



Fall 2025

# SKILLS FOR SUCCESS

In-Person and Online Classes for  
CSEA-Represented Employees

**NYS & CSEA  
Partnership**

**Connect With Us** (800) 253-4332 | [www.nyscseapartnership.org](http://www.nyscseapartnership.org) | [learning@nyscseapartnership.org](mailto: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 Skills for Success program features over 70 in-person and online 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 semester!



## **View Us Online**

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

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# Skills for Success Overview

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.

## Course Categories

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

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](mailto:jeffrey.thomas@nyscseapartnership.org).

## Course Types and Location

All courses are led by a live instructor and offered every Spring, Summer, and Fall.

### Webinars

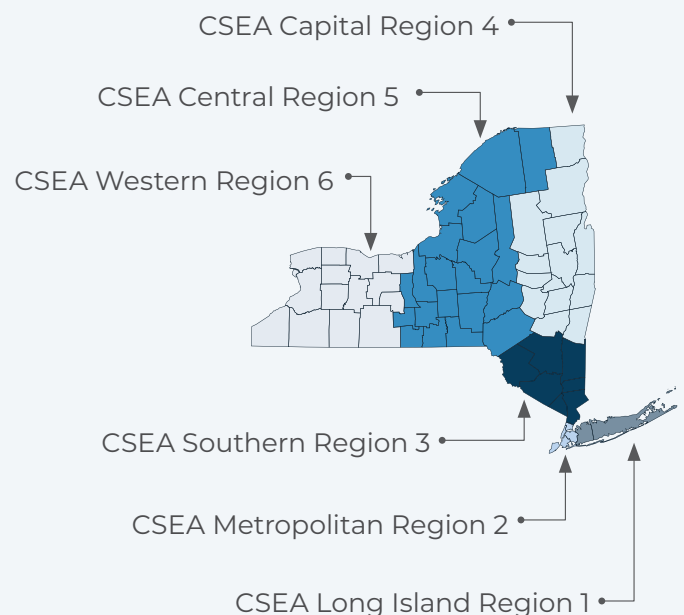
1-hour online sessions available statewide.

### Online Courses

3-hour, 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.





# 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.**

(800) 253-4332

[learning@nyscseapartnership.org](mailto: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 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.



## Enroll through SLMS

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

[See page 52 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](mailto:learning@nyscseapartnership.org)

[www.nyscseapartnership.org/skills-success-participant](http://www.nyscseapartnership.org/skills-success-participant)

## 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

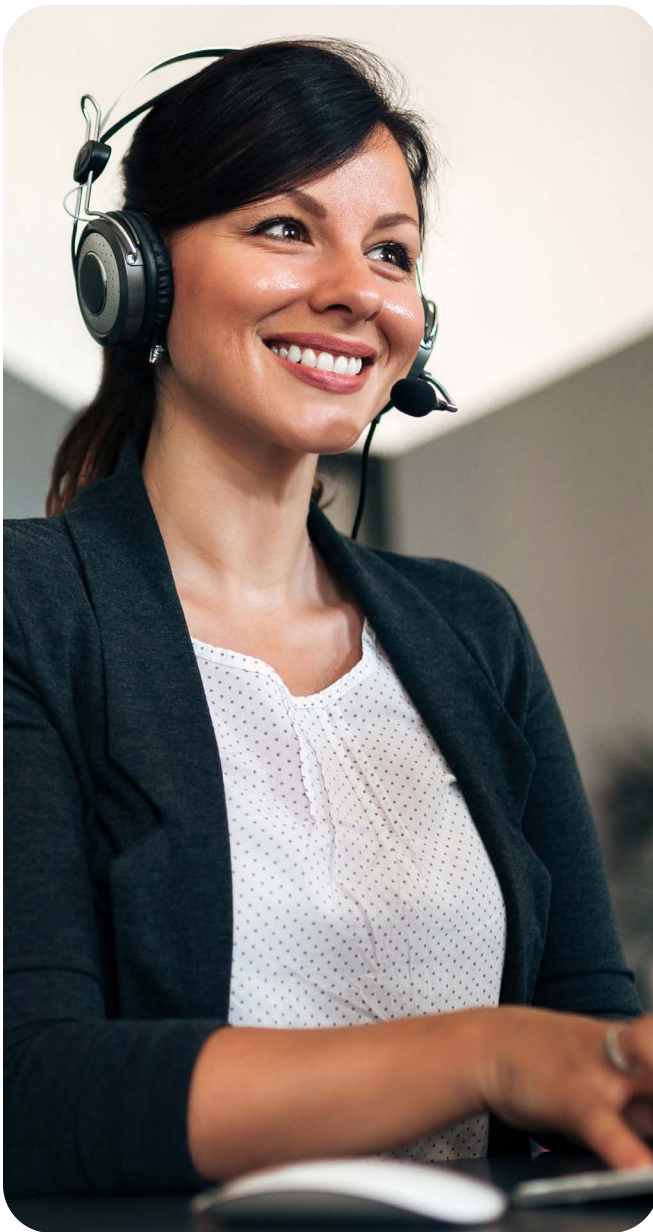
Occasionally, the Partnership must change course or webinar dates. Please read your email notification carefully.

### 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

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



Computer Skills and Technology



Professionalism and Self-Management



Interpersonal and Customer Relations



Verbal and Written Communication

A workforce development competency icon, under any of the following Skills for Success course descriptions, signifies both the competency area and fulfillment of a mandatory or elective Administrative Assistant 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 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.

## Get More Done with Keyboard Shortcuts

The skills developed in this webinar will help you to 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.

