

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

SKILLS FOR SUCCESS

Courses for CSEA-represented employees

February - June 2015



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.

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 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.

Enroll through SLMS

- Employees can enroll for classes through the Statewide Learning Management System (SLMS) at www.nyslearn.ny.gov.
- If you have forgotten your Username or Password, go to 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 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 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

Website: www.nyscseapartnership.org

Facebook: 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

8

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>Introduction to Accounting - 1 Day</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"> • Perform basic math operations related to bookkeeping and create and interpret tables, charts, and graphs • Interpret basic financial statements • Describe the basic purpose and functions of the State-wide Financial System <p>SLMS Class Code: P_OE_R1_3387 March 4, 2015 SUNY Old Westbury Old Westbury 9:00 a.m. - 4:30 p.m.</p> <p>SLMS Class Code: P_OE_R2_3422 March 11, 2015 Shirley A. Chisholm State Office Building Brooklyn 9:00 a.m. - 4:30 p.m.</p> <p>SLMS Class Code: P_OE_R4_3344 March 18, 2015 Department of Environmental Conservation Schenectady 9:00 a.m. - 4:30 p.m.</p> <p>SLMS Class Code: P_OE_R4_3341 April 23, 2015 Clinton Correctional Facility Dannemora 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>Air Conditioning and Refrigeration Basics - 1 Day</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"> • Identify how basic refrigeration and air conditioning systems work • Acquire a basic knowledge about how to install, operate, and maintain refrigerators and air conditioners • Demonstrate effective safety practices for air conditioning and refrigeration systems <p>SLMS Class Code: P_OE_R6_3372 March 20, 2015 Western New York DDSO West Seneca 9:00 a.m. - 4:30 p.m.</p> <p>SLMS Class Code: P_OE_R3_3376 March 25, 2015 Eleanor Roosevelt State Office Building Poughkeepsie 9:00 a.m. - 4:30 p.m.</p>	<p>SLMS Class Code: P_OE_R4_3340 April 9, 2015 Clinton Correctional Facility Dannemora 9:00 a.m. - 4:30 p.m.</p> <hr/> <p>Air Conditioning and Refrigeration Advanced - 2 Days</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"> • Gain knowledge about how electrical controls and metering devices are used in the field • Demonstrate how to analyze an air conditioning or refrigeration system using gauges and thermometers • Identify the benefits of efficient air conditioning and refrigeration systems <p>SLMS Class Code: P_OE_R1_3378 March 11 & 12, 2015 Bayard Cutting Arboretum State Park Great River 9:00 a.m. - 4:30 p.m.</p> <p>SLMS Class Code: P_OE_R5_3361 May 6 & 7, 2015 Utica State Office Building Utica 9:00 a.m. - 4:30 p.m.</p> <p>SLMS Class Code: P_OE_R6_3374 June 9 & 10, 2015 Western New York DDSO West Seneca 9:00 a.m. - 4:30 p.m.</p> <hr/> <p>Blueprint Reading Fundamentals - 2 Days</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

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

SCHEDULE OF COURSES BY CSEA REGION

<p>April 17, 24; May 1 & 8, 2015 <i>Basic Writing - A Creative Approach: Level 2</i> CSEA Metropolitan Region Office Manhattan 9:00 a.m. - 4:30 p.m.</p> <p>May 4, 11, 18; June 1, 8 & 15, 2015 <i>Focus on Pronunciation: Level 2</i> CSEA Metropolitan Region Office Manhattan 9:00 a.m. - 4:30 p.m.</p>	<p>March 24 & 25, 2015 <i>Electricity Advanced</i> Camp Smith Military and Naval Affairs Cortlandt Manor 9:00 a.m. - 4:30 p.m.</p> <p>March 25, 2015 <i>Air Conditioning and Refrigeration Basics</i> Eleanor Roosevelt State Office Building Poughkeepsie 9:00 a.m. - 4:30 p.m.</p> <p>April 15 & 16, 2015 <i>Plumbing Advanced</i> Camp Smith Military and Naval Affairs Cortlandt Manor 9:00 a.m. - 4:30 p.m.</p> <p>April 20, 2015 <i>Masonry Basics</i> Camp Smith Military and Naval Affairs Cortlandt Manor 9:00 a.m. - 4:30 p.m.</p> <p>May 13 & 14, 2015 <i>Small Engine Basics</i> Hudson Valley DDSO Thiells 9:00 a.m. - 4:30 p.m.</p> <p>June 2 & 3, 2015 <i>Blueprint Reading Fundamentals</i> Department of Environmental Conservation New Paltz 9:00 a.m. - 4:30 p.m.</p>	<p>March 4 & 5, 2015 <i>Plumbing Advanced</i> Department of Environmental Conservation Schenectady 9:00 a.m. - 4:30 p.m.</p> <p>March 17, 24, 31 & April 7, 2015 <i>Basic Writing - A Creative Approach: Level 2</i> Capital District DDSO Schenectady 9:00 a.m. - 4:30 p.m.</p> <p>March 18, 2015 <i>Introduction to Accounting</i> Department of Environmental Conservation Schenectady 9:00 a.m. - 4:30 p.m.</p> <p>March 24, 2015 <i>Dealing with Feedback</i> Workers' Compensation Board Menands 9:00 a.m. - 4:30 p.m.</p> <p>April 9, 2015 <i>Air Conditioning and Refrigeration Basics</i> Clinton Correctional Facility Dannemora 9:00 a.m. - 4:30 p.m.</p> <p>April 13, 2015 <i>Workplace Social Skills</i> Department of Environmental Conservation Ray Brook 9:00 a.m. - 4:30 p.m.</p> <p>April 13, 20, 27; May 4, 11 & 18, 2015 <i>Focus on Pronunciation: Level 1</i> Department of Agriculture and Markets Albany 9:00 a.m. - 4:30 p.m.</p> <p>April 16, 2015 <i>Masonry Basics</i> Saratoga Spa State Park Saratoga Springs 9:00 a.m. - 4:30 p.m.</p>
Southern Region 3		
<p>February 17, 24; March 3, 10, 17 & 24, 2015 <i>Conversational Spanish</i> Bear Mountain State Park Bear Mountain 9:00 a.m. - 4:30 p.m.</p> <p>February 24 & 25, 2015 <i>Carpentry Advanced</i> Eleanor Roosevelt State Office Building Poughkeepsie 9:00 a.m. - 4:30 p.m.</p> <p>March 2 & 3, 2014 <i>Masonry Advanced</i> Camp Smith Military and Naval Affairs Cortlandt Manor 9:00 a.m. - 4:30 p.m.</p> <p>March 10, 2015 <i>Your Work Matters: Pride in Public Service</i> Sterling Forest State Park Tuxedo Park 9:00 a.m. - 4:30 p.m.</p> <p>March 18, 2015 <i>Computer Basics</i> Hudson Valley DDSO Thiells 9:00 a.m. - 4:30 p.m.</p>	<p style="text-align: center; background-color: #004a99; color: white; padding: 5px;">Capital Region 4</p> <p>February 26, 2015 <i>Dealing with Difficult Behaviors</i> Workers' Compensation Board Menands 9:00 a.m. - 4:30 p.m.</p>	

