

**SPRING**  
2020

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February - June

# **SKILLS FOR SUCCESS**

*Courses for CSEA-represented Employees*

Courses are offered in the following categories:

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

*Skills for Success* courses will be held between *February and June 2020* at training sites conveniently located near your work or home.



# A Joint Message



The NYS & CSEA Partnership for Education and Training (Partnership) is pleased to announce the Spring 2020 *Skills for Success* course catalog for CSEA-represented employees.

The Partnership is jointly sponsored and administered by the NYS Governor's Office of Employee Relations and the Civil Service Employees Association (CSEA). Course participation by employees working in local government, school districts, state authorities, and the private sector is sponsored by the CSEA WORK Institute.

You are invited to take advantage of the classroom-based courses and webinars described in this publication. Courses are listed under nine categories. We urge you to work with your supervisor to select the courses most suited to your work and personal goals. You may apply for any of the courses offered, even if the course is not related to your current job.

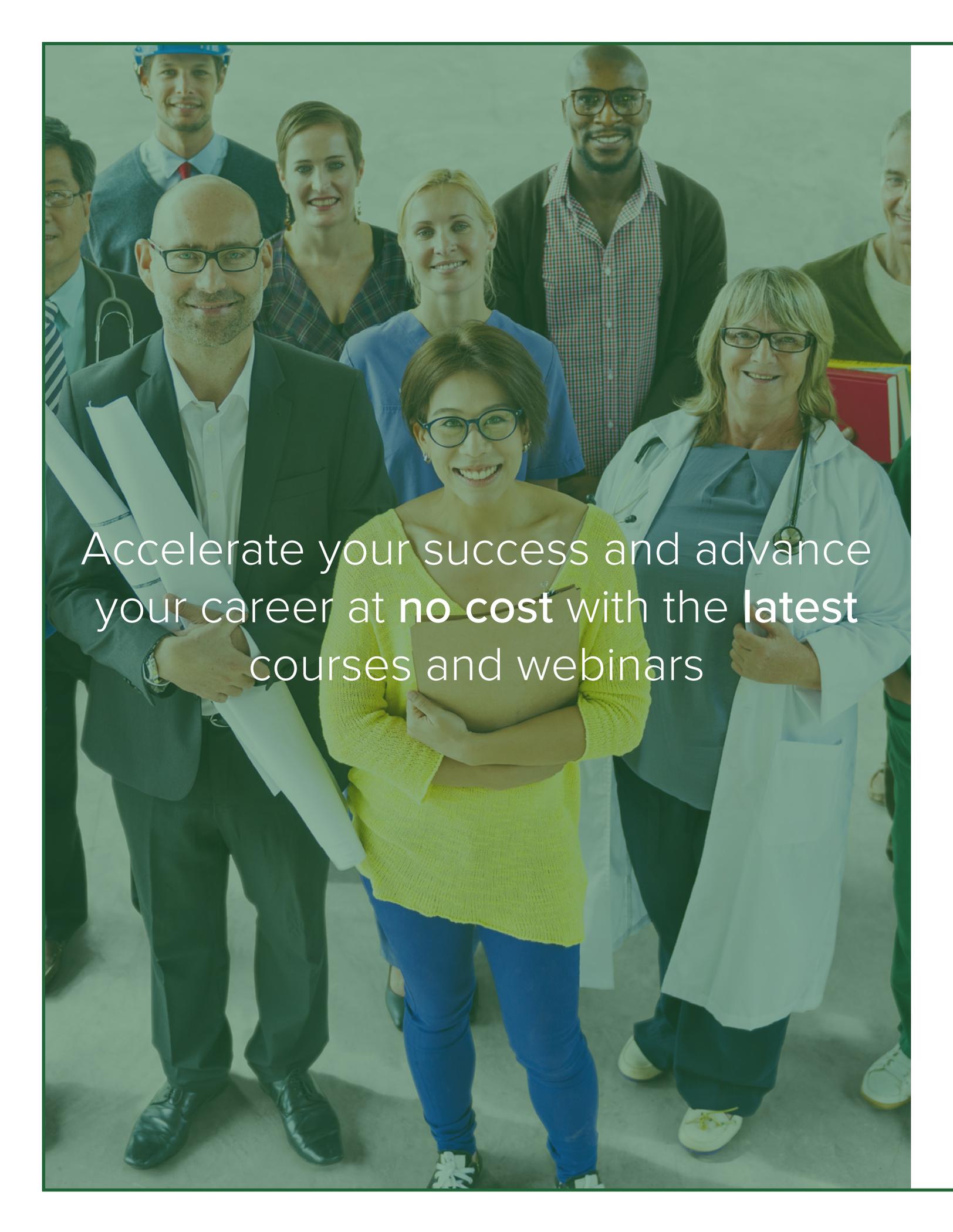
It is easy for you to:

- Choose a course that meets your job-related training, professional development, or personal development needs.
- Enroll through the Statewide Learning Management System (SLMS) or by completing the *Skills for Success* application form on page 44.
- Attend courses held at training sites near your work or home or through a webinar, at your convenience, on your computer.

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

***Skills for Success* is all about making choices for your success.**

**NYS  
& CSEA  
Partnership  
for Education and Training**



Accelerate your success and advance  
your career at **no cost** with the **latest**  
courses and webinars

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• Work Management			
• Writing Skills			



# Courses Designed For You

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

## Webinar Courses

In order to increase participation in courses while limiting time away from the office, a number of courses are offered via webinar. Webinars allow employees to take courses using a computer, telephone, and Internet connection.

## Workforce Development Competencies

Workforce development competencies are foundational job-based skills all employees need in order to succeed across a wide variety of occupations.

The Partnership explored current trends in work readiness and developed a set of standards to serve as a reference for employees and supervisors in selecting courses that are relevant to professional and personal development and are supportive of agency missions.

The competency names and their corresponding icons and descriptions are available on page 6. After each course description you will find the competency icon(s) assigned to the course.



# About the Courses and Program



Accelerate your success and advance your career at **no cost to employees** with the latest courses and webinars.

## Skills for Success

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

## Course Locations

Courses are typically held at state agency worksites. Training site locations are listed in the **Course Descriptions, Dates, and Locations** section beginning on page 8.

## When Courses are Held

Courses are typically held during the day, and vary from one hour to 14 days in length.

## Types of Courses

### Full-Day Courses

- Full-day courses are typically held from 9:00 a.m. - 4:30 p.m.

### Half-Day Courses

- Half-day courses are typically held from 9:00 a.m. - 12:30 p.m. or 1:00 p.m. - 4:30 p.m.

### Webinar Courses

- Webinar courses are typically one hour to one and a half hours in length, and course times vary



## Participant Eligibility

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

- CSEA-represented NYS employee (ASU/02, OSU/03, ISU/04, or DMNA/47)
- CSEA-represented employee working in a local government, school district, state authority, or the private sector, as space permits
- NYS employee (previously in the ASU/02) serving a probationary period in a transition title or traineeship supported by the Partnership (MC/06 or PS&T/05) may attend courses in the interpersonal communication, math skills, work management, and writing skills categories
- NYS employee in a Management/Confidential (MC/06) clerical or secretarial title, as space permits



# How You Can Enroll in a Class

## Enroll through SLMS

- Employees can enroll for classes through the Statewide Learning Management System (SLMS) at [www.nyslearn.ny.gov](http://www.nyslearn.ny.gov).
- If you have forgotten your Username or Password, go to [www.nyslearn.ny.gov](http://www.nyslearn.ny.gov) and click on the SLMS Login button and then click on the Forgot your Username or Password? link.
- For additional information, see SLMS: Getting Started Enrolling in Partnership Classes guide on page 42.

## Enroll through the Partnership

- If you are unable to enroll through SLMS, complete the *Skills for Success* application form on page 44.
- You can apply for multiple classes on one application form.
- You must obtain your supervisor's approval on the application form in order to attend the course(s), unless you indicate you will be using your own time.

### Applicants

Enroll for classes as soon as possible because minimum enrollment levels must be met three weeks before the class start date. Please do not enroll in a class unless you can attend the entire class.

### Supervisors of Applicants

Once an employee enrolls in a class, you will receive an email notification from [donotreply@goer.ny.gov](mailto:donotreply@goer.ny.gov) with the message: "Your approval is required to confirm the following enrollment request." The employee's name will appear in the email. When you approve an employee's enrollment, you are granting the employee release time to attend the entire class without charge to leave credits.

### Reasonable Accommodations

All training sites are accessible to employees with disabilities. Special instructional needs are addressed by the Partnership on an individual basis. If you have questions, please call (800) 253-4332 or email [advisors@nyscseapartnership.org](mailto:advisors@nyscseapartnership.org).

# Notifications



If you are accepted into a *Skills for Success* class, you will be notified by email approximately three weeks before the start of the course.

If your supervisor has not approved your participation, you will be notified by email.

If you do not receive a notification 10 days before the class is scheduled, please call the Partnership at (518) 486-7814 or, for areas outside the Capital Region, call (800) 253-4332.

