

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

Apply today!  
Classes fill  
quickly.

# Skills for Success

**Courses for CSEA-represented employees**



**Courses available September - December 2011**

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

***Skills for Success* courses will be held between September and December 2011 at sites conveniently located near your work or home.**

***Courses offered in the following categories:***

**Individual Development**

**Interpersonal Communication**

**Language Skills**

**Math Skills**

**Trades, Operations, and Maintenance**

**Work Management**

**Writing Skills**



**Gary Johnson**  
Director  
NYS Governor's Office  
of Employee Relations



**Danny Donohue**  
President  
CSEA

We are pleased to announce the *2011 Skills for Success* course catalog for CSEA-represented employees offered by the NYS & CSEA Partnership for Education and Training (Partnership).

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 in-classroom and webinar courses contained in this publication. Courses are listed under seven categories. We urge you to work with your supervisor to select courses most suitable for 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.

*Skills for Success* course information is available on the Partnership's website at [www.nyscseapartnership.org](http://www.nyscseapartnership.org). We suggest you check this website frequently for updates about course schedule changes.

It is easy for you to:

- Choose a course that meets your job-related training, professional development, or personal development needs.
- Apply by completing the downloadable course application form.
- Attend courses held at training sites near your work or home or through a webinar at the convenience of 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*

## TABLE OF CONTENTS

Courses Designed For You	3
About the Courses and Program	3
How You Can Apply for a Course	4
Acceptance - The Partnership Will Notify You	5
Your Responsibilities	5
Certificates Are Awarded to You	6
Contact the Partnership	6
Course Descriptions, Dates, and Locations	7
• Individual Development	7
• Interpersonal Communication	9
• Language Skills	10
• Math Skills	11
• Trades, Operations, and Maintenance	12
• Work Management	14
• Writing Skills	15
Schedule of Courses by CSEA Region	19
Course Application Form	24

*Skills for Success* courses provide CSEA-represented employees with the knowledge and skills needed to accomplish job assignments more effectively.

Job skills training can also be supplemented with personal development opportunities from the Individual Development courses.

Employees should work with their supervisors to select courses that are meaningful to their profes-

sional and personal growth.

Upon completing a course, employees are encouraged to discuss what they have learned with their supervisors and co-workers.

The Partnership welcomes feedback about these courses and ideas for new courses.

### Webinar Courses

In order to increase participation in courses

while limiting time away from the office and eliminating travel expenses, the Partnership is offering a number of courses using the webinar format.

A webinar allows employees to take courses using a computer and Internet connection. Participants access a website to see the presenter's computer screen and listen to the presenter and classmates using a telephone.

## ABOUT THE COURSES AND PROGRAM

### Eligibility

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

- A CSEA-represented New York State (NYS) employee (ASU/02, OSU/03, ISU/04, or DMNA/47).
- A CSEA-represented employee working in local government, school districts, state authorities, or the private sector, as space permits.
- A 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.
- A NYS employee in a Management/Confidential (MC/06) clerical or secretarial title is eligible to attend courses in the interpersonal communication, math skills, work management, and writing skills categories, as space permits.

### Cost

*Skills for Success* courses are available at no cost to employees or agencies. Employee reimbursement for travel, lodging, meals, and parking expenses is at the discretion of the agency or organization.

### Where Courses are Held

Courses are generally held at state agency worksites. Training site locations are listed in the Course Descriptions, Dates, and Locations section beginning on page 7.

Complete travel directions will be included in acceptance letters. Abbreviated directions are available from the *Skills for Success* web catalog at [www.nyscseapartnership.org](http://www.nyscseapartnership.org).

## ABOUT THE COURSES AND PROGRAM (continued)

### When Courses are Held

Courses are held during the day, and vary from one-half day to six days in length. Course lengths and start and end times are specified in the **Course Descriptions, Dates, and Locations** section beginning on page 7.

### Full-Day Courses

- Full-day courses are held from 8:30 a.m. to 4:00 p.m.
- Exception: Full-day courses in New York City are held from 9:00 a.m. to 4:30 p.m.

### Half-Day Courses

- Half-day courses are held from 8:30 a.m. to 11:45 a.m. or 12:45 p.m. to 4:00 p.m.
- Exception: Half-day courses in New York City are held from 9:00 a.m. to 12:15 p.m. or 1:15 p.m. to 4:30 p.m.

### Webinar Courses

- Webinar courses are one hour in length and held in morning or afternoon sessions.

4

## HOW YOU CAN APPLY FOR A COURSE

### Applicants

Please read the course descriptions carefully and be sure the course is appropriate for your needs. Please do not apply for a course unless you can attend the entire course. Supervisory approval is required to attend courses.

### Apply Today, Classes Fill Quickly

Apply for courses as soon as possible and no later than three weeks prior to the class. Applications received after this time will be considered as space permits. Applying early also helps meet minimum enrollment levels which must be met three weeks before the class date in order to avoid cancellations.

### Note to Supervisors of Applicants

When you sign an employee's application

form, you are granting the employee release time to attend the entire course without charge to leave credits. If several employees in your unit are interested in the same course, please approve only employees you are willing to send for the entire course.

### Reasonable Accommodations Can Be Provided

All training sites are accessible to employees with

disabilities. Special instructional needs are addressed by the Partnership on an individual basis. If you have such a need in order to participate in any course, please complete the reasonable accommodation section of the application form.

If you have questions, please contact the Partnership's accessibility coordinator at 518-486-7814 or 800-253-4332 or email [access@nyscseapartnership.org](mailto:access@nyscseapartnership.org).

### Application Form

- Download and print the application form from the Partnership's website at [www.nyscseapartnership.org](http://www.nyscseapartnership.org).
- Complete the application by following the directions on the form. Discuss with your supervisor your interest in taking a course. You can apply for multiple courses on one application form. You may not be accepted for all of the courses for which you apply.
- Obtain your supervisor's approval and signature to attend the course.
- Send your application to the Partnership by using the mailing address or fax number provided on the form.

## ACCEPTANCE - THE PARTNERSHIP WILL NOTIFY YOU

### “Acceptance” Letter

If you are accepted into a *Skills for Success* course, you will be notified approximately three weeks before the start of the course. Acceptance letters will confirm the date, time, location, and travel directions to the training site. Please inform your supervisor about your acceptance into the class.

### “Sorry, Course Full” Letter

If you are not accepted into a course, you will be notified. However, you are encouraged to reapply when courses are offered again.

### Wait Lists

The Partnership will maintain a wait list for all courses that have reached full enrollment. If a vacancy occurs, Partnership staff will contact you to determine your interest in attending.

### Date and Location Changes

Occasionally, the Partnership must change course dates or locations. Your acceptance letter will announce any changes.

### Cancellations

If a course is canceled, the Partnership will notify all applicants by email, letter, or telephone.

### Additional Classes

At times, additional classes of a course are scheduled due to high demand. Employees on waiting lists for these courses will be contacted.

For course date and location changes, cancellations, or additions, please visit the Updates page of the *Skills for Success* catalog on the Partnership’s website, [www.nyscseapartnership.org](http://www.nyscseapartnership.org).

5

## YOUR RESPONSIBILITIES

### Be Considerate If You Cannot Attend a Course

Your application form signifies a commitment to attend the entire course. If you receive an acceptance letter and find that you cannot attend the entire course, please contact the Partnership as soon as possible to cancel. The Partnership will then invite the next person on the wait list.

By canceling at the last minute, or failing to attend, you deny another CSEA-represented employee the opportunity to attend. Do not ask

someone to attend in your place because the Partnership maintains a wait list.

If you cannot attend, call 518-486-7814 or, for areas outside the Capital Region, call 800-253-4332 or email [learning@nyscseapartnership.org](mailto:learning@nyscseapartnership.org).