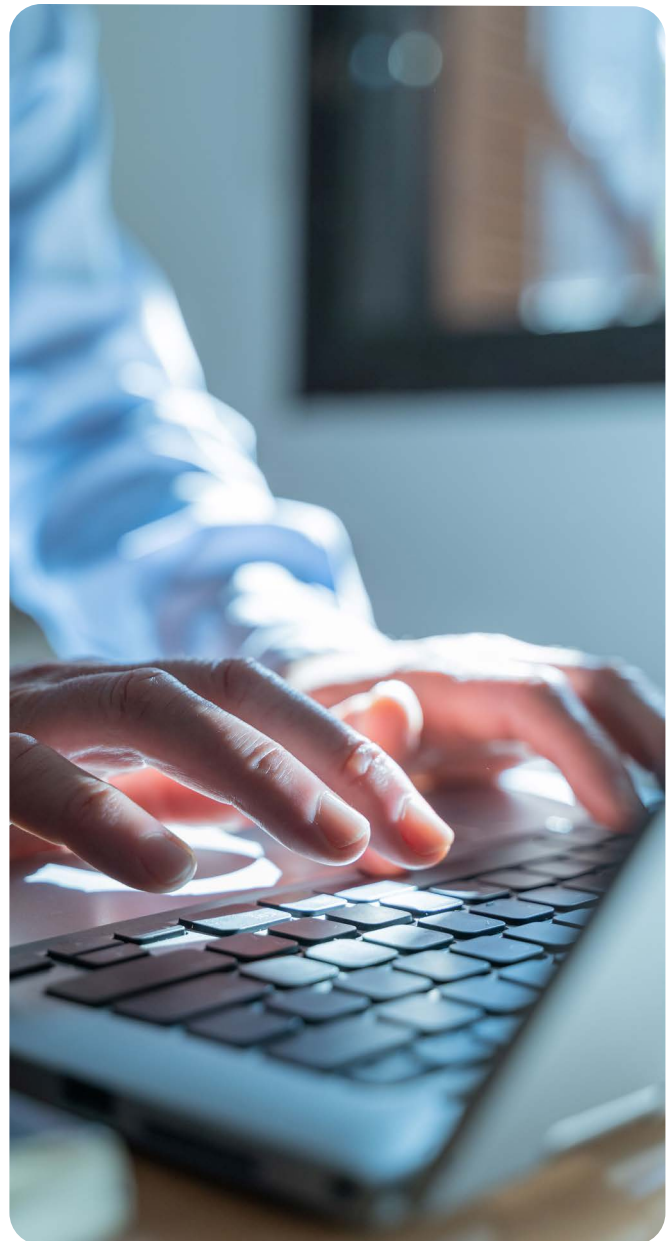
### Webinar - Statewide

December 3, 2025 | 1:00 p.m. - 2:00 p.m.

SLMS Class Code: P\_OE\_R7\_6154



*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

September 17, 2025 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P\_OE\_R4\_6148



*Fulfills an Administrative Assistant  
Traineeship elective course requirement.*

## Microsoft Excel Basics Online

**NEW!**

**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 webinar, 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 Course - Statewide

September 25 & 26, 2025 | 9:00 a.m. - 12:30 p.m.

SLMS Class Code: P\_OE\_R9\_6194

### Online Course - Statewide

October 29 & 31, 2025 | 9:00 a.m. - 12:30 p.m.

SLMS Class Code: P\_OE\_R9\_6195



*Fulfills an Administrative Assistant  
Traineeship elective course requirement.*

# Computer Skills Continued

## 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

November 4, 2025 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P\_OE\_R4\_6149



*Fulfills an Administrative Assistant  
Traineeship elective course requirement.*

## 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

November 6, 2025 | 1:00 p.m. - 2:00 p.m.

SLMS Class Code: P\_OE\_R7\_6155



*Fulfills an Administrative Assistant  
Traineeship elective course requirement.*

# Computer Skills Continued

## 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

October 7, 2025 | 10:00 a.m. - 11:00 a.m.

SLMS Class Code: P\_OE\_R7\_6156



*Fulfills an Administrative Assistant  
Traineeship elective course requirement.*

## 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

September 10, 2025 | 10:00 a.m. - 11:00 a.m.

SLMS Class Code: P\_OE\_R7\_6157



*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

October 23, 2025 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P\_OE\_R4\_6150



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

## Microsoft Word Basics Online

**NEW!**

**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 Course - Statewide

December 2 & 4, 2025 | 9:00 a.m. - 12:30 p.m.

SLMS Class Code: P\_OE\_R9\_6196



*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

December 4, 2025 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P\_OE\_R4\_6151



*Fulfills an Administrative Assistant  
Traineeship elective course requirement.*

## Microsoft Word 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 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 Course - Statewide

October 14 & 16, 2025 | 9:00 a.m. - 12:30 p.m.

SLMS Class Code: P\_OE\_R9\_6201

### Online Course - Statewide

November 18 & 19, 2025 | 9:00 a.m. - 12:30 p.m.

SLMS Class Code: P\_OE\_R9\_6197



*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.

### **Saratoga Spa State Park - Saratoga Springs**

October 14, 15 & 16, 2025 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P\_OE\_R4\_6212

### **Long Island State Park Region - Oyster Bay**

December 2, 3 & 4, 2025 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P\_OE\_R1\_6211



# Individual Development Continued

## 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

September 9, 2025 | 1:00 p.m. - 2:00 p.m.

SLMS Class Code: P\_OE\_R7\_6158

## 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

October 22, 2025 | 10:00 a.m. - 11:00 a.m.

SLMS Class Code: P\_OE\_R7\_6159



# Individual Development Continued

## 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

September 30, 2025 | 10:00 a.m. - 11:00 a.m.

SLMS Class Code: P\_OE\_R7\_6160

## Know Your Credit Report

**NEW!**

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, dispels 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

October 21, 2025 | 10:00 a.m. - 11:00 a.m.

SLMS Class Code: P\_OE\_R7\_6161

# Individual Development Continued

## Manage Your Money

This webinar will help you develop your money management skills and reduce the stress created by financial difficulties. You will discover ways to track your expenses, spend less than you earn, and set and follow a budget.

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

- Determine your current income and expenses.
- Identify your financial goals and priorities.
- Develop a budget that works for your household.

### Webinar - Statewide

November 18, 2025 | 10:00 a.m. - 11:00 a.m.

SLMS Class Code: P\_OE\_R7\_6162



# Individual Development Continued

## Merit System: Examinations and Eligible Lists

This webinar is for individuals who have questions about Civil Service examinations and eligible lists.

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

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

### Webinar - Statewide

November 19, 2025 | 1:00 p.m. - 2:00 p.m.

SLMS Class Code: P\_OE\_R7\_6163

## 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

December 17, 2025 | 10:00 a.m. - 11:00 a.m.

SLMS Class Code: P\_OE\_R7\_6164

# Individual Development Continued

## Financing Your Education

This webinar will explain grants, loans, scholarships, tuition benefits, and tax credits.