**NOTE:** To update your email address in SLMS, see step F of SLMS: *Getting Started Enrolling in Partnership Classes* guide on page 42.

## IMPORTANT:

Once your supervisor approves your enrollment in SLMS, your status will remain as “Pending Approval” until the Partnership approves your enrollment approximately three weeks prior to the class start date.

## Your Responsibilities

### Be Considerate if You Cannot Attend a Class

Your enrollment into a class signifies a commitment to attend the entire course.

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

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

Do not ask someone to attend in your place, because the Partnership maintains a wait list.

By dropping a class at the last minute, or failing to attend, you may be denying another employee the opportunity to attend.

### Bring Appropriate Documents to Class

1. Acceptance Notification – Bring a copy of your acceptance notification to the first day of class
2. Photo Identification – Be prepared to present a **PHOTO ID** upon arrival for each day of class

*Don't Delay, Register  
for a Course Today!*



### Class is Full Notification

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

### Wait Lists

The Partnership will maintain a wait list for any class that has reached full enrollment. If a vacancy occurs, you will be notified to attend.

### Date and Location Changes

Occasionally, the Partnership must change class dates or locations. Please read your email notification carefully.

### Cancellations

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

# Certificates are Awarded to You



## Certificates

- Certificates of Completion are awarded for *Skills for Success* courses if you attend and participate in the entire course.
- Approximately three to four weeks after you complete a course, you will be notified that your class status has been updated to Completed which also allows you to print your certificate. To print your certificate, log into SLMS, go to My Learning page, locate the appropriate course, and click on the Print Certificate button.
- If you are unable to print your certificate, please contact the Partnership at (518) 486-7814, or for areas outside the Capital Region, at (800) 253-4332.

## Contact the Partnership



Visit Us

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



Email Us

[learning@nyscseapartnership.org](mailto:learning@nyscseapartnership.org)



Visit Our Site

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



Call Us

(518) 486-7814 or (800) 253-4332



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[facebook.com/nyscseapartnership](https://facebook.com/nyscseapartnership)

## Tuition Benefits

### Learn New Skills to Advance Your Career and Educational Goals with the Help of Tuition Benefits

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



# Workforce Development Competencies



Workforce development competencies are foundational, job-based skills employees need in order to succeed across a wide variety of occupations. The Partnership has identified a set of standards to serve as a reference for employees and supervisors in selecting courses that are relevant to professional and personal development and are supportive of agency missions and efforts. The list below contains the six foundational competency categories and their corresponding icon and descriptions. Use this list to determine which courses will enhance your skills in any of the competency categories. *After each course description beginning on page 8, you will find the competency icon(s) assigned to that course.*

## 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

## 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

## 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

# Workforce Development Competencies (Cont.)



## 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

## Computer Skills and Technology



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

## Trades, Safety, and Risk Management



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

### Want to Learn More?

For more information or to browse all of our course offerings by workforce development competency, please visit:

[nyscseapartnership.org/WfCompetencies/CourseCompetency.cfm](https://nyscseapartnership.org/WfCompetencies/CourseCompetency.cfm)



**COURSE  
DESCRIPTIONS, DATES,  
AND LOCATIONS**

## Adult Education Basics

The Adult Education Basics courses use an exciting immersion approach to help employees improve current job-related knowledge, learn new skills for improved work performance, and enhance their learning capacity. All Adult Education Basics courses are held in a multi-skill level classroom environment. It may benefit participants to take a course more than once or take additional courses. The Partnership will notify participants when they test out of a course.

### Math Refresher - One Day per Week for Six Weeks - New Course!

This six-week course is a refresher of fundamental math topics such as whole numbers, fractions, algebraic expressions, and word problems. Participants will also examine small datasets for mean, median, and mode, and interpret simple graphs. Concepts covered will include numeracy, which is the ability to apply math in everyday situations; mathematics, which is the study of systems, patterns, shapes, figures and numbers; and systematic thinking. *Attendance is required all days.*

Participants will:

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

SLMS Class Code: P\_OE\_R2\_5009

March 18, 25; April 1, 15, 22 & 29, 2020

Consortium for Worker Education  
Manhattan  
9:00 a.m. - 4:30 p.m.

SLMS Class Code: P\_OE\_R4\_5001

May 7, 14, 21, 28; June 4 & 11, 2020

CSEA WORK Institute  
Latham  
9:15 a.m. - 4:45 p.m.

### Reading Comprehension - One Day per Week for 14 Weeks

This course helps employees enhance their ability to comprehend and interpret written materials, gain an overview of text before reading, and utilize their prior knowledge to gain understanding. Participants will:

- Increase their reading comprehension and retention
- Scan and skim written materials for needed information
- Enhance their vocabulary development

SLMS Class Code: P\_OE\_R4\_5000

March 4, 11, 18, 25; April 1, 22, 29; May 6, 13, 20, 27; June 3, 10 & 17, 2020

CSEA WORK Institute  
Latham  
9:15 a.m. - 4:45 p.m.

SLMS Class Code: P\_OE\_R2\_5008

March 17, 24, 31; April 14, 21, 28; May 5, 12, 19, 26; June 2, 9, 16 & 23, 2020

Consortium for Worker Education  
Manhattan  
9:00 a.m. - 4:30 p.m.



These courses provide employees with the knowledge and skills they need to use a personal computer and application software.

## Designing Dynamic Presentations - One-Hour Webinar

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. Participants will:

- 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

**SLMS Class Code: P\_OE\_R7\_5097**

**March 11, 2020**

**10:00 a.m. - 11:00 a.m.**

## Microsoft Excel 2016 Basics - One Day - Revised!

This course provides the basic knowledge and skills needed to perform daily tasks and improve productivity in the 2016 version of Microsoft Excel. Participants will be expected to have a working knowledge of desktop computers and be familiar with using the keyboard and mouse. Participants will:

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

**SLMS Class Code: P\_OE\_R1\_5013**

**February 12, 2020**

**Long Island DDSO**

**Hauppauge**

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

**SLMS Class Code: P\_OE\_R4\_5074**

**April 30, 2020**

**Harriman State Office Campus**

**Albany**

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



### Microsoft Excel 2016 Intermediate - One Day



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. Participants will:

- 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

**SLMS Class Code: P\_OE\_R1\_5011**

**May 7, 2020**

**Long Island DDSO**

**Hauppauge**

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

### Microsoft Outlook 2016: Working with Calendars - One-Hour Webinar



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. Participants will:

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

**SLMS Class Code: P\_OE\_R7\_5098**

**February 19, 2020**

**3:00 p.m. - 4:00 p.m.**

### Microsoft PowerPoint 2013 Basics - One Day



This course provides the basic knowledge and skills needed to create a presentation using Microsoft PowerPoint 2013. Participants will be expected to have a working knowledge of desktop computers and be familiar with using the keyboard and mouse. Participants will:

- Gain knowledge about PowerPoint's basic tools and features
- Make and edit a slide presentation
- Discover how to add text, shapes, images, graphs, and animation to a presentation
- Create and print notes pages with slide thumbnails

**Continue**



SLMS Class Code: P\_OE\_R2\_5007

April 21, 2020

Consortium for Worker Education  
Manhattan  
9:00 a.m. - 4:30 p.m.

## Microsoft Word 2016 Basics - One Day - Revised!

This course provides the basic knowledge and skills needed to perform daily tasks and enhance productivity in Microsoft Word 2016. Participants will be expected to have a working knowledge of desktop computers and be familiar with using the keyboard and mouse. Participants will:

- 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

SLMS Class Code:  
P\_OE\_R2\_5012

February 12, 2020

Consortium for  
Worker Education  
Manhattan  
9:00 a.m. - 4:30 p.m.

SLMS Class Code:  
P\_OE\_R4\_5072

February 18, 2020

Harriman State Office  
Campus  
Albany  
9:00 a.m. - 4:30 p.m.

SLMS Class Code:  
P\_OE\_R5\_5030

March 4, 2020

Central New York  
DDSO  
Syracuse  
9:00 a.m. - 4:30 p.m.

SLMS Class Code:  
P\_OE\_R5\_5044

March 4, 2020

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

SLMS Class Code:  
P\_OE\_R4\_5073

March 12, 2020

Harriman State  
Office Campus  
Albany  
9:00 a.m. - 4:30 p.m.

SLMS Class Code:  
P\_OE\_R6\_5066

April 28, 2020

Department of  
Transportation  
Rochester  
9:00 a.m. - 4:30 p.m.

SLMS Class Code:  
P\_OE\_R6\_5060

May 13, 2020

Western New York  
DDSO  
West Seneca  
9:00 a.m. - 4:30 p.m.



## Individual Development

These courses provide employees with the knowledge and skills they need to help them achieve balance between their work and personal lives. Employees will gain knowledge about a variety of subjects, depending on their individual needs and interests.