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

### Bring Appropriate Documents to Class

- 1. Acceptance Letter** – Please bring your acceptance letter to the first day of class.
- 2. Photo Identification** – Due to increased security requirements at training sites, please be prepared to present a PHOTO ID upon arrival for each day of class.

## CERTIFICATES ARE AWARDED TO YOU

### Certificates

- Certificates of Participation are awarded for *Skills for Success* courses if you attend and participate in the entire course.
- Certificates are distributed at the end of the class by the instructor. We recommend you forward a copy of the certificate to your supervisor and training office.

6

## CONTACT THE PARTNERSHIP

For additional information about *Skills for Success* courses, please contact staff at:

**NYS & CSEA Partnership for Education and Training**  
**Corporate Plaza East - Suite 502**  
**240 Washington Avenue Extension**  
**Albany, NY 12203**

Call: 518-486-7814  
800-253-4332 (for areas outside the Capital Region)

Fax: 518-486-1989 or 518-473-0056

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

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

*The NYS & CSEA Partnership for Education and Training does not discriminate on the basis of race, color, national origin, gender, religion, age, disability, or sexual orientation 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.*



## 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 have the opportunity to learn about a variety of subjects, depending on their individual needs and interests. The courses in this category include such topics as personal finances and alternative ways to pay for college, developing healthy lifestyle habits, managing stress, and computer hardware and software.*

### **College Credit: Alternative Approaches and Ways to Save Money – 1-Hour Webinar**

This course covers non-traditional ways for employees to obtain college credit that could save them time and money. Participants will:

- Learn how to access distance learning and online courses
- Consider using credit by examination programs to obtain college credits
- Learn how to use external degree and other non-traditional college programs

**November 17, 2011**

Webinar  
12:00 p.m. - 1:00 p.m.

### **Computer Basics - 1 Day**

This course provides participants with a basic understanding of a personal computer, common computer software programs, and the fundamentals of using word processing, spreadsheets, and the Internet. Participants will have the opportunity to use a computer to practice creating documents

and spreadsheets and to search the Internet. Participants will:

- Identify personal computer hardware components
- Create documents using Microsoft Office Word
- Produce spreadsheets using Microsoft Office Excel
- Use the Internet to search for information

**September 27, 2011**

Western New York DDSO  
West Seneca  
8:30 a.m. - 4:00 p.m.

**September 28, 2011**

Western New York DDSO  
West Seneca  
8:30 a.m. - 4:00 p.m.

**October 4, 2011**

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

**October 5, 2011**

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

**December 6, 2011**

NYS Police Academy  
Albany  
8:30 a.m. - 4:00 p.m.

**December 7, 2011**

NYS Police Academy  
Albany  
8:30 a.m. - 4:00 p.m.

### **Dealing with Stress - 1 Day or 1-Hour Webinar**

This course helps employees recognize and manage the stress of work assignments and the anxiety of juggling work and life demands. Participants learn about the mind body connection to stress and gain knowledge about ways to reduce stress, thus improving their work and personal lives. Participants will:

- Identify the symptoms of stress
- Recognize situations, including ethical dilemmas that induce stress, and critique the positive and negative aspects of stress associated with each
- Practice techniques for minimizing stress in the work and home setting
- Describe the benefits of proper diet, adequate exercise, and various forms of relaxation to reduce stress and improve personal resiliency

*The one-hour webinar will cover most of the course material in a more fast-paced, condensed format.*

**September 20, 2011**

Empire State Plaza  
Albany  
8:30 a.m. - 4:00 p.m.

**November 2, 2011**

Webinar  
11:00 a.m. - 12:00 p.m.

### **Healthy Eating - One-Half Day**

*Healthy Eating is not a course about weight loss or going on a diet. It is about finding ways to improve eating patterns and food selection on a daily, weekly, and seasonal basis. It is also about managing food choices to support long-term health and daily functioning. Participants will:*

- Plan ahead for healthy eating choices
- Select strategic eating patterns to maintain energy levels throughout the day
- Reduce stress while eating to derive maximum nutritional value from food and beverages

**October 19, 2011**

PDP Albany Training Center  
Albany  
8:30 a.m. - 11:45 a.m.

## COURSE DESCRIPTIONS, DATES, AND LOCATIONS

8

### ***Managing Finances - 1 Day or 1-Hour Webinar***

This course helps employees improve their money management skills and reduce the stress created by financial difficulties. Employees learn to set goals and make plans to reach them, spend less than they earn, save for retirement, use credit wisely, and take advantage of the many tax saving programs New York State offers. Participants will:

- Assess their financial net worth by determining assets, personal holdings, and investments in comparison to their liabilities
- Determine their debt to income ratio by evaluating loans, credit cards, and net pay
- Develop a budget that works for their household
- Learn about the pros and cons of using credit and the impact of impulse buying and ignoring consequences for their financial situation
- Understand credit reports

*The one-hour webinar will cover most of the course material in a more fast-paced, condensed format.*

**September 26, 2011**  
Franklin Correctional Facility  
Malone  
8:30 a.m. - 4:00 p.m.

**September 27, 2011**  
Webinar  
2:00 p.m. - 3:00 p.m.

### ***Prevention Strategies for Better Health - One-Half Day***

This course helps employees take a look at the "big picture" on health. The course gives an extensive overview of health concerns, issues, and prevention strategies. Participants will:

- Review and describe areas of

- health concern
- Understand the types of health screening and tests available and when they are recommended
- Identify wellness programs and events available through the NYS Employee Assistance Program
- Practice some simple daily prevention strategies for better health

**October 13, 2011**  
CSEA Long Island Region Office  
Commack  
12:45 p.m. - 4:00 p.m.

**October 14, 2011**  
CSEA Metropolitan Region Office  
Manhattan  
1:15 p.m. - 4:30 p.m.

**November 15, 2011**  
Workers' Compensation Board  
Menands  
8:30 a.m. - 11:45 a.m.

**December 7, 2011**  
Rochester Psychiatric Center  
Rochester  
12:45 p.m. - 4:00 p.m.

### ***Study Skills - 1-Hour Webinar***

This webinar helps employees learn strategies to be successful when taking college or other courses. Effective time management techniques, note-taking methods, and strategies for successful test taking will be discussed. Participants will:

- Learn to manage study time
- Identify effective note-taking techniques
- Create the support and structure needed to be successful
- Develop new test-taking strategies

**September 19, 2011**  
Webinar  
12:00 p.m. - 1:00 p.m.

**October 5, 2011**  
Webinar  
1:30 p.m. - 2:30 p.m.

### ***Using Credit Wisely - 1-Hour Webinar***

This webinar helps employees use personal credit wisely. Participants can learn what good credit is, how to access and read their personal credit report, learn what makes up a credit score, how to repair their credit and avoid credit repair scams, and access the top three credit reporting agencies. Participants will:

- Learn how to access and read your personal credit report
- Develop strategies for repairing credit
- Identify what's legitimate in credit repair services
- Learn about the big three credit reporting agencies

**October 27, 2011**  
Webinar  
2:00 p.m. - 3:00 p.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 communications.*

**Communicating With the Public - 2 Days**

This course assists employees who communicate extensively with the public via telephone, email, and in person. It is intended to encourage participants to examine how their behavior shapes a client's perception of an entire organization. Participants will:

- Learn to project a positive image in normal, as well as difficult situations
- Use effective listening techniques for keeping conversations focused
- Employ strategies to communicate effectively and leave a positive impression

**September 26 & 27, 2011**  
Division of Human Rights  
Bronx  
9:00 a.m. - 4:30 p.m.

**November 15 & 16, 2011**  
Insurance Department  
Manhattan  
9:00 a.m. - 4:30 p.m.

**Conflict Resolution Skills: How to Be Your Own Mediator - 1 Day**

This course empowers employees to handle the challenges of today's workplace. Participants learn to use a simple yet powerful communication tool – "self mediation" – to manage the dif-

ferences that impair teamwork, quality of performance, decision making, and cooperation at work and at home. Participants will:

- Learn to handle the challenges of today's interdependent workplace
- Use the tools of the professional mediator to build better workplace relationships
- Understand how to take control of conflicts rather than be controlled by them
- Discover how to handle "difficult people" and avoid being seen as a "difficult person" by others

**September 19, 2011**  
Department of Transportation  
Buffalo  
8:30 a.m. - 4:00 p.m.

**September 27, 2011**  
Jones Beach State Park  
Wantagh  
8:30 a.m. - 4:00 p.m.

**October 12, 2011**  
Eleanor Roosevelt State Office Building  
Poughkeepsie  
8:30 a.m. - 4:00 p.m.

**October 19, 2011**  
Brooklyn DDSO  
Brooklyn  
9:00 a.m. - 4:30 p.m.

**November 15, 2011**  
Broome DDSO  
Binghamton  
8:30 a.m. - 4:00 p.m.

**December 6, 2011**  
PDP Albany Training Center  
Albany  
8:30 a.m. - 4:00 p.m.

**Effective Telephone Communication - One-Half Day**

This course focuses on structuring conversations to obtain information. While this course will

concentrate on using the telephone to gather information, the techniques can easily be used in face-to-face situations.

Participants will:

- Employ direct and indirect questioning techniques to control the conversation
- Use active listening techniques and the correct tone and format
- Understand how to say "yes" to the person when saying "no" to the request
- Open and close each call courteously and professionally

Note: This course may be scheduled in conjunction with (or on the same day as) *Electronic Etiquette*. Participants should consider applying for both courses.

**September 20, 2011**  
Rockland County CSEA Office  
New City  
12:45 p.m. - 4:00 p.m.

**September 29, 2011**  
Office of Alcoholism and Substance Abuse Services  
Albany  
12:45 p.m. - 4:00 p.m.

**Electronic Etiquette - One-Half Day or 1-Hour Webinar**

This course introduces the rules of the road for popular forms of electronic business communication. It will identify proper business practices when using devices such as email, voice mail, call waiting, and faxes. Participants will:

- Describe the purpose of electronic workplace communication
- Identify and employ proper business practices when using electronic communication devices
- Recognize pitfalls and concerns such as privacy and confidentiality issues

## COURSE DESCRIPTIONS, DATES, AND LOCATIONS

- Represent their agency professionally when communicating through electronic devices

*The one-hour webinar will cover most of the course material in a more fast-paced, condensed format.*

Note: This course may be scheduled in conjunction with (or on the same day as) *Effective Telephone Communication*. Participants should consider applying for both courses.

**September 20, 2011**  
Rockland County CSEA Office  
New City  
8:30 a.m. - 11:45 a.m.

**September 29, 2011**  
Office of Alcoholism and  
Substance Abuse Services  
Albany  
8:30 a.m. - 11:45 a.m.

**November 16, 2011**  
Webinar  
12:30 p.m. - 1:30 p.m.

### ***Job Etiquette - 1-Hour Webinar***

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

- Learn appropriate behavior when working in a cubicle environment
- Identify proper work attire
- Practice good office telephone etiquette
- Discover effective professional interpersonal skills
- Understand proper use of cell phones and PDAs in the workplace

**October 19, 2011**  
Webinar  
12:30 p.m. - 1:30 p.m.

**December 6, 2011**  
Webinar  
10:00 a.m. - 11:00 a.m.

### ***Workplace Social Skills - 1 Day***

Participants will apply a variety of assessment tools and practice skills using fun, easy, and interactive exercises to gain personal insights about how to build effective workplace relationships. This course examines a variety of social skills used when interacting with others in the workplace. Participants will:

- Explore interpersonal dynamics that characterize effective workplace communications
- Identify and demonstrate effective interpersonal communications in the workplace
- Improve workplace performance by strengthening self-management

**November 16, 2011**  
Rochester Psychiatric Center  
Rochester  
8:30 a.m. - 4:00 p.m.

**December 5, 2011**  
Workers' Compensation Board  
Menands  
8:30 a.m. - 4:00 p.m.

**December 13, 2011**  
CSEA Metropolitan Region Office  
Manhattan  
9:00 a.m. - 4:30 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. Ample practice time is included.*

### ***Focus on Pronunciation - 4 Days or 6 Days***

This course is for employees who would like to develop their American English pronunciation. Participants will learn and observe how sounds are made and how to present useful information using the appropriate intonation. They will practice global features of clear speaking such as: speaking slowly, speaking loudly enough, paying attention to the end of words, and using their voices to speak expressively. Participants will:

- Practice reading and speaking out loud in front of other participants
- Develop a work-related vocabulary and practice its pronunciation
- Distinguish different types of American English, verbal, and non-verbal communications

**September 19, 26; October 3 & 17, 2011**  
SUNY Buffalo  
Buffalo  
8:30 a.m. - 4:00 p.m.

**October 12, 19, 26;  
November 2, 9 & 16, 2011**  
Consortium for Worker Education  
Manhattan  
9:00 a.m. - 4:30 p.m.

***Introduction to Spanish:  
Level 1 - 1 Day per Week for  
4 Weeks***

This course gives participants a basic knowledge of the Spanish language, the Hispanic and Latino cultures, standard pronunciation, daily vocabulary, and grammatical structure of the language. It provides a solid review of essential knowledge that employees can use on a daily basis in the workplace. Participants will:

- Use basic greetings, salutations, and parting phrases
- Understand how the Spanish language uses masculine and feminine words to communicate
- Learn how to ask questions and give instructions
- Practice everyday vocabulary used at work

**September 22, 29; October 6 & 13, 2011**

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

**September 23, 30; October 7 & 14, 2011**

Utica State Office Building  
Utica  
8:30 a.m. - 4:00 p.m.

**October 21, 28; November 4 & 18, 2011**

Finger Lakes DDSO at Monroe  
Rochester  
8:30 a.m. - 4:00 p.m.

***Introduction to Spanish:  
Level 2 - 1 Day per Week for  
4 Weeks***

This course builds on the *Introduction to Spanish: Level 1* course. It continues to increase participants' basic knowledge of the Spanish language, the Hispanic and Latino cultures, standard pronunciation, daily vocabulary, and grammatical

structure of the language. It provides a solid review of essential knowledge that participants can use on a daily basis in the workplace. Participants will:

- Practice and review simple grammar and vocabulary structures
- Form simple sentences in the past, present, and future tenses
- Use role plays to incorporate contextualized vocabulary into daily workplace interactions and communications outside the workplace

**October 27; November 3, 10 & 17, 2011**

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

***Introduction to Spanish:  
Level 3 - 1 Day per Week for  
4 Weeks***

This course builds on the *Introduction to Spanish: Level 2* course. It continues to build on participants' basic knowledge of the Spanish language, the Hispanic and Latino cultures, standard pronunciation, conversational skills, and practice the workplace communication structure of the language. It provides a solid review of essential knowledge that can be used in the workplace. Participants will:

- Practice and review simple conversational scenarios
- Use role plays to incorporate contextualized vocabulary into daily workplace interactions and communications outside the workplace
- Practice with several cultural topics in film, music, history, and Spanish literature
- Experience a new confidence and ability to communicate with the Spanish-speaking public

**October 4, 18, 25; November 1, 2011**

Workers' Compensation Board  
Menands  
8:30 a.m. - 4:00 p.m.

**December 8, 15, 22 & 29, 2011**

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

## Math Skills

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

***Math for Health Care  
Workers - 1 Day***

This course is designed for employees who are currently, or who anticipate, working in a health care related field. Participants will be exposed to basic mathematical functions, ratios, metrics, metric conversions, and problem solving. Participants will:

- Perform calculations involving basic operations of whole numbers, decimals, fractions, percent, ratio, and proportion
- Understand the basic operation involved with problem solving as it relates to the utilization of supplies, medications, and equipment
- Understand the basic concepts of metrics and metric conversions

**December 1, 2011**

Capital District DDSO  
Schenectady  
8:30 a.m. - 4:00 p.m.

