

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

# **SKILLS FOR SUCCESS**

**Courses for CSEA-represented employees**

**February - June 2015**



**[www.nyscseapartnership.org](http://www.nyscseapartnership.org) • (800) 253-4332**

***Skills for Success* courses will be held  
between February and June 2015  
at training sites conveniently located  
near your work or home.**

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

**Individual Development**

**Interpersonal Communication**

**Language Skills**

**Math Skills**

**Trades, Operations, and Maintenance**

**Work Management**

**Writing Skills**

  
**Jeannine Morell**  
Co-Director



  
**Peter Trolio**  
Co-Director

We are pleased to announce the *Skills for Success* spring 2015 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 classroom-based and webinar courses contained in this publication. Courses are listed under seven 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 Partnership's course application form on page 27.
- 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

## TABLE OF CONTENTS

|                                                   |    |
|---------------------------------------------------|----|
| Courses Designed For You                          | 3  |
| About the Courses and Program                     | 3  |
| How You Can Enroll in a Course                    | 4  |
| Notifications                                     | 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                                 | 11 |
| • Math Skills                                     | 12 |
| • Trades, Operations, and Maintenance             | 12 |
| • Work Management                                 | 15 |
| • Writing Skills                                  | 16 |
| Schedule of Courses by CSEA Region                | 18 |
| Additional Education and Training Resources       | 23 |
| SLMS: Getting Started Enrolling in a Class        | 25 |
| <i>Skills for Success</i> Course Application Form | 27 |
| Directions for Completing Application Form        | 28 |

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

Researching the literature on competencies has allowed the Partnership to explore current trends in work readiness and develop a set of standards to serve as a reference for employees and supervisors in selecting courses that are relevant to professional and personal develop-

ment and are supportive of agency missions and efforts. The competencies and their accompanying descriptions are available on our website at: [www.nyscseapartnership.org/sfs/spring2015/WorkforceDevelopmentCompetencies2015.pdf](http://www.nyscseapartnership.org/sfs/spring2015/WorkforceDevelopmentCompetencies2015.pdf).

### Webinar Courses

In order to increase participation in courses while limiting time away from the office, the Partnership offers a number of courses

via webinar. A webinar allows employees to take courses using a computer, telephone, and Internet connection. Participants access a website to see the presentation and listen to the presenter and classmates using a telephone.

**IMPORTANT:** The Partnership's webinars are very popular. Please enroll at least five work days before the delivery date.

## ABOUT THE COURSES AND PROGRAM

### 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).
- A CSEA-represented employee working in a local government, school district, state authority, 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.

### 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 7.

## ABOUT THE COURSES AND PROGRAM (continued)

### When Courses are Held

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

### 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 held from 9:00 a.m. - 12:15 p.m. or 1:15 p.m. - 4:30 p.m.

### Webinar Courses

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

4

## HOW YOU CAN ENROLL IN A COURSE

### Applicants

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

### Supervisors of Applicants

Once an employee enrolls in a course, you will receive an email notification from [donotreply@](mailto:donotreply@goer.ny.gov)

[goer.ny.gov](http://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.

You are encouraged to approve the employee's enrollment so that they can take advantage of these learning opportunities. When you approve an employee's enrollment, you are granting the employee release time to attend

the entire course 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 [access@nyscseapartnership.org](mailto:access@nyscseapartnership.org).

### 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), 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 a Class** on page 25.

### Enroll through the Partnership

- If you are unable to enroll through SLMS, complete the Partnership's application form on page 27.
- You can apply for multiple courses on one application form. However, you may not be accepted for all of the courses for which you apply.
- You must obtain your supervisor's approval on the application form in order to attend the course(s).

**PLEASE NOTE:** CSEA-represented employees working in local government, school districts, state authorities, or the private sector must contact the Partnership at (800) 253-4332 or [learning@nyscseapartnership.org](mailto:learning@nyscseapartnership.org) for information about enrolling in classes through SLMS.

If you are accepted into a *Skills for Success* course, you will be notified by email through SLMS approximately three weeks before the start of the course. If there is no email address for you in SLMS, a paper notification will be mailed to your work address.

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

**IMPORTANT:** If you have not received a notification 10 days before the course 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 a Class** guide on page 26.

### Class Full Notification

If you are not accepted into a course, you will be notified by email through SLMS. If there is no email address for you in SLMS, a paper notification will be mailed to your work address. We encourage you to reapply when the course is offered again.

### Wait Lists

The Partnership will maintain a wait list for any course that has 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. Please read your email or paper notification carefully.

### Cancellations

If a course is canceled, you will be notified by email through SLMS. If there is no email address for you in SLMS, a paper notification will be mailed to your work address or you will be notified by phone.

## YOUR RESPONSIBILITIES

### Be Considerate if You Cannot Attend a Course

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

If you cannot attend, and you have enrolled through SLMS, please drop the course as soon as possible. If you sent in a paper application to the Partnership, please call (518) 486-7814 or, for areas outside the Capital Region, call (800) 253-4332 or email [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 course at the last minute, or failing to attend, you may be denying another CSEA-represented 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.

## 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.
- You will be able to print your certificate approximately three weeks after completing the class. To print your certificate, log into SLMS, go to **My Learning** page, locate the appropriate course and click on the **Print Certificate** button. Note: The **Print Certificate** button will only be available if the class status is **Completed**.
- 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.

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, New York 12203**

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

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

Facebook: [www.facebook.com/nyscseapartnership](http://www.facebook.com/nyscseapartnership)

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

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





## COURSE DESCRIPTIONS, DATES, AND LOCATIONS

### 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 gain knowledge about a variety of subjects, depending on their individual needs and interests.*

#### **Best Practices in Resume and Interview Preparation - 1-Hour Webinar**



Have you ever wondered what information to include on your resume? Are you a job seeker who is worried about how to answer those difficult interview questions, or keep your nerves under control? If so, this webinar will be a good starting point. It will cover the basics on how to present your knowledge, skills, and abilities in a professional way, whether on paper or in-person. Participants will:

- Apply the basics of preparing and writing a resume
- Enhance interviewing skills that build confidence
- Receive materials to aid in their job search and the interview process

**SLMS Class Code: P\_OE\_R7\_3416**  
**May 20, 2015**  
*Webinar*  
 10:00 a.m. - 11:00 a.m.

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

This webinar covers nontraditional ways for employees to obtain college credit that could save them time and money. Participants will:

- Identify how to access distance learning and online courses
- Consider using credit by examination programs to obtain college credits
- Examine how to use external degree and other nontraditional college programs

**SLMS Class Code: P\_OE\_R7\_3409**  
**April 22, 2015**  
*Webinar*  
 10:00 a.m. - 11:00 a.m.

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

This course helps participants acquire a basic understanding of personal computers, common computer software programs, and the fundamentals of using word processing, spreadsheets, and the Internet. Participants will 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

**SLMS Class Code: P\_OE\_R1\_3386**  
**February 27, 2015**  
 SUNY Old Westbury  
*Old Westbury*  
 9:00 a.m. - 4:30 p.m.

**SLMS Class Code: P\_OE\_R3\_3408**  
**March 18, 2015**  
 Hudson Valley DDSO  
*Thiells*  
 9:00 a.m. - 4:30 p.m.

**SLMS Class Code: P\_OE\_R4\_3417**  
**April 30, 2015**  
 Department of Labor  
*Albany*  
 9:00 a.m. - 4:30 p.m.

**SLMS Class Code: P\_OE\_R4\_3412**  
**May 14, 2015**  
 Upstate Correctional Facility  
*Malone*  
 9:00 a.m. - 4:30 p.m.

