINAR DESCRIPTIONS AND DATES

NYS & CSEA
Partnership

Computer Skills

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



Designing Dynamic Presentations

This webinar shows participants how to avoid creating dull and uninteresting presentations. By using Microsoft PowerPoint to demonstrate best practices in planning and design, participants will gain knowledge about how to create memorable and powerful presentations. Participants do not need to have the PowerPoint software on their computer to participate in the webinar, but familiarity with its basic tools and features is recommended.

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

- Develop useful planning strategies and principles of good design.
- Identify how to add text, images, and graphics to slides.
- Discover various ways to view and publish slides.

Webinar - Statewide

September 12, 2024 | 10:00 a.m. - 11:00 a.m.

SLMS Class Code: P_OE_R7_5899

- ✓ *Fulfills an Administrative Assistant Traineeship elective course requirement.*



Computer Skills Continued



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 webinar, 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 - Statewide

November 12, 2024 | 1:00 p.m. - 2:00 p.m.

SLMS Class Code: P_OE_R7_5912

✓ *Fulfills an Administrative Assistant Traineeship elective course requirement.*



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

October 1, 2024 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R4_5893

Department of Financial Services - NYC

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

SLMS Class Code: P_OE_R2_5895

✓ *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. 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 webinar, 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 - Statewide

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

SLMS Class Code: P_OE_R7_5905

- ✓ *Fulfills an Administrative Assistant Traineeship elective course requirement.*



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 webinar, 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 - Statewide

November 19, 2024 | 10:00 a.m. - 11:00 a.m.

SLMS Class Code: P_OE_R7_5913

- ✓ *Fulfills an Administrative Assistant Traineeship elective course requirement.*

Computer Skills Continued



Microsoft PowerPoint Basics

This course provides the basic knowledge and skills needed to create a presentation using Microsoft PowerPoint. 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 class, participants will be able to:

- Navigate menus to locate features.
- Open and save a presentation.
- Add slides, text, shapes, photos, graphs, and SmartArt to a presentation.
- Create and print note pages and handouts.
- Play a presentation.
- Add animation and transitions to a slideshow.

MicroKnowledge - Albany

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

SLMS Class Code: P_OE_R4_5891

- ✓ *Fulfills an Administrative Assistant Traineeship elective course requirement.*



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 webinar, 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 - Statewide

October 31, 2024 | 1:00 p.m. - 2:15 p.m.

SLMS Class Code: P_OE_R7_5920

- ✓ *Fulfills an Administrative Assistant Traineeship elective course requirement.*

Computer Skills Continued



Microsoft Word Basics

ONLINE

This two-day 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 and a desktop or laptop computer with Internet access. A larger screen is preferred.

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.

Online Course - Statewide

November 6 & 7, 2024 | 9:00 a.m. - 12:30 p.m.

SLMS Class Code: P_OE_R9_5916

Online Course - Statewide

December 17 & 19, 2024 | 9:00 a.m. - 12:30 p.m.

SLMS Class Code: P_OE_R9_5917

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



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 class, 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.

MicroKnowledge - Albany

November 13, 2024 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R4_5892

- ✓ *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

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 the 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.

Capital District DDSO - Albany

October 22, 23 & 24, 2024 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R4_5966

Broome DDSO - Binghamton

November 19, 20 & 21, 2024 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R5_5971



Individual Development Continued



Best Practices for Resumes and Cover Letters

Has it been a while since you updated your resume? Are you looking to stand out? This webinar will help you identify your personal brand and will also give you tips for writing customized resumes and cover letters that capture the attention of potential employers.

By the end of the webinar, participants 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

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

SLMS Class Code: P_OE_R7_5901



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 webinar, 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 - Statewide

October 22, 2024 | 1:00 p.m. - 2:15 p.m.

SLMS Class Code: P_OE_R7_5909

Individual Development Continued



Exploring a Career in Nursing

Are you considering a career in nursing but want to know more? Nursing is a very popular career choice, but is it the right career for you? This webinar can help you make an informed career decision.

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

- Identify the rewards and demands of a career in nursing.
- Review training, certification, and licensing requirements for all levels of nursing in New York State.
- Discuss qualities and habits of successful nursing students.
- Explore job titles and nursing positions in New York State government.

Webinar - Statewide

November 14, 2024 | 3:00 p.m. - 4:00 p.m.

SLMS Class Code: P_OE_R7_5911



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 webinar, 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 - Statewide

December 10, 2024 | 10:00 a.m. - 11:00 a.m.

SLMS Class Code: P_OE_R7_5922

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.



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 webinar, 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 - Statewide

October 10, 2024 | 10:00 a.m. - 11:00 a.m.

SLMS Class Code: P_OE_R7_5907

- ✓ *Fulfills an Administrative Assistant Traineeship elective course requirement.*



Interpersonal Communication Continued



Addressing Conflict in the Workplace

This webinar will help you navigate inevitable conflicts in the workplace and at home. Topics will include identifying various problem-solving styles, how they can work well together, and practical strategies for resolving everyday conflicts.

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

- Recognize conflict as an opportunity for improvement.
- Identify the negative effects of unresolved conflict.
- Distinguish different reactions to conflict.
- Select strategies for navigating conflict in the moment.

Webinar - Statewide

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

SLMS Class Code: P_OE_R7_5910



Better Team Skills

Are you a team player? Do you enjoy group projects or dread them? In this webinar, we will discuss the importance of teamwork and some things you can do to improve your experience working in teams.

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

- Recognize the value of teamwork.
- Identify important qualities for the effective team member.
- Select strategies to improve collaboration.