SCHEDULE OF COURSES BY CSEA REGION

20

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

SCHEDULE OF COURSES BY CSEA REGION

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

NOTES

24

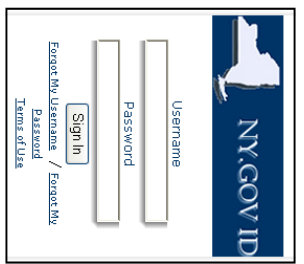
SLMS: Getting Started Enrolling in a Class

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).
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**.

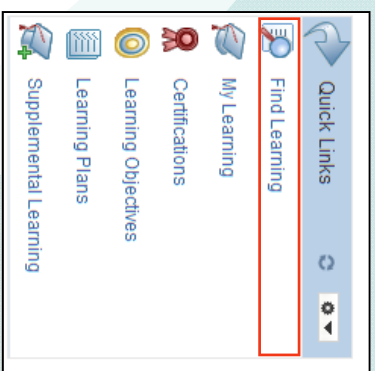


Tip: SUNY employees—Contact your campus help desk for your username and password.

NYMS & CSEA Partnership
for Education and Training
Need further assistance? Contact learning@nysceapartnership.org or (800) 253-4332.

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	
Scheduled Sessions					
Day	Date	Start Time	End Time	Time Zone	Location
Thursday *	12/26/2013	9:00AM	4:30PM	EST	Albany, NY

D. CHECK YOUR SCHEDULED LEARNING AND PROGRESS

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



Tip: If you know your supervisor has approved your request, but your status still appears as **Pending Approval**, it is because the Partnership must now approve your request. This is not done until approximately three weeks prior to the course date.

A screenshot of a table showing course information. The table has columns for 'Print Certificate', 'Status', 'Date', 'Launch', 'Action', and 'Delete'. There are two rows: 'In-Progress' with date '04/26/2012' and 'Enrolled' with date '04/30/2012'. A 'Drop' button is visible in the 'Action' column for the 'Enrolled' row, and it is circled in red. The 'Delete' column has a dropdown arrow circled in red.

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 columns 'Email Type' and 'Email Address'. The 'Business' row contains the email 'slmstest@gmail.com'. Below the table is an orange 'Update Email Addresses' button.

Email Type	Email Address
Business	slmstest@gmail.com

Update Email Addresses

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

G. PRINT YOUR CERTIFICATE

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

A screenshot of a course record for a completed course. The 'Print Certificate' button is circled in red. The 'Status' is 'Completed' and the 'Date' is '02/22/2013'. There is also a 'Review' button.

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: _____

Negotiating Unit

New York State Government Employees (circle one):

- 02** = Administrative Services Unit (ASU)
- 03** = Operational Services Unit (OSU)
- 04** = Institutional Services Unit (ISU)
- 05** = Professional, Scientific & Technical (PS&T)*
- 06** = Management/Confidential (M/C)*
- 47** = Division of Military & Naval Affairs (DMNA)
- Other** _____

* Select PS&T and M/C employees are eligible to attend *Skills for Success* classes in limited course categories. See #4 on reverse side of this application form for more details.

– **OR** –

Local Government, School Districts, State Authorities, or Private Sector CSEA-represented Employees (circle NS):

NS = Non-state CSEA-represented

Current Job Title

Grade

Name of Agency or Organization

Facility

Daytime Phone ()

Email Address

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

Website: www.nyscseapartnership.org

Facebook: 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