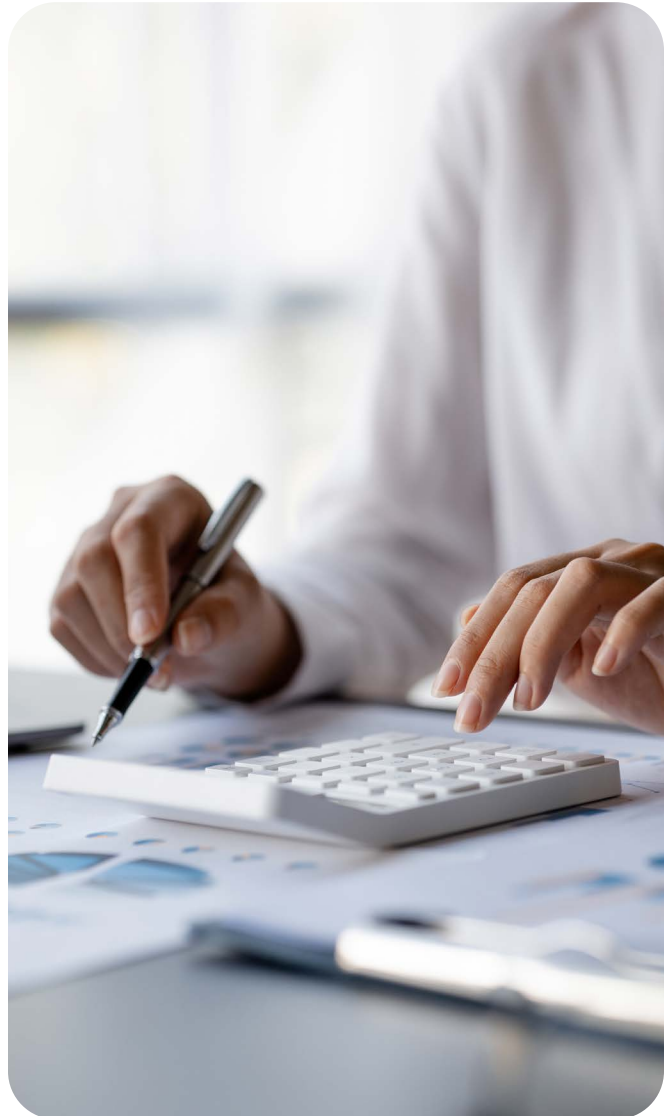
By the end of the webinar, you will be able to:

- Define the cost of attendance.
- Recognize how to make school more affordable.
- Identify and compare the different ways to pay for school.

### **Webinar - Statewide**

November 20, 2025 | 10:00 a.m. - 11:00 a.m.

SLMS Class Code: P\_OE\_R7\_6243





# 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 the Workplace

This webinar will help you navigate everyday conflicts in the workplace.

By the end of the webinar, you 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

September 4, 2025 | 10:00 a.m. - 11:00 a.m.

SLMS Class Code: P\_OE\_R7\_6168



*Fulfills an Administrative Assistant  
Traineeship elective course requirement.*



# Interpersonal Communication Continued

## 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

September 11, 2025 | 1:00 p.m. - 2:00 p.m.

SLMS Class Code: P\_OE\_R7\_6169



*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.

### Western New York DDSO - West Seneca

September 19, 2025 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P\_OE\_R6\_6191



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

# Interpersonal Communication Continued

## Customer Service Online

**NEW!**

**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 webinar, 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 Course - Statewide

December 9 & 11, 2025 | 9:00 a.m. - 12:00 p.m.

SLMS Class Code: P\_OE\_R9\_6198



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

## 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

October 23, 2025 | 1:00 p.m. - 2:00 p.m.

SLMS Class Code: P\_OE\_R7\_6171



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

# Interpersonal Communication Continued

## 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

December 10, 2025 | 10:00 a.m. - 11:00 a.m.

SLMS Class Code: P\_OE\_R7\_6173



*Fulfills an Administrative Assistant  
Traineeship elective course requirement.*

## Managing Emotions in Customer Service

This webinar offers tips for incorporating emotional intelligence skills into customer service interactions.

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

- Identify four primary emotional intelligence skills.
- Recognize the benefits of using emotional intelligence in customer service interactions.
- Apply emotional intelligence skills to customer service scenarios.

### Webinar - Statewide

December 2, 2025 | 10:00 a.m. - 11:00 a.m.

SLMS Class Code: P\_OE\_R7\_6174



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

This course builds on ESOL 1, which you are encouraged to take first. In this class, you will continue practicing reading, writing, speaking, and listening in the English language. You should have a basic understanding of the English language.

By the end of the class, you 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**

November 5, 12, 19; Dec. 3, 10 & 17 |  
9:00 a.m. - 4:30 p.m.

Alternate snow date: December 18, 2025

SLMS Class Code: P\_OE\_R4\_6145

## Focus on Pronunciation: Level 1

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

This class helps you improve your pronunciation and listening skills to communicate more clearly at work, on the phone, and in your community.

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

- Discriminate between and produce different vowels and consonants.
- Develop speech patterns that use syllable and word stress (intonation) to create clarity.
- Use appropriate rhythm, pacing, and connected speech to deliver information.
- Speak confidently for at least one minute in front of others.
- Engage in clear and professional conversations while at work and on the phone.
- Create a plan to address your personal pronunciation goals.

### **Capital District DDSO - Schenectady**

September 24; Oct. 1, 8, 15, 22 & 29, 2025 |  
9:00 a.m. - 4:30 p.m.

SLMS Class Code: P\_OE\_R4\_6208

# 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.

### Central New York DDSO - North Syracuse

September 25, 2025 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P\_OE\_R5\_6188

### Long Island State Park Region - Oyster Bay

November 20, 2025 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P\_OE\_R1\_6167

## 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.

### CSEA Metropolitan Region Office - New York City

October 15, 2025 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P\_OE\_R2\_6170

### SUNY Buffalo - Buffalo

October 23, 2025 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P\_OE\_R6\_6204

# Safety and Health

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

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

## Boiler Safety Awareness

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

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

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

### **NYS & CSEA Partnership for Education and Training - Albany**

October 15, 2025 | 9:00 a.m. - 12:30 p.m.

SLMS Class Code: P\_OE\_R4\_6202



# 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**

October 8, 2025 | 1:00 p.m. - 2:00 p.m.

SLMS Class Code: P\_OE\_R7\_6176

## 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**

November 18, 2025 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P\_OE\_R4\_6207

# Safety and Health Continued

## Home Ergonomics

This webinar will introduce you to the concept of ergonomics and provide strategies that can help you stay safe when working from home.

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

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

### Webinar - Statewide

November 12, 2025 | 1:00 p.m. - 2:00 p.m.

SLMS Class Code: P\_OE\_R7\_6177

## 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

September 17, 2025 | 1:00 p.m. - 2:00 p.m.

SLMS Class Code: P\_OE\_R7\_6178

# Safety and Health Continued

## Situational Awareness

This webinar is for all New York State employees and focuses on situational awareness, the practice of staying alert to your surroundings and potential hazards. It emphasizes the importance of looking out for your own safety and the safety of others.

By the end of the webinar, you 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

December 9, 2025 | 1:00 p.m. - 2:00 p.m.

SLMS Class Code: P\_OE\_R7\_6179

## Snow Removal Safety

**NEW!**

In this webinar, you will learn about preventing injuries when removing snow and working outdoors in winter conditions.

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

- Identify common causes of snow removal-related injuries.
- Choose appropriate snow removal equipment.
- Recognize the signs of frostbite and cardiac distress.

### Webinar - Statewide

October 15, 2025 | 10:00 a.m. - 11:00 a.m.

SLMS Class Code: P\_OE\_R7\_6180



# 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 Advanced

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

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

- Gain knowledge about how electrical controls and metering devices are used in the field.
- Demonstrate how to analyze an air conditioning or refrigeration system using gauges and thermometers.
- Identify the benefits of efficient air conditioning and refrigeration systems.