Webinar - Statewide

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

SLMS Class Code: P_OE_R7_5900

- ✓ *Fulfills an Administrative Assistant Traineeship elective course requirement.*

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.

Central New York DDSO - North Syracuse

October 1, 2024 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R5_5948

Bethpage State Park - Farmingdale

November 6, 2024 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R1_5926

Hudson Valley DDSO - Thiells

November 6, 2024 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R3_5937

- ✓ *Fulfills an Administrative Assistant Traineeship elective course requirement.*



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.

OGS-Perry E. Duryea State Office Building - Hauppauge

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

SLMS Class Code: P_OE_R1_5956

SUNY Fredonia - Fredonia

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

SLMS Class Code: P_OE_R6_5951

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

Interpersonal Communication Continued



Feedback: Making it Effective

We all rely on feedback to reinforce what we do well and what we can do to improve ourselves. However, not all feedback is easy to deliver or acknowledge. This course will guide participants in giving effective feedback as well as responding to feedback in a constructive way.

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

- Define feedback and its importance in the workplace.
- Identify the characteristics of effective feedback.
- Identify best practices for receiving feedback.
- Apply best practices for giving effective feedback.

Tax and Finance New York City - Brooklyn

October 22, 2024 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R2_5896

- ✓ *Fulfills an Administrative Assistant Traineeship elective course requirement.*



Influencing Without Authority

Influencing is not just for leaders. Everyone has the ability to influence the workplace by becoming a credible resource and creating a positive work culture. This includes being intentional about your work relationships to support and inspire those around you. In short, you want to get noticed for the right reasons!

By the end of the webinar, participants 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

November 20, 2024 | 10:00 a.m. - 11:00 a.m.

SLMS Class Code: P_OE_R7_5914

Interpersonal Communication Continued



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 webinar, 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 - Statewide

November 21, 2024 | 10:00 a.m. - 11:00 a.m.

SLMS Class Code: P_OE_R7_5915



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 webinar, 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 - Statewide

December 3, 2024 | 1:00 p.m. - 2:00 p.m.

SLMS Class Code: P_OE_R7_5921

- ✓ *Fulfills an Administrative Assistant Traineeship elective course requirement.*

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 class, 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.

Department of Labor - White Plains

October 24, 2024 | 9:00 a.m. - 12:45 p.m.

SLMS Class Code: P_OE_R3_5943

Creedmoor Psychiatric Center - Queens Village

November 26, 2024 | 9:00 a.m. - 12:45 p.m.

SLMS Class Code: P_OE_R2_5929



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 webinar, 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 - Statewide

October 16, 2024 | 3:00 p.m. - 4:00 p.m.

SLMS Class Code: P_OE_R7_5908

Interpersonal Communication Continued



Workplace Social Skills

This course helps employees acquire effective skills in dealing with co-workers, supervisors, and customers. Participants will identify how to communicate their needs appropriately while practicing effective interactions with co-workers.

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

- Discover appropriate workplace behaviors and how to manage emotions in different work situations.
- Develop effective interpersonal communications in the workplace.
- Identify how to communicate their needs appropriately while practicing effective interactions with co-workers.
- Practice the skills needed for successful one-on-one and group meetings.

Western New York DDSO - West Seneca

October 1, 2024 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R6_5952

- ✓ *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 2

This course builds on ESOL 1; participants are encouraged but not required to complete ESOL 1 prior to enrolling in ESOL 2. The goal of this course is for participants to continue practicing 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 (six hours per class). Participants should have a basic understanding of the English language.

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

- Demonstrate expanded on-the-job vocabulary.
- Communicate needs and describe events at work and in the community.
- Apply reading and writing strategies at home and work.
- Locate internet resources to continuously build English language skills.