### Aspiring Leaders - Three Days - New Course!

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. Enrollments are processed on a first come, first served basis. Participants will:

- 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

SLMS Class Code: P\_OE\_R1\_5010

May 19, 20 & 21, 2020

Long Island DDSO  
Hauppauge  
9:00 a.m. - 4:30 p.m.

SLMS Class Code: P\_OE\_R5\_5043

June 16, 17 & 18, 2020

Watertown Correctional Facility  
Watertown  
9:00 a.m. - 4:30 p.m.

*\*The deadline for the Aspiring Leaders classes is four weeks prior to the first class date.*

### Financing Your Education - One-Hour Webinar

How to afford a college degree is a dilemma often faced by many people. Paying for school is one of the barriers cited most often by working adults looking to return to school. This webinar covers traditional and non-traditional ways to pay for college and save money. Participants will:

- Acquire an overview of traditional federal and state financial aid programs using the Free Application for Federal Student Aid (FAFSA)
- Obtain tips on how to search for scholarships
- Become familiar with educational tax credits, credit by exam programs, and obtaining college credit for prior learning experiences

SLMS Class Code: P\_OE\_R7\_5100

March 19, 2020

10:00 a.m. - 11:00 a.m.



### Merit System: Transfers - One-Hour Webinar

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

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

**SLMS Class Code: P\_OE\_R7\_5101**

**April 7, 2020**

**7:00 a.m. - 8:00 a.m.**

### Preparing for a Civil Service Exam - One-Hour Webinar - New Course!

Preparing for a NYS Civil Service exam can feel stressful and overwhelming. But it doesn't have to be that way. This webinar will show you tips and tricks to successfully navigate the process from the initial exam announcement to the post-test scoring. Participants will:

- Recognize the examination process
- Describe strategies for answering multiple choice questions
- Identify what happens on the day of the test
- Recognize the scoring, canvassing, and hiring process

**SLMS Class Code: P\_OE\_R7\_5102**

**May 5, 2020**

**10:00 a.m. - 11:00 a.m.**

### Protect Your Identity - One-Hour Webinar

Identity theft is one of the fastest growing crimes committed today. This webinar provides an overview of identity theft and offers participants methods they can use on an ongoing basis to protect themselves from falling victim to this growing crime. Participants will:

- 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

**SLMS Class Code: P\_OE\_R7\_5103**

**April 23, 2020**

**1:00 p.m. - 2:00 p.m.**



### Using the Tuition Benefits Program - One and One-Half Hour Webinar



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

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

**SLMS Class Code: P\_OE\_R7\_5104**

**April 15, 2020**

**10:00 a.m. - 11:30 a.m.**



## Interpersonal Communication

These courses provide employees with the skills they need to communicate effectively in the workplace. The courses in this category provide participants with opportunities to exchange information in a variety of ways including verbal, written, and non-verbal communication.

### Customer Service - One Day

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. Participants will:

- 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

**SLMS Class Code:**  
P\_OE\_R2\_5025

February 26, 2020

Department of  
Financial Services  
Manhattan  
9:00 a.m. - 4:30 p.m.

**SLMS Class Code:**  
P\_OE\_R4\_5036

February 26, 2019

Department of  
Taxation and Finance  
Latham  
9:00 a.m. - 4:30 p.m.

**SLMS Class Code:**  
P\_OE\_R2\_5089

April 1, 2020

Workers'  
Compensation Board  
Queens  
9:00 a.m. - 4:30 p.m.

**SLMS Class Code:**  
P\_OE\_R6\_5093

April 7, 2020

Department of  
Transportation  
Rochester  
9:00 a.m. - 4:30 p.m.

**SLMS Class Code:**  
P\_OE\_R3\_5057

April 15, 2020

Hudson Valley DDSO  
Thiells  
9:00 a.m. - 4:30 p.m.

**SLMS Class Code:**  
P\_OE\_R4\_5020

April 23, 2020

Saratoga Spa State  
Park  
Saratoga Springs  
9:00 a.m. - 4:30 p.m.

**SLMS Class Code:**  
P\_OE\_R1\_5076

April 29, 2020

Planting Fields  
Arboretum  
Oyster Bay  
9:00 a.m. - 4:30 p.m.

**SLMS Class Code:**  
P\_OE\_R5\_5041

May 5, 2020

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

**SLMS Class Code:**  
P\_OE\_R5\_5033

May 6, 2020

Central New York  
DDSO  
Syracuse  
9:00 a.m. - 4:30 p.m.

**SLMS Class Code:**  
P\_OE\_R6\_5067

May 19, 2020

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



### Emotional Intelligence in Customer Relations - One-Hour Webinar

Emotional intelligence is the ability to identify our own emotions and respond appropriately to the emotions of others. Designed specifically for customer service providers, this webinar offers a basic introduction to emotional intelligence and relays useful strategies for incorporating emotional intelligence skills into customer service interactions. Participants will:

- 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

**SLMS Class Code: P\_OE\_R7\_5106**

**February 27, 2020**

**1:00 p.m. - 2:00 p.m.**

### Feedback: Making it Effective - One Day

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 hear or acknowledge. This course will help participants to be objective when receiving feedback, and provide strategies for responding to feedback in a useful way. Participants will:

- Explore how emotions can affect their ability to deal with feedback
- Discover how to work with different types of feedback in a proactive way
- Develop ways to effectively respond to feedback in the workplace

**SLMS Class Code: P\_OE\_R2\_5048**

**March 31, 2020**

**Department of Taxation and Finance  
Brooklyn**

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

### Influencing with Confidence - One Day

This course helps participants learn the strategies and communication skills necessary to win support for their ideas and influence workplace outcomes, even when they do not have clear and direct authority. Participants will evaluate their workplace environments, assess their personal style, and select the most appropriate approach for presenting their ideas to co-workers and decision makers. Participants will:

- Explain what influence is and is not
- Determine decisions they can make on their own
- Use various communication styles and speak with confidence
- Package ideas and implement effective action steps
- Describe the relationship between influence and leadership

**Continue** 



SLMS Class Code: P\_OE\_R3\_5058

March 25, 2020

Hudson Valley DDSO

Thiells

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

## Managing Stress in Customer Relations - One-Hour Webinar

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. Participants will:

- 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

SLMS Class Code: P\_OE\_R7\_5107

March 24, 2020

1:00 p.m. - 2:00 p.m.

## Practical Skills for Resolving Conflict - Half Day - **New Course!**

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 break the conflict cycle and move to resolution. Participants will:

- Define conflict
- Explain how the brain responds it
- Use inhibitory responses which break the conflict cycle and move toward resolution

SLMS Class Code: P\_OE\_R1\_5075

March 18, 2020

Perry B. Duryea Jr. State Office Building

Hauppauge

9:00 a.m. - 12:30 p.m.

## Professionalism in the Digital Age - One-Hour Webinar

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. Participants will:

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

SLMS Class Code: P\_OE\_R7\_5108

February 25, 2020

1:00 p.m. - 2:00 p.m.



## Language Skills

These courses provide employees with basic foreign language conversation skills or improve English language skills to enhance workplace interactions. They also introduce participants to the cultural elements of native language speakers to foster a better understanding of the dynamics of the language and its usage.

### Conversational Spanish - Six Days



This course helps employees develop their pronunciation skills and understanding of common Spanish words and phrases. Participants will:

- Develop basic communication skills and listening techniques through conversational and grammatical practice
- Practice communicating using basic aspects of time, place, direction, and courtesy
- Demonstrate cultural awareness and sensitivity toward the Spanish language and culture

**SLMS Class Code: P\_OE\_R4\_5005**

**May 1, 8, 15, 22, 29 & June 5, 2020**

**Peebles Island State Park  
Waterford  
9:00 a.m. - 4:30 p.m.**

### Focus on Pronunciation: Level 1 - Six Days



This course is for employees who would like to develop their English pronunciation. They will practice global features of clear speaking such as: speaking slowly, speaking loudly, paying attention to the end of words, and using their voices to speak expressively. Participants will:

- Practice reading and speaking in front of other participants
- Develop a work-related vocabulary and practice its pronunciation
- Identify and observe how sounds are made and how to use the appropriate intonation
- Distinguish different types of American English, verbal, and non-verbal communications

**SLMS Class Code: P\_OE\_R2\_5003**

**February 4, 11, 18, 25; March 3 & 10, 2020**

**CSEA Metropolitan Region Office  
Manhattan  
9:00 a.m. - 4:30 p.m.**

**SLMS Class Code: P\_OE\_R5\_5063**

**May 8, 15, 22, 29; June 5 & 12, 2020**

**Central New York DDSO  
Rome  
9:00 a.m. - 4:30 p.m.**



### Focus on Pronunciation: Level 2 - Six Days



This course is for employees who would like to continue developing their English pronunciation. Participants will further develop how to present useful information using the appropriate stress, rhythm, and intonation. This course provides precise illustrations of lip position of vowels and consonants, and a diagnostic individualized speech sample at the beginning and at the end of the course. Participants will:

- Practice reading and speaking using ordinary and advanced workplace vocabulary
- Further develop a work-related vocabulary and repeat practice pronunciation
- Reinforce the theories covered in class with numerous phrases and dialogues during oral presentations

**SLMS Class Code: P\_OE\_R2\_5006**

**April 28; May 5, 12, 19; June 2 & 9, 2020**

**Consortium for Worker Education**

**Manhattan**

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



## Safety and Health

Safety and Health courses develop the knowledge and skills needed to promote a safe and healthy work environment.