### **Caumsett State Historic Park Preserve**

#### **- Lloyd Harbor**

September 17 & 18, 2025 |

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

SLMS Class Code: P\_OE\_R1\_6206

## Air Conditioning and Refrigeration Basics

This course will help you 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 you 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.

### **Roberto Clemente State Park - Bronx**

September 18, 2025 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P\_OE\_R2\_6147

### **Western New York DDSO - West Seneca**

October 9, 2025 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P\_OE\_R6\_6193

### **DMNA - Camp Smith - Cortland Manor**

October 15, 2025 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P\_OE\_R4\_6210

# Trades, Operations, and Maintenance

## Continued

### Blueprint Reading Fundamentals

This class gives you the skills necessary to read and interpret blueprints.

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

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

#### **Department of Environmental Conservation - Ray Brook**

October 15 & 16, 2025 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P\_OE\_R4\_6144

#### **Connetquot River State Park Preserve - Oakdale**

October 28 & 29, 2025 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P\_OE\_R1\_6217

#### **Eleanor Roosevelt State Office Building - Poughkeepsie**

November 6 & 7, 2025 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P\_OE\_R3\_6153

#### **Kingsboro Psychiatric Center - Brooklyn**

December 3 & 4, 2025 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P\_OE\_R2\_6213

#### **SUNY Environmental Science and Forestry - Syracuse**

December 9 & 10, 2025 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P\_OE\_R5\_6209

# 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.

#### **Harriman State Park - Bear Mountain**

October 28 & 29, 2025 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P\_OE\_R3\_6146



# Trades, Operations, and Maintenance

## Continued

### Carpentry Intermediate

This class is for individuals who are familiar with the carpentry trade. You will learn how to lay out and frame a structure.

By the end of the class, you 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.
- Lay out and frame a structure.
- Construct an open stringer and stairs.

#### **Letchworth State Park - Castile**

November 5 & 6, 2025 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P\_OE\_R6\_6139

### Masonry Advanced

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

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

- Identify proper construction of various types of foundations.
- Recognize the installation techniques for brick arches and pavers.

#### **Sampson State Park - Romulus**

September 9 & 10, 2025 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P\_OE\_R5\_6152

# Trades, Operations, and Maintenance

## Continued

### 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.

#### **Letchworth State Park - Castile**

September 9, 2025 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P\_OE\_R6\_6140

### 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.

#### **Sampson State Park - Romulus**

October 21 & 22, 2025 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P\_OE\_R5\_6141

# Trades, Operations, and Maintenance

## Continued

### 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:

- 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.

#### **Peebles Island State Park - Waterford**

November 19, 2025 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P\_OE\_R4\_6143

### Small Engine Repair

This class provides instruction on the maintenance and operation of small engines, such as chainsaws and lawnmowers. You will perform troubleshooting and learn how to make minor repairs.

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

- Recognize how to work safely with small gas-powered equipment, including handling fuels and tools.
- Identify the components of small gas engines.
- Explain the difference in operation of two- and four-stroke engines.
- Perform general maintenance and troubleshooting procedures.

#### **Long Island State Park Region - Oyster Bay**

October 1 & 2, 2025 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P\_OE\_R1\_6205

#### **Department of Labor - Albany**

December 16 & 17, 2025 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P\_OE\_R4\_6142



# 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.

## Critical Thinking

This class will help you practice critical thinking skills so that you can use them confidently on the job.

By the end of the class, you 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.

### Tax and Finance New York City - Brooklyn

October 3, 2025 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P\_OE\_R2\_6214



*Fulfills an Administrative Assistant  
Traineeship elective course requirement.*

## Effective Problem Solving

This class introduces you to practical tools to solve difficult problems.

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

- Define the problem.
- Break difficult problems into smaller parts.
- Separate the causes of a problem from other factors.
- Compare the strengths and weaknesses of solutions.
- Prepare alternative solutions.
- Develop methods for dealing with everyday problems.

### Department of Labor - White Plains

November 25, 2025 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P\_OE\_R3\_6175

### Capital District DDSO - Schenectady

November 26, 2025 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P\_OE\_R4\_6203



*Fulfills an Administrative Assistant  
Traineeship elective course requirement.*

# Work Management Continued

## 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

October 16, 2025 | 1:00 p.m. - 2:00 p.m.

SLMS Class Code: P\_OE\_R7\_6181



*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

December 18, 2025 | 10:00 a.m. - 11:00 a.m.

SLMS Class Code: P\_OE\_R7\_6182



*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.

### Central New York DDSO - North Syracuse

September 30, 2025 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P\_OE\_R5\_6189

### Greene Correctional Facility - Coxsackie

October 9, 2025 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P\_OE\_R4\_6216



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

## The Organized Office Worker Online

**NEW!**

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

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.

### Online Course - Statewide

September 30 & October 1, 2025 |  
9:00 a.m. - 12:00 p.m.

SLMS Class Code: P\_OE\_R9\_6199



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

## 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.

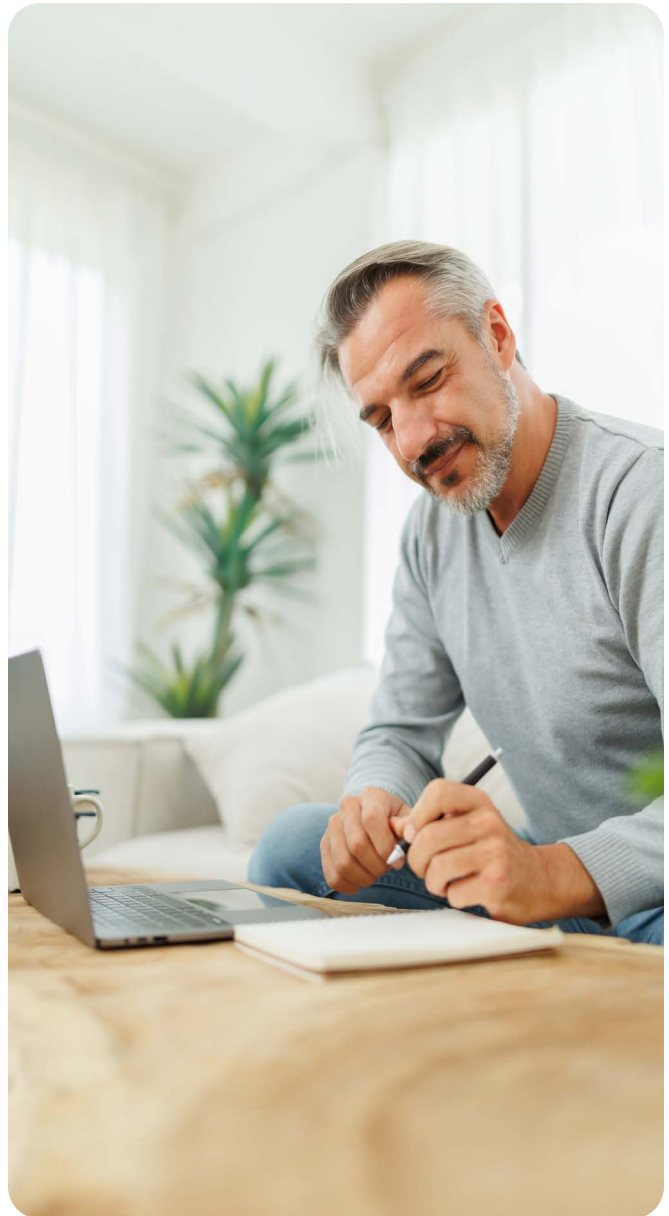
### Webinar - Statewide

November 5, 2025 | 10:00 a.m. - 11:00 a.m.