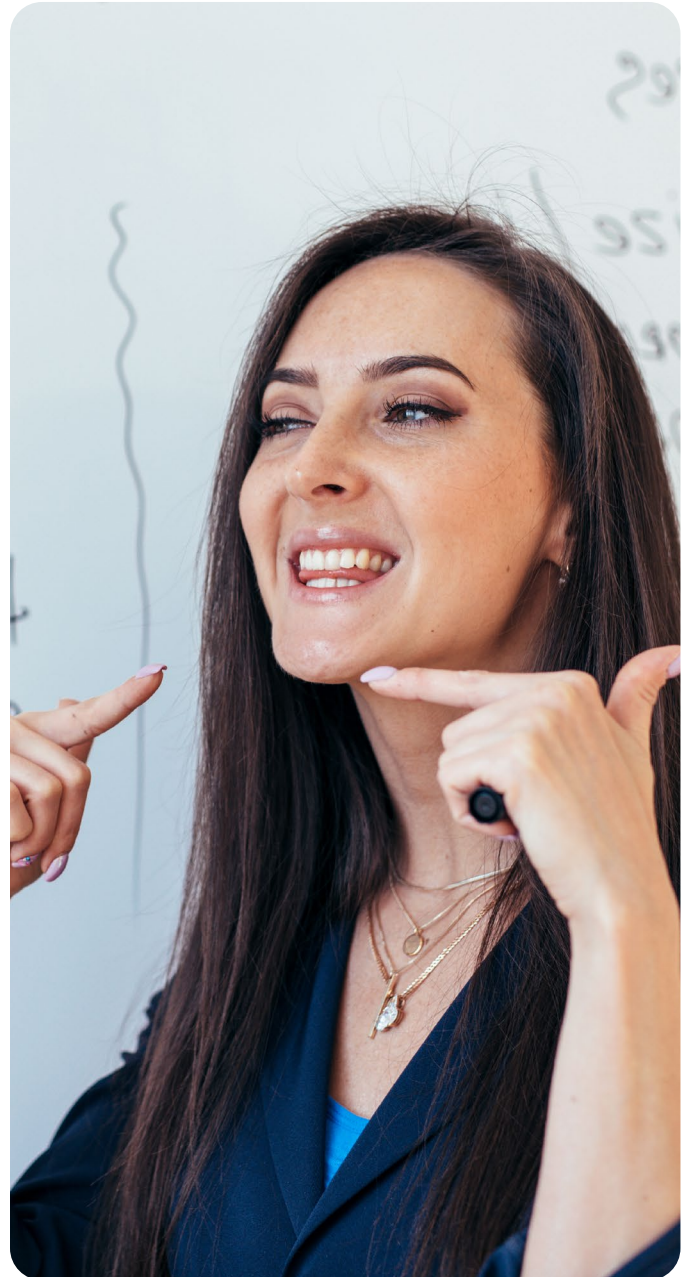
Harriman State Office Campus - Albany

September 18, 25; October 2, 9, 16 & 23, 2024

Alternate snow date: October 30, 2024

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

SLMS Class Code: P_OE_R4_5940



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.



Fall Protection Awareness

The Bureau of Labor Statistics lists falls as one of the leading causes of worker injuries and fatalities in the U.S. Each year more than 100,000 injuries are attributed to work-related falls. Falls are the leading cause of worker fatalities for the construction industry. Except for motor vehicles and workplace violence, falls cause more work-related fatalities than all other causes combined.

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

- Understand the various fall protection requirements in OSHA Regulations 29 CFR 1910 for General Industry and 29 CFR 1926 for Construction governed by PESH.
- Identify common fall hazards and areas in their workplace that may require fall protection.
- Understand the various conventional and specialized fall protection systems and practices.
- Identify guidelines for the application of fall protection systems.

Department of Labor - Albany

September 18, 2024 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R4_5941



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. The program also provides information regarding workers' rights, employer responsibilities, and how to file a complaint. Participants who successfully complete the course will receive an OSHA 10 Certification Card.

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.

Fort Montgomery State Historic Site - Fort Montgomery

October 16 & 17, 2024 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R3_5963

Western New York DDSO - West Seneca

November 6 & 7, 2024 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R6_5959



Preventing Slips, Trips, and Falls

Nearly 25% of all injuries reported by New York State employees in the last five years were the result of slips, trips, and falls in the workplace. These types of injuries are not only the most frequently reported, but they can also be disabling for the employee, and sometimes even fatal. This webinar helps raise awareness of the related hazards and identifies practical ways to protect yourself at work and prevent these incidents from occurring.

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

- Identify the common causes of slips, trips, and falls.
- Describe how employees and employers can prevent injuries from slips, trips, and falls.
- Understand the impact of slips, trips, and falls on the workplace.

Webinar - Statewide

December 11, 2024 | 10:00 a.m. - 11:00 a.m.

SLMS Class Code: P_OE_R7_5924

Safety and Health Continued



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 their own safety as well as looking out for others.

By the end of the webinar, 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 - Statewide

October 9, 2024 | 1:00 p.m. - 2:00 p.m.

SLMS Class Code: P_OE_R7_5906



World Trade Center Health Programs Overview

This webinar introduces participants to the federal and New York State World Trade Center Health Programs. Participants will explore hazards and health conditions associated with the September 11th attacks of 2001, health programming, eligibility requirements, how to enroll, and where to find additional resources. Individuals who worked, volunteered, lived, or responded in ANY capacity, to or near the site, are encouraged to attend.

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

- Review hazards and health conditions associated with 9/11.
- Review NYS and federal programs.
- Discuss eligibility criteria.
- Discuss the impacts of COVID-19.
- Identify resources.

Webinar - Statewide

September 11, 2024 | 10:00 a.m. - 11:00 a.m.

SLMS Class Code: P_OE_R7_5898

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, participants 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.

DOCCS Training Academy - Albany

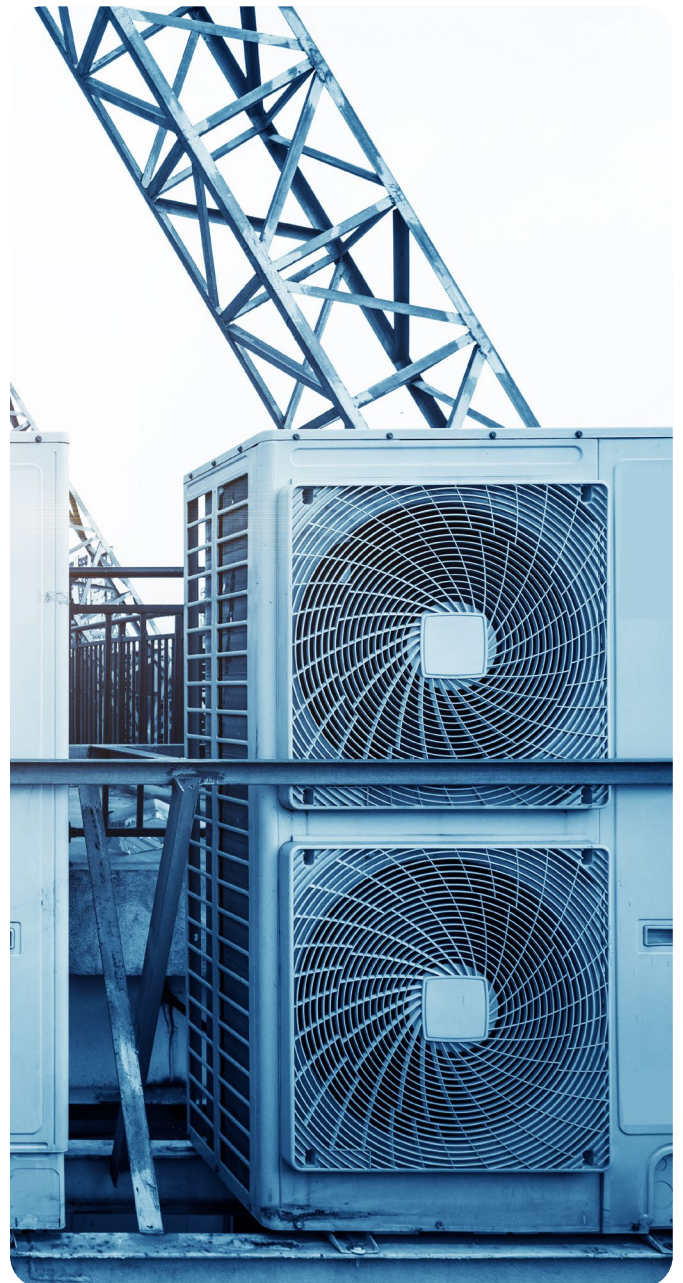
October 9, 2024 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R4_5942