### Chainsaw Safety Awareness - Half-Day



- New Course!

This course is for employees who work with chainsaws. Special emphasis is placed on safe operation and injury prevention. OSHA safety recommendations are highlighted to illustrate the significance and application of key training points. Participants will:

- Identify safety features of a chainsaw
- Describe the mechanics of operating a chainsaw
- Identify how to inspect a chainsaw
- Explain how to safely operate a chainsaw

SLMS Class Code: P\_OE\_R4\_5014

April 22, 2020

Department of Environmental Conservation  
Ray Brook  
1:00 p.m. - 4:30 p.m.

### Computer Ergonomics Assessor Training - Half-Day



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

- Define ergonomics
- Identify common musculoskeletal disorders
- Explore other computer-related health effects
- Recognize risk factors and prevention controls
- Conduct computer workstation assessments

SLMS Class Code: P\_OE\_R4\_5034

February 27, 2020

Capital District Psychiatric Center  
Albany  
1:00 p.m. - 4:45 p.m.

### Preventing Slips, Trips, and Falls for the Outdoor Worker - One-Hour Webinar



- New Course!

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

- 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 to reduce hazards

SLMS Class Code: P\_OE\_R7\_5109

February 26, 2020

10:00 a.m. - 11:00 a.m.



## Trades, Operations, and Maintenance

These introductory and advanced skilled trades courses help operations and maintenance employees improve their current skills and learn new ones. They offer hands-on, practical instruction that reflects the everyday challenges employees encounter in the workplace.

### Air Conditioning and Refrigeration Advanced - Two Days



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

- 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

**SLMS Class Code: P\_OE\_R4\_5024**

**May 14 & 15, 2020**

**Harriman State Office Campus  
Albany  
9:00 a.m. - 4:30 p.m.**

### Air Conditioning and Refrigeration Basics - One Day



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 in order to heighten awareness of the environmental safeguards employees need to maintain when working with these systems. Participants will:

- 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

**SLMS Class Code:  
P\_OE\_R5\_5094**

**March 31, 2020**

**SUNY Oswego  
Oswego  
9:00 a.m. - 4:30 p.m.**

**SLMS Class Code:  
P\_OE\_R1\_5042**

**April 8, 2020**

**Long Island State  
Veterans Home  
Stony Brook  
9:00 a.m. - 4:30 p.m.**

**SLMS Class Code:  
P\_OE\_R6\_5115**

**May 7, 2020**

**Finger Lakes DDSO  
Rochester  
9:00 a.m. - 4:30 p.m.**



### Blueprint Reading Fundamentals - Two Days



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

- Use an architectural ruler to read scaled drawings
- Convert designs into a blueprint
- Interpret different types of drawings (e.g., architectural, electrical, plumbing, HVAC) and basic abbreviations, symbols, and line types within a blueprint

SLMS Class Code: P\_OE\_R4\_5021

February 26 & 27, 2020

Saratoga Spa State Park  
Saratoga Springs  
9:00 a.m. - 4:30 p.m.

SLMS Class Code: P\_OE\_R1\_5018

March 30 & 31, 2020

Pilgrim Psychiatric Center  
West Brentwood  
9:00 a.m. - 4:30 p.m.

### Carpentry Advanced - Two Days



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. Participants will:

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

SLMS Class Code: P\_OE\_R5\_5028

May 6 & 7, 2020

Robert H. Treman State Park  
Ithaca  
9:00 a.m. - 4:30 p.m.

### Carpentry Basics - One Day



This course introduces participants to the basic fundamentals of carpentry, including how to use hand and portable power tools, types of wood and their uses, painting and finishing, and basic construction techniques. Participants will:

- Identify types of carpentry hand and power tools
- Discover types of wood used in the carpentry trade
- Make carpentry measurements and markings using rulers and other devices

Continue 



SLMS Class Code: P\_OE\_R2\_5090

April 14, 2020

Riverbank State Park  
Manhattan  
9:00 a.m. - 4:30 p.m.

SLMS Class Code: P\_OE\_R3\_5035

May 26, 2020

Sullivan Correctional Facility  
Fallsburg  
9:00 a.m. - 4:30 p.m.

## Electricity Advanced - Two Days



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. Participants will:

- 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

SLMS Class Code: P\_OE\_R1\_5077

March 10 & 11, 2020

Connetquot River State Park Preserve  
Oakdale  
9:00 a.m. - 4:30 p.m.

SLMS Class Code: P\_OE\_R3\_5015

March 25 & 26, 2020

Sterling Forest State Park  
Tuxedo  
9:00 a.m. - 4:30 p.m.

## Electricity Basics - One Day



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

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

SLMS Class Code: P\_OE\_R6\_5061

February 20, 2020

Western New York DDSO  
West Seneca  
9:00 a.m. - 4:30 p.m.

SLMS Class Code: P\_OE\_R5\_5029

February 25, 2020

Central New York DDSO  
Syracuse  
9:00 a.m. - 4:30 p.m.



## Energy Conservation: Alternative Technologies and Sustainability - One Day

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

- Define energy conservation
- Examine alternative technologies such as wind energy, solar energy, and ground source heat pumps
- Discover the advantages and drawbacks of alternative technologies

SLMS Class Code: P\_OE\_R6\_5119

May 4, 2020

De Veaux Woods State Park  
Niagara Falls  
9:00 a.m. - 4:30 p.m.

SLMS Class Code: P\_OE\_R4\_5017

May 7, 2020

Grafton Lakes State Park  
Cropseyville  
9:00 a.m. - 4:30 p.m.

## Masonry Advanced - Two Days

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

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

SLMS Class Code: P\_OE\_R3\_5016

April 28 & 29, 2020

Sterling Forest State Park  
Tuxedo  
9:00 a.m. - 4:30 p.m.

SLMS Class Code: P\_OE\_R4\_5071

May 18 & 19, 2020

Capital District DDSO  
Schenectady  
9:00 a.m. - 4:30 p.m.

## Masonry Basics - One Day

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

- 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

Continue 



SLMS Class Code: P\_OE\_R6\_5092

May 5, 2020

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

## Plumbing Advanced - Two Days

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

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

SLMS Class Code: P\_OE\_R2\_5091

March 18 & 19, 2020

Riverbank State Park  
Manhattan  
Day 1: 9:00 a.m. - 4:30 p.m.  
Day 2: 8:00 a.m - 3:30 p.m.

## Plumbing Basics - One Day

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

- 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

SLMS Class Code:  
P\_OE\_R3\_5037

April 3, 2020

Sullivan Correctional  
Facility  
Fallsburg  
9:00 a.m. - 4:30 p.m.

SLMS Class Code:  
P\_OE\_R1\_5019

May 7, 2020

Pilgrim Psychiatric  
Center  
West Brentwood  
9:00 a.m. - 4:30 p.m.



## Small Engine Basics - Two Days



Participants receive instruction in the maintenance, operation, and repair of chainsaw, lawnmower, and small groundskeeping equipment engines. The course provides participants with insight into the inner workings of ignition systems, carburetors, and clutches. Participants will:

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

**SLMS Class Code:**  
P\_OE\_R1\_5078

April 8 & 9, 2020

Planting Fields  
Arboretum  
Oyster Bay  
9:00 a.m. - 4:30 p.m.

**SLMS Class Code:**  
P\_OE\_R4\_5045

April 15 & 16, 2020

Department of  
Environmental  
Conservation  
Ray Brook  
9:00 a.m. - 4:30 p.m.

**SLMS Class Code:**  
P\_OE\_R6\_5068

April 29 & 30, 2020

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

**SLMS Class Code:**  
P\_OE\_R5\_5096

May 6 & 7, 2020

Green Lakes State  
Parks  
Fayetteville  
9:00 a.m. - 4:30 p.m.

**SLMS Class Code:**  
P\_OE\_R3\_5117

May 12 & 13, 2020

Sterling Forest  
State Park  
Tuxedo  
9:00 a.m. - 4:30 p.m.



These courses help employees 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.

## Effective Problem Solving - One Day - Revised!

This course provides an easy-to-remember tool to review and solve difficult problems. Participants will discuss how to define problems and break them into smaller parts. Then, they will identify possible causes and come up with solutions. Finally, they will weigh the strengths and weaknesses of solutions and see how to carry them out in an organized way. Participants will:

- 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

SLMS Class Code:  
P\_OE\_R4\_5022

April 16, 2020

Saratoga Spa State  
Park  
Saratoga Springs  
9:00 a.m. - 4:30 p.m.

SLMS Class Code:  
P\_OE\_R5\_5032

April 28, 2020

Central New York  
DDSO  
North Syracuse  
9:00 a.m. - 4:30 p.m.

