

SKILLS FOR SUCCESS

COURSES FOR CSEA-REPRESENTED EMPLOYEES



Free
Courses!

February-June 2019



Acquire Knowledge



Enhance Job Skills



Advance Career

(518) 486-7814 • (800) 253-4332
www.nyscseapartnership.org

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



Skills for Success courses will be held
between February and June 2019
at training sites conveniently located
near your work or home.

Courses are offered in the following categories:

Adult Education Basics

Computer Skills

Individual Development

Interpersonal Communication

Language Skills

Math Skills

Safety and Health

Trades, Operations, and Maintenance

Work Management

Writing Skills



The NYS & CSEA Partnership for Education and Training (Partnership) is pleased to announce the Spring 2019 *Skills for Success* course catalog for CSEA-represented employees.

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

You are invited to take advantage of the classroom-based courses and webinars described in this publication. Courses are listed under 10 categories. We urge you to work with your supervisor to select the courses most suited to your work and personal goals. You may apply for any of the courses offered, even if the course is not related to your current job.

It is easy for you to:

- Choose a course that meets your job-related training, professional development, or personal development needs.
- Enroll through the Statewide Learning Management System (SLMS) or by completing the *Skills for Success* application form on page 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.

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Skills for Success courses help employees acquire the knowledge and skills needed to accomplish job assignments more effectively and provide personal development opportunities.

Employees should work with their supervisors to select courses that are meaningful to their professional and personal growth.

Webinar Courses

In order to increase participation in courses while limiting time away from

the office, a number of courses are offered via webinar.

Webinars allow employees to take courses using a computer, telephone, and Internet connection.

Workforce Development Competencies

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

The Partnership explored current trends in work

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

The competency names and their corresponding icons and descriptions are available on page 7. After each course description you will find the competency icon(s) assigned to the course.

ABOUT THE COURSES AND PROGRAM

No Cost to Employees

Skills for Success courses are offered 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 8.

When Courses are Held

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

Participant Eligibility

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

- A CSEA-represented NYS employee (ASU/02, OSU/03, ISU/04, or DMNA/47)
- 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, as space permits

ABOUT THE COURSES AND PROGRAM (continued)

Full-Day Courses

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

Half-Day Courses

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

Webinar Courses

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



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HOW YOU CAN ENROLL IN A CLASS

Applicants

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

Supervisors of Applicants

Once an employee enrolls in a class, you will receive

an email notification from donotreply@goer.ny.gov with the message: "Your approval is required to confirm the following enrollment request." The employee's name will appear in the email.

When you approve an employee's enrollment, you are granting the employee release time to attend the entire class without charge to leave credits.

Reasonable Accommodations

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

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 and click on the **SLMS Login** button and then click on the **Forgot your Username or Password?** link.
- For additional information, see *SLMS: Getting Started Enrolling in Partnership Classes* guide on page 25.

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.

Enroll through the Partnership

- If you are unable to enroll through SLMS, complete the *Skills for Success* application form on page 27.
- You can apply for multiple classes on one application form.
- You must obtain your supervisor's approval on the application form in order to attend the course(s), unless you indicate you will be using your own time.

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

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

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

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

NOTE: To update your email address in SLMS, see step F of *SLMS: Getting Started Enrolling in Partnership Classes* guide on page 25.

Class is Full Notification

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

Wait Lists

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

Date and Location Changes

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

Cancellations

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

YOUR RESPONSIBILITIES

Be Considerate if You Cannot Attend a Class

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

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

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

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

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

**Don't Delay,
Register for a
Skills for Success
Course Today**



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

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CONTACT THE PARTNERSHIP

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



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



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



learning@nyscseapartnership.org



www.nyscseapartnership.org



WORKFORCE DEVELOPMENT COMPETENCIES

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



Communication and Interpersonal Relations

- Demonstrate effective oral, written, or non-verbal communication skills
- Develop or maintain productive relationships with co-workers, supervisors, or others to improve work performance
- Cooperate with others to perform job tasks or achieve goals
- Resolve conflict or negotiate resolutions
- Demonstrate integrity, honesty, and respect for others