Western New York DDSO - West Seneca

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

SLMS Class Code: P_OE_R6_5960



Trades, Operations, and Maintenance

Continued



Blueprint Reading Fundamentals

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

By the end of the course, 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.

Eleanor Roosevelt State Office Building - Poughkeepsie

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

SLMS Class Code: P_OE_R3_5938

Long Island State Park - Oyster Bay

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

SLMS Class Code: P_OE_R1_5932

Sampson State Park - Romulus

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

SLMS Class Code: P_OE_R5_5961

Central New York DDSO - Rome

October 30 & 31, 2024 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R5_5957

Trades, Operations, and Maintenance

Continued



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 course, participants 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.

Wood Products Technology Building - Morrisville

November 12 & 13, 2024 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R5_5958



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.

Fishkill Correctional Facility - Beacon

September 25, 2024 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R3_5939

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.

Letchworth State Park - Castile

September 18 & 19, 2024 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R6_5962

Peebles Island State Park - Waterford

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

SLMS Class Code: P_OE_R4_5967



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 course, 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.

Connetquot River State Park Preserve - Oakdale

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

SLMS Class Code: P_OE_R1_5933

Trades, Operations, and Maintenance

Continued



Electricity Basics

This course introduces participants to the basic principles of electrical 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.

Department of Environmental Conservation - Ray Brook

November 13, 2024 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R4_5968

Roberto Clemente State Park - Bronx

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

SLMS Class Code: P_OE_R2_5964



Masonry Basics

Participants receive an introduction to basic masonry work and the use of a variety of materials including brick, stone, plaster, and concrete.

By the end of the class, participants 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.

Harriman State Park - Bear Mountain

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

SLMS Class Code: P_OE_R3_5970

Trades, Operations, and Maintenance

Continued



Plumbing Basics

This course introduces the fundamentals of plumbing and pipe-fitting practices and describes how basic plumbing systems function.

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

- Describe the basic components of water and drainage systems.
- Identify types of pipes and their fittings.
- Discover the proper use of plumbing tools and equipment.
- Demonstrate effective troubleshooting skills on plumbing systems like toilets and faucets.

Pilgrim Psychiatric Center - West Brentwood

September 25, 2024 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R1_5934

Roberto Clemente State Park - Bronx

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

SLMS Class Code: P_OE_R2_5965



Small Engine Repair

This is a basic small engine repair course. Participants will receive instruction in the maintenance, operation, and repair of small engines, including chainsaws, lawnmowers, and small groundskeeping equipment engines. The course provides insight into the inner workings of ignition systems, carburetors, and clutches.

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

- Recognize safety procedures for working with small gas-powered equipment, including handling fuels and tools.
- Identify small gas engine parts and components.
- Explain the difference in operation of two- and four-stroke engines.
- Perform general maintenance and troubleshooting procedures.

Department of Environmental Conservation - Ray Brook

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

SLMS Class Code: P_OE_R4_5969

SUNY Oswego - Oswego

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

SLMS Class Code: P_OE_R5_5972

Hallock State Park Preserve - Riverhead

December 18 & 19, 2024 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R1_5935

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 class, 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.

Department of Financial Services - NYC

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

SLMS Class Code: P_OE_R2_5930

DOCCS Training Academy - Albany

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

SLMS Class Code: P_OE_R4_5945



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 webinar, we've gathered tips and strategies on how to organize your workspace for increased productivity.

By the end of the webinar, 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 - Statewide

October 24, 2024 | 10:00 a.m. - 11:00 a.m.

SLMS Class Code: P_OE_R7_5918

- ✓ *Fulfills an Administrative Assistant Traineeship elective course requirement.*



Problem Solving - A Six Step Process

Are you looking for a tool to help you resolve workplace problems? This webinar will introduce you to the Six-Step Problem-Solving Process: a simple method you can apply to typical problems in the workplace.

By the end of the webinar, participants 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

September 24, 2024 | 1:00 p.m. - 2:00 p.m.

SLMS Class Code: P_OE_R7_5903

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.

OGS-Perry E. Duryea State Office Building - Hauppauge

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

SLMS Class Code: P_OE_R1_5894

Harriman State Office Campus - Albany

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

SLMS Class Code: P_OE_R4_5946

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



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.

Department of Transportation - Rochester

October 29, 2024 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R6_5949

Department of Financial Services - NYC

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

SLMS Class Code: P_OE_R2_5931

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.