SLMS Class Code:  
P\_OE\_R3\_5118

May 14, 2020

Sterling Forest  
State Park  
Tuxedo  
9:00 a.m. - 4:30 p.m.

## Introduction to Critical Thinking - One-Hour Webinar - New Course!

Are you interested in improving your critical thinking skills but don't know where to start? This webinar will introduce you to the basics of critical thinking, help you assess issues from a different perspective, and provide you tools to apply in different situations. Participants will:

- Define critical thinking
- Recognize barriers to critical thinking and how to overcome them
- Apply the critical thinking process

Class Code: P\_OE\_R7\_5110

April 2, 2020

10:00 a.m. - 11:00 a.m.

## Problem Solving - A Six Step Process - One-Hour Webinar - New Course!

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. Participants will:

- 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

SLMS Class Code: P\_OE\_R7\_5111

May 27, 2020

10:00 a.m. - 11:00 a.m.



## Work Management

### Take Control of Your Time - One-Hour Webinar

This course helps employees regain control of their workday and better plan their time. Participants will:

- Evaluate their personal approach to time management
- Consider tools and techniques to help plan their time more effectively
- Identify ways to take action on controlling their time

**SLMS Class Code: P\_OE\_R7\_5112**

**February 20, 2020**

**3:00 p.m. - 4:00 p.m.**

### The Organized Office Worker - One Day

This course helps participants begin to organize their assignments, resources, and work areas to improve efficiency and productivity in today's office environment. This course incorporates basic time management principles and introduces participants to practical ways to prioritize tasks and improve their interactions with supervisors. Participants will:

- Develop practical ways to organize and manage their work
- Identify strategies for managing competing priorities and workloads
- Discover how to effectively communicate with supervisors about tasks, priorities, and due dates

**SLMS Class Code:  
P\_OE\_R4\_5046**

**March 11, 2020**

**Office of Alcoholism  
and Substance  
Abuse Services  
Albany  
9:00 a.m. - 4:30 p.m.**

**SLMS Class Code:  
P\_OE\_R2\_5002**

**March 17, 2020**

**CSEA Metropolitan  
Region Office  
Manhattan  
9:00 a.m. - 4:30 p.m.**

**SLMS Class Code:  
P\_OE\_R5\_5031**

**April 8, 2020**

**Central NY DDSO  
Syracuse  
9:00 a.m. - 4:30 p.m.**

**SLMS Class Code:  
P\_OE\_R1\_5004**

**April 15, 2020**

**Perry B. Duryea Jr.  
State Office Building  
Hauppauge  
9:00 a.m. - 4:30 p.m.**

**SLMS Class Code:  
P\_OE\_R5\_5038**

**April 21, 2020**

**SUNY Binghamton  
Binghamton  
9:00 a.m. - 4:30 p.m.**

**SLMS Class Code:  
P\_OE\_R6\_5062**

**April 21, 2020**

**Western New York  
DDSO  
West Seneca  
9:00 a.m. - 4:30 p.m.**

**SLMS Class Code:  
P\_OE\_R4\_5023**

**May 7, 2020**

**Saratoga Spa State  
Park  
Saratoga Springs  
9:00 a.m. - 4:30 p.m.**

**SLMS Class Code:  
P\_OE\_R6\_5064**

**May 7, 2020**

**Rochester Psychiatric  
Center  
Rochester  
9:00 a.m. - 4:30 p.m.**



These courses help develop the complete range of written communication skills including basic grammar and punctuation, organizing thoughts, and constructing paragraphs and simple reports. Courses are designed in a New York State context and provide ample practice time for skill development.

### Basic Writing - A Creative Approach: Level 1 - Four Days



This creative approach to writing increases employees' comfort with the process. It requires no prior writing experience. Through weekly assignments, in-class writing, and feedback, the course will explore writing as a pathway to clear thinking, communication, and self-expression. Participants will:

- Plan, draft, and revise written documents that describe their work and personal experiences
- Develop key aspects of good writing
- Recognize and apply different styles of writing
- Discover ways to express themselves more clearly, both orally and in writing
- Exhibit greater confidence in communicating

**SLMS Class Code: P\_OE\_R2\_5105**

**April 9, 16, 23 & 30, 2020**

**Division of Human Rights  
Bronx  
9:00 a.m. - 4:30 p.m.**

### Essentials of Report Writing - One-Hour Webinar



**- New Course!**

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. Participants must complete the homework assignment after the webinar to receive credit. Participants will:

- Explain the purpose of reports
- Identify a typical report audience
- Define the scope of a report
- Describe the different types of reports

**SLMS Class Code: P\_OE\_R7\_5113**

**May 21, 2020**

**1:00 p.m. - 2:00 p.m.**

### Expanding Your Vocabulary - One-Hour Webinar



**- New Course!**

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

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

**SLMS Class Code: P\_OE\_R7\_5114**

**March 3, 2020**

**1:00 p.m. - 2:00 p.m.**



## Professional Email that Gets Results - One-Hour Webinar - New Course!

Many people receive a huge amount of email a day. If you want your email to be read (or replied to), you need to write it well. This webinar will discuss strategies to help you write clear, professional messages that will get attention. Participants will:

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

**SLMS Class Code: P\_OE\_R7\_5099**

**February 11, 2020**

**11:00 a.m. - 11:00 a.m.**

## Successful Business Writing - One Day

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. Participants will:

- 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

**SLMS Class Code:  
P\_OE\_R2\_5026**

**March 4, 2020**

**Department of  
Financial Services  
Manhattan  
9:00 a.m. - 4:30 p.m.**

**SLMS Class Code:  
P\_OE\_R5\_5070**

**March 5, 2020**

**Central New York  
DDSO  
Rome  
9:00 a.m. - 4:30 p.m.**

**SLMS Class Code:  
P\_OE\_R4\_5059**

**March 17, 2020**

**Capital District  
DDSO  
Schenectady  
9:00 a.m. - 4:30 p.m.**

**SLMS Class Code:  
P\_OE\_R6\_5069**

**March 24, 2020**

**SUNY Buffalo  
Buffalo  
9:00 a.m. - 4:30 p.m.**

**SLMS Class Code:  
P\_OE\_R5\_5039**

**April 8, 2020**

**SUNY Binghamton  
Binghamton  
9:00 a.m. - 4:30 p.m.**

**SLMS Class Code:  
P\_OE\_R4\_5047**

**May 6, 2020**

**Office of Alcoholism  
and Substance Abuse  
Services  
Albany  
9:00 a.m. - 4:30 p.m.**

**SLMS Class Code:  
P\_OE\_R6\_5065**

**May 21, 2020**

**Rochester Psychiatric  
Center  
Rochester  
9:00 a.m. - 4:30 p.m.**



### Writing and Editing Skills for Supervisors - One Day



This course is designed for managers, supervisors, and leaders to improve their business writing and editing skills. Business documents that are well-written and organized convey a professional image that is highly respected by both supervisors and peers. Proofreading and editing skills are also valuable, especially if job duties involve reviewing others' work. Whether you are currently a supervisor or aspire to be one in the future, this course will help you enhance your writing skills and confidence. Participants will:

- Review the principles of effective business writing
- Use the writing process to craft documents
- Achieve clarity, precision, and economy in word choice and sentence structure
- Apply effective editorial review guidelines to written correspondence
- Utilize editing and proofreading techniques

**SLMS Class Code: P\_OE\_R3\_5116**

**April 30, 2020**

**Eleanor Roosevelt State Office Building  
Poughkeepsie  
9:00 a.m. - 4:30 p.m.**

### Writing Effective Reports and Evaluations - One Day



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. Participants will:

- 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

**SLMS Class Code: P\_OE\_R2\_5027**

**April 9, 2020**

**Department of Financial Services  
Manhattan  
9:00 a.m. - 4:30 p.m.**



# Schedule of Classes by CSEA Region



## Long Island - Region 1

### February 12, 2020

*Microsoft Excel 2016 Basics*  
Class Code: P\_OE\_R1\_5013  
Long Island DDSO  
Hauppauge  
9:00 a.m. - 4:30 p.m.

### March 10 & 11, 2020

*Electricity Advanced*  
Class Code: P\_OE\_R1\_5077  
Connetquot River State Park  
Preserve  
Oakdale  
9:00 a.m. - 4:30 p.m.

### March 18, 2020

*Practical Skills for Resolving  
Conflict*  
Class Code: P\_OE\_R1\_5075  
Perry B. Duryea Jr. State Office  
Building  
Hauppauge  
9:00 a.m. - 12:30 p.m.

### March 30 & 31, 2020

*Blueprint Reading  
Fundamentals*  
Class Code: P\_OE\_R1\_5018  
Pilgrim Psychiatric Center  
West Brentwood  
9:00 a.m. - 4:30 p.m.

### April 8, 2020

*Air Conditioning and  
Refrigeration Basics*  
Class Code: P\_OE\_R1\_5042  
Long Island State  
Veterans Home  
Stony Brook  
9:00 a.m. - 4:30 p.m.