Critical Thinking and Problem Solving

- Cope with changing work situations or tasks
- Identify actual or potential problems related to work
- Solve problems by applying knowledge, information, or processes
- Make decisions or recommendations
- Establish standards or solutions



Professionalism and Self-Management

- Use professional and respectful language, behavior, or attire
- Demonstrate willingness to work
- Adhere to institutional/organizational policies or procedures
- Participate in lifelong learning opportunities
- Use supervision or self-evaluation to improve quality of work
- Demonstrate commitment to punctuality and consistency in work attendance



Reading and Locating Information

- Acquire, use, or share information accurately
- Read and interpret written information including graphs, charts, or tables
- Ask for clarification or assistance from supervisor or others when needed
- Use job-related materials, resources, or technology to inform or perform tasks
- Demonstrate safe and appropriate use of tools, materials, or equipment

COURSE DESCRIPTIONS, DATES, AND LOCATIONS

Adult Education Basics

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

English for Speakers of Other Languages - 13 Days

This course is for employees whose first language is not English. It covers reading, writing, speaking, listening, and other methods of communication. Participants will:

- Identify different types of verbal and non-verbal communication used in the United States
- Practice reading, writing, speaking, and listening to the English language
- Develop a work-related vocabulary and practice its pronunciation
- Distinguish different types of verbal and non-verbal communications



SLMS Class Code: P_AEB_R4_4661
March 4, 11, 18, 25; April 1, 22, 29; May 6, 13, 20, 27; June 3 & 10, 2019
 Capital Region Language Center
 Albany
 9:00 a.m. - 4:30 p.m.

NOTE: Participants will be assigned to attend a one-day orientation and skills assessment on February 13 or 14, 2019.

Enhance Your Skills: Reading, Writing, and Math Basics - 13 Days

This course helps employees refresh their reading, writing, and math skills. Participants will practice reading to improve their understanding of written materials, recognize and apply the basic rules of grammar and punctuation, and perform basic math functions using decimals, fractions, and percents. Participants will:

- Read and discuss various written works
- Practice writing using various styles, sentence types, and paragraph structures
- Gain knowledge about basic math principles and processes



SLMS Class Code: P_AEB_R4_4653
March 6, 13, 20, 27; April 3, 24; May 1, 8, 15, 22, 29; June 5 & 12, 2019
 CSEA WORK Institute
 Latham
 9:00 a.m. - 4:30 p.m.

NOTE: Participants will be assigned to attend a one-day orientation and skills assessment on February 13 or 14, 2019.

Essentials of Writing - 13 Days

This course introduces participants to the processes of creating, developing, and revising their writing based on personal experiences, observations, and reactions to a variety of reading selections. Participants share and revise their writing with assistance from their peers as well as the instructor. Participants will:

- Read and discuss various

written works

- Develop their knowledge of the basic rules of grammar, mechanics, and usage
- Practice writing using various styles, sentence types, and paragraph structures



SLMS Class Code: P_AEB_R4_4652
March 7, 14, 21, 28; April 4, 25; May 2, 9, 16, 23, 30; June 6 & 13, 2019
 CSEA WORK Institute
 Latham
 9:00 a.m. - 4:30 p.m.

NOTE: Participants will be assigned to attend a one-day orientation and skills assessment on February 13 or 14, 2019.

SLMS Class Code: P_AEB_R2_4657
March 13, 20, 27; April 3, 10, 17, 24; May 1, 8, 15, 22, 29 & June 5, 2019
 Consortium for Worker Education
 Manhattan
 9:00 a.m. - 4:30 p.m.

NOTE: Participants will be assigned to attend a one-day orientation and skills assessment on February 20 or 21, 2019.