## COURSE DESCRIPTIONS, DATES, AND LOCATIONS

12

### **Math Skills Builder: Level 1 - 2 Days**

This course introduces participants to the fundamental mathematical functions of addition, subtraction, multiplication, and division. It also introduces concepts involving whole numbers, elementary fractions, decimals, and percents. The course reacquaints participants with the groundwork necessary for competent mathematical understanding. Participants will:

- Solve problems involving addition, subtraction, multiplication, and division of whole numbers
- Perform basic calculations using decimals and fractions
- Distinguish among whole numbers, fractions, decimals, and percents

#### **October 25 & 26, 2011**

Sunmount DDSO  
Tupper Lake  
8:30 a.m. - 4:00 p.m.

### **Math Skills Builder: Level 2 - 2 Days**

This course helps refresh employees' general math skills and provide them with useful computation techniques. By providing reinforcement through practice and problem solving, participants will learn ways to increase speed and accuracy in performing calculations. Participants will:

- Calculate fractions, decimals, and percents
- Compute percent increases and decreases
- Find averages and solve ratio equations
- Verify accuracy in numerical tables
- Solve word problems by breaking them into understandable parts

Prerequisite: A current, working knowledge of the topics covered in *Math Skills Builder: Level 1*. Participants may have acquired this knowledge from another source.

#### **October 11 & 12, 2011**

Rochester Psychiatric Center  
Rochester  
8:30 a.m. - 4:00 p.m.

#### **November 1 & 2, 2011**

PDP Albany Training Center  
Albany  
8:30 a.m. - 4:00 p.m.

## **Trades, Operations, and Maintenance**

*These introductory and advanced skilled trades and career information 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 Basics - 1 Day**

This course helps participants understand basic operation, maintenance, and troubleshooting of air conditioning and refrigeration systems. Refrigerant recovery-recycling-reclaiming will also be discussed in order to heighten participants' awareness of the environmental safeguards they need to maintain when working with these systems. Participants will:

- Understand how basic refrigeration and air conditioning systems work
- Learn how to install, operate, and maintain refrigerators and air conditioners
- Demonstrate effective safety practices for air conditioning and refrigeration systems

- Identify maintenance and troubleshooting techniques

#### **November 15, 2011**

SUNY Plattsburgh  
Plattsburgh  
8:30 a.m. - 4:00 p.m.

#### **December 1, 2011**

Utica State Office Building  
Utica  
8:30 a.m. - 4:00 p.m.

#### **December 7, 2011**

Buffalo Psychiatric Center  
Buffalo  
8:30 a.m. - 4:00 p.m.

#### **December 7, 2011**

Metro New York DDSO  
Manhattan  
9:00 a.m. - 4:30 p.m.

### **Carpentry Basics - 1 Day**

This course introduces participants to the fundamentals of general 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:

- Learn basic carpentry principles
- 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

#### **October 4, 2011**

Department of Transportation  
Montgomery  
8:30 a.m. - 4:00 p.m.

#### **October 18, 2011**

Central New York DDSO  
Syracuse  
8:30 a.m. - 4:00 p.m.

#### **November 10, 2011**

SUNY Buffalo  
Buffalo  
8:30 a.m. - 4:00 p.m.

**November 15, 2011**  
Harriman State Office Campus  
Albany  
8:30 a.m. - 4:00 p.m.

**November 15, 2011**  
Roberto Clemente State Park  
Bronx  
9:00 a.m. - 4:30 p.m.

**December 7, 2011**  
SUNY Old Westbury  
Old Westbury  
8:30 a.m. - 4:00 p.m.

***Electricity Basics - 1 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:

- Learn how electricity is produced and distributed
- Differentiate between AC and DC
- Identify types of electrician materials and tools
- Terminate and splice wire

**October 13, 2011**  
Jones Beach State Park  
Wantagh  
8:30 a.m. - 4:00 p.m.

**October 14, 2011**  
Metro New York DDSO  
Manhattan  
9:00 a.m. - 4:30 p.m.

**October 18, 2011**  
SUNY Potsdam  
Potsdam  
8:30 a.m. - 4:00 p.m.

**October 20, 2011**  
SUNY Buffalo  
Buffalo  
8:30 a.m. - 4:00 p.m.

**December 6, 2011**  
Eastern Correctional Facility  
Naponach  
8:30 a.m. - 4:00 p.m.

**December 15, 2011**  
Saratoga Spa State Park  
Saratoga Springs  
8:30 a.m. - 4:00 p.m.

***Introduction to Green Technology - 1-Hour Webinar***

This webinar provides an overview of green technology and related projects underway in New York State. It identifies the opportunities and benefits of incorporating wind, thermal, and solar energy into work and personal environments. The factors that drive the need for green technology and the fiscal and environmental benefits of adopting green business practices will also be covered. Participants will:

- Gain a basic understanding of green technology
- Become familiar with New York State's efforts to implement green technology
- Learn strategies for lowering energy consumption that may also save money
- Learn about the job opportunities created by green technology

**October 12, 2011**  
Webinar  
10:00 a.m. - 11:00 a.m.

**December 12, 2011**  
Webinar  
2:00 p.m. - 3:00 p.m.

***Masonry Basics - 1 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:

- Learn 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

**November 8, 2011**  
Department of Environmental Conservation  
Mount Tremper  
8:30 a.m. - 4:00 p.m.

***Plumbing Basics - 1 Day***

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

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

**October 11, 2011**  
Greater Binghamton Health Center  
Binghamton  
8:30 a.m. - 4:00 p.m.

**November 9, 2011**  
Bayard Cutting Arboretum State Park  
Great River  
8:30 a.m. - 4:00 p.m.

***Promotions and You: Success Strategies for OSU Non-Competitive Titles - 1-Hour Webinar***

*This course is open only to CSEA-represented NYS employees in non-competitive positions in the Operational Services Unit (OSU).*

This course helps employees address essential steps needed to successfully achieve promotions in non-competitive job titles under NYS/CSEA OSU Contract Article 45. Participants will:

- Learn to document previous

## COURSE DESCRIPTIONS, DATES, AND LOCATIONS

14

- experience and training
- Analyze job announcements and relate relevant experience
- Complete a job application targeted to the posted position

### **September 28, 2011**

Webinar  
2:00 p.m. - 3:00 p.m.

### **November 10, 2011**

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

### ***Small Engine Basics - 1 Day***

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:

- Learn 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

### **November 29, 2011**

Harriman State Office Campus  
Albany  
8:30 a.m. - 4:00 p.m.

## **Work Management**

*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. Participants learn practical solutions to everyday work issues.*

### ***Change: How to Make it Work for You - 1 Day***

This course helps employees work creatively within the ever-changing workplace where limited resources are the norm. Participants can see change as a challenge, not a frustration, and view it as an opportunity for organizational and personal growth. Participants will:

- Identify common barriers to the acceptance of change and ways to overcome them
- Develop productive and positive responses to both unexpected and anticipated change
- Employ strategies to work with others to effectively complete tasks
- Maintain a high level of public service while facing increased workloads, tight deadlines, and reduced staffing

### **October 13, 2011**

Eleanor Roosevelt State Office Building  
Poughkeepsie  
8:30 a.m. - 4:00 p.m.

### ***Critical Thinking - 1 Day***

This course focuses on developing clear and logical thought processes. Participants learn to formulate reasoned and concrete ideas from thoughts or abstract concepts. Critical thinking includes analyzing,

interpreting, and clarifying information. Participants will:

- Define critical thinking
- Identify elements of critical thinking
- Recognize and overcome barriers to critical thinking such as negative thinking habits
- Apply the critical thinking process to work-related discussions and assignments

### **September 20, 2011**

Hauppauge State Office Building  
Hauppauge  
8:30 a.m. - 4:00 p.m.