### April 8 & 9, 2020

*Small Engine Basics*  
Class Code: P\_OE\_R1\_5078  
Planting Fields Arboretum  
Oyster Bay  
9:00 a.m. - 4:30 p.m.

### April 15, 2020

*The Organized Office Worker*  
Class Code: P\_OE\_R1\_5004  
Perry B. Duryea Jr. State  
Office Building  
Hauppauge  
9:00 a.m. - 4:30 p.m.

### April 29, 2020

*Customer Service*  
Class Code: P\_OE\_R1\_5076  
Planting Fields Arboretum  
Oyster Bay  
9:00 a.m. - 4:30 p.m.

### May 7, 2020

*Plumbing Basics*  
Class Code: P\_OE\_R1\_5019  
Pilgrim Psychiatric Center  
West Brentwood  
9:00 a.m. - 4:30 p.m.

### May 7, 2020

*Microsoft Excel 2016  
Intermediate*  
Class Code: P\_OE\_R1\_5011  
Long Island DDSO  
Hauppauge  
9:00 a.m. - 4:30 p.m.

### May 19, 20 & 21, 2020

*Aspiring Leaders*  
Class Code: P\_OE\_R1\_5010  
Long Island DDSO  
Hauppauge  
9:00 a.m. - 4:30 p.m.

# Schedule of Classes by CSEA Region



## Metropolitan - Region 2

**February 4, 11, 18, 25; March 3 & 10, 2020**

*Focus on Pronunciation: Level 1*  
Class Code: P\_OE\_R2\_5003  
CSEA Metropolitan  
Region Office  
Manhattan  
**9:00 a.m. - 4:30 p.m.**

**February 12, 2020**

*Microsoft Word 2016 Basics*  
Class Code: P\_OE\_R2\_5012  
Consortium for  
Worker Education  
Manhattan  
**9:00 a.m. - 4:30 p.m.**

**February 26, 2020**

*Customer Service*  
Class Code: P\_OE\_R2\_5025  
Department of  
Financial Services  
Manhattan  
**9:00 a.m. - 4:30 p.m.**

**March 4, 2020**

*Successful Business Writing*  
Class Code: P\_OE\_R2\_5026  
Department of  
Financial Services  
Manhattan  
**9:00 a.m. - 4:30 p.m.**

**March 17, 2020**

*The Organized Office Worker*  
Class Code: P\_OE\_R2\_5002  
CSEA Metropolitan  
Region Office  
Manhattan  
**9:00 a.m. - 4:30 p.m.**

**March 17, 24, 31; April 14, 21, 28;  
May 5, 12, 19, 26; June 2, 9, 16  
& 23, 2020**

*Reading Comprehension*  
Class Code: P\_OE\_R2\_5008  
Consortium for  
Worker Education  
Manhattan  
**9:00 a.m. - 4:30 p.m.**

**March 18 & 19, 2020**

*Plumbing Advanced*  
Class Code: P\_OE\_R2\_5091  
Riverbank State Park  
Manhattan  
**Day 1 - 9:00 a.m. - 4:30 p.m.**  
**Day 2 - 8:00 a.m. - 3:30 p.m.**

**March 18, 25; April 1, 15, 22 &  
29, 2020**

*Math Refresher*  
Class Code: P\_OE\_R2\_5009  
Consortium for  
Worker Education  
Manhattan  
**9:00 a.m. - 4:30 p.m.**

**March 31, 2020**

*Feedback: Making it Effective*  
Class Code: P\_OE\_R2\_5048  
Department of Taxation  
and Finance  
Brooklyn  
**9:00 a.m. - 4:30 p.m.**

**April 1, 2020**

*Customer Service*  
Class Code: P\_OE\_R2\_5089  
Workers' Compensation Board  
Queens  
**9:00 a.m. - 4:30 p.m.**

**April 9, 2020**

*Writing Effective Reports and  
Evaluations*  
Class Code: P\_OE\_R2\_5027  
Department of  
Financial Services  
Manhattan  
**9:00 a.m. - 4:30 p.m.**

**April 9, 16, 23 & 30, 2020**

*Basic Writing - A Creative  
Approach: Level 1*  
Class Code: P\_OE\_R2\_5105  
Division of Human Rights  
Bronx  
**9:00 a.m. - 4:30 p.m.**

**April 14, 2020**

*Carpentry Basics*  
Class Code: P\_OE\_R2\_5090  
Riverbank State Park  
Manhattan  
**9:00 a.m. - 4:30 p.m.**

# Schedule of Classes by CSEA Region



## Metropolitan - Region 2 cont.

**April 21, 2020**

*Microsoft PowerPoint 2013*

*Basics*

*Class Code: P\_OE\_R2\_5007*

Consortium for

Worker Education

Manhattan

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

**April 28; May 5, 12, 19; June  
2 & 9, 2020**

*Focus on Pronunciation:*

*Level 2*

*Class Code: P\_OE\_R2\_5006*

Consortium for

Worker Education

Manhattan

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

## Southern - Region 3

**March 25, 2020**

*Influencing with Confidence*

*Class Code: P\_OE\_R3\_5058*

Hudson Valley DDSO

Thiells

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

**March 25 & 26, 2020**

*Electricity Advanced*

*Class Code: P\_OE\_R3\_5015*

Sterling Forest State Park

Tuxedo

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

**April 3, 2020**

*Plumbing Basics*

*Class Code: P\_OE\_R3\_5037*

Sullivan Correctional Facility

Fallsburg

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

**April 15, 2020**

*Customer Service*

*Class Code: P\_OE\_R3\_5057*

Hudson Valley DDSO

Thiells

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

**April 28 & 29, 2020**

*Masonry Advanced*

*Class Code: P\_OE\_R3\_5016*

Sterling Forest State Park

Tuxedo

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

**April 30, 2020**

*Writing and Editing Skills for  
Supervisors*

*Class Code: P\_OE\_R3\_5116*

Eleanor Roosevelt State

Office Building

Poughkeepsie

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

# Schedule of Classes by CSEA Region



## Southern - Region 3 cont.

**May 12 & 13, 2020**

*Small Engine Basics*

Class Code: P\_OE\_R3\_5117

Sterling Forest State Park

Tuxedo

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

**May 14, 2020**

*Effective Problem Solving*

Class Code: P\_OE\_R3\_5118

Sterling Forest State Park

Tuxedo

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

**May 26, 2020**

*Carpentry Basics*

Class Code: P\_OE\_R3\_5035

Sullivan Correctional Facility

Fallsburg

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

## Capital - Region 4

**February 18, 2020**

*Microsoft Word 2016 Basics*

Class Code: P\_OE\_R4\_5072

Department of Labor

Albany

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

**February 26, 2020**

*Customer Service*

Class Code: P\_OE\_R4\_5036

Department of Taxation and

Finance

Latham

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

**February 26 & 27, 2020**

*Blueprint Reading*

*Fundamentals*

Class Code: P\_OE\_R4\_5021

Saratoga Spa State Park

Saratoga Springs

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

**February 27, 2020**

*Computer Ergonomics*

*Assessor Training*

Class Code: P\_OE\_R4\_5034

Capital District Psychiatric

Center

Albany

1:00 p.m. - 4:45 p.m.

# Schedule of Classes by CSEA Region



## Capital - Region 4 cont.

**March 4, 11, 18, 25; April 1, 22, 29; May 6, 13, 20, 27; June 3, 10 & 17, 2020**  
*Reading Comprehension*  
Class Code: P\_OE\_R4\_5000  
CSEA WORK Institute  
Latham  
**9:15 a.m. - 4:45 p.m.**

**March 11, 2020**  
*The Organized Office Worker*  
Class Code: P\_OE\_R4\_5046  
Office of Alcoholism and Substance Abuse Services  
Albany  
**9:00 a.m. - 4:30 p.m.**

**March 12, 2020**  
*Microsoft Word 2016 Basics*  
Class Code: P\_OE\_R4\_5073  
Department of Labor  
Albany  
**9:00 a.m. - 4:30 p.m.**

**March 17, 2020**  
*Successful Business Writing*  
Class Code: P\_OE\_R4\_5059  
Capital District DDSO  
Schenectady  
**9:00 a.m. - 4:30 p.m.**

**April 15 & 16, 2020**  
*Small Engine Basics*  
Class Code: P\_OE\_R4\_5045  
Department of Environmental Conservation  
Ray Brook  
**9:00 a.m. - 4:30 p.m.**

**April 16, 2020**  
*Effective Problem Solving*  
Class Code: P\_OE\_R4\_5022  
Saratoga Spa State Park  
Saratoga Springs  
**9:00 a.m. - 4:30 p.m.**

**April 22, 2020**  
*Chainsaw Safety Awareness*  
Class Code: P\_OE\_R4\_5014  
Department of Environmental Conservation  
Ray Brook  
**1:00 p.m. - 4:30 p.m.**