High School Equivalency Prep - 13 Days

This course helps prepare participants to take the Test Assessing Secondary Completion (TASC) high school equivalency (HSE) test. The TASC/HSE test is based on Common Core Learning Standards for Mathematics and English Language Arts and other national standards for Science and Social Studies. Participants will:

- Take a series of practice tests to assess their knowledge at the high school level in reading, writing,

COURSE DESCRIPTIONS, DATES, AND LOCATIONS

mathematics, science, and social studies

- Develop a study schedule that includes adequate time to review all five subject areas
- Learn tips for reducing stress on the day of their TASC/HSE test



SLMS Class Code: P_AEB_R2_4654
March 12, 19, 26; April 2, 9, 16, 23, 30; May 7, 14, 21, 28 & June 4, 2019

Kingsboro Psychiatric Center
Brooklyn

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

NOTE: Participants will be assigned to attend a one-day orientation and skills assessment on February 20 or 21, 2019.

Reading Comprehension - 13 Days



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

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



SLMS Class Code: P_AEB_R4_4651
March 5, 12, 19, 26; April 2, 23, 30; May 7, 14, 21, 28; June 4 & 11, 2019

CSEA Capital Region Office
Latham

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

NOTE: Participants will be assigned to attend a one-day orientation and skills assessment on February 13 or 14, 2019.

SLMS Class Code: P_AEB_R2_4658
March 14, 21, 28; April 4, 11, 18, 25; May 2, 9, 16, 23, 30 & June 6, 2019

Consortium for Worker Education

Manhattan

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

NOTE: Participants will be assigned to attend a one-day orientation and skills assessment on February 20 or 21, 2019.

Computer Skills

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

Microsoft Excel 2013 Basics - 1 Day

This course provides the basic knowledge and skills needed to perform daily tasks and enhance productivity in Microsoft Excel 2013. Participants will be expected to have a working knowledge of desktop computers and be familiar with using the keyboard and mouse. Participants will:

- Practice with common spreadsheet functions
- Create and format worksheets
- Use simple formulas



SLMS Class Code: P_OE_R2_4741
February 27, 2019

Consortium for Worker Education

Manhattan

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

SLMS Class Code: P_OE_R6_4680
March 19, 2019

Department of Transportation
Rochester

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

SLMS Class Code: P_OE_R1_4700
May 9, 2019

Long Island DDSO
Commack

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

Microsoft Excel 2016 Intermediate - 1 Day



This course provides the intermediate knowledge and skills needed to perform specialized tasks and improve productivity in Excel. Participants will be expected to have a working knowledge of the topics covered in Excel Basics or have equivalent knowledge. Participants will:

- Perform calculations in Excel using formulas and functions
- Use sort, filter, and table tools in Excel to organize data
- Create and format charts to present data
- Identify strategies for working with data across multiple worksheets
- Apply settings to protect worksheets
- Use advanced formatting and print options



SLMS Class Code: P_OE_R5_4713
February 21, 2019

Dulles State Office Building
Watertown

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

SLMS Class Code: P_OE_R3_4707
March 26, 2019

Department of Labor
White Plains

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

COURSE DESCRIPTIONS, DATES, AND LOCATIONS

SLMS Class Code: P_OE_R6_4684
April 10, 2019

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

SLMS Class Code: P_OE_R2_4742
May 9, 2019

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

Microsoft Outlook 2016: Organizing and Managing Your Email - 1-Hour Webinar



Is your inbox out of control? This webinar provides tips and tricks for managing email messages using Microsoft Outlook. Viewing and sorting email messages, deleting messages, and organizing messages will be covered. Participants will:

- Compare methods of sorting and viewing email messages
- Identify ways of searching for email messages
- Construct a strategy to organize email messages using folders



SLMS Class Code: P_OE_R7_4715
March 5, 2019

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

Microsoft Outlook 2016: Working with Calendars - 1-Hour Webinar



Are you looking to manage your meetings and appointments in a more efficient way? This webinar will teach you how to do just that using Microsoft Outlook's calendar. Topics include scheduling appointments, meetings, and all-day events, as well as sharing calendars.