Avoiding Common Punctuation and Grammar Mistakes

Do you feel worried about making grammar mistakes when you write? When used correctly, grammar and punctuation make your writing easier to understand and can help improve your professional image. This course will pinpoint some of the most common errors that people make in business writing and demonstrate how to correct them. **A 15-minute homework assignment must be completed within 1 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:

- Discover the importance of grammar and punctuation in writing.
- Identify strategies to avoid common misuse of punctuation marks.
- Recognize common grammar mistakes.

Webinar - Statewide

December 5, 2024 | 10:00 a.m. - 11:15 a.m.

SLMS Class Code: P_OE_R7_5923

✓ *Fulfills an Administrative Assistant Traineeship elective course requirement.*



Writing Skills Continued



Crafting Powerful Writing: Precision and Clarity

Do you want to make sure people read what you write? Learn to write clearly and concisely to make your emails and reports more powerful. In this webinar, we'll focus on rephrasing sentences, choosing simple but precise words, and tips for proofreading to improve your writing. **A 15-minute homework assignment must be completed within 1 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:

- 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

October 1, 2024 | 10:00 a.m. - 11:00 a.m.

SLMS Class Code: P_OE_R7_5904

- ✓ *Fulfills an Administrative Assistant Traineeship elective course requirement.*



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 step-by-step. **A 15-minute homework assignment must be completed within 1 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 - Statewide

October 30, 2024 | 10:00 a.m. - 11:00 a.m.

SLMS Class Code: P_OE_R7_5919

- ✓ *Fulfills an Administrative Assistant Traineeship elective course requirement.*

Writing Skills Continued



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.

Western New York DDSO - West Seneca

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

SLMS Class Code: P_OE_R6_5953

Eleanor Roosevelt State Office Building - Poughkeepsie

November 21, 2024 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R3_5944

Department of Taxation and Finance - Latham

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

SLMS Class Code: P_OE_R4_5947

Connetquot River State Park Preserve - Oakdale

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

SLMS Class Code: P_OE_R1_5928

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

Writing Skills Continued



The Foundations of Good Writing

Do you struggle with writer's block? Are you unsure how to start writing? This webinar discusses the foundational skills for good writing: knowing your audience, your purpose, and organizing your thoughts clearly. Whether you write emails, reports, or anything in between, this webinar is for you. **A 15-minute homework assignment must be completed within 1 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:

- 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

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

SLMS Class Code: P_OE_R7_5902

✓ *Fulfills an Administrative Assistant Traineeship elective course requirement.*



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.

Department of Transportation Training Center - North Syracuse

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

SLMS Class Code: P_OE_R5_5950

CSEA Metropolitan Region Office - NYC

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

SLMS Class Code: P_OE_R2_5936

✓ *Fulfills an Administrative Assistant Traineeship elective course requirement.*

COURSES BY REGION

CSEA Long Island Region 1

Customer Service

OGS-Perry E. Duryea State Office Building,
Hauppauge
September 24, 2024 | 9:00 a.m. - 4:30 p.m.
SLMS CLASS CODE: P_OE_R1_5956

Plumbing Basics

Pilgrim Psychiatric Center, West Brentwood
September 25, 2024 | 9:00 a.m. - 4:30 p.m.
SLMS CLASS CODE: P_OE_R1_5934

Blueprint Reading Fundamentals

Long Island State Park, Oyster Bay
October 1 & 2, 2024 | 9:00 a.m. - 4:30 p.m.
SLMS CLASS CODE: P_OE_R1_5932

The Organized Office Worker

OGS-Perry E. Duryea State Office Building,
Hauppauge
October 15, 2024 | 9:00 a.m. - 4:30 p.m.
SLMS CLASS CODE: P_OE_R1_5894

Building Better Work Relationships

Bethpage State Park, Farmingdale
November 6, 2024 | 9:00 a.m. - 4:30 p.m.
SLMS CLASS CODE: P_OE_R1_5926

Successful Business Writing

Connetquot River State Park Preserve, Oakdale
December 5, 2024 | 9:00 a.m. - 4:30 p.m.
SLMS CLASS CODE: P_OE_R1_5928

Electricity Advanced

Connetquot River State Park Preserve, Oakdale
December 11 & 12, 2024 | 9:00 a.m. - 4:30 p.m.
SLMS CLASS CODE: P_OE_R1_5933

Small Engine Repair

Hallock State Park Preserve, Riverhead
December 18 & 19, 2024 | 9:00 a.m. - 4:30 p.m.
SLMS CLASS CODE: P_OE_R1_5935

CSEA Metropolitan Region 2

Critical Thinking

Department of Financial Services, NYC
September 24, 2024 | 9:00 a.m. - 4:30 p.m.
SLMS CLASS CODE: P_OE_R2_5930

Microsoft Excel Intermediate

Department of Financial Services, NYC
October 2, 2024 | 9:00 a.m. - 4:30 p.m.
SLMS CLASS CODE: P_OE_R2_5895

Courses by Region

Plumbing Basics

Roberto Clemente State Park, Bronx
October 15, 2024 | 9:00 a.m. - 4:30 p.m.
SLMS CLASS CODE: P_OE_R2_5965

Writing Effective Reports and Evaluations

CSEA Metropolitan Region Office, NYC
October 17, 2024 | 9:00 a.m. - 4:30 p.m.
SLMS CLASS CODE: P_OE_R2_5936

Feedback: Making it Effective

Tax and Finance New York City, Brooklyn
October 22, 2024 | 9:00 a.m. - 4:30 p.m.
SLMS CLASS CODE: P_OE_R2_5896