### **October 13, 2011**

Workers' Compensation Board  
Menands  
8:30 a.m. - 4:00 p.m.

### **November 10, 2011**

Department of Transportation  
Hamburg  
8:30 a.m. - 4:00 p.m.

### ***Take Control of Your Time - One-Half Day or 1-Hour Webinar***

This course helps employees take control of their work day and complete assignments on time. Participants will:

- Learn the basic principles of time management
- Apply basic time management techniques to work more productively
- Identify time wasters such as negative attitudes, procrastination, and changing priorities
- Develop a plan for efficient and effective use of time

*The one-hour webinar will cover most of the course material in a more fast-paced, condensed format.*

Note: This course may be scheduled in conjunction with (or on the same day as) *Taming Your Tasks*. Participants should consider applying for both courses.

**September 27, 2011**

SUNY Brockport  
Brockport  
8:30 a.m. - 11:45 a.m.

**December 1, 2011**

Webinar  
11:00 a.m. - 12:00 p.m.

**December 6, 2011**

Auburn Correctional Facility  
Auburn  
8:30 a.m. - 11:45 a.m.

***Taming Your Tasks - One-Half Day***

This course helps employees who need to gain control of their work assignments using techniques to identify and employ the most efficient means to organize their work day. Participants will:

- Evaluate the strengths and weaknesses of a work process
- Divide tasks into complete and simple steps
- Order the parts of a task so they flow in a logical sequence
- Prioritize assignments

Note: This course may be scheduled in conjunction with (or on the same day as) *Take Control of Your Time*. Participants should consider applying for both courses.

**September 27, 2011**

SUNY Brockport  
Brockport  
12:45 p.m. - 4:00 p.m.

**December 6, 2011**

Auburn Correctional Facility  
Auburn  
12:45 p.m. - 4:00 p.m.

***The Organized Secretary - 1 Day***

This course helps participants learn to organize assignments,

resources, and their workplaces so that the secretary and manager can function effectively as a team. Participants will develop daily strategies and weekly plans to manage their workload. This course incorporates basic time-management principles and introduces the participants to practical ways to avoid common time wasters. Participants will:

- Employ basic time management principles
- Prioritize assignments and tasks
- Develop methods for managing deadlines
- Identify effective ways to screen calls, mail, and visitors
- Learn how to adapt electronic and manual files so they can be easily accessed

**September 27, 2011**

Office of Alcoholism and Substance Abuse Services  
Albany  
8:30 a.m. - 4:00 p.m.

**October 4, 2011**

SUNY Potsdam  
Potsdam  
8:30 a.m. - 4:00 p.m.

**October 19, 2011**

Rochester Psychiatric Center  
Rochester  
8:30 a.m. - 4:00 p.m.

**October 20, 2011**

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

**Writing Skills**

*These courses offer a complete range of written communication skills from basic grammar and punctuation, to organizing thoughts, to 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 - 1 Day per Week for 4 Weeks***

This creative approach to writing course increases employees' comfort with the process. It requires no prior writing experience. Participants will learn how to plan, draft, and revise written documents that describe their work and personal experiences. Through weekly assignments, in-class writing, and feedback, the course will explore writing as a pathway to clear thinking, communication, and self-expression. The concepts learned in this course can also be used to improve on-the-job oral and writing assignments. Readings by published authors and working writers are included to provide inspiration. Participants will:

- Learn key aspects of good writing
- Recognize and apply different styles of writing
- Express themselves more clearly, both orally and in writing
- Exhibit greater confidence in communicating

**September 20, 27; October 4 & 11, 2011**

CSEA Long Island Region Office  
Commack  
8:30 a.m. - 4:00 p.m.

**September 21, 28; October 5 & 12, 2011**

Greater Binghamton Health Center  
Binghamton  
8:30 a.m. - 4:00 p.m.

**September 23, 30; October 7 & 14, 2011**

SUNY Oswego  
Oswego  
8:30 a.m. - 4:00 p.m.

**October 3, 17, 24 & 31, 2011**

Workers' Compensation Board  
Menands  
8:30 a.m. - 4:00 p.m.

## COURSE DESCRIPTIONS, DATES, AND LOCATIONS

**October 4, 11, 18 & 25, 2011**

Eleanor Roosevelt State Office Building  
Poughkeepsie  
8:30 a.m. - 4:00 p.m.

**November 1, 8, 15 & 22, 2011**

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

---

### ***Basic Writing - A Creative Approach: Level 2 - 1 Day per Week for 4 Weeks***

This course increases employees' comfort with the process. Participants will continue to write documents that describe their work and personal experiences. Through weekly assignments, in-class writing, and feedback, participants will continue to explore writing as a pathway to clear thinking, communication, and self expression. The concepts learned in this course will be used to improve on-the-job oral and writing assignments. Readings by published authors and working writers are included to provide inspiration. Participants will:

- Develop strong aspects of good writing
- Apply different styles of writing
- Express themselves more clearly, both orally and in writing
- Display further confidence in communicating

Prerequisite: Participants must complete the *Basic Writing – A Creative Approach: Level 1* course.

**October 19, 26; November 2 & 9, 2011**

Greater Binghamton Health Center  
Binghamton  
8:30 a.m. - 4:00 p.m.

**October 21, 28; November 4 & 18, 2011**

SUNY Oswego  
Oswego  
8:30 a.m. - 4:00 p.m.

**November 7, 14, 21 & 28, 2011**

Workers' Compensation Board  
Menands  
8:30 a.m. - 4:00 p.m.

**November 10, 17; December 1 & 8, 2011**

CSEA Long Island Region Office  
Commack  
8:30 a.m. - 4:00 p.m.

**December 6, 13, 20 & 27, 2011**

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

---

### ***Catching Errors: A Proofreader's Guide - 1 Day***

This course helps participants identify and correct common types of proofreading errors using a variety of methods for documents of all types, lengths, and complexities. This course includes recognizing improper word division, use of punctuation, duplicate words, commonly misspelled words, and omitted letters. Standard proofreader's marks will be used to improve efficiency in noting and making corrections. Participants will:

- Identify methods for proofreading letters, narrative reports, and complex technical or statistical documents
- Employ techniques to increase proofreading accuracy
- Locate and correct common types of errors such as misused and abused words, improper capitalization, abbreviation, and hyphenation
- Apply the basic rules of spelling to recognize the most commonly misspelled words

- Increase efficiency in correcting errors by using proofreaders' notations

**October 20, 2011**

Department of Taxation & Finance  
Garden City  
8:30 a.m. - 4:00 p.m.

**November 9, 2011**

SUNY Brockport  
Brockport  
8:30 a.m. - 4:00 p.m.

---

### ***Grammar and Punctuation - One-Half Day***

This course introduces participants to the basics of grammar and punctuation. Participants will:

- Use the various parts of speech correctly (for example, verb tenses, nouns, pronouns, and conjunctions)
- Identify the parts of a sentence
- Recognize common grammatical errors
- Use standard punctuation

Note: This course may be scheduled in conjunction with (or on the same day as) *Practical Proofreading*. Participants should consider applying for both courses.

**November 29, 2011**

SUNY Fredonia  
Fredonia  
8:30 a.m. - 11:45 a.m.

---

### ***Practical Proofreading - One-Half Day***

This course helps participants apply basic proofreading techniques to their work-related writing. Participants will:

- Describe methods and use tools for proofreading written material
- Identify and correct common types of proofreading errors

such as misused words and misspellings

- Use standard proofreaders' notations
- Employ the proper use of capitalization, abbreviation, and hyphenation

Note: This course may be scheduled in conjunction with (or on the same day as) *Grammar and Punctuation*. Participants should consider applying for both courses.