Participants will:

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



SLMS Class Code: P_OE_R7_4736
March 27, 2019

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

Microsoft Word 2013 Basics - 1 Day

This course provides the basic knowledge and skills needed to perform daily tasks and enhance productivity in Microsoft Word 2013. Participants will be expected to have a working knowledge of desktop computers and be familiar with using the keyboard and mouse. Participants will:

- Perform common word processing tasks
- Create and edit documents
- Format page layouts, text, tables, and paragraphs



SLMS Class Code: P_OE_R4_4664
March 21, 2019

Department of Labor
 Albany
 9:00 a.m. - 4:30 p.m.

Understanding Today's Computer - 1-Hour Webinar



This webinar helps employees gain knowledge about common computing devices and their overall impact on today's workforce and society. It will cover the practical uses of popular

trends in computers and related technologies. Participants will:

- Develop an understanding 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
- Discover tips and techniques computer users should know



SLMS Class Code: P_OE_R7_4716
May 9, 2019

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

Individual Development

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

A Career in Nursing: Is It Right For You? - 1-Hour Webinar

Are you considering a career in nursing but want to know more? Nursing is a very popular career choice, but is it the right career for you? This webinar can help you make an informed career decision. Participants will:

- Gain knowledge about the education, training, certification, and New York State licensing requirements for each level of nursing
- Identify the rewards and demands of a career in nursing

COURSE DESCRIPTIONS, DATES, AND LOCATIONS

- Explore job titles and nursing positions in New York State government



SLMS Class Code: P_OE_R7_4717
February 27, 2019
Webinar
 3:00 p.m. - 4:00 p.m.

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_4718
February 26, 2019
Webinar
 10:00 a.m. - 11:00 a.m.

Financing Your Education - 1-Hour Webinar

How to afford a college degree is a dilemma often faced by many people. Paying for school is one of the barriers cited most often by working adults looking to return to school. This webinar covers traditional and

non-traditional ways to pay for college and save money. Participants will:

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



SLMS Class Code: P_OE_R7_4719
May 22, 2019
Webinar
 1:00 p.m. - 2:00 p.m.

Managing Your Finances - 1-Hour Webinar

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

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



SLMS Class Code: P_OE_R7_4720
February 21, 2019
Webinar
 10:00 a.m. - 11:00 a.m.

Merit System: Transfers - 1-Hour Webinar

Are you ready for a career move? Have you ever wondered what job titles you may transfer to and how to apply? Do you know where to start? This webinar will provide answers to these questions and more. Participants will:

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



SLMS Class Code: P_OE_R7_4721
April 3, 2019
Webinar
 3:00 p.m. - 4:00 p.m.

Stress in the Workplace - 1 Day

This course enables employees to successfully navigate their way through stressful events and preserve a sense of balance and energy between their work and life demands. Participants will gain knowledge about the impact of stress, practice stress-reduction techniques, and discover ways to manage stress at home and at work. Participants will:

- Identify stressors in their environment
- Describe how stress affects

COURSE DESCRIPTIONS, DATES, AND LOCATIONS

them biologically, psychologically, and socially

- Define ways to capitalize on positive stress energy
- Select and apply a variety of stress management strategies



SLMS Class Code: P_OE_R4_4665
April 9, 2019

Department of State
Albany
9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R2_4729
April 11, 2019

Kingsboro Psychiatric Center
Brooklyn
9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R6_4695
April 18, 2019

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

Using Credit Wisely - 1-Hour Webinar

This webinar shows employees how to take control of their credit. Participants will gain knowledge about what good credit is, how to access their personal credit report, what makes up a credit score, and how to repair their credit and avoid credit repair scams. Participants will:

- Discover ways to access and read their personal credit report
- Develop strategies for repairing their credit
- Gain knowledge about the three major credit reporting agencies



SLMS Class Code: P_OE_R7_4722
March 14, 2019

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 exam or to improve your current job skills? This webinar provides information about using the Partnership's Tuition Benefits Program to help pay for courses. Participants will:

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



SLMS Class Code: P_OE_R7_4723
April 17, 2019

Webinar
2:00 p.m. - 3:30 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.