Thriving in the Changing Workplace

Department of Financial Services, NYC
November 7, 2024 | 9:00 a.m. - 4:30 p.m.
SLMS CLASS CODE: P_OE_R2_5931

Practical Skills for Resolving Conflict

Creedmoor Psychiatric Center, Queens Village
November 26, 2024 | 9:00 a.m. - 12:45 p.m.
SLMS CLASS CODE: P_OE_R2_5929

Electricity Basics

Roberto Clemente State Park, Bronx
December 17, 2024 | 9:00 a.m. - 4:30 p.m.
SLMS CLASS CODE: P_OE_R2_5964

CSEA Southern Region 3

Blueprint Reading Fundamentals

Eleanor Roosevelt State Office Building,
Poughkeepsie
September 4 & 5, 2024 | 9:00 a.m. - 4:30 p.m.
SLMS CLASS CODE: P_OE_R3_5938

Carpentry Basics

Fishkill Correctional Facility, Beacon
September 25, 2024 | 9:00 a.m. - 4:30 p.m.
SLMS CLASS CODE: P_OE_R3_5939

OSHA 10-Hour General Industry

Fort Montgomery State Historic Site, Fort
Montgomery
October 16 & 17, 2024 | 9:00 a.m. - 4:30 p.m.
SLMS CLASS CODE: P_OE_R3_5963

Practical Skills for Resolving Conflict

Department of Labor, White Plains
October 24, 2024 | 9:00 a.m. - 12:30 p.m.
SLMS CLASS CODE: P_OE_R3_5943

Building Better Work Relationships

Hudson Valley DDSO, Thiells
November 6, 2024 | 9:00 a.m. - 4:30 p.m.
SLMS CLASS CODE: P_OE_R3_5937

Successful Business Writing

Eleanor Roosevelt State Office Building,
Poughkeepsie
November 21, 2024 | 9:00 a.m. - 4:30 p.m.
SLMS CLASS CODE: P_OE_R3_5944

Courses by Region

Masonry Basics

Harriman State Park, Bear Mountain
December 10, 2024 | 9:00 a.m. - 4:30 p.m.
SLMS CLASS CODE: P_OE_R3_5970

CSEA Capital Region 4

English for Speakers of Other Languages 2

Harriman State Office Campus, Albany
September 18, 25; October 2, 9, 16 & 23, 2024
Alternate snow date: October 30, 2024
9:00 a.m. - 4:30 p.m.
SLMS CLASS CODE: P_OE_R4_5940

Fall Protection Awareness

Department of Labor, Albany
September 18, 2024 | 9:00 a.m. - 4:30 p.m.
SLMS CLASS CODE: P_OE_R4_5941

Microsoft Excel Intermediate

MicroKnowledge, Albany
October 1, 2024 | 9:00 a.m. - 4:30 p.m.
SLMS CLASS CODE: P_OE_R4_5893

Microsoft PowerPoint Basics

MicroKnowledge, Albany
October 8, 2024 | 9:00 a.m. - 4:30 p.m.
SLMS CLASS CODE: P_OE_R4_5891

Air Conditioning and Refrigeration Basics

DOCCS Training Academy, Albany
October 9, 2024 | 9:00 a.m. - 4:30 p.m.
SLMS CLASS CODE: P_OE_R4_5942

Small Engine Repair

Department of Environmental Conservation,
Ray Brook
October 10 & 11, 2024 | 9:00 a.m. - 4:30 p.m.
SLMS CLASS CODE: P_OE_R4_5969

Carpentry Intermediate

Peebles Island State Park, Waterford
October 15 & 16, 2024 | 9:00 a.m. - 4:30 p.m.
SLMS CLASS CODE: P_OE_R4_5967

Aspiring Leaders

Capital Region DDSO, Albany
October 22, 23 & 24, 2024 | 9:00 a.m. - 4:30 p.m.
SLMS CLASS CODE: P_OE_R4_5966

Critical Thinking

DOCCS Training Academy, Albany
November 7, 2024 | 9:00 a.m. - 4:30 p.m.
SLMS CLASS CODE: P_OE_R4_5945

Microsoft Word Intermediate

MicroKnowledge, Albany
November 13, 2024 | 9:00 a.m. - 4:30 p.m.
SLMS CLASS CODE: P_OE_R4_5892

Electricity Basics

Department of Environmental Conservation,
Ray Brook
November 13, 2024 | 9:00 a.m. - 4:30 p.m.
SLMS CLASS CODE: P_OE_R4_5968

The Organized Office Worker

Harriman State Office Campus, Albany
November 19, 2024 | 9:00 a.m. - 4:30 p.m.
SLMS CLASS CODE: P_OE_R4_5946

Courses by Region

Successful Business Writing

Department of Taxation and Finance, Latham
December 4, 2024 | 9:00 a.m. - 4:30 p.m.
SLMS CLASS CODE: P_OE_R4_5947

CSEA Central Region 5

Building Better Work Relationships

Central New York DDSO, North Syracuse
October 1, 2024 | 9:00 a.m. - 4:30 p.m.
SLMS CLASS CODE: P_OE_R5_5948

Writing Effective Reports and Evaluations

Department of Transportation Training Center,
North Syracuse
October 2, 2024 | 9:00 a.m. - 4:30 p.m.
SLMS CLASS CODE: P_OE_R5_5950

Blueprint Reading Fundamentals

Sampson State Park, Romulus
October 8 & 9, 2024 | 9:00 a.m. - 4:30 p.m.
SLMS CLASS CODE: P_OE_R5_5961

Blueprint Reading Fundamentals

Central New York DDSO, Rome
October 30 & 31, 2024 | 9:00 a.m. - 4:30 p.m.
SLMS CLASS CODE: P_OE_R5_5957