**November 29, 2011**

SUNY Fredonia  
Fredonia  
12:45 p.m. - 4:00 p.m.

**Writing Clinic - 2 Days**

This course helps participants perfect their writing skills by employing writing fundamentals to complete multiple job-related exercises. While the primary emphasis will be on completing individual assignments and projects, team writing skills are also developed. Participants will:

- Learn to focus their writing directly on the topic
- Understand the appropriate tone and format depending on audience and subject matter
- Employ the use of writing techniques such as outlining and bulleting to enhance clarity
- Improve writing and editing skills

**November 9 & 10, 2011**

Central New York DDSO  
Rome  
8:30 a.m. - 4:00 p.m.

**Writing for Clarity - One-Half Day**

This course addresses the three stages of the writing process: planning, writing, and revising.

Participants will:

- Use various techniques to plan and organize their writing
- Write clear, concise, and interesting sentences
- Write coherent, well-constructed, and focused paragraphs
- Revise documents for logic, clarity, and correctness

Note: This course may be scheduled in conjunction with (or on the same day as) *Organizing Your Writing*. Participants should consider applying for both courses.

**September 27, 2011**

Rockland County CSEA Office  
New City  
8:30 a.m. - 11:45 a.m.

**September 29, 2011**

Central New York DDSO  
Syracuse  
8:30 a.m. - 11:45 a.m.

**October 13, 2011**

Franklin Correctional Facility  
Malone  
8:30 a.m. - 11:45 a.m.

**November 29, 2011**

Metro New York DDSO  
Manhattan  
9:00 a.m. - 12:15 p.m.

**Organizing Your Writing - One-Half Day**

This course helps participants improve the organization of their writing. Participants will recognize the importance of organizing their thoughts before they begin to write and keeping their readers in mind. Participants will:

- Focus their writing directly on the topic
- Use appropriate tone for the audience and subject matter
- Employ writing techniques such as outlining and bulleting
- Improve editing skills

Note: This course may be scheduled in conjunction with (or on the same day as) *Writing for Clarity*. Participants should consider applying for both courses.

**September 27, 2011**

Rockland County CSEA Office  
New City  
12:45 p.m. - 4:00 p.m.

**September 29, 2011**

Central New York DDSO  
Syracuse  
12:45 p.m. - 4:00 p.m.

**October 13, 2011**

Franklin Correctional Facility  
Malone  
12:45 p.m. - 4:00 p.m.

**November 29, 2011**

Metro New York DDSO  
Manhattan  
1:15 p.m. - 4:30 p.m.

**Writing for Your Audience - One-Half Day**

This course addresses two basic questions that all writers should consider: who is my audience and what is my purpose? Participants learn how the answers to these questions affect the tone, word choice, and organization of their writing. Participants will:

- Define the purpose of the writing assignment
- Select the appropriate writing format
- Identify the audience and choose the appropriate tone
- Build meaningful transitions and properly connect ideas

Note: This course may be scheduled in conjunction with (or on the same day as) *Writing Reports and Evaluations*. Participants should consider applying for both courses.

**October 12, 2011**

Rochester Psychiatric Center  
Rochester  
8:30 a.m. - 11:45 a.m.

## COURSE DESCRIPTIONS, DATES, AND LOCATIONS

18

**November 9, 2011**

SUNY Binghamton  
Vestal  
8:30 a.m. - 11:45 a.m.

**November 16, 2011**

SUNY Old Westbury  
Old Westbury  
8:30 a.m. - 11:45 a.m.

**November 16, 2011**

PDP Albany Training Center  
Albany  
8:30 a.m. - 11:45 a.m.

**November 30, 2011**

Workers' Compensation Board  
Jamaica  
9:00 a.m. - 12:15 p.m.

---

***Writing Reports and Evaluations - One-Half Day***

This course focuses on writing various types of brief reports and evaluations. Actual forms and reports generally familiar to New York State employees will be used in the class. Participants will:

- Learn to organize their thoughts prior to writing
- Base writing on observable facts rather than opinions
- Focus writing on relevant information only
- Improve the clarity and readability of their writing
- Present a professional image in their writing

Note: This course may be scheduled in conjunction with (or on the same day as) *Writing for Your Audience*. Participants should consider applying for both courses.

**October 12, 2011**

Rochester Psychiatric Center  
Rochester  
12:45 p.m. - 4:00 p.m.

**November 9, 2011**

SUNY Binghamton  
Vestal  
12:45 p.m. - 4:00 p.m.

**November 16, 2011**

SUNY Old Westbury  
Old Westbury  
12:45 p.m. - 4:00 p.m.

**November 16, 2011**

PDP Albany Training Center  
Albany  
12:45 p.m. - 4:00 p.m.

**November 30, 2011**

Workers' Compensation Board  
Jamaica  
1:15 p.m. - 4:30 p.m.

---

## SCHEDULE OF COURSES BY CSEA REGION

Long Island Region 1		
<p><b>September 20, 2011</b> <i>Critical Thinking</i> Hauppauge State Office Building Hauppauge</p> <p><b>September 20, 27; October 4 &amp; 11, 2011</b> <i>Basic Writing - A Creative Approach: Level 1</i> CSEA Region 1 Office Commack</p> <p><b>September 27, 2011</b> <i>Conflict Resolution Skills: How to Be Your Own Mediator</i> Jones Beach State Park Wantagh</p> <p><b>October 13, 2011</b> <i>Prevention Strategies for Better Health</i> CSEA Region 1 Office Commack</p> <p><b>October 13, 2011</b> <i>Electricity Basics</i> Jones Beach State Park Wantagh</p> <p><b>October 20, 2011</b> <i>Catching Errors: A Proofreader's Guide</i> Dept. of Taxation and Finance Garden City</p> <p><b>November 9, 2011</b> <i>Plumbing Basics</i> Bayard Cutting Arboretum State Park Great River</p> <p><b>November 10, 17; December 1 &amp; 8, 2011</b> <i>Basic Writing - A Creative Approach: Level 2</i> CSEA Region 1 Office Commack</p>	<p><b>November 16, 2011</b> <i>Writing for Your Audience</i> SUNY Old Westbury Old Westbury</p> <p><b>November 16, 2011</b> <i>Writing Reports and Evaluations</i> SUNY Old Westbury Old Westbury</p> <p><b>December 7, 2011</b> <i>Carpentry Basics</i> SUNY Old Westbury Old Westbury</p>	<p><b>October 14, 2011</b> <i>Prevention Strategies for Better Health</i> CSEA Region 2 Office Manhattan</p> <p><b>October 14, 2011</b> <i>Electricity Basics</i> Metro New York DDSO Manhattan</p> <p><b>October 19, 2011</b> <i>Conflict Resolution Skills: How to Be Your Own Mediator</i> Brooklyn DDSO Brooklyn</p> <p><b>October 20, 2011</b> <i>The Organized Secretary</i> Workers' Compensation Board Queens</p> <p><b>October 27; November 3, 10 &amp; 17, 2011</b> <i>Introduction to Spanish: Level 2</i> Consortium for Worker Education Manhattan</p> <p><b>November 1, 8, 15 &amp; 22, 2011</b> <i>Basic Writing - A Creative Approach: Level 1</i> Consortium for Worker Education Manhattan</p> <p><b>November 15, 2011</b> <i>Carpentry Basics</i> Roberto Clemente State Park Bronx</p> <p><b>November 15 &amp; 16, 2011</b> <i>Communicating with the Public</i> Insurance Department Manhattan</p>
	Metropolitan Region 2	
	<p><b>September 22, 29; October 6 &amp; 13, 2011</b> <i>Introduction to Spanish: Level 1</i> Consortium for Worker Education Manhattan</p> <p><b>September 26 &amp; 27, 2011</b> <i>Communicating with the Public</i> Division of Human Rights Bronx</p> <p><b>October 4, 2011</b> <i>Computer Basics</i> Consortium for Worker Education Manhattan</p> <p><b>October 5, 2011</b> <i>Computer Basics</i> Consortium for Worker Education Manhattan</p> <p><b>October 12, 19, 26; November 2, 9 &amp; 16, 2011</b> <i>Focus on Pronunciation</i> Consortium for Worker Education Manhattan</p>	