SLMS Class Code: P\_OE\_R7\_6183



*Fulfills an Administrative Assistant  
Traineeship elective course requirement.*



# Writing Skills Continued

## 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.
- Transform conclusions into a narrative format.

### Webinar - Statewide

December 16, 2025 | 10:00 a.m. - 11:00 a.m.

SLMS Class Code: P\_OE\_R7\_6184



*Fulfills an Administrative Assistant  
Traineeship elective course requirement.*

## 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

September 25, 2025 | 1:00 p.m. - 2:00 p.m.

SLMS Class Code: P\_OE\_R7\_6185



*Fulfills an Administrative Assistant  
Traineeship elective course requirement.*

# Writing Skills Continued

## 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.

### Department of Financial Services - New York City

November 5, 2025 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P\_OE\_R2\_6172



*Fulfills an Administrative Assistant  
Traineeship elective course requirement.*

## 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

December 4, 2025 | 1:00 p.m. - 2:00 p.m.

SLMS Class Code: P\_OE\_R7\_6186



*Fulfills an Administrative Assistant  
Traineeship elective course requirement.*



# Writing Skills Continued

## 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.

### Tax and Finance New York City - Brooklyn

October 8, 2025 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P\_OE\_R2\_6215



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

## Successful Business Writing Online

**NEW!**

**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 Course - Statewide

November 18 & 20, 2025 | 9:00 a.m. - 12:00 p.m.

SLMS Class Code: P\_OE\_R9\_6200



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

# Writing Skills Continued

## 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

October 14, 2025 | 1:00 p.m. - 2:00 p.m.

SLMS Class Code: P\_OE\_R7\_6187



*Fulfills an Administrative Assistant  
Traineeship elective course requirement.*

## Writing Effective Reports and Evaluations

Many reports and evaluations require a unique structure and approach. This class will assist you in writing effective reports and evaluations.

By the end of the class, you 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 - Rochester

October 16, 2025 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P\_OE\_R6\_6192

### Central New York DDSO - Rome

November 12, 2025 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P\_OE\_R5\_6190



*Fulfills an Administrative Assistant  
Traineeship elective course requirement.*

# Courses By Region

## CSEA Long Island Region 1

### Air Conditioning and Refrigeration Advanced

Caumsett State Historic Park Preserve,  
Lloyd Harbor  
September 17 & 18, 2025 | 9:00 a.m. - 4:30 p.m.  
SLMS CLASS CODE: P\_OE\_R1\_6206

### Small Engine Repair

Long Island State Park Region, Oyster Bay  
October 1 & 2, 2025 | 9:00 a.m. - 4:30 p.m.  
SLMS CLASS CODE: P\_OE\_R1\_6205

### Blueprint Reading Fundamentals

Connetquot River State Park Preserve, Oakdale  
October 28 & 29, 2025 | 9:00 a.m. - 4:30 p.m.  
SLMS CLASS CODE: P\_OE\_R1\_6217

### Introduction to Accounting

Long Island State Park Region, Oyster Bay  
November 20, 2025 | 9:00 a.m. - 4:30 p.m.  
SLMS CLASS CODE: P\_OE\_R1\_6167

### Aspiring Leaders

Long Island State Park Region, Oyster Bay  
December 2, 3 & 4, 2025 | 9:00 a.m. - 4:30 p.m.  
SLMS CLASS CODE: P\_OE\_R1\_6211

## CSEA Metropolitan Region 2

### Air Conditioning and Refrigeration Basics

Roberto Clemente State Park, Bronx  
September 18, 2025 | 9:00 a.m. - 4:30 p.m.  
SLMS CLASS CODE: P\_OE\_R2\_6147

### Critical Thinking

Tax and Finance New York City, Brooklyn  
October 3, 2025 | 9:00 a.m. - 4:30 p.m.  
SLMS CLASS CODE: P\_OE\_R2\_6214

### Successful Business Writing

Tax and Finance New York City, Brooklyn  
October 8, 2025 | 9:00 a.m. - 4:30 p.m.  
SLMS CLASS CODE: P\_OE\_R2\_6215

### Introduction to Charts and Graphs

CSEA Metropolitan Region Office, New York City  
October 15, 2025 | 9:00 a.m. - 4:30 p.m.  
SLMS CLASS CODE: P\_OE\_R2\_6170

### Grammar and Punctuation Workshop

Department of Financial Services, New York City  
November 5, 2025 | 9:00 a.m. - 4:30 p.m.  
SLMS CLASS CODE: P\_OE\_R2\_6172

### Blueprint Reading Fundamentals

Kingsboro Psychiatric Center, Brooklyn  
December 3 & 4, 2025 | 9:00 a.m. - 4:30 p.m.  
SLMS CLASS CODE: P\_OE\_R2\_6213

# Courses by Region

## CSEA Southern Region 3

### Carpentry Advanced

Harriman State Park, Bear Mountain  
October 28 & 29, 2025 | 9:00 a.m. - 4:30 p.m.  
SLMS CLASS CODE: P\_OE\_R3\_6146

### Blueprint Reading Fundamentals

Eleanor Roosevelt State Office Building,  
Poughkeepsie  
November 6 & 7, 2025 | 9:00 a.m. - 4:30 p.m.  
SLMS CLASS CODE: P\_OE\_R3\_6153

### Effective Problem Solving

Department of Labor, White Plains  
November 25, 2025 | 9:00 a.m. - 4:30 p.m.  
SLMS CLASS CODE: P\_OE\_R3\_6175

## CSEA Capital Region 4

### Microsoft Excel Basics

MicroKnowledge, Albany  
September 17, 2025 | 9:00 a.m. - 4:30 p.m.  
SLMS CLASS CODE: P\_OE\_R4\_6148

### Focus on Pronunciation: Level 1

Capital District DDSO, Schenectady  
September 24; Oct. 1, 8, 15, 22 & 29, 2025 |  
9:00 a.m. - 4:30 p.m.  
SLMS CLASS CODE: P\_OE\_R4\_6208