**April 23, 2020**  
*Customer Service*  
Class Code: P\_OE\_R4\_5020  
Saratoga Spa State Park  
Saratoga Springs  
**9:00 a.m. - 4:30 p.m.**

**April 30, 2020**  
*Microsoft Excel 2016 Basics*  
Class Code: P\_OE\_R4\_5074  
Department of Labor  
Albany  
**9:00 a.m. - 4:30 p.m.**

**May 1, 8, 15, 22, 29 & June 5, 2020**  
*Conversational Spanish*  
Class Code: P\_OE\_R4\_5005  
Peebles Island State Park  
Waterford  
**9:00 a.m. - 4:30 p.m.**

**May 6, 2020**  
*Successful Business Writing*  
Class Code: P\_OE\_R4\_5047  
Office of Alcoholism and Substance Abuse Services  
Albany  
**9:00 a.m. - 4:30 p.m.**

**May 7, 2020**  
*Energy Conservation: Alternative Technologies and Sustainability*  
Class Code: P\_OE\_R4\_5017  
Grafton Lakes State Park  
Cropseyville  
**9:00 a.m. - 4:30 p.m.**

**May 7, 2020**  
*The Organized Office Worker*  
Class Code: P\_OE\_R4\_5023  
Saratoga Spa State Park  
Saratoga Springs  
**9:00 a.m. - 4:30 p.m.**

**May 7, 14, 21, 28; June 4 & 11, 2020**  
*Math Refresher*  
Class Code: P\_OE\_R4\_5001  
CSEA WORK Institute  
Latham  
**9:15 a.m. - 4:45 p.m.**

# Schedule of Classes by CSEA Region



## Capital - Region 4 cont.

**May 14 & 15, 2020**

*Air Conditioning and  
Refrigeration Advanced*  
Class Code: P\_OE\_R4\_5024  
Harriman State Office Campus  
Albany  
9:00 a.m. - 4:30 p.m.

**May 18 & 19, 2020**

*Masonry Advanced*  
Class Code: P\_OE\_R4\_5071  
Capital District DDSO  
Schenectady  
9:00 a.m. - 4:30 p.m.

## Central - Region 5

**February 25, 2020**

*Electricity Basics*  
Class Code: P\_OE\_R5\_5029  
Central New York DDSO  
North Syracuse  
9:00 a.m. - 4:30 p.m.

**March 4, 2020**

*Microsoft Word 2016 Basics*  
Class Code: P\_OE\_R5\_5030  
Central New York DDSO  
North Syracuse  
9:00 a.m. - 4:30 p.m.

**March 4, 2020**

*Microsoft Word 2016 Basics*  
Class Code: P\_OE\_R5\_5044  
SUNY Binghamton  
Binghamton  
9:00 a.m. - 4:30 p.m.

**March 5, 2020**

*Successful Business Writing*  
Class Code: P\_OE\_R5\_5070  
Central New York DDSO  
Rome  
9:00 a.m. - 4:30 p.m.

**March 31, 2020**

*Air Conditioning and  
Refrigeration Basics*  
Class Code: P\_OE\_R5\_5094  
SUNY Oswego  
Oswego  
9:00 a.m. - 4:30 p.m.

**April 8, 2020**

*The Organized Office Worker*  
Class Code: P\_OE\_R5\_5031  
Central New York DDSO  
North Syracuse  
9:00 a.m. - 4:30 p.m.

**April 8, 2020**

*Successful Business Writing*  
Class Code: P\_OE\_R5\_5039  
SUNY Binghamton  
Binghamton  
9:00 a.m. - 4:30 p.m.

**April 21, 2020**

*The Organized Office Worker*  
Class Code: P\_OE\_R5\_5038  
SUNY Binghamton  
Binghamton  
9:00 a.m. - 4:30 p.m.

**April 28, 2020**

*Effective Problem Solving*  
Class Code: P\_OE\_R5\_5032  
Central New York DDSO  
North Syracuse  
9:00 a.m. - 4:30 p.m.

**May 5, 2020**

*Customer Service*  
Class Code: P\_OE\_R5\_5041  
SUNY Binghamton  
Binghamton  
9:00 a.m. - 4:30 p.m.

**May 6, 2020**

*Customer Service*  
Class Code: P\_OE\_R5\_5033  
Central New York DDSO  
North Syracuse  
9:00 a.m. - 4:30 p.m.

**May 6 & 7, 2020**

*Carpentry Advanced*  
Class Code: P\_OE\_R5\_5028  
Robert H. Treman State Park  
Ithaca  
9:00 a.m. - 4:30 p.m.

# Schedule of Classes by CSEA Region



## Central - Region 5 cont.

**May 6 & 7, 2020**

*Small Engine Basics*

Class Code: P\_OE\_R5\_5096

Green Lakes State Park

Fayetteville

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

**May 8, 15, 22, 29; June 5 & 12, 2020**

*Focus on Pronunciation:*

Level 1

Class Code: P\_OE\_R5\_5063

Central New York DDSO

Rome

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

**June 16, 17 & 18, 2020**

*Aspiring Leaders*

Class Code: P\_OE\_R5\_5043

Watertown Correctional

Facility

Watertown

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

## Western - Region 6

**February 20, 2020**

*Electricity Basics*

Class Code: P\_OE\_R6\_5061

Western New York DDSO

West Seneca

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

**April 28, 2020**

*Microsoft Word 2016 Basics*

Class Code: P\_OE\_R6\_5066

Department of Transportation

Rochester

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

**May 5, 2020**

*Masonry Basics*

Class Code: P\_OE\_R6\_5092

SUNY Geneseo

Geneseo

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

**March 24, 2020**

*Successful Business Writing*

Class Code: P\_OE\_R6\_5069

SUNY Buffalo

Buffalo

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

**April 29 & 30, 2020**

*Small Engine Basics*

Class Code: P\_OE\_R6\_5068

SUNY Buffalo

Buffalo

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

**May 7, 2020**

*The Organized Office Worker*

Class Code: P\_OE\_R6\_5064

Rochester Psychiatric Center

Rochester

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

**April 7, 2020**

*Customer Service*

Class Code: P\_OE\_R6\_5093

Department of Transportation

Rochester

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

**May 4, 2020**

*Energy Conservation:*

*Alternative Technologies and Sustainability*

Class Code: P\_OE\_R6\_5119

De Veaux Woods State Park

Niagara Falls

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

**April 21, 2020**

*The Organized Office Worker*

Class Code: P\_OE\_R6\_5062

Western New York DDSO

West Seneca

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

# Schedule of Classes by CSEA Region



## Western - Region 6 cont.

**May 7, 2020**

*Air Conditioning and  
Refrigeration Basics*

Class Code: P\_OE\_R6\_5115

Finger Lakes DDSO

Rochester

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

**May 12, 2020**

*Microsoft Word 2016 Basics*

Class Code: P\_OE\_R6\_5060

Western New York DDSO

West Seneca

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

**May 19, 2020**

*Customer Service*

Class Code: P\_OE\_R6\_5067

SUNY Buffalo

Buffalo

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

**May 21, 2020**

*Successful Business Writing*

Class Code: P\_OE\_R6\_5065

Rochester Psychiatric Center

Rochester

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

## Statewide

**February 11, 2020**

*Professional Email that Gets  
Results*

Class Code: P\_OE\_R7\_5099

Webinar

10:00 a.m. - 11:00 a.m.

**February 19, 2020**

*Microsoft Outlook 2016:  
Working with Calendars*

Class Code: P\_OE\_R7\_5098

Webinar

3:00 p.m. - 4:00 p.m.

**February 20, 2020**

*Take Control of Your Time*

Class Code: P\_OE\_R7\_5112

Webinar

3:00 p.m. - 4:00 p.m.

# Schedule of Classes by CSEA Region



## Statewide cont.

**February 25, 2020**

*Professionalism in the  
Digital Age*

Class Code: P\_OE\_R7\_5108

Webinar

1:00 p.m. - 2:00 p.m.

**February 26, 2020**

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

Class Code: P\_OE\_R7\_5109

Webinar

10:00 a.m. - 11:00 a.m.

**February 27, 2020**

*Emotional Intelligence in  
Customer Relations*

Class Code: P\_OE\_R7\_5106

Webinar

1:00 p.m. - 2:00 p.m.

**March 3, 2020**

*Expanding Your Vocabulary*

Class Code: P\_OE\_R7\_5114

Webinar

1:00 p.m. - 2:00 p.m.

**March 11, 2020**

*Designing Dynamic  
Presentations*

Class Code: P\_OE\_R7\_5097

Webinar

10:00 a.m. - 11:00 a.m.

**March 19, 2020**

*Financing Your Education*

Class Code: P\_OE\_R7\_5100

Webinar

10:00 a.m. - 11:00 a.m.

**March 24, 2020**

*Managing Stress in  
Customer Relations*

Class Code: P\_OE\_R7\_5107

Webinar

1:00 p.m. - 2:00 p.m.