Addressing Conflict in Customer Relations - 1-Hour Webinar

Conflict is a natural part of working with customers. Designed specifically for customer service providers, this webinar offers an introduction to conflict resolution and the importance of addressing conflict appropriately when working in a customer service role. Participants will:

- Identify effective strategies for addressing conflict
- Recognize the benefits of using conflict management strategies in customer service interactions
- Apply conflict management strategies to customer service scenarios



SLMS Class Code: P_OE_R7_4724
March 12, 2019

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

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.

COURSE DESCRIPTIONS, DATES, AND LOCATIONS

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_R1_4691
February 26, 2019

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

SLMS Class Code: P_OE_R2_4683
May 7, 2019

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

SLMS Class Code: P_OE_R5_4730
May 21, 2019

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

Building Better Work Relationships - 1 Day

Effective work relationships are critical to accomplishing your work successfully. They can contribute to job satisfaction, increased productivity, and better health. Regardless of job title or agency, your ability to work 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_R5_4702
February 19, 2019

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

SLMS Class Code: P_OE_R6_4735
February 21, 2019

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

Customer Service - 1 Day

This course addresses the role of customer service in the public sector. It will provide strategies and techniques for effectively handling customers when delivering outstanding service to the public. Participants will:

- Gain knowledge about what is and is not good customer service
- Acquire useful tips for handling difficult and angry customers
- Develop strategies for managing stress when dealing with customers
- Identify and address the challenges of working with customers from diverse backgrounds



SLMS Class Code: P_OE_R2_4663
February 14, 2019

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

SLMS Class Code: P_OE_R4_4668
March 5, 2019

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

SLMS Class Code: P_OE_R6_4703
April 23, 2019

Western New York DDSO
West Seneca
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_R2_4682
February 21, 2019

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

SLMS Class Code: P_OE_R4_4669
February 26, 2019

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

SLMS Class Code: P_OE_R1_4701
March 21, 2019

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

SLMS Class Code: P_OE_R3_4708
April 16, 2019

SUNY New Paltz
New Paltz
9:00 a.m. - 4:30 p.m.

COURSE DESCRIPTIONS, DATES, AND LOCATIONS

14

Emotional Intelligence in Customer Relations - 1-Hour Webinar

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

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



SLMS Class Code: P_OE_R7_4725
March 21, 2019
Webinar
 3:00 p.m. - 4:00 p.m.

Keep Your Cool: Ways to Protect Your Professional Reputation - 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. Anger can be a very destructive force in the workplace and in our personal lives if not managed effectively. 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 defuse someone's anger



SLMS Class Code: P_OE_R4_4671
February 14, 2019
 W. Averell Harriman State Office Building Campus
Albany
 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R2_4743
April 24, 2019
 Consortium for Worker Education
Manhattan
 9:00 a.m. - 4:30 p.m.

Managing Stress in Customer Relations - 1-Hour Webinar

Managing stress while providing customer service to the public can be challenging, even for the most experienced employee. This webinar will focus on the unique importance of managing stress when working in a customer service role. Participants will:

- Identify five best practices for managing stress
- Recognize the benefits of stress management in customer service work
- Apply stress management techniques to customer service scenarios



SLMS Class Code: P_OE_R7_4726
May 1, 2019
Webinar
 1:00 p.m. - 2:00 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:

- Discover appropriate workplace behaviors and how to manage emotions in different work situations
- Develop effective interpersonal communications in the workplace
- Identify how to communicate their needs appropriately while practicing effective interactions with co-workers
- Practice the skills needed for successful one-on-one and group meetings



SLMS Class Code: P_OE_R4_4667
February 20, 2019
 Department of State
Albany
 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.