**SLMS Class Code: P\_OE\_R6\_3370**  
**May 21, 2015**  
 SUNY Brockport  
*Brockport*  
 9:00 a.m. - 4:30 p.m.

**SLMS Class Code: P\_OE\_R5\_3360**  
**June 3, 2015**  
 SUNY Potsdam  
*Potsdam*  
 9:00 a.m. - 4:30 p.m.

#### **Dealing with Stress - 1 Day**

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

- Identify the symptoms of stress
- Recognize situations that induce stress
- Practice techniques to minimize stress at work and home
- Describe the benefits of proper diet, adequate exercise, and various forms of relaxation to reduce stress and improve personal resiliency

**SLMS Class Code: P\_OE\_R2\_3404**  
**February 24, 2015**  
 Office of the State Comptroller  
*Manhattan*  
 9:00 a.m. - 4:30 p.m.

**SLMS Class Code: P\_OE\_R5\_3345**  
**March 4, 2015**  
 Central New York DDSO  
*Syracuse*  
 9:00 a.m. - 4:30 p.m.

## COURSE DESCRIPTIONS, DATES, AND LOCATIONS

**SLMS Class Code: P\_OE\_R4\_3333**  
**May 1, 2015**

CSEA WORK Institute  
 Latham  
 9:00 a.m. - 4:30 p.m.

**Designing Dynamic PowerPoint Presentations - 1-Hour Webinar**

This webinar will show 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 create visually-appealing slides
- Discover various ways to view and publish slides

**SLMS Class Code: P\_OE\_R7\_3396**  
**February 18, 2015**

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

**Internet Research Skills - 1-Hour Webinar**

The Internet contains an enormous amount of information from both reliable and unreliable sources, and wading through this material can be overwhelming. This course provides strategies for employees to find helpful and accurate information quickly. Participants will:

- Review Internet search engines and search tools
- Identify effective search techniques for the Internet
- Apply criteria to evaluate information found on the Internet

**SLMS Class Code: P\_OE\_R7\_3413**  
**May 1, 2015**

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

**Study Skills - 1-Hour Webinar**

This webinar helps employees identify 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:

- Discover ways to manage study time
- Identify effective note-taking techniques
- Develop new test taking strategies

**SLMS Class Code: P\_OE\_R7\_3395**  
**February 10, 2015**

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

**Understanding Today's Computer - 1-Hour Webinar**

This webinar helps employees improve their knowledge of common computing devices and their overall impact on today's workforce and society. It will look at the practical uses of popular trends in computers and related technologies. Participants will:

- Improve their knowledge of common computing devices like smartphones, tablets, and laptops
- Become familiar with terminology related to current

technology, such as cloud computing, computer security, and social media

- Explore the impact of technology in the workplace and in their personal lives

**SLMS Class Code: P\_OE\_R7\_3415**  
**February 18, 2015**

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

**Using the Tuition Benefits Program - 1 1/2 Hour Webinar**

**Note:** *This webinar is open to CSEA-represented NYS employees only.*

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 skills for your current job? 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
- Determine benefit coverage limits

**SLMS Class Code: P\_OE\_R7\_3407**  
**April 8, 2015**

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

**You and Your Finances - 3-Session Webinar Series**

This series of webinars help employees improve their money management skills and discover

## COURSE DESCRIPTIONS, DATES, AND LOCATIONS

ways to establish and maintain good credit. Participants will share practical personal finance tips and strategies they have applied and will reflect on how better control of their finances may change their work and home life. Participants will:

- Develop a budget that works for their household
- Identify how to access and read a credit report
- Develop strategies for repairing personal credit and avoiding identity theft and credit card fraud
- Report on how they have incorporated new personal financial management strategies covered during the first two sessions

**SLMS Class Code: P\_OE\_R7\_3400**  
**March 12, 19 & March 26, 2015**

*Webinar*

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

**Note:** The March 19th session will be held from 10:00 a.m. - 11:30 a.m.

Participants must commit to attend each of the three webinar sessions plus complete homework designed to expand their practical skills.

**Your Work Matters: Pride in Public Service - 1 Day**



The State of New York provides many important public services. Your ability to portray a positive image as a State employee can help promote confidence in public service. Participants will:

- Enhance understanding of their agency's mission
- Identify how they contribute to the mission of their agency
- Discover ways to improve the image of State workers

through their daily interactions

**SLMS Class Code: P\_OE\_R3\_3326**  
**March 10, 2015**

Sterling Forest State Park  
*Tuxedo Park*

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

**SLMS Class Code: P\_OE\_R6\_3368**  
**May 13, 2015**

Finger Lakes DDSO  
*Rochester*

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

**SLMS Class Code: P\_OE\_R4\_3330**  
**June 4, 2015**

Department of Environmental Conservation

*Ray Brook*

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

**Being an Effective Team Member - 1 Day**



The ability to be an effective team member is critical to the success of any organization. Working with others to accomplish the mission of an agency or facility can provide challenges, but also many rewards. Participants will:

- Recognize the importance of working collaboratively
- Develop strategies for being an effective team member
- Identify proactive ways to support other team members and team leaders

**SLMS Class Code: P\_OE\_R4\_3336**

**May 13, 2015**

CSEA WORK Institute  
*Latham*

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

**Building Effective Work Relationships - 1 Day**



Effective work relationships are critical to accomplishing your work successfully. They can contribute to job satisfaction, increased productivity, and even improve your health and well-being. Regardless of job title or agency, your ability to "play well with others" matters. Participants will:

- Recognize the value of positive workplace relationships
- Determine how effective work relationships can help achieve career goals and improve job satisfaction
- Develop the skills to create and improve relationships at work

**SLMS Class Code: P\_OE\_R4\_3338**  
**June 11, 2015**

CSEA WORK Institute  
*Latham*

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

**Customer Service - 1 Day**

This course will address the role of customer service in the public sector. It will provide strategies and techniques for effectively handling customers and ourselves in 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

## COURSE DESCRIPTIONS, DATES, AND LOCATIONS

- with customers
- Identify and address the challenges of working with customers from diverse backgrounds

**SLMS Class Code: P\_OE\_R4\_3337**  
**June 10, 2015**  
 CSEA WORK Institute  
 Latham  
 9:00 a.m. - 4:30 p.m.

**Dealing with Difficult Behaviors - 1 Day**



Difficult behaviors can take many forms. Sometimes they take us by surprise; other times they are ongoing or form a pattern. This course is designed to help participants manage a variety of challenging behaviors and situations in the workplace. Participants will:

- Examine actions and perceptions that can contribute to difficult situations
- Apply strategies to address difficult behaviors and resolve challenging situations
- Create an action plan for future challenging encounters with people and situations

**SLMS Class Code: P\_OE\_R4\_3343**  
**February 26, 2015**  
 Workers' Compensation Board  
 Menands  
 9:00 a.m. - 4:30 p.m.

**SLMS Class Code: P\_OE\_R2\_3405**  
**March 19, 2015**  
 Office of the State Comptroller  
 Manhattan  
 9:00 a.m. - 4:30 p.m.

**Dealing with Feedback - 1 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 be objective when receiving feedback, and provide strategies for responding to feedback in a useful way. Participants will:

- Identify examples of 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\_R4\_3419**  
**March 24, 2015**  
 Workers' Compensation Board  
 Menands  
 9:00 a.m. - 4:30 p.m.

**Experiencing and Managing Workplace Anger - 1 Day**



We have all experienced difficult emotions while at work. Anger can be a normal and common emotional reaction to certain challenging events and situations. If not managed effectively, however, anger can be a very destructive force in the workplace and in our personal lives. Participants will:

- Identify events and situations that contribute to experiencing anger at work
- Develop helpful ways to manage anger in the workplace
- Discover how to recognize and diffuse angry situations

**SLMS Class Code: P\_OE\_R4\_3328**  
**June 10, 2015**  
 Department of Agriculture and Markets  
 Albany  
 9:00 a.m. - 4:30 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:

- Identify useful tips for working in a cubicle environment
- Gain knowledge about proper work attire
- Develop good office telephone etiquette

**SLMS Class Code: P\_OE\_R7\_3398**  
**March 3, 2015**  
 Webinar  
 2:00 p.m. - 3:00 p.m.

**Workplace Social Skills - 1 Day**

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

- Identify appropriate workplace behaviors and how to manage emotions in different work situations
- Develop effective interpersonal communications in the workplace
- Practice the skills needed for successful one-on-one and group meetings

**SLMS Class Code: P\_OE\_R4\_3329**  
**April 13, 2015**  
 Department of Environmental Conservation  
 Ray Brook  
 9:00 a.m. - 4:30 p.m.