## SCHEDULE OF COURSES BY CSEA REGION

20

<p><b>November 29, 2011</b> <i>Organizing Your Writing</i> Metro New York DDSO Manhattan</p> <p><b>November 29, 2011</b> <i>Writing for Clarity</i> Metro New York DDSO Manhattan</p> <p><b>November 30, 2011</b> <i>Writing for Your Audience</i> Workers' Compensation Board Queens</p> <p><b>November 30, 2011</b> <i>Writing Reports and Evaluations</i> Workers' Compensation Board Queens</p> <p><b>December 6, 13, 20 &amp; 27, 2011</b> <i>Basic Writing - A Creative Approach: Level 2</i> Consortium for Worker Education Manhattan</p> <p><b>December 7, 2011</b> <i>Air-Conditioning and Refrigeration Basics</i> Metro New York DDSO Manhattan</p> <p><b>December 8, 15, 22 &amp; 29, 2011</b> <i>Introduction to Spanish: Level 3</i> Consortium for Worker Education Manhattan</p> <p><b>December 13, 2011</b> <i>Workplace Social Skills</i> CSEA Region 2 Office Manhattan</p>	<p style="text-align: center;"><b>Southern Region 3</b></p> <p><b>September 20, 2011</b> <i>Effective Telephone Communication</i> CSEA Rockland County Office New City</p> <p><b>September 20, 2011</b> <i>Electronic Etiquette</i> CSEA Rockland County Office New City</p> <p><b>September 27, 2011</b> <i>Organizing Your Writing</i> CSEA Rockland County Office New City</p> <p><b>September 27, 2011</b> <i>Writing for Clarity</i> CSEA Rockland County Office New City</p> <p><b>October 4, 2011</b> <i>Carpentry Basics</i> Department of Transportation Montgomery</p> <p><b>October 4, 11, 18 &amp; 25, 2011</b> <i>Basic Writing - A Creative Approach: Level 1</i> Eleanor State Office Building Poughkeepsie</p> <p><b>October 12, 2011</b> <i>Conflict Resolution Skills: How to Be Your Own Mediator</i> Eleanor State Office Building Poughkeepsie</p> <p><b>October 13, 2011</b> <i>Change: How To Make It Work for You</i> Eleanor State Office Building Poughkeepsie</p>	<p><b>November 8, 2011</b> <i>Masonry Basics</i> Department of Environmental Conservation Mount Tremper</p> <p><b>December 6, 2011</b> <i>Electricity Basics</i> Eastern Correctional Facility Napanoch</p> <p style="text-align: center;"><b>Capital Region 4</b></p> <p><b>September 20, 2011</b> <i>Dealing with Stress</i> Empire State Plaza Albany</p> <p><b>September 27, 2011</b> <i>The Organized Secretary</i> Office of Alcoholism and Substance Abuse Services Albany</p> <p><b>September 29, 2011</b> <i>Effective Telephone Communication</i> Office of Alcoholism and Substance Abuse Services Albany</p> <p><b>September 29, 2011</b> <i>Electronic Etiquette</i> Office of Alcoholism and Substance Abuse Services Albany</p> <p><b>October 3, 17, 24 &amp; 31, 2011</b> <i>Basic Writing - A Creative Approach: Level 1</i> Workers' Compensation Board Menands</p> <p><b>October 4, 18, 25; November 1, 2011</b> <i>Introduction to Spanish: Level 3</i> Workers' Compensation Board Menands</p>
---	--	---

## SCHEDULE OF COURSES BY CSEA REGION

<p><b>October 13, 2011</b> <i>Critical Thinking</i> Workers' Compensation Board Menands</p>	<p><b>November 29, 2011</b> <i>Small Engine Basics</i> Harriman State Office Campus Albany</p>	<p><b>September 23, 30; October 7 &amp; 14, 2011</b> <i>Introduction to Spanish: Level 1</i> Utica State Office Building Utica</p>
<p><b>October 19, 2011</b> <i>Healthy Eating</i> PDP Training Center Albany</p>	<p><b>December 1, 2011</b> <i>Math for Health Care Workers</i> Capital District DDSO Schenectady</p>	<p><b>September 23, 30; October 7 &amp; 14, 2011</b> <i>Basic Writing - A Creative Approach: Level 1</i> SUNY Oswego Oswego</p>
<p><b>November 1 &amp; 2, 2011</b> <i>Math Skills Builder: Level 2</i> PDP Training Center Albany</p>	<p><b>December 5, 2011</b> <i>Workplace Social Skills</i> Workers' Compensation Board Menands</p>	<p><b>September 26, 2011</b> <i>Managing Finances</i> Franklin Correctional Facility Malone</p>
<p><b>November 7, 14, 21 &amp; 28, 2011</b> <i>Basic Writing - A Creative Approach: Level 2</i> Workers' Compensation Board Menands</p>	<p><b>December 6, 2011</b> <i>Conflict Resolution Skills: How to Be Your Own Mediator</i> PDP Training Center Albany</p>	<p><b>September 29, 2011</b> <i>Organizing Your Writing</i> Central New York DDSO Syracuse</p>
<p><b>November 15, 2011</b> <i>Air-Conditioning and Refrigeration Basics</i> SUNY Plattsburgh Plattsburgh</p>	<p><b>December 6, 2011</b> <i>Computer Basics</i> NYS Police Academy Albany</p>	<p><b>September 29, 2011</b> <i>Writing for Clarity</i> Central New York DDSO Syracuse</p>
<p><b>November 15, 2011</b> <i>Carpentry Basics</i> Harriman State Office Campus Albany</p>	<p><b>December 7, 2011</b> <i>Computer Basics</i> NYS Police Academy Albany</p>	<p><b>October 4, 2011</b> <i>The Organized Secretary</i> SUNY Potsdam Potsdam</p>
<p><b>November 15, 2011</b> <i>Prevention Strategies for Better Health</i> Workers' Compensation Board Menands</p>	<p><b>December 15, 2011</b> <i>Electricity Basics</i> Saratoga State Park Saratoga Springs</p>	<p><b>October 11, 2011</b> <i>Plumbing Basics</i> Greater Binghamton Health Center Binghamton</p>
<p><b>November 16, 2011</b> <i>Writing for Your Audience</i> PDP Training Center Albany</p>	<b>Central Region 5</b>	
<p><b>November 16, 2011</b> <i>Writing Reports and Evaluations</i> PDP Training Center Albany</p>	<p><b>September 21, 28; October 5 &amp; 12, 2011</b> <i>Basic Writing - A Creative Approach: Level 1</i> Greater Binghamton Health Center Binghamton</p>	<p><b>October 13, 2011</b> <i>Organizing Your Writing</i> Franklin Correctional Facility Malone</p>
		<p><b>October 13, 2011</b> <i>Writing for Clarity</i> Franklin Correctional Facility Malone</p>