Small Engine Repair

SUNY Oswego, Oswego
November 7 & 8, 2024 | 9:00 a.m. - 4:30 p.m.
SLMS CLASS CODE: P_OE_R5_5972

Carpentry Advanced

Wood Products Technology Building, Morrisville
November 12 & 13, 2024 | 9:00 a.m. - 4:30 p.m.
SLMS CLASS CODE: P_OE_R5_5958

Aspiring Leaders

Broome DDSO, Binghamton
November 19, 20 & 21, 2024 | 9:00 a.m. - 4:30 p.m.
SLMS CLASS CODE: P_OE_R5_5971

CSEA Western Region 6

Carpentry Intermediate

Letchworth State Park, Castile
September 18 & 19, 2024 | 9:00 a.m. - 4:30 p.m.
SLMS CLASS CODE: P_OE_R6_5962

Workplace Social Skills

Western New York DDSO, West Seneca
October 1, 2024 | 9:00 a.m. - 4:30 p.m.
SLMS CLASS CODE: P_OE_R6_5952

Thriving in the Changing Workplace

Department of Transportation, Rochester
October 29, 2024 | 9:00 a.m. - 4:30 p.m.
SLMS CLASS CODE: P_OE_R6_5949

Successful Business Writing

Western New York DDSO, West Seneca
November 5, 2024 | 9:00 a.m. - 4:30 p.m.
SLMS CLASS CODE: P_OE_R6_5953

Courses by Region

OSHA 10-Hour General Industry

Western New York DDSO, West Seneca
November 6 & 7, 2024 | 9:00 a.m. - 4:30 p.m.
SLMS CLASS CODE: P_OE_R6_5959

Air Conditioning and Refrigeration Basics

Western New York DDSO, West Seneca
December 5, 2024 | 9:00 a.m. - 4:30 p.m.
SLMS CLASS CODE: P_OE_R6_5960

Customer Service

SUNY Fredonia, Fredonia
December 10, 2024 | 9:00 a.m. - 4:30 p.m.
SLMS CLASS CODE: P_OE_R6_5951

Statewide Webinars

World Trade Center Health Programs Overview

Webinar, Statewide
September 11, 2024 | 10:00 a.m. - 11:00 a.m.
SLMS CLASS CODE: P_OE_R7_5898

Designing Dynamic Presentations

Webinar, Statewide
September 12, 2024 | 10:00 a.m. - 11:00 a.m.
SLMS CLASS CODE: P_OE_R7_5899

Better Team Skills

Webinar, Statewide
September 17, 2024 | 1:00 p.m. - 2:00 p.m.
SLMS CLASS CODE: P_OE_R7_5900

The Foundations of Good Writing

Webinar, Statewide
September 18, 2024 | 10:00 a.m. - 11:00 a.m.
SLMS CLASS CODE: P_OE_R7_5902

Problem Solving - A Six Step Process

Webinar, Statewide
September 24, 2024 | 1:00 p.m. - 2:00 p.m.
SLMS CLASS CODE: P_OE_R7_5903

Best Practices for Resumes and Cover Letters

Webinar, Statewide
September 26, 2024 | 10:00 a.m. - 11:00 a.m.
SLMS CLASS CODE: P_OE_R7_5901

Microsoft Outlook: Managing Contacts and Tasks

Webinar, Statewide
September 30, 2024 | 1:00 p.m. - 2:00 p.m.
SLMS CLASS CODE: P_OE_R7_5905

Crafting Powerful Writing: Precision and Clarity

Webinar, Statewide
October 1, 2024 | 10:00 a.m. - 11:00 a.m.
SLMS CLASS CODE: P_OE_R7_5904

Situational Awareness

Webinar, Statewide
October 9, 2024 | 1:00 p.m. - 2:00 p.m.
SLMS CLASS CODE: P_OE_R7_5906

Addressing Conflict in Customer Relations

Webinar, Statewide
October 10, 2024 | 10:00 a.m. - 11:00 a.m.
SLMS CLASS CODE: P_OE_R7_5907

Courses by Region

Professionalism in the Digital Age

Webinar, Statewide
October 16, 2024 | 3:00 p.m. - 4:00 p.m.
SLMS CLASS CODE: P_OE_R7_5908

Dealing with Stress

Webinar, Statewide
October 22, 2024 | 1:00 p.m. - 2:15 p.m.
SLMS CLASS CODE: P_OE_R7_5909

Organizing Your Workspace for Increased Productivity

Webinar, Statewide
October 24, 2024 | 10:00 a.m. - 11:00 a.m.
SLMS CLASS CODE: P_OE_R7_5918

Essentials of Report Writing

Webinar, Statewide
October 30, 2024 | 10:00 a.m. - 11:00 a.m.
SLMS CLASS CODE: P_OE_R7_5919

Microsoft Teams Basics

Webinar, Statewide
October 31, 2024 | 1:00 p.m. - 2:15 p.m.
SLMS CLASS CODE: P_OE_R7_5920

Addressing Conflict in the Workplace

Webinar, Statewide
November 6, 2024 | 10:00 a.m. - 11:00 a.m.
SLMS CLASS CODE: P_OE_R7_5910

Internet Research Skills

Webinar, Statewide
November 12, 2024 | 1:00 p.m. - 2:00 p.m.
SLMS CLASS CODE: P_OE_R7_5912

Exploring a Career in Nursing

Webinar, Statewide
November 14, 2024 | 3:00 p.m. - 4:00 p.m.
SLMS CLASS CODE: P_OE_R7_5911