## COURSE DESCRIPTIONS, DATES, AND LOCATIONS

**SLMS Class Code: P\_OE\_R2\_3406**  
**April 15, 2015**

Office of the State Comptroller  
*Manhattan*  
 9:00 a.m. - 4:30 p.m.

**SLMS Class Code: P\_OE\_R5\_3350**  
**April 16, 2015**

CSEA Central Region Office  
*East Syracuse*  
 9:00 a.m. - 4:30 p.m.

**SLMS Class Code: P\_OE\_R6\_3420**  
**June 9, 2015**

Western New York DDSO  
*West Seneca*  
 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:**  
**Level 1 - 6 Days**

This course is for employees who would like to develop their English pronunciation. Participants will identify 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, 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

- Distinguish different types of American English, verbal, and non-verbal communications

**SLMS Class Code: P\_OE\_R1\_3389**  
**March 6, 13, 20, 27; April 3 & 10, 2015**

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

**SLMS Class Code: P\_OE\_R2\_3390**  
**March 16, 23, 30; April 6, 13 & 20, 2015**

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

**SLMS Class Code: P\_OE\_R4\_3424**  
**April 13, 20, 27; May 4, 11 & 18, 2015**

Department of Agriculture and Markets  
*Albany*  
 9:00 a.m. - 4:30 p.m.

**Focus on Pronunciation:**  
**Level 2 - 6 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\_3391**  
**May 4, 11, 18; June 1, 8 & 15, 2015**

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

**Prerequisite:** Participants must complete the *Focus on Pronunciation: Level 1* course.

**Conversational Spanish - 6 Days**

This course helps participants pronounce and interpret common Spanish words and phrases. Participants will develop basic communication skills and listening techniques through conversational and grammatical practice. Participants will:

- Practice communicating using basic aspects of time, place, direction, and courtesy
- Develop ways to capture main ideas, idiomatic expressions, and make inferences in conversational situations
- Demonstrate cultural awareness and sensitivity toward the Spanish language and culture

**SLMS Class Code: P\_OE\_R3\_3423**  
**February 17, 24; March 3, 10, 17 & 24, 2015**

Bear Mountain State Park  
*Bear Mountain*  
 9:00 a.m. - 4:30 p.m.

**SLMS Class Code: P\_OE\_R2\_3403**  
**February 18; March 4, 11, 18, 25 & April 1, 2015**

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

**SLMS Class Code: P\_OE\_R1\_3379**  
**February 23; March 2, 9, 16, 23 & 30, 2015**

Belmont Lake State Park  
*North Babylon*  
 9:00 a.m. - 4:30 p.m.

## COURSE DESCRIPTIONS, DATES, AND LOCATIONS

12

| Math Skills                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Trades, Operations, and Maintenance                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><i>Courses in this category provide employees with the skills they need to complete assignments involving basic, intermediate, and advanced level mathematical computations.</i></p> <p><b>Introduction to Accounting - 1 Day</b></p> <p>This course helps employees improve their ability to perform basic accounting and bookkeeping tasks. Participants will gain knowledge about the duties and responsibilities of bookkeepers and the basic concepts of accounting. Participants will:</p> <ul style="list-style-type: none"> <li>• Perform basic math operations related to bookkeeping and create and interpret tables, charts, and graphs</li> <li>• Interpret basic financial statements</li> <li>• Describe the basic purpose and functions of the State-wide Financial System</li> </ul> <p><b>SLMS Class Code: P_OE_R1_3387</b><br/><b>March 4, 2015</b><br/>SUNY Old Westbury<br/>Old Westbury<br/>9:00 a.m. - 4:30 p.m.</p> <p><b>SLMS Class Code: P_OE_R2_3422</b><br/><b>March 11, 2015</b><br/>Shirley A. Chisholm State Office Building<br/>Brooklyn<br/>9:00 a.m. - 4:30 p.m.</p> <p><b>SLMS Class Code: P_OE_R4_3344</b><br/><b>March 18, 2015</b><br/>Department of Environmental Conservation<br/>Schenectady<br/>9:00 a.m. - 4:30 p.m.</p> <p><b>SLMS Class Code: P_OE_R4_3341</b><br/><b>April 23, 2015</b><br/>Clinton Correctional Facility<br/>Dannemora<br/>9:00 a.m. - 4:30 p.m.</p> | <p><i>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.</i></p> <p><b>Air Conditioning and Refrigeration Basics - 1 Day</b></p> <p>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:</p> <ul style="list-style-type: none"> <li>• Identify how basic refrigeration and air conditioning systems work</li> <li>• Acquire a basic knowledge about how to install, operate, and maintain refrigerators and air conditioners</li> <li>• Demonstrate effective safety practices for air conditioning and refrigeration systems</li> </ul> <p><b>SLMS Class Code: P_OE_R6_3372</b><br/><b>March 20, 2015</b><br/>Western New York DDSO<br/>West Seneca<br/>9:00 a.m. - 4:30 p.m.</p> <p><b>SLMS Class Code: P_OE_R3_3376</b><br/><b>March 25, 2015</b><br/>Eleanor Roosevelt State Office Building<br/>Poughkeepsie<br/>9:00 a.m. - 4:30 p.m.</p> | <p><b>SLMS Class Code: P_OE_R4_3340</b><br/><b>April 9, 2015</b><br/>Clinton Correctional Facility<br/>Dannemora<br/>9:00 a.m. - 4:30 p.m.</p> <hr/> <p><b>Air Conditioning and Refrigeration Advanced - 2 Days</b></p> <p>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:</p> <ul style="list-style-type: none"> <li>• Gain knowledge about how electrical controls and metering devices are used in the field</li> <li>• Demonstrate how to analyze an air conditioning or refrigeration system using gauges and thermometers</li> <li>• Identify the benefits of efficient air conditioning and refrigeration systems</li> </ul> <p><b>SLMS Class Code: P_OE_R1_3378</b><br/><b>March 11 &amp; 12, 2015</b><br/>Bayard Cutting Arboretum State Park<br/>Great River<br/>9:00 a.m. - 4:30 p.m.</p> <p><b>SLMS Class Code: P_OE_R5_3361</b><br/><b>May 6 &amp; 7, 2015</b><br/>Utica State Office Building<br/>Utica<br/>9:00 a.m. - 4:30 p.m.</p> <p><b>SLMS Class Code: P_OE_R6_3374</b><br/><b>June 9 &amp; 10, 2015</b><br/>Western New York DDSO<br/>West Seneca<br/>9:00 a.m. - 4:30 p.m.</p> <hr/> <p><b>Blueprint Reading Fundamentals - 2 Days</b></p> <p>This course gives participants the fundamental skills necessary to read and interpret blueprints. Participants will:</p> |

## COURSE DESCRIPTIONS, DATES, AND LOCATIONS

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

**SLMS Class Code: P\_OE\_R5\_3352**  
**February 25 & 26, 2015**  
 SUNY Delhi  
*Delhi*  
 9:00 a.m. - 4:30 p.m.

**SLMS Class Code: P\_OE\_R2\_3394**  
**March 19 & 20, 2015**  
 Metro New York DDSO  
*Bronx*  
 9:00 a.m. - 4:30 p.m.

**SLMS Class Code: P\_OE\_R6\_3363**  
**March 25 & 26, 2015**  
 Department of Transportation  
*Mayville*  
 9:00 a.m. - 4:30 p.m.

**SLMS Class Code: P\_OE\_R4\_3327**  
**April 21 & 22, 2015**  
 Capital District DDSO  
*Schenectady*  
 9:00 a.m. - 4:30 p.m.

**SLMS Class Code: P\_OE\_R1\_3383**  
**April 29 & 30, 2015**  
 Long Island DDSO  
*Hauppauge*  
 9:00 a.m. - 4:30 p.m.