## SCHEDULE OF COURSES BY CSEA REGION

<p><b>October 18, 2011</b> <i>Carpentry Basics</i> Central New York DDSO Syracuse</p>	<p><b>December 1, 2011</b> <i>Air-Conditioning and Refrigeration Basics</i> Utica State Office Building Utica</p>	<p><b>October 11 &amp; 12, 2011</b> <i>Math Skills Builder: Level 2</i> Rochester Psychiatric Center Rochester</p>
<p><b>October 18, 2011</b> <i>Electricity Basics</i> SUNY Potsdam Potsdam</p>	<p><b>December 6, 2011</b> <i>Take Control of Your Time</i> Auburn Correctional Facility Auburn</p>	<p><b>October 12, 2011</b> <i>Writing for Your Audience</i> Rochester Psychiatric Center Rochester</p>
<p><b>October 19, 26; November 2 &amp; 9, 2011</b> <i>Basic Writing - A Creative Approach: Level 2</i> Greater Binghamton Health Center Binghamton</p>	<p><b>December 6, 2011</b> <i>Taming Your Tasks</i> Auburn Correctional Facility Auburn</p>	<p><b>October 12, 2011</b> <i>Writing Reports and Evaluations</i> Rochester Psychiatric Center Rochester</p>
	<p><b>Western Region 6</b></p>	
	<p><b>October 21, 28; November 4 &amp; 18, 2011</b> <i>Basic Writing - A Creative Approach: Level 2</i> SUNY Oswego Oswego</p>	<p><b>September 19, 2011</b> <i>Conflict Resolution Skills: How to Be Your Own Mediator</i> Department of Transportation Buffalo</p>
<p><b>October 25 &amp; 26, 2011</b> <i>Math Skills Builder: Level 1</i> Sunmount DDSO Tupper Lake</p>	<p><b>September 19, 26; October 3 &amp; 17, 2011</b> <i>Focus on Pronunciation</i> SUNY Buffalo Buffalo</p>	<p><b>October 20, 2011</b> <i>Electricity Basics</i> SUNY Buffalo Buffalo</p>
<p><b>November 9, 2011</b> <i>Writing for Your Audience</i> SUNY Binghamton Binghamton</p>	<p><b>September 27, 2011</b> <i>Computer Basics</i> Western New York DDSO West Seneca</p>	<p><b>October 21, 28; November 4 &amp; 18, 2011</b> <i>Introduction to Spanish: Level 1</i> Finger Lakes DDSO at Monroe Rochester</p>
<p><b>November 9, 2011</b> <i>Writing Reports and Evaluations</i> SUNY Binghamton Binghamton</p>	<p><b>September 27, 2011</b> <i>Take Control of Your Time</i> SUNY Brockport Brockport</p>	<p><b>November 9, 2011</b> <i>Catching Errors: A Proofreader's Guide</i> SUNY Brockport Brockport</p>
<p><b>November 9 &amp; 10, 2011</b> <i>Writing Clinic</i> Central New York DDSO Rome</p>	<p><b>September 27, 2011</b> <i>Taming Your Tasks</i> SUNY Brockport Brockport</p>	<p><b>November 10, 2011</b> <i>Carpentry Basics</i> SUNY Buffalo Buffalo</p>
<p><b>November 15, 2011</b> <i>Conflict Resolution Skills: How to Be Your Own Mediator</i> Broome DDSO Binghamton</p>	<p><b>September 28, 2011</b> <i>Computer Basics</i> Western New York DDSO West Seneca</p>	<p><b>November 10, 2011</b> <i>Critical Thinking</i> Department of Transportation Hamburg</p>

## SCHEDULE OF COURSES BY CSEA REGION

<p><b>November 16, 2011</b> <i>Workplace Social Skills</i> Rochester Psychiatric Center Rochester</p> <p><b>November 29, 2011</b> <i>Grammar and Punctuation</i> SUNY Fredonia Fredonia</p> <p><b>November 29, 2011</b> <i>Practical Proofreading</i> SUNY Fredonia Fredonia</p> <p><b>December 7, 2011</b> <i>Air-Conditioning and Refrigeration Basics</i> Buffalo Psychiatric Center Buffalo</p> <p><b>December 7, 2011</b> <i>Prevention Strategies for Better Health</i> Rochester Psychiatric Center Rochester</p>	<p><b>October 19, 2011</b> <i>Job Etiquette</i> 12:30 p.m. – 1:30 p.m.</p> <p><b>October 27, 2011</b> <i>Using Credit Wisely</i> 2:00 p.m. – 3:00 p.m.</p> <p><b>November 2, 2011</b> <i>Dealing with Stress</i> 11:00 a.m. – 12:00 p.m.</p> <p><b>November 10, 2011</b> <i>Promotions and You: Success Strategies for OSU Non-Competitive Titles</i> 10:00 a.m. – 11:00 a.m.</p> <p><b>November 16, 2011</b> <i>Electronic Etiquette</i> 12:30 p.m. – 1:30 p.m.</p> <p><b>November 17, 2011</b> <i>College Credit: Alternative Approaches and Ways to Save Money</i> 12:00 p.m. – 1:00 p.m.</p>	
<b>Statewide Webinars</b>		
<p><b>September 19, 2011</b> <i>Study Skills</i> 12:00 p.m. – 1:00 p.m.</p> <p><b>September 27, 2011</b> <i>Managing Finances</i> 2:00 p.m. – 3:00 p.m.</p> <p><b>September 28, 2011</b> <i>Promotions and You: Success Strategies for OSU Non-Competitive Titles</i> 2:00 p.m. – 3:00 p.m.</p> <p><b>October 5, 2011</b> <i>Study Skills</i> 1:30 p.m. – 2:30 p.m.</p> <p><b>October 12, 2011</b> <i>Introduction to Green Technology</i> 10:00 a.m. – 11:00 a.m.</p>	<p><b>December 1, 2011</b> <i>Take Control of Your Time</i> 11:00 a.m. – 12:00 p.m.</p> <p><b>December 6, 2011</b> <i>Job Etiquette</i> 10:00 a.m. – 11:00 a.m.</p> <p><b>December 12, 2011</b> <i>Introduction to Green Technology</i> 2:00 p.m. – 3:00 p.m.</p>	<p style="text-align: center;"><b>Directions for Training Sites</b></p> <p>Abbreviated travel directions to all training sites are posted at <a href="http://www.nyscseapartnership.org">www.nyscseapartnership.org</a>. Complete directions will be included with acceptance letters.</p>



## DIRECTIONS FOR COMPLETING APPLICATION FORM

1. Please type or print legibly.
2. Complete each line of the form. Incomplete or incorrectly completed forms may require us to return your application to you for completion or correction.
3. Negotiating Unit – The *Skills for Success* courses are for:  
  
CSEA-represented New York State (NYS) employees in the ASU/02, OSU/03, ISU/04, or DMNA/47 bargaining units. Limited exceptions include NYS employees in a traineeship or serving a probationary period in a transition title (MC/06 or PS&T/05) supported by the Partnership or employees in a Management/Confidential (MC/06) clerical or secretarial title as space in classes permits.  
  
- OR -  
  
CSEA-represented employees working in local government, school districts, state authorities, or the private sector.  
  
Please circle the correct bargaining unit if you are a NYS government employee.  
  
Please circle “LG” if you are a local government employee or “PS” if you are a private sector employee.
4. 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 Town of Colonie Parks Department), if applicable.
5. Enter your complete home address.
6. If you are applying for a webinar, you must include an email address.
7. If you are a person with a disability and require a reasonable accommodation to participate in a class, check the box provided and a Partnership staff member will contact you.
8. **Applications must be signed and dated by your supervisor** if the class occurs during your regular work hours. If you are accepted into a class, please notify your supervisor. Do not attend the class unless you receive notification from the Partnership.
9. Mail or fax your application to:  
  
NYS & CSEA Partnership for Education and Training  
Corporate Plaza East - Suite 502  
240 Washington Avenue Extension  
Albany, New York 12203  
  
Fax Numbers: 518-486-1989  
518-473-0056  
  
For further assistance, call us at 518-486-7814 or 800-253-4332 for areas outside the Capital Region.



Corporate Plaza East - Suite 502  
240 Washington Avenue Extension  
Albany, NY 12203

518-486-7814  
800-253-4332 (areas outside Capital Region)

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