### The Organized Office Worker

Greene Correctional Facility, Coxsackie  
October 9, 2025 | 9:00 a.m. - 4:30 p.m.  
SLMS CLASS CODE: P\_OE\_R4\_6216

### Aspiring Leaders

Saratoga Spa State Park, Saratoga Springs  
October 14, 15 & 16, 2025 | 9:00 a.m. - 4:30 p.m.  
SLMS CLASS CODE: P\_OE\_R4\_6212

### Blueprint Reading Fundamentals

Department of Environmental Conservation  
- Ray Brook  
October 15 & 16, 2025 | 9:00 a.m. - 4:30 p.m.  
SLMS CLASS CODE: P\_OE\_R4\_6144

### Boiler Safety Awareness

NYS & CSEA Partnership for Education and  
Training, Albany  
October 15, 2025 | 9:00 a.m. - 12:30 p.m.  
SLMS CLASS CODE: P\_OE\_R4\_6202

### Air Conditioning and Refrigeration Basics

DMNA - Camp Smith, Cortland Manor  
October 15, 2025 | 9:00 a.m. - 4:30 p.m.  
SLMS CLASS CODE: P\_OE\_R4\_6210

### Microsoft Word Basics

MicroKnowledge, Albany  
October 23, 2025 | 9:00 a.m. - 4:30 p.m.  
SLMS CLASS CODE: P\_OE\_R4\_6150

### Microsoft Excel Intermediate

MicroKnowledge, Albany  
November 4, 2025 | 9:00 a.m. - 4:30 p.m.  
SLMS CLASS CODE: P\_OE\_R4\_6149

# Courses by Region

## English for Speakers of Other Languages 2

Harriman State Office Campus, Albany  
November 5, 12, 19; Dec. 3, 10 & 17  
Alternate snow date: December 18, 2025 |  
9:00 a.m. - 4:30 p.m.  
SLMS CLASS CODE: P\_OE\_R4\_6145

## Effective De-Escalation Skills

NYS & CSEA Partnership for Education and  
Training, Albany  
November 18, 2025 | 9:00 a.m. - 4:30 p.m.  
SLMS CLASS CODE: P\_OE\_R4\_6207

## Plumbing Basics

Peebles Island State Park, Waterford  
November 19, 2025 | 9:00 a.m. - 4:30 p.m.  
SLMS CLASS CODE: P\_OE\_R4\_6143

## Effective Problem Solving

Capital District DDSO, Schenectady  
November 26, 2025 | 9:00 a.m. - 4:30 p.m.  
SLMS CLASS CODE: P\_OE\_R4\_6203

## Microsoft Word Intermediate

MicroKnowledge, Albany  
December 4, 2025 | 9:00 a.m. - 4:30 p.m.  
SLMS CLASS CODE: P\_OE\_R4\_6151

## Small Engine Repair

Department of Labor, Albany  
December 16 & 17, 2025 | 9:00 a.m. - 4:30 p.m.  
SLMS CLASS CODE: P\_OE\_R4\_6142

## CSEA Central Region 5

### Masonry Advanced

Sampson State Park, Romulus  
September 9 & 10, 2025 | 9:00 a.m. - 4:30 p.m.  
SLMS CLASS CODE: P\_OE\_R5\_6152

### Introduction to Accounting

Central New York DDSO , North Syracuse  
September 25, 2025 | 9:00 a.m. - 4:30 p.m.  
SLMS CLASS CODE: P\_OE\_R5\_6188

### The Organized Office Worker

Central New York DDSO , North Syracuse  
September 30, 2025 | 9:00 a.m. - 4:30 p.m.  
SLMS CLASS CODE: P\_OE\_R5\_6189

### Plumbing Advanced

Sampson State Park, Romulus  
October 21 & 22, 2025 | 9:00 a.m. - 4:30 p.m.  
SLMS CLASS CODE: P\_OE\_R5\_6141

### Writing Effective Reports and Evaluations

Central New York DDSO, Rome  
November 12, 2025 | 9:00 a.m. - 4:30 p.m.  
SLMS CLASS CODE: P\_OE\_R5\_6190

### Blueprint Reading Fundamentals

SUNY Environmental Science and Forestry,  
Syracuse  
December 9 & 10, 2025 | 9:00 a.m. - 4:30 p.m.  
SLMS CLASS CODE: P\_OE\_R5\_6209

# Courses by Region

## CSEA Western Region 6

### Masonry Basics

Letchworth State Park, Castile  
September 9, 2025 | 9:00 a.m. - 4:30 p.m.  
SLMS CLASS CODE: P\_OE\_R6\_6140

### Customer Service

Western New York DDSO, West Seneca  
September 19, 2025 | 9:00 a.m. - 4:30 p.m.  
SLMS CLASS CODE: P\_OE\_R6\_6191

### Air Conditioning and Refrigeration Basics

Western New York DDSO, West Seneca  
October 9, 2025 | 9:00 a.m. - 4:30 p.m.  
SLMS CLASS CODE: P\_OE\_R6\_6193

### Writing Effective Reports and Evaluations

Department of Transportation, Rochester  
October 16, 2025 | 9:00 a.m. - 4:30 p.m.  
SLMS CLASS CODE: P\_OE\_R6\_6192

### Introduction to Charts and Graphs

SUNY Buffalo, Buffalo  
October 23, 2025 | 9:00 a.m. - 4:30 p.m.  
SLMS CLASS CODE: P\_OE\_R6\_6204

### Carpentry Intermediate

Letchworth State Park, Castile  
November 5 & 6, 2025 | 9:00 a.m. - 4:30 p.m.  
SLMS CLASS CODE: P\_OE\_R6\_6139

## Statewide Webinars

### Addressing Conflict in the Workplace

Webinar  
September 4, 2025 | 10:00 a.m. - 11:00 a.m.  
SLMS CLASS CODE: P\_OE\_R7\_6168

### Best Practices for Resumes and Cover Letters

Webinar  
September 9, 2025 | 1:00 p.m. - 2:00 p.m.  
SLMS CLASS CODE: P\_OE\_R7\_6158

### Microsoft Outlook: Working with Calendars

Webinar  
September 10, 2025 | 10:00 a.m. - 11:00 a.m.  
SLMS CLASS CODE: P\_OE\_R7\_6157

### Communicating with Confidence

Webinar  
September 11, 2025 | 1:00 p.m. - 2:00 p.m.  
SLMS CLASS CODE: P\_OE\_R7\_6169

### Preventing Slips, Trips, and Falls for the Outdoor Worker

Webinar  
September 17, 2025 | 1:00 p.m. - 2:00 p.m.  
SLMS CLASS CODE: P\_OE\_R7\_6178

### Expanding Your Vocabulary

Webinar  
September 25, 2025 | 1:00 p.m. - 2:00 p.m.  
SLMS CLASS CODE: P\_OE\_R7\_6185



# Courses by Region

## Dealing with Stress

Webinar

September 30, 2025 | 10:00 a.m. - 11:00 a.m.