**SLMS Class Code: P\_OE\_R4\_3332**  
**May 20 & 21, 2015**  
 Great Meadow Correctional Facility  
*Comstock*  
 9:00 a.m. - 4:30 p.m.

**SLMS Class Code: P\_OE\_R3\_3325**  
**June 2 & 3, 2015**  
 Department of Environmental Conservation  
*New Paltz*  
 9:00 a.m. - 4:30 p.m.

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

This course introduces participants to the basic fundamentals of carpentry, including how to use hand and portable power tools, the 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

**SLMS Class Code: P\_OE\_R5\_3421**  
**March 19, 2015**  
 Willard Drug Treatment Center  
*Willard*  
 9:00 a.m. - 4:30 p.m.

### ***Carpentry Advanced - 2 Days***

This course is for employees who have some familiarity with the basic principles of carpentry. It presents participants with the more 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\_R3\_3375**  
**February 24 & 25, 2015**  
 Eleanor Roosevelt State Office Building  
*Poughkeepsie*  
 9:00 a.m. - 4:30 p.m.

**SLMS Class Code: P\_OE\_R5\_3418**  
**March 4 & 5, 2015**  
 SUNY Oneonta  
*Oneonta*  
 9:00 a.m. - 4:30 p.m.

**SLMS Class Code: P\_OE\_R1\_3382**  
**March 5 & 6, 2015**  
 Jones Beach State Park  
*Wantagh*  
 9:00 a.m. - 4:30 p.m.

**SLMS Class Code: P\_OE\_R6\_3365**  
**March 18 & 19, 2015**  
 De Veaux Woods State Park  
*Niagara Falls*  
 9:00 a.m. - 4:30 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:

- Discover how electricity is produced and distributed
- Differentiate between AC and DC
- Identify types of electricians' materials and tools

**SLMS Class Code: P\_OE\_R2\_3402**  
**March 19, 2015**  
 Riverbank State Park  
*Manhattan*  
 8:30 a.m. - 4:00 p.m.

### ***Electricity Advanced - 2 Days***

This course is for employees who have some familiarity with the basic principles of electricity. It presents participants with the more 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

## COURSE DESCRIPTIONS, DATES, AND LOCATIONS

**SLMS Class Code: P\_OE\_R3\_3358**  
**March 24 & 25, 2015**

Camp Smith Military and Naval Affairs  
*Cortlandt Manor*  
 9:00 a.m. - 4:30 p.m.

**SLMS Class Code: P\_OE\_R5\_3359**  
**March 25 & 26, 2015**

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

**SLMS Class Code: P\_OE\_R1\_3380**  
**April 21 & 22, 2015**

Belmont Lake State Park  
*Babylon*  
 9:00 a.m. - 4:30 p.m.

**SLMS Class Code: P\_OE\_R4\_3414**  
**May 5 & 6, 2015**

Greene Correctional Facility  
*Coxsackie*  
 9:00 a.m. - 4:30 p.m.

**SLMS Class Code: P\_OE\_R6\_3369**  
**June 11 & 12, 2015**

Letchworth State Park  
*Castile*  
 9:00 a.m. - 4:30 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:

- Acquire a basic knowledge about green technology
- Become familiar with New York State's efforts to implement green technology
- Identify strategies for lower-

ing energy consumption that may also save money

**SLMS Class Code: P\_OE\_R7\_3411**  
**April 30, 2015**

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

- 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

**SLMS Class Code: P\_OE\_R4\_3339**  
**April 16, 2015**

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

**SLMS Class Code: P\_OE\_R3\_3353**  
**April 20, 2015**

Camp Smith Military and Naval Affairs  
*Cortlandt Manor*  
 9:00 a.m. - 4:30 p.m.

**SLMS Class Code: P\_OE\_R1\_3388**  
**May 1, 2015**

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

**Masonry Advanced - 2 Days**

This course is for employees who have some familiarity with basic 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\_3354**  
**March 2 & 3, 2015**

Camp Smith Military and Naval Affairs  
*Cortlandt Manor*  
 9:00 a.m. - 4:30 p.m.

**SLMS Class Code: P\_OE\_R5\_3355**  
**April 7 & 8, 2015**

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

**SLMS Class Code: P\_OE\_R6\_3364**  
**June 1 & 2, 2015**

Department of Transportation  
*Mayville*  
 9:00 a.m. - 4:30 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:

- 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\_R1\_3377**  
**February 11, 2015**

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



**Plumbing Advanced - 2 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\_R4\_3331  
March 4 & 5, 2015**

Department of Environmental Conservation  
*Schenectady*  
9:00 a.m. - 4:30 p.m.

**SLMS Class Code: P\_OE\_R3\_3356  
April 15 & 16, 2015**

Camp Smith Military and Naval Affairs  
*Cortlandt Manor*  
9:00 a.m. - 4:30 p.m.

**SLMS Class Code: P\_OE\_R6\_3371  
May 14 & 15, 2015**

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

**Small Engine Basics - 2 Days**

Participants receive instruction in the maintenance, operation, and repair of chainsaw, lawnmower, and small grounds-keeping equipment engines. The course also provides 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 pro-

cedures for handling fuels, including proper labeling and storage

**SLMS Class Code: P\_OE\_R2\_3401**

**April 15 & 16, 2015**

Riverbank State Park  
*Manhattan*  
8:30 a.m. - 4:00 p.m.

**SLMS Class Code: P\_OE\_R5\_3351**

**April 28 & 29, 2015**

Franklin Correctional Facility  
*Malone*  
9:00 a.m. - 4:30 p.m.

**SLMS Class Code: P\_OE\_R6\_3362**

**May 6 & 7, 2015**

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

**SLMS Class Code: P\_OE\_R3\_3410**

**May 13 & 14, 2015**

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

**SLMS Class Code: P\_OE\_R5\_3357**

**May 20 & 21, 2015**

Utica State Office Building  
*Utica*  
9:00 a.m. - 4:30 p.m.

- 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
- Discover ways to maintain a high level of public service while facing increased workloads, tight deadlines, and reduced staffing

**SLMS Class Code: P\_OE\_R5\_3342  
March 11, 2015**

Greater Binghamton Health Center  
*Binghamton*  
9:00 a.m. - 4:30 p.m.

**SLMS Class Code: P\_OE\_R6\_3373  
April 28, 2015**

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

**Getting Organized: Time, Tasks, and Life - 1 1/2 Hour Webinar**



This webinar helps employees improve their ability to effectively manage work assignments and personal responsibilities to improve their work and life balance. Participants will share practical tips they have used and will reflect on how being better organized impacts the overall quality of their work and personal lives. Participants will:

- Develop a plan for getting and staying organized at work and at home
- Discover ways to better organize time and tasks
- Identify strategies for improving communication skills to obtain clarity around competing priorities

**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.*

**Change: Making it Work - 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:

## COURSE DESCRIPTIONS, DATES, AND LOCATIONS

16

**SLMS Class Code: P\_OE\_R7\_3399**  
**March 5, 2015**

*Webinar*

1:00 p.m. - 2:30 p.m.

### Writing Skills

*These courses offer a complete range of written communication skills from basic grammar and punctuation, through 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 - 4 Days**

This creative approach to writing course increases employees' comfort with the process. It requires no prior writing experience. Participants will 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 covered in this course can also be used to improve on-the-job oral and writing assignments. Participants will:

- 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\_R1\_3381**  
**February 23; March 2, 9 & 16, 2015**

Jones Beach State Park  
*Wantagh*

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

**SLMS Class Code: P\_OE\_R2\_3392**  
**March 6, 13, 20 & 27, 2015**

CSEA Metropolitan Region  
Office

*Manhattan*

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

**SLMS Class Code: P\_OE\_R5\_3347**  
**April 20, 27; May 4 & 18, 2015**

CSEA Central Region Office  
*East Syracuse*

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

#### **Basic Writing - A Creative Approach: Level 2 - 4 Days**

This course will provide employees with the opportunity to actively practice their written communication skills. Participants will apply the knowledge and experience they gained from the prerequisite course: *Basic Writing - A Creative Approach: Level 1* to improve their on-the-job writing skills. Participants will gain confidence in their ability to express themselves using the written word through weekly and in-class writing assignments, and instructor feedback. Participants will:

- Discover ways to effectively convey their ideas in writing
- Increase their confidence in communicating both orally and in writing
- Identify the different styles of writing

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

**SLMS Class Code: P\_OE\_R4\_3425**  
**March 17, 24, 31 & April 7, 2015**

Capital District DDSO  
*Schenectady*

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

**SLMS Class Code: P\_OE\_R2\_3393**  
**April 17, 24; May 1 & 8, 2015**

CSEA Metropolitan Region Office  
*Manhattan*

9:00 a.m. - 4:30 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. 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 is scheduled on the same days and locations as *Writing for Clarity*. Participants should consider applying for both courses.