**April 2, 2020**

*Introduction to  
Critical Thinking*

Class Code: P\_OE\_R7\_5110

Webinar

10:00 a.m. - 11:00 a.m.

**April 7, 2020**

*Merit System: Transfers*

Class Code: P\_OE\_R7\_5101

Webinar

7:00 a.m. - 8:00 a.m.

**April 15, 2020**

*Using the Tuition  
Benefits Program*

Class Code: P\_OE\_R7\_5104

Webinar

10:00 a.m. - 11:30 a.m.

**April 23, 2020**

*Protect Your Identity*

Class Code: P\_OE\_R7\_5103

Webinar

1:00 p.m. - 2:00 p.m.

**May 5, 2020**

*Preparing for a Civil  
Service Exam*

Class Code: P\_OE\_R7\_5102

Webinar

10:00 a.m. - 11:00 a.m.

**May 21, 2020**

*Essentials of Report Writing*

Class Code: P\_OE\_R7\_5113

Webinar

1:00 p.m. - 2:00 p.m.

**May 27, 2020**

*Problem Solving -  
A Six Step Process*

Class Code: P\_OE\_R7\_5111

Webinar

10:00 a.m. - 11:00 a.m.

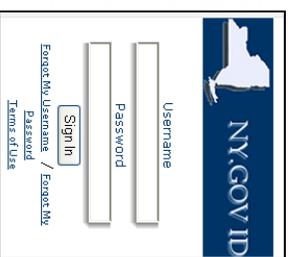
# SLMS: Getting Started Enrolling in Partnership Classes

## STATEWIDE LEARNING MANAGEMENT SYSTEM

### A. LOG IN

#### Non-SUNY Employees:

1. Go to the SLMS login web page (to do so type <https://nyslearn.ny.gov> in your browser's address bar).
2. Click on **SLMS Login** button at the top of the screen.
3. Click in **Username** box and type your SLMS username.
4. Click in the **Password** box and type your SLMS password.



**Tip:** Non-SUNY employees – You can get your username and password using the “Forgot my Username” and/or “Forgot my Password” links on the login page.

#### SUNY Employees:

1. Go to the SUNY portal site ([www.suny.edu](http://www.suny.edu)).
2. Click **System.SUNY.edu** link at the top right.
3. Click **SUNY Portal** under Employee Resources.
4. The **SUNY Secure Sign On** box will appear. Select your campus and click **Login** button.
5. Type the ID/Username and Password for the account requested on the screen and click **Login**. Then click on **E-Business Services** and **SLMS**.



**Tip:** SUNY employees – Contact your campus help desk for your username and password.

### B. SEARCH THE CATALOG

1. Click on the **Find Learning** link.
2. Click in the **Search by keyword** box and type in part of the class name or class code (e.g., “stress”) you wish to find.
3. Click on the **Search** button.
4. A list of the classes that have this word (or code) in the title or description will appear.



### C. ENROLL IN A PARTNERSHIP CLASS

1. Locate the class that you wish to enroll in using **Find Learning**.
2. To view dates, times, and training site of the class, click **Class Code** link; **Schedule** link; and the link under **Location**. Click **Close** when finished.
3. Next, click on the **Enroll Now** button to the right of the class code.
4. Click on **Submit Enrollment** to confirm your enrollment.

This course helps employees recognize and manage the stress of work assignments and the anxiety of juggling work and life demands. Learn ways to reduce stress, thus improving your work and personal life. View Details

Class Code	Type	Duration	Start Date	Price
P_OE_RA_Test	*Instructor-Led Classroom	6 Hrs	12/26/2013	

Overview		Objectives Met	Schedule	Prerequisites	Notes and Attachments
Scheduled Sessions					
Day	Date	Start Time	End Time	Time Zone	Location
Thursday*	12/26/2013	9:00AM	4:30PM	EST	Albany, NY

## D. CHECK YOUR SCHEDULED LEARNING AND PROGRESS

1. Click on the **My Learning** link on the home page.
2. A list of all of the classes and programs that you are scheduled to take (or are waiting for approval to take) will appear.
3. If you have many items listed you may need to click **View All** or the **Show Next Row** arrow at the top of the screen.
4. You can click on the title of a class or program to see more information about it.



**Tip:** If you know your supervisor has approved your request, but your status still appears as **Pending Approval**, it is because the Partnership must now approve your request. This is done approximately three weeks prior to the course date.

Print Certificate	Status	Date	Launch	Action	Delete
	In-Progress	04/26/2012		Drop	
	Enrolled	04/30/2012		Drop	

## E. DROP A COURSE

1. Go to your **My Learning** page.
2. Locate the class/program you wish to drop, then click on the **Drop** button next to its name, and then **Drop** again.
3. If a manager or administrator enrolled you in the class, you will have to contact that person to drop it for you.

**Tip:** If you sent an application to the Partnership to be enrolled but now wish to drop your enrollment, call the Partnership at (800) 253-4332 or (518) 486-7814.

## F. UPDATE YOUR EMAIL ADDRESS

1. Click on **Main Menu**, then **Self Service**.
2. Click on **Personal Information Home**.
3. Locate the **Email Addresses** area.
4. Click on the **Update Email Addresses** button.
5. Click **Add an Email Address**. From Email Type dropdown, choose **Home** or **Other**, do not check box for primary, as any changes made to the primary email address are over-written regularly by the Human Resources uploads.
6. Click **Save**.

Email Addresses	
Email Type	Email Address
Business	slmstest@gmail.com
<input type="button" value="Update Email Addresses"/>	

**Tip:** On many pages you will see a **Return to Previous Page** link. It is recommended to use this rather than your browser's **Back** button.

## G. PRINT YOUR CERTIFICATE

1. Go to your **My Learning** area.
2. Locate a completed class/program.
3. Click on the **Print Certificate** button next to its name.

Print Certificate	Status	Date	Launch	Action	Delete
	Completed	02/22/2013		Review	

**APPLICANT INFORMATION**

Directions for completing this form are on the reverse page. Please print or type.

**Name**

**Identification Number:**

**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 EMPLID:** N \_\_\_\_\_

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

**CSEA ID:** \_\_\_\_\_

Negotiating Unit New York State Government Employees (circle one): 02 = Administrative Services Unit (ASU) 03 = Operational Services Unit (OSU) 04 = Institutional Services Unit (ISU) 05 = Professional, Scientific & Technical (PS&T)* 06 = Management/Confidential (M/C)* 47 = Division of Military & Naval Affairs (DMNA) Other _____  * Select PS&T and M/C employees are eligible to attend Skills for Success classes in select course categories. See #2 on the reverse side for more details. – OR – Non-state CSEA-represented Employee – If Local Government, School District, State Authority, or Private Sector CSEA-represented employee, check here <input type="checkbox"/> .	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**

Title	Date(s)	SLMS Class Code
1.		
2.		
3.		
4.		
5.		

**SUPERVISOR APPROVAL**

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

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

Fax application 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 three weeks before the first day of the course.

# Directions for Completing Application Form



1. Please type or print legibly and complete entire application.
2. Negotiating Unit – Employees are eligible to attend *Skills for Success* 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 New York State 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 in the interpersonal communication, math skills, work management, and writing skills categories.
  - OR -
  - A New York State 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 class 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 class, please notify your supervisor. Do not attend the class unless you receive notification.

NOTE: If you do not receive a notification 10 days before the class is scheduled, call the Partnership at (518) 486-7814 or, for areas outside the Capital Region, (800) 253-4332.
6. Mail or fax 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

*The NYS & CSEA Partnership for Education and Training does not discriminate on the basis of age, race, creed, color, national origin, sexual orientation, gender identity, military status, sex, disability, predisposing genetic characteristics, marital status, or domestic violence victim status in employment, admission, or access to its programs or activities. Reasonable accommodation will be provided on request. The State of New York is an Equal Opportunity Employer.*

# Additional Education and Training Resources



## Programs and Services Accessed Directly by CSEA-represented NYS Employees:

**Adult Education Basics Tuition Vouchers** provide additional tuition benefits for employees who could benefit from basic skills enhancement including developmental college preparation courses, high school equivalency programs, or English for speakers of other languages courses.

**Certification and Licensure Examination Fee Reimbursement Program** provides reimbursement for certification and licensure examination fees that are job- or career-related and lead to certification or licensure for a state occupation.

**Educational Advisement Services** offer confidential advice and referrals for employees about tuition benefits, financial aid, basic skills, nursing programs, starting or returning to college, and high school equivalency test preparation.

**Online Learning Courses** allow employees access to thousands of SkillSoft courses. Employees can also enroll in certificate programs where they complete a series of online courses to enhance their job-related skills and career mobility opportunities.

**Tuition Benefits** provide educational benefits to employees, enabling them to achieve greater career mobility, qualify for promotional opportunities, improve job skills, and prepare for future workforce needs. Employees matriculated in nursing, welding, and information technology programs may access additional Targeted Tuition Benefits.



Visit

[nyscseapartnership.org](https://nyscseapartnership.org)  
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Partnership Resources

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