SLMS CLASS CODE: P\_OE\_R7\_6160

## Microsoft Outlook: Organizing and Managing Your Email

Webinar

October 7, 2025 | 10:00 a.m. - 11:00 a.m.

SLMS CLASS CODE: P\_OE\_R7\_6156

## De-Escalation Basics

Webinar

October 8, 2025 | 1:00 p.m. - 2:00 p.m.

SLMS CLASS CODE: P\_OE\_R7\_6176

## The Foundations of Good Writing

Webinar

October 14, 2025 | 1:00 p.m. - 2:00 p.m.

SLMS CLASS CODE: P\_OE\_R7\_6187

## Snow Removal Safety

Webinar

October 15, 2025 | 10:00 a.m. - 11:00 a.m.

SLMS CLASS CODE: P\_OE\_R7\_6180

## Introduction to Critical Thinking

Webinar

October 16, 2025 | 1:00 p.m. - 2:00 p.m.

SLMS CLASS CODE: P\_OE\_R7\_6181

## Know Your Credit Report

Webinar

October 21, 2025 | 10:00 a.m. - 11:00 a.m.

SLMS CLASS CODE: P\_OE\_R7\_6161

## Career Options Within NYS

### Government Using GOT-IT

Webinar

October 22, 2025 | 10:00 a.m. - 11:00 a.m.

SLMS CLASS CODE: P\_OE\_R7\_6159

## Influencing Without Authority

Webinar

October 23, 2025 | 1:00 p.m. - 2:00 p.m.

SLMS CLASS CODE: P\_OE\_R7\_6171

## Crafting Powerful Writing: Precision and Clarity

Webinar

November 5, 2025 | 10:00 a.m. - 11:00 a.m.

SLMS CLASS CODE: P\_OE\_R7\_6183

## Microsoft Outlook: Managing Contacts and Tasks

Webinar

November 6, 2025 | 1:00 p.m. - 2:00 p.m.

SLMS CLASS CODE: P\_OE\_R7\_6155

## Home Ergonomics

Webinar

November 12, 2025 | 1:00 p.m. - 2:00 p.m.

SLMS CLASS CODE: P\_OE\_R7\_6177

## Manage Your Money

Webinar

November 18, 2025 | 10:00 a.m. - 11:00 a.m.

SLMS CLASS CODE: P\_OE\_R7\_6162

# Courses by Region

## **Merit System:**

### **Examinations and Eligible Lists**

Webinar

November 19, 2025 | 1:00 p.m. - 2:00 p.m.

SLMS CLASS CODE: P\_OE\_R7\_6163

### **Financing Your Education**

Webinar

November 20, 2025 | 10:00 a.m. - 11:00 a.m.

SLMS CLASS CODE: P\_OE\_R7\_6243

### **Managing Emotions in Customer Service**

Webinar

December 2, 2025 | 10:00 a.m. - 11:00 a.m.

SLMS CLASS CODE: P\_OE\_R7\_6174

### **Get More Done with Keyboard Shortcuts**

Webinar

December 3, 2025 | 1:00 p.m. - 2:00 p.m.

SLMS CLASS CODE: P\_OE\_R7\_6154

### **Professional Email that Gets Results**

Webinar

December 4, 2025 | 1:00 p.m. - 2:00 p.m.

SLMS CLASS CODE: P\_OE\_R7\_6186

### **Situational Awareness**

Webinar

December 9, 2025 | 1:00 p.m. - 2:00 p.m.

SLMS CLASS CODE: P\_OE\_R7\_6179

### **Job Etiquette**

Webinar

December 10, 2025 | 10:00 a.m. - 11:00 a.m.

SLMS CLASS CODE: P\_OE\_R7\_6173

## **Essentials of Report Writing**

Webinar

December 16, 2025 | 10:00 a.m. - 11:00 a.m.

SLMS CLASS CODE: P\_OE\_R7\_6184

## **Protect Your Identity**

Webinar

December 17, 2025 | 10:00 a.m. - 11:00 a.m.

SLMS CLASS CODE: P\_OE\_R7\_6164

## **Take Control of Your Time**

Webinar

December 18, 2025 | 10:00 a.m. - 11:00 a.m.

SLMS CLASS CODE: P\_OE\_R7\_6182

# Statewide Online Courses

## **Microsoft Excel Basics Online**

Online Course

September 25 & 26, 2025 | 9:00 a.m. - 12:30 p.m.

SLMS CLASS CODE: P\_OE\_R9\_6194

## **The Organized Office Worker Online**

Online Course

September 30 & October 1, 2025 | 9:00 a.m. - 12:00 p.m.

SLMS CLASS CODE: P\_OE\_R9\_6199

## **Microsoft Word Intermediate Online**

Online Course

October 14 & 16, 2025 | 9:00 a.m. - 12:30 p.m.

SLMS CLASS CODE: P\_OE\_R9\_6201

# Courses by Region

## **Microsoft Excel Basics Online**

Online Course

October 29 & 31, 2025 | 9:00 a.m. - 12:30 p.m.

SLMS CLASS CODE: P\_OE\_R9\_6195

## **Microsoft Word Intermediate Online**

Online Course

November 18 & 19, 2025 | 9:00 a.m. - 12:30 p.m.

SLMS CLASS CODE: P\_OE\_R9\_6197

## **Successful Business Writing Online**

Online Course

November 18 & 20, 2025 | 9:00 a.m. - 12:00 p.m.

SLMS CLASS CODE: P\_OE\_R9\_6200

## **Microsoft Word Basics Online**

Online Course

December 2 & 4, 2025 | 9:00 a.m. - 12:30 p.m.

SLMS CLASS CODE: P\_OE\_R9\_6196

## **Customer Service Online**

Online Course

December 9 & 11, 2025 | 9:00 a.m. - 12:00 p.m.