**SLMS Class Code: P\_OE\_R5\_3348**  
**April 15, 2015**

CSEA Central Region Office  
*East Syracuse*

1:15 p.m. - 4:30 p.m.

**SLMS Class Code: P\_OE\_R6\_3366**  
**April 28, 2015**

Finger Lakes DDSO  
*Rochester*

1:15 p.m. - 4:30 p.m.

**SLMS Class Code: P\_OE\_R1\_3384**  
**May 6, 2015**

Long Island DDSO  
*Hauppauge*

1:15 p.m. - 4:30 p.m.

## COURSE DESCRIPTIONS, DATES, AND LOCATIONS

**SLMS Class Code: P\_OE\_R4\_3334**

**May 7, 2015**

CSEA WORK Institute  
Latham

1:15 p.m. - 4:30 p.m.

### ***Writing Effectively - 1 1/2 Hour Webinar***

This interactive webinar will help participants identify techniques for planning and organizing their writing. Participants will review writing samples and discuss ways to improve them. After the webinar, participants will submit their writing samples to the instructor for individual assistance and constructive feedback. Participants will:

- Identify effective strategies for preparing to write
- Choose appropriate vocabulary based on audience, purpose, etc.
- Write clear and concise sentences

**SLMS Class Code: P\_OE\_R7\_3397**

**February 24, 2015**

*Webinar*

1:00 p.m. - 2:30 p.m.

**Note:** The number of participants for this webinar will be limited so that the instructor can provide individual assistance and feedback as part of the post-webinar work.

### ***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 is scheduled on the same days and locations as *Organizing Your Writing*. Participants should consider applying for both courses.

**SLMS Class Code: P\_OE\_R5\_3349**

**April 15, 2015**

CSEA Central Region Office  
East Syracuse

9:00 a.m. - 12:15 p.m.

**SLMS Class Code: P\_OE\_R6\_3367**

**April 28, 2015**

Finger Lakes DDSO  
Rochester

9:00 a.m. - 12:15 p.m.

**SLMS Class Code: P\_OE\_R1\_3385**

**May 6, 2015**

Long Island DDSO  
Hauppauge

9:00 a.m. - 12:15 p.m.

**SLMS Class Code: P\_OE\_R4\_3335**

**May 7, 2015**

CSEA WORK Institute  
Latham

9:00 a.m. - 12:15 p.m.

# SCHEDULE OF COURSES BY CSEA REGION

| <b>Long Island Region 1</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>February 11, 2015</b><br/><i>Plumbing Basics</i><br/>Bayard Cutting Arboretum State Park<br/>Great River<br/>9:00 a.m. - 4:30 p.m.</p> <p><b>February 23; March 2, 9 &amp; 16, 2015</b><br/><i>Basic Writing - A Creative Approach: Level 1</i><br/>Jones Beach State Park<br/>Wantagh<br/>9:00 a.m. - 4:30 p.m.</p> <p><b>February 23; March 2, 9, 16, 23 &amp; 30, 2015</b><br/><i>Conversational Spanish</i><br/>Belmont Lake State Park<br/>Babylon<br/>9:00 a.m. - 4:30 p.m.</p> <p><b>February 27, 2015</b><br/><i>Computer Basics</i><br/>SUNY Old Westbury<br/>Old Westbury<br/>9:00 a.m. - 4:30 p.m.</p> <p><b>March 4, 2015</b><br/><i>Introduction to Accounting</i><br/>SUNY Old Westbury<br/>Old Westbury<br/>9:00 a.m. - 4:30 p.m.</p> <p><b>March 5 &amp; 6, 2015</b><br/><i>Carpentry Advanced</i><br/>Jones Beach State Park<br/>Wantagh<br/>9:00 a.m. - 4:30 p.m.</p> <p><b>March 6, 13, 20, 27; April 3 &amp; 10, 2015</b><br/><i>Focus on Pronunciation: Level 1</i><br/>Long Island State Veterans' Home<br/>Stony Brook<br/>9:00 a.m. - 4:30 p.m.</p> | <p><b>March 11 &amp; 12, 2015</b><br/><i>Air Conditioning and Refrigeration Advanced</i><br/>Bayard Cutting Arboretum State Park<br/>Great River<br/>9:00 a.m. - 4:30 p.m.</p> <p><b>April 21 &amp; 22, 2015</b><br/><i>Electricity Advanced</i><br/>Belmont Lake State Park<br/>Babylon<br/>9:00 a.m. - 4:30 p.m.</p> <p><b>April 29 &amp; 30, 2015</b><br/><i>Blueprint Reading Fundamentals</i><br/>Long Island DDSO<br/>Hauppauge<br/>9:00 a.m. - 4:30 p.m.</p> <p><b>May 1, 2015</b><br/><i>Masonry Basics</i><br/>SUNY Old Westbury<br/>Old Westbury<br/>9:00 a.m. - 4:30 p.m.</p> <p><b>May 6, 2015</b><br/><i>Writing for Clarity</i><br/>Long Island DDSO<br/>Hauppauge<br/>9:00 a.m. - 12:15 p.m.</p> <p><b>May 6, 2015</b><br/><i>Organizing Your Writing</i><br/>Long Island DDSO<br/>Hauppauge<br/>1:15 p.m. - 4:30 p.m.</p> | <p><b>March 6, 13, 20 &amp; 27, 2015</b><br/><i>Basic Writing - A Creative Approach: Level 1</i><br/>CSEA Metropolitan Region Office<br/>Manhattan<br/>9:00 a.m. - 4:30 p.m.</p> <p><b>March 11, 2015</b><br/><i>Introduction to Accounting</i><br/>Shirley A. Chisholm State Office Building<br/>Brooklyn<br/>9:00 a.m. - 4:30 p.m.</p> <p><b>March 16, 23, 30; April 6, 13 &amp; 20, 2015</b><br/><i>Focus on Pronunciation: Level 1</i><br/>CSEA Metropolitan Region Office<br/>Manhattan<br/>9:00 a.m. - 4:30 p.m.</p> <p><b>March 19, 2015</b><br/><i>Dealing with Difficult Behaviors</i><br/>Office of the State Comptroller<br/>Manhattan<br/>9:00 a.m. - 4:30 p.m.</p> <p><b>March 19, 2015</b><br/><i>Electricity Basics</i><br/>Riverbank State Park<br/>Manhattan<br/>8:30 a.m. - 4:00 p.m.</p> <p><b>March 19 &amp; 20, 2015</b><br/><i>Blueprint Reading Fundamentals</i><br/>Metro New York DDSO<br/>Bronx<br/>9:00 a.m. - 4:30 p.m.</p> |
| <b>Metropolitan Region 2</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | <p><b>February 18; March 4, 11, 18, 25 &amp; April 1, 2015</b><br/><i>Conversational Spanish</i><br/>Roberto Clemente State Park<br/>Bronx<br/>9:00 a.m. - 4:30 p.m.</p> <p><b>February 24, 2015</b><br/><i>Dealing with Stress</i><br/>Office of the State Comptroller<br/>Manhattan<br/>9:00 a.m. - 4:30 p.m.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | <p><b>April 15, 2015</b><br/><i>Workplace Social Skills</i><br/>Office of the State Comptroller<br/>Manhattan<br/>9:00 a.m. - 4:30 p.m.</p> <p><b>April 15 &amp; 16, 2015</b><br/><i>Small Engine Basics</i><br/>Riverbank State Park<br/>Manhattan<br/>8:30 a.m. - 4:00 p.m.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |

## SCHEDULE OF COURSES BY CSEA REGION

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>April 17, 24; May 1 &amp; 8, 2015</b><br/> <i>Basic Writing - A Creative Approach: Level 2</i><br/>                 CSEA Metropolitan Region Office<br/>                 Manhattan<br/>                 9:00 a.m. - 4:30 p.m.</p> <p><b>May 4, 11, 18; June 1, 8 &amp; 15, 2015</b><br/> <i>Focus on Pronunciation: Level 2</i><br/>                 CSEA Metropolitan Region Office<br/>                 Manhattan<br/>                 9:00 a.m. - 4:30 p.m.</p>                                                                                                                                                                                                                                                                                                                                                                                                   | <p><b>March 24 &amp; 25, 2015</b><br/> <i>Electricity Advanced</i><br/>                 Camp Smith Military and Naval Affairs<br/>                 Cortlandt Manor<br/>                 9:00 a.m. - 4:30 p.m.</p> <p><b>March 25, 2015</b><br/> <i>Air Conditioning and Refrigeration Basics</i><br/>                 Eleanor Roosevelt State Office Building<br/>                 Poughkeepsie<br/>                 9:00 a.m. - 4:30 p.m.</p>                                                                                                                                                                                                                                                                                                                                                                              | <p><b>March 4 &amp; 5, 2015</b><br/> <i>Plumbing Advanced</i><br/>                 Department of Environmental Conservation<br/>                 Schenectady<br/>                 9:00 a.m. - 4:30 p.m.</p> <p><b>March 17, 24, 31 &amp; April 7, 2015</b><br/> <i>Basic Writing - A Creative Approach: Level 2</i><br/>                 Capital District DDSO<br/>                 Schenectady<br/>                 9:00 a.m. - 4:30 p.m.</p>                                                                                                                                                                                                                                                                                                                                                                                |
| <b>Southern Region 3</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <p><b>February 17, 24; March 3, 10, 17 &amp; 24, 2015</b><br/> <i>Conversational Spanish</i><br/>                 Bear Mountain State Park<br/>                 Bear Mountain<br/>                 9:00 a.m. - 4:30 p.m.</p> <p><b>February 24 &amp; 25, 2015</b><br/> <i>Carpentry Advanced</i><br/>                 Eleanor Roosevelt State Office Building<br/>                 Poughkeepsie<br/>                 9:00 a.m. - 4:30 p.m.</p> <p><b>March 2 &amp; 3, 2014</b><br/> <i>Masonry Advanced</i><br/>                 Camp Smith Military and Naval Affairs<br/>                 Cortlandt Manor<br/>                 9:00 a.m. - 4:30 p.m.</p> <p><b>March 10, 2015</b><br/> <i>Your Work Matters: Pride in Public Service</i><br/>                 Sterling Forest State Park<br/>                 Tuxedo Park<br/>                 9:00 a.m. - 4:30 p.m.</p> | <p><b>April 15 &amp; 16, 2015</b><br/> <i>Plumbing Advanced</i><br/>                 Camp Smith Military and Naval Affairs<br/>                 Cortlandt Manor<br/>                 9:00 a.m. - 4:30 p.m.</p> <p><b>April 20, 2015</b><br/> <i>Masonry Basics</i><br/>                 Camp Smith Military and Naval Affairs<br/>                 Cortlandt Manor<br/>                 9:00 a.m. - 4:30 p.m.</p> <p><b>May 13 &amp; 14, 2015</b><br/> <i>Small Engine Basics</i><br/>                 Hudson Valley DDSO<br/>                 Thiells<br/>                 9:00 a.m. - 4:30 p.m.</p> <p><b>June 2 &amp; 3, 2015</b><br/> <i>Blueprint Reading Fundamentals</i><br/>                 Department of Environmental Conservation<br/>                 New Paltz<br/>                 9:00 a.m. - 4:30 p.m.</p> | <p><b>March 18, 2015</b><br/> <i>Introduction to Accounting</i><br/>                 Department of Environmental Conservation<br/>                 Schenectady<br/>                 9:00 a.m. - 4:30 p.m.</p> <p><b>March 24, 2015</b><br/> <i>Dealing with Feedback</i><br/>                 Workers' Compensation Board<br/>                 Menands<br/>                 9:00 a.m. - 4:30 p.m.</p> <p><b>April 9, 2015</b><br/> <i>Air Conditioning and Refrigeration Basics</i><br/>                 Clinton Correctional Facility<br/>                 Dannemora<br/>                 9:00 a.m. - 4:30 p.m.</p> <p><b>April 13, 2015</b><br/> <i>Workplace Social Skills</i><br/>                 Department of Environmental Conservation<br/>                 Ray Brook<br/>                 9:00 a.m. - 4:30 p.m.</p> |
| <b>Capital Region 4</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <p><b>March 18, 2015</b><br/> <i>Computer Basics</i><br/>                 Hudson Valley DDSO<br/>                 Thiells<br/>                 9:00 a.m. - 4:30 p.m.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | <p><b>February 26, 2015</b><br/> <i>Dealing with Difficult Behaviors</i><br/>                 Workers' Compensation Board<br/>                 Menands<br/>                 9:00 a.m. - 4:30 p.m.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | <p><b>April 13, 20, 27; May 4, 11 &amp; 18, 2015</b><br/> <i>Focus on Pronunciation: Level 1</i><br/>                 Department of Agriculture and Markets<br/>                 Albany<br/>                 9:00 a.m. - 4:30 p.m.</p> <p><b>April 16, 2015</b><br/> <i>Masonry Basics</i><br/>                 Saratoga Spa State Park<br/>                 Saratoga Springs<br/>                 9:00 a.m. - 4:30 p.m.</p>                                                                                                                                                                                                                                                                                                                                                                                                  |