Microsoft Outlook: Working with Calendars

Webinar, Statewide
November 19, 2024 | 10:00 a.m. - 11:00 a.m.
SLMS CLASS CODE: P_OE_R7_5913

Influencing Without Authority

Webinar, Statewide
November 20, 2024 | 10:00 a.m. - 11:00 a.m.
SLMS CLASS CODE: P_OE_R7_5914

Job Etiquette

Webinar, Statewide
November 21, 2024 | 10:00 a.m. - 11:00 a.m.
SLMS CLASS CODE: P_OE_R7_5915

Managing Stress in Customer Relations

Webinar, Statewide
December 3, 2024 | 1:00 p.m. - 2:00 p.m.
SLMS CLASS CODE: P_OE_R7_5921

Avoiding Common Punctuation and Grammar Mistakes

Webinar, Statewide
December 5, 2024 | 10:00 a.m. - 11:15 a.m.
SLMS CLASS CODE: P_OE_R7_5923

Using Credit Wisely

Webinar, Statewide
December 10, 2024 | 10:00 a.m. - 11:00 a.m.
SLMS CLASS CODE: P_OE_R7_5922

Courses by Region

Preventing Slips, Trips, and Falls

Webinar, Statewide

December 11, 2024 | 10:00 a.m. - 11:00 a.m.

SLMS CLASS CODE: P_OE_R7_5924

Statewide Online Courses

Microsoft Word Basics Online

Online Course, Statewide

November 6 & 7, 2024 | 9:00 a.m. - 12:30 p.m.

SLMS CLASS CODE: P_OE_R9_5916

Microsoft Word Basics Online

Online Course, Statewide

December 17 & 19, 2024 | 9:00 a.m. - 12:30 p.m.

SLMS CLASS CODE: P_OE_R9_5917



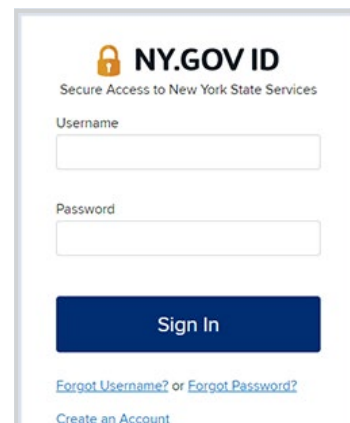
Getting Started: Enrolling in Partnership Classes

Using the Statewide Learning Management System (SLMS)

Login to the Statewide Learning Management System

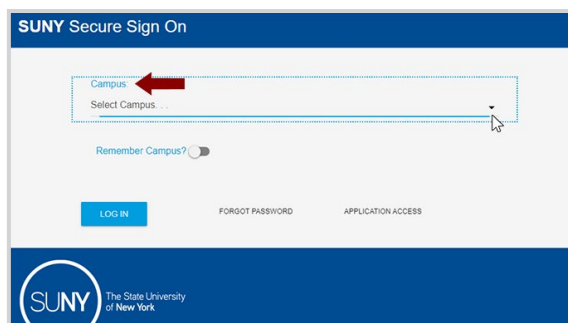
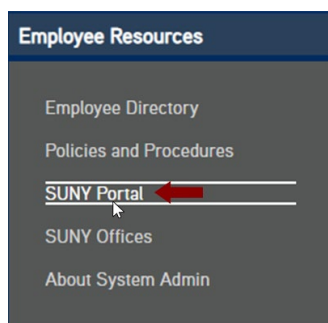
Non-SUNY Employees:

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



SUNY Employees:

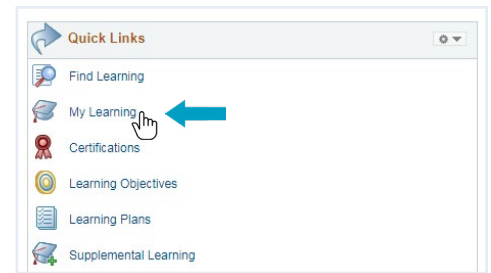
1. Login to SLMS from the **SUNY Secure Portal** (System.SUNY.edu) where you'll select your campus from the drop-down menu and then enter your login credentials.
2. From there, you'll navigate to the **E-Business Services** tab, then **SLMS-Statewide Learning Management System**, then the **SLMS link**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





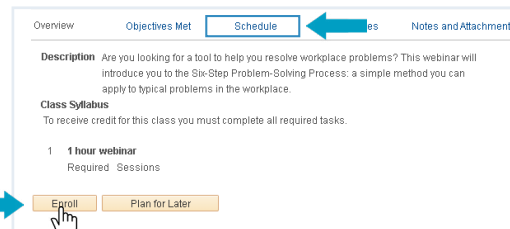
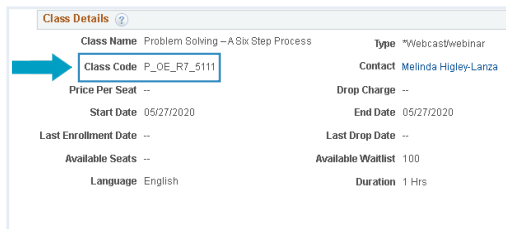
Search the SLMS Catalog

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



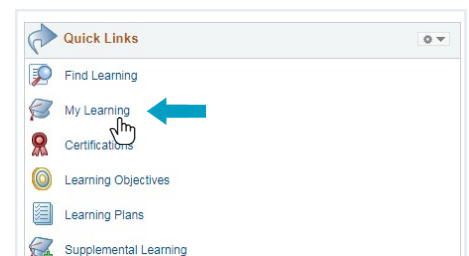
Enroll in A Partnership Class


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> <p>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> <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>	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

NYS  CSEA
Partnership

www.nyscseapartnership.org