SLMS CLASS CODE: P\_OE\_R9\_6198

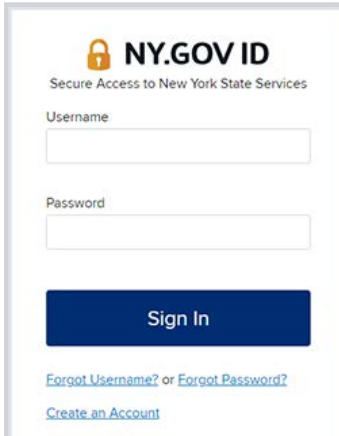
# Getting Started: Enrolling in Partnership Classes

Using the Statewide Learning Management System (SLMS)

## Login to the Statewide Learning Management System

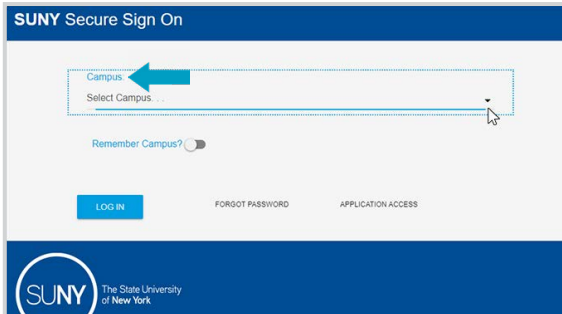
### Non-SUNY Employees:

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



### SUNY Employees:

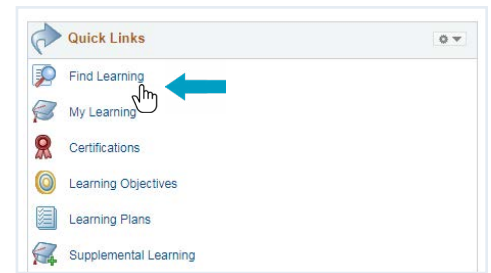
1. Login to SLMS from the **SUNY Secure Portal** ([System.SUNY.edu](https://System.SUNY.edu)) where you'll select your campus from the drop-down menu and then enter your login credentials.
2. From there, you'll navigate to the **E-Business Services** tab, then **SLMS-Statewide Learning Management System**,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



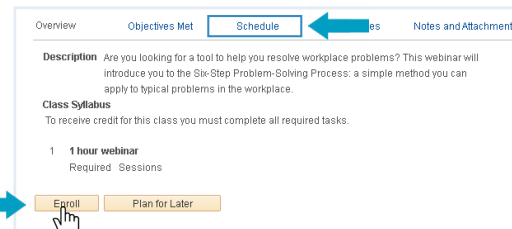
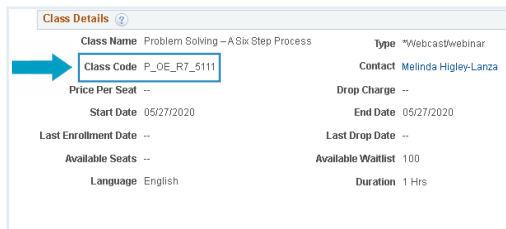
## Search the SLMS Catalog

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.



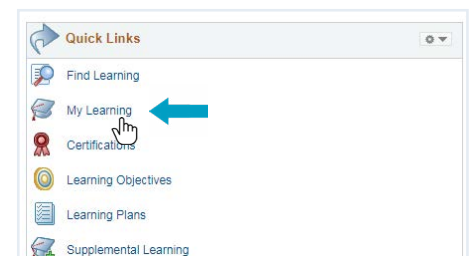
## Enroll in A Partnership Class

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	--





## 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.



<input type="button" value="Review"/>	★★★★★	<input type="button" value="Print Certificate"/>
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APPLICANT INFORMATION

Please print or type.

<b>Name</b>	<b>Signature</b>
-------------	------------------

**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:** \_\_\_\_\_

<b>Negotiating Unit</b> <b>New York State Government Employees (select one):</b>  <b>02</b> = Administrative Services Unit (ASU) <b>03</b> = Operational Services Unit (OSU) <b>04</b> = Institutional Services Unit (ISU) <b>05</b> = Professional, Scientific & Technical (PS&T)* <b>06</b> = Management/Confidential (M/C)* <b>47</b> = Division of Military & Naval Affairs (DMNA)  Other _____  * As space permits.  <b>Non-state CSEA-represented Employee</b> – If Local Government, School District, State Authority, or Private Sector CSEA-represented employee, check here _____.	<b>Current Job Title</b> _____ <b>Grade</b> _____
	<b>Name of Agency or Organization</b> _____
	<b>Facility</b> _____
	<b>Day Phone</b> _____
	<b>Email Address (Must provide at least one)</b> 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](mailto: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.



# 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, CSEA leaders and NYS Managers, and management to support professional growth and agency development.

## Programs and Services for CSEA-Represented NYS Employees

### Education and Career Advisement

[Partnership Advisors](#) provide confidential, personalized guidance for education planning, career advancement, and funding your education.

### 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](#)

### Tuition Benefits Program

[Save on tuition and exam fees](#) in pursuit of a college degree, essential skills, or job-specific certifications. Eligible employees can receive up to \$5,000 in standard tuition benefits, and an additional \$2,500 for certain high-demand NYS training programs - for a total of up to \$7,500 per program year.

- Standard Tuition Benefits
- Statewide Targeted Tuition Benefits for in-demand careers in NY
- Credit-by-Exams, Certification, and Licensure Exam Fee Reimbursements
- Adult Education Basics and Skills Support



# Programs and Services for CSEA Leaders and NYS Managers

## Agency Training

NYS Managers and CSEA Leaders can [jointly request customized training](#) for their agency through the Partnership. Choose from over 100 Partnership courses delivered on-site or at a nearby location. If a course isn't available through the Partnership, we can connect you with one of 140+ education providers that accept Partnership tuition vouchers or help you apply for a Partnership grant to cover training costs.

## Workplace Improvement 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 for each category, per program year to improve working conditions, boost employee morale, productivity, services delivery, and beyond.
- **[Safety and Health Grants](#)**  
Funding up to \$50,000 per program year 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 per program year to address workforce and organizational development needs.

## Regional Field Services

Our regional field associates understand the unique challenges across New York State agencies and CSEA locals. Work with your regional field associate to address workforce needs, connect employees to resources, and get help with applications.

**CSEA Regions 1 and 2** - Nikita Bakker Pierre  
(518) 949-6188  
[nikita.bakkerpierre@nyscseapartnership.org](mailto:nikita.bakkerpierre@nyscseapartnership.org)

**CSEA Regions 3 and 4** - Scott King  
(845) 235-5058  
[scott.king@nyscseapartnership.org](mailto:scott.king@nyscseapartnership.org)

**CSEA Regions 5 and 6** - John Gray  
(315) 916-4504  
[john.gray@nyscseapartnership.org](mailto:john.gray@nyscseapartnership.org)

## Labor Management Services

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

## Applied Skilled Trades Program

The Applied Skilled Trades Program (ASTP) is a two-year program that combines hands-on and classroom training in carpentry, plumbing & steamfitting, electrical, or masonry & plastering. ASTP helps agencies build a more skilled workforce and expand the pool of qualified candidates for future journey-level positions.

## Safety & Health Services

Workplace safety is a top priority in New York State. We're here to help you have a safer work environment by offering safety and health grants and safety and health training through worksite training requests and Skills for Success courses.

# Search the Skills for Success Catalog Online



SCAN THE QR CODE

NYS & CSEA  
**Partnership**

[www.nyscseapartnership.org](http://www.nyscseapartnership.org)