## SCHEDULE OF COURSES BY CSEA REGION

20

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>April 21 &amp; 22, 2015</b><br/><i>Blueprint Reading Fundamentals</i><br/>Capital District DDSO<br/>Schenectady<br/>9:00 a.m. - 4:30 p.m.</p> <p><b>April 23, 2015</b><br/><i>Introduction to Accounting</i><br/>Clinton Correctional Facility<br/>Dannemora<br/>9:00 a.m. - 4:30 p.m.</p> <p><b>April 30, 2015</b><br/><i>Computer Basics</i><br/>Department of Labor<br/>Albany<br/>9:00 a.m. - 4:30 p.m.</p> <p><b>May 1, 2015</b><br/><i>Dealing with Stress</i><br/>CSEA WORK Institute<br/>Latham<br/>9:00 a.m. - 4:30 p.m.</p> <p><b>May 5 &amp; 6, 2015</b><br/><i>Electricity Advanced</i><br/>Greene Correctional Facility<br/>Coxsackie<br/>9:00 a.m. - 4:30 p.m.</p> | <p><b>June 4, 2015</b><br/><i>Your Work Matters: Pride in Public Service</i><br/>Department of Environmental Conservation<br/>Ray Brook<br/>9:00 a.m. - 4:30 p.m.</p> <p><b>June 10, 2015</b><br/><i>Customer Service</i><br/>CSEA WORK Institute<br/>Latham<br/>9:00 a.m. - 4:30 p.m.</p> <p><b>June 10, 2015</b><br/><i>Experiencing and Managing Workplace Anger</i><br/>Department of Agriculture and Markets<br/>Albany<br/>9:00 a.m. - 4:30 p.m.</p> <p><b>June 11, 2015</b><br/><i>Building Effective Work Relationships</i><br/>CSEA WORK Institute<br/>Latham<br/>9:00 a.m. - 4:30 p.m.</p> | <p><b>March 11, 2015</b><br/><i>Change: Making it Work</i><br/>Greater Binghamton Health Center<br/>Binghamton<br/>9:00 a.m. - 4:30 p.m.</p> <p><b>March 19, 2015</b><br/><i>Carpentry Basics</i><br/>Willard Drug Treatment Center<br/>Willard<br/>9:00 a.m. - 4:30 p.m.</p> <p><b>March 25 &amp; 26, 2015</b><br/><i>Electricity Advanced</i><br/>SUNY Oswego<br/>Oswego<br/>9:00 a.m. - 4:30 p.m.</p> <p><b>April 7 &amp; 8, 2015</b><br/><i>Masonry Advanced</i><br/>SUNY Delhi<br/>Delhi<br/>9:00 a.m. - 4:30 p.m.</p> <p><b>April 15, 2015</b><br/><i>Writing for Clarity</i><br/>CSEA Central Region Office<br/>East Syracuse<br/>9:00 a.m. - 12:15 p.m.</p> |
| <b>Central Region 5</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <p><b>May 7, 2015</b><br/><i>Writing for Clarity</i><br/>CSEA WORK Institute<br/>Latham<br/>9:00 a.m. - 12:15 p.m.</p> <p><b>May 7, 2015</b><br/><i>Organizing Your Writing</i><br/>CSEA WORK Institute<br/>Latham<br/>1:15 p.m. - 4:30 p.m.</p> <p><b>May 13, 2015</b><br/><i>Being an Effective Team Member</i><br/>CSEA WORK Institute<br/>Latham<br/>9:00 a.m. - 4:30 p.m.</p> <p><b>May 20 &amp; 21, 2015</b><br/><i>Blueprint Reading Fundamentals</i><br/>Great Meadow Correctional Facility<br/>Comstock<br/>9:00 a.m. - 4:30 p.m.</p>                                                                                                                                         | <p><b>February 25 &amp; 26, 2015</b><br/><i>Blueprint Reading Fundamentals</i><br/>SUNY Delhi<br/>Delhi<br/>9:00 a.m. - 4:30 p.m.</p> <p><b>March 4 &amp; 5, 2015</b><br/><i>Carpentry Advanced</i><br/>SUNY Oneonta<br/>Oneonta<br/>9:00 a.m. - 4:30 p.m.</p> <p><b>March 4, 2015</b><br/><i>Dealing with Stress</i><br/>Central New York DDSO<br/>Syracuse<br/>9:00 a.m. - 4:30 p.m.</p>                                                                                                                                                                                                           | <p><b>April 15, 2015</b><br/><i>Organizing Your Writing</i><br/>CSEA Central Region Office<br/>East Syracuse<br/>1:15 p.m. - 4:30 p.m.</p> <p><b>April 16, 2015</b><br/><i>Workplace Social Skills</i><br/>CSEA Central Region Office<br/>East Syracuse<br/>9:00 a.m. - 4:30 p.m.</p> <p><b>April 20, 27; May 4 &amp; 18, 2015</b><br/><i>Basic Writing - A Creative Approach: Level 1</i><br/>CSEA Central Region Office<br/>East Syracuse<br/>9:00 a.m. - 4:30 p.m.</p> <p><b>April 28 &amp; 29, 2015</b><br/><i>Small Engine Basics</i><br/>Franklin Correctional Facility<br/>Malone<br/>9:00 a.m. - 4:30 p.m.</p>                                              |

## SCHEDULE OF COURSES BY CSEA REGION

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>May 6 &amp; 7, 2015</b><br/><i>Air Conditioning and Refrigeration Advanced</i><br/>Utica State Office Building<br/>Utica<br/>9:00 a.m. - 4:30 p.m.</p> <p><b>May 14, 2015</b><br/><i>Computer Basics</i><br/>Upstate Correctional Facility<br/>Malone<br/>9:00 a.m. - 4:30 p.m.</p> <p><b>May 20 &amp; 21, 2015</b><br/><i>Small Engine Basics</i><br/>Utica State Office Building<br/>Utica<br/>9:00 a.m. - 4:30 p.m.</p> <p><b>June 3, 2015</b><br/><i>Computer Basics</i><br/>SUNY Potsdam<br/>Potsdam<br/>9:00 a.m. - 4:30 p.m.</p>                                                  | <p><b>April 28, 2015</b><br/><i>Writing for Clarity</i><br/>Finger Lakes DDSO<br/>Rochester<br/>9:00 a.m. - 12:15 p.m.</p> <p><b>April 28, 2015</b><br/><i>Organizing Your Writing</i><br/>Finger Lakes DDSO<br/>Rochester<br/>1:15 p.m. - 4:30 p.m.</p> <p><b>May 6 &amp; 7, 2015</b><br/><i>Small Engine Basics</i><br/>Department of Transportation<br/>Mayville<br/>9:00 a.m. - 4:30 p.m.</p> <p><b>May 13, 2015</b><br/><i>Your Work Matters: Pride in Public Service</i><br/>Finger Lakes DDSO<br/>Rochester<br/>9:00 a.m. - 4:30 p.m.</p> <p><b>May 14 &amp; 15, 2015</b><br/><i>Plumbing Advanced</i><br/>SUNY Buffalo<br/>Buffalo<br/>9:00 a.m. - 4:30 p.m.</p> <p><b>May 21, 2015</b><br/><i>Computer Basics</i><br/>SUNY Brockport<br/>Brockport<br/>9:00 a.m. - 4:30 p.m.</p> <p><b>June 1 &amp; 2, 2015</b><br/><i>Masonry Advanced</i><br/>Department of Transportation<br/>Mayville<br/>9:00 a.m. - 4:30 p.m.</p> <p><b>June 9, 2015</b><br/><i>Workplace Social Skills</i><br/>Western New York DDSO<br/>West Seneca<br/>9:00 a.m. - 4:30 p.m.</p> <p><b>June 9 &amp; 10, 2015</b><br/><i>Air Conditioning and Refrigeration Advanced</i><br/>Western New York DDSO<br/>West Seneca<br/>9:00 a.m. - 4:30 p.m.</p> | <p><b>June 11 &amp; 12, 2015</b><br/><i>Electricity Advanced</i><br/>Letchworth State Park<br/>Castile<br/>9:00 a.m. - 4:30 p.m.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <b>Western Region 6</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | <b>Statewide Webinars</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <p><b>March 18 &amp; 19, 2015</b><br/><i>Carpentry Advanced</i><br/>De Veaux Woods State Park<br/>Niagara Falls<br/>9:00 a.m. - 4:30 p.m.</p> <p><b>March 20, 2015</b><br/><i>Air Conditioning and Refrigeration Basics</i><br/>Western New York DDSO<br/>West Seneca<br/>9:00 a.m. - 4:30 p.m.</p> <p><b>March 25 &amp; 26, 2015</b><br/><i>Blueprint Reading Fundamentals</i><br/>Department of Transportation<br/>Mayville<br/>9:00 a.m. - 4:30 p.m.</p> <p><b>April 28, 2015</b><br/><i>Change: Making it Work</i><br/>Western New York DDSO<br/>West Seneca<br/>9:00 a.m. - 4:30 p.m.</p> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | <p><b>February 10, 2015</b><br/><i>Study Skills</i><br/>Webinar<br/>11:00 a.m. - 12:00 p.m.</p> <p><b>February 18, 2015</b><br/><i>Understanding Today's Computer</i><br/>Webinar<br/>10:00 a.m. - 11:00 a.m.</p> <p><b>February 18, 2015</b><br/><i>Designing Dynamic PowerPoint Presentations</i><br/>Webinar<br/>1:00 p.m. - 2:00 p.m.</p> <p><b>February 24, 2015</b><br/><i>Writing Effectively</i><br/>Webinar<br/>1:00 p.m. - 2:30 p.m.</p> <p><b>March 3, 2015</b><br/><i>Job Etiquette</i><br/>Webinar<br/>2:00 p.m. - 3:00 p.m.</p> <p><b>March 5, 2015</b><br/><i>Getting Organized: Time, Tasks, and Life</i><br/>Webinar<br/>1:00 p.m. - 2:30 p.m.</p> <p><b>March 12, 19 &amp; 26, 2015</b><br/><i>You and Your Finances</i><br/>Webinar<br/>10:00 a.m. - 11:00 a.m.</p> <p><b>Note:</b> The March 19th session will be held from 10:00 a.m. - 11:30 a.m.</p> |

## SCHEDULE OF COURSES BY CSEA REGION

**April 8, 2015**

*Using the Tuition Benefits Program*  
Webinar  
10:00 a.m. - 11:30 a.m.

**April 22, 2015**

*College Credit: Alternative Ways to Save Money*  
Webinar  
10:00 a.m. - 11:00 a.m.

**April 30, 2015**

*Introduction to Green Technology*  
Webinar  
10:00 a.m. - 11:00 a.m.

**May 1, 2015**

*Internet Research Skills*  
Webinar  
10:00 a.m. - 11:00 a.m.

**May 20, 2015**

*Best Practices in Resume and Interview Preparation*  
Webinar  
10:00 a.m. - 11:00 a.m.





## Additional Education and Training Resources

23

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

[Adult Education Basics Programs](#) help employees improve reading, writing, and math skills, learn English for speakers of other languages, learn introductory Spanish as a second language, and enhance college preparatory skills.

[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 individual advice and referrals for employees about educational planning, education financing, alternative approaches to further education, and obtaining a high school diploma.

[Online Learning Courses](#) allow employees to access over 2,600 *Skillsoft* courses. Employees can also enroll in certificate programs where they select 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 LPN and RN programs may access additional Targeted Tuition Benefits.

[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.



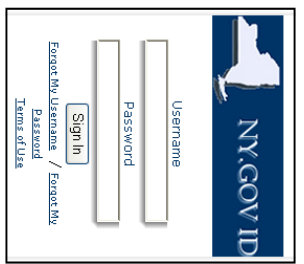
# SLMS: Getting Started Enrolling in a Class

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:

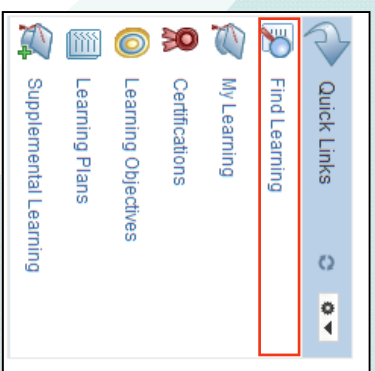
1. Go to the SUNY portal site ([www.suny.edu](http://www.suny.edu)).
2. Click **System.SUNY.edu** link at the top right.
3. Click **SUNY Portal** under Employee Resources.
4. The **SUNY Secure Sign On** box will appear. Select your campus and click **Login** button.
5. Type the ID/Username and Password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

Dealing with Stress (P\_168)

★★★★★ (1) View Reviews

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_R4_Test | Instructor-Led Classroom | 6 Hrs    | 12/26/2013 |       |

Plan for Later

Enroll Now

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



Need further assistance? Contact [learning@nyscseapartnership.org](mailto:learning@nyscseapartnership.org) or (800) 253-4332.



## 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 not done until approximately three weeks prior to the course date.

A screenshot of a table showing course details. The table has columns for 'Print Certificate', 'Status', 'Date', 'Launch', 'Action', and 'Delete'. Two rows are visible: 'In-Progress' with date '04/26/2012' and 'Enrolled' with date '04/30/2012'. Both rows have a 'Drop' button in the 'Action' column, which is circled in red. A 'View All' link and a page indicator '16-30 of 81' are also visible at the top of the table.

| 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 in an application to the Partnership to be enrolled, call (800) 253-4332 or (518) 486-7814 in the Capital Region to be dropped.

## 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. Change your current Primary address or click **Add an email address** and check the box to make it your new primary address.
6. Click **Save**.

A screenshot of a form titled 'Email Addresses'. It has a table with two columns: 'Email Type' and 'Email Address'. The first row contains 'Business' and 'slmstest@gmail.com'. Below the table is an orange button labeled 'Update Email Addresses'.

| Email Type | Email Address      |
|------------|--------------------|
| Business   | slmstest@gmail.com |

**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.

A screenshot of a table showing certificate status. The table has columns for 'Print Certificate', 'Status', 'Date', 'Launch', 'Action', and 'Delete'. One row is visible with 'Print Certificate' circled in red, 'Status' as 'Completed', and 'Date' as '02/22/2013'. An orange 'Review' button is also visible.

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

**APPLICANT INFORMATION**

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

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

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                 |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------|
| <p><b>Negotiating Unit</b></p> <p><b>New York State Government Employees</b> (circle one):</p> <p><b>02</b> = Administrative Services Unit (ASU)<br/> <b>03</b> = Operational Services Unit (OSU)<br/> <b>04</b> = Institutional Services Unit (ISU)<br/> <b>05</b> = Professional, Scientific &amp; Technical (PS&amp;T)*<br/> <b>06</b> = Management/Confidential (M/C)*<br/> <b>47</b> = Division of Military &amp; Naval Affairs (DMNA)<br/> <b>Other</b> _____</p> <p>* Select PS&amp;T and M/C employees are eligible to attend <i>Skills for Success</i> classes in limited course categories. See #4 on reverse side of this application form for more details.</p> <p align="center">- OR -</p> <p><b>Local Government, School Districts, State Authorities, or Private Sector CSEA-represented Employees</b> (circle NS):</p> <p><b>NS</b> = Non-state CSEA-represented</p> | <p><b>Current Job Title</b> _____</p> <p><b>Grade</b> _____</p> |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | <p><b>Name of Agency or Organization</b></p> <p>_____</p>       |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | <p><b>Facility</b></p> <p>_____</p>                             |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | <p><b>Daytime Phone</b> (      ) _____</p>                      |
| <p><b>Email Address</b></p> <p>_____</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                 |

**Reasonable Accommodation:**  Please check if you have a disability that requires a reasonable accommodation to participate in *Skills for Success* courses. A Partnership staff member will contact you for further information.

**COURSE INFORMATION**

| Course Title | Course Date | SLMS Class Code |
|--------------|-------------|-----------------|
| 1.           |             |                 |
| 2.           |             |                 |
| 3.           |             |                 |
| 4.           |             |                 |

**IMPORTANT NOTICE**

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

**SUPERVISOR'S APPROVAL**

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

|                                                 |                           |      |
|-------------------------------------------------|---------------------------|------|
| Supervisor's Name and Job Title (Print or Type) | Supervisor's Signature    |      |
| Supervisor's Email                              | Supervisor's Phone Number | Date |

Please 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 three weeks before the first day of the course.

## DIRECTIONS FOR COMPLETING APPLICATION FORM

28

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. Enter your Employee Identification Number.
4. Negotiating Unit – Employees are eligible to attend *Skills for Success* if they are:  
A CSEA-represented New York State (NYS) employees in the ASU/02, OSU/03, ISU/04, or DMNA/47 bargaining units.

- OR -

A NYS employee (previously in the ASU/02) serving a probationary period in a transition title or traineeship (MC/06 or PS&T/05) supported by the Partnership may attend courses in the interpersonal communication, math skills, work management, and writing skills categories.

- OR -

A NYS employee in a Management/Confidential (MC/06) clerical or secretarial title may attend courses, as space permits, in the interpersonal communication, math skills, work management, and writing skills categories.

- OR -

CSEA-represented employees working in local government, school districts, state authorities, or the private sector, as space permits.

Please circle the correct bargaining unit if you are a NYS government employee.

Please circle "NS" if you are working in local government, school districts, state authorities, or the private sector.

5. 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.
6. Please include your 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.

**NOTE:** 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.

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 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.



**Corporate Plaza East - Suite 502  
240 Washington Avenue Extension  
Albany, New York 12203**

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

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

Facebook: [www.facebook.com/nyscseapartnership](http://www.facebook.com/nyscseapartnership)

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

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