Conversational Spanish - 6 Days

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

- Develop basic communication skills and listening techniques through conversational and

<p>grammatical practice</p> <ul style="list-style-type: none"> Practice communicating using basic aspects of time, place, direction, and courtesy Demonstrate cultural awareness and sensitivity toward the Spanish language and culture <div style="display: flex; justify-content: space-around; align-items: center;"> </div> <p>SLMS Class Code: P_OE_R2_4744 April 15, 22, 29; May 6, 13 & 20, 2019 Consortium for Worker Education <i>Manhattan</i> 9:00 a.m. - 4:30 p.m.</p> <p>SLMS Class Code: P_OE_R4_4751 May 1, 8, 15, 22, 29 & June 5, 2019 NYS & CSEA Partnership <i>Albany</i> 9:00 a.m. - 4:30 p.m.</p> <hr/> <p>Focus on Pronunciation: Level 1 - 6 Days</p> <p>This course is for employees who would like to develop their English pronunciation. They will practice global features of clear speaking such as: speaking slowly, speaking loudly, paying attention to the end of words, and using their voices to speak expressively. Participants will:</p> <ul style="list-style-type: none"> Practice reading and speaking in front of other participants Develop a work-related vocabulary and practice its pronunciation Identify and observe how sounds are made and how to use the appropriate intonation Distinguish different types of American English, verbal, and non-verbal communications <div style="display: flex; justify-content: space-around; align-items: center;"> </div>	<p>SLMS Class Code: P_OE_R3_4739 April 1, 8, 15, 22, 29 & May 6, 2019 SUNY Purchase <i>Purchase</i> 9:00 a.m. - 4:30 p.m.</p> <hr/> <p>Focus on Pronunciation: Level 2 - 6 Days</p> <p>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:</p> <ul style="list-style-type: none"> 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 <div style="display: flex; justify-content: space-around; align-items: center;"> </div> <p>SLMS Class Code: P_OE_R4_4749 May 2, 9, 16, 23, 30 & June 6, 2019 Department of Labor <i>Albany</i> 9:00 a.m. - 4:30 p.m.</p>	<div style="background-color: #004a99; color: white; padding: 5px; text-align: center; font-weight: bold;">Math Skills</div> <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 <div style="display: flex; justify-content: space-around; align-items: center;"> </div> <p>SLMS Class Code: P_OE_R5_4731 April 2, 2019 Central New York DDSO <i>North Syracuse</i> 9:00 a.m. - 4:30 p.m.</p> <p>SLMS Class Code: P_OE_R3_4676 April 9, 2019 Sullivan Correctional Facility <i>Fallsburg</i> 9:00 a.m. - 4:30 p.m.</p> <p>SLMS Class Code: P_OE_R1_4670 April 16, 2019 Perry B. Duryea Jr. State Office Building <i>Hauppauge</i> 9:00 a.m. - 4:30 p.m.</p>
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COURSE DESCRIPTIONS, DATES, AND LOCATIONS

<p>SLMS Class Code: P_OE_R2_4686 May 14, 2019 Department of Taxation and Finance Queens 9:00 a.m. - 4:30 p.m.</p>	<p>Trades, Operations, and Maintenance</p>	<p>Air Conditioning and Refrigeration Advanced - 2 Days</p>
<p>Safety and Health</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>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>
<p><i>Safety and Health courses develop the knowledge and skills needed to promote a safe and healthy work environment.</i></p>	<p>Air Conditioning and Refrigeration Basics - 1 Day</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>Preventing Slips, Trips, and Falls - 1-Hour Webinar</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>	<p> </p> <p>SLMS Class Code: P_OE_R2_4662 April 30 & May 1, 2019 SUNY Downstate Medical Center Brooklyn 9:00 a.m. - 4:30 p.m.</p>
<p>Nearly 25% of all injuries reported by New York State employees in the last five years were the result of slips, trips, and falls in the workplace. These types of injuries are not only the most frequently reported, but they can also be disabling for the employee, and sometimes even fatal. This webinar helps raise awareness of the related hazards and identifies practical ways to protect yourself at work and prevent these incidents from occurring. 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>Blueprint Reading Fundamentals - 2 Days</p>
<ul style="list-style-type: none"> • Identify the common causes of slips, trips, and falls • Describe how employees and employers can prevent injuries from slips, trips, and falls • Understand the impact of slips, trips, and falls on the workplace 	<p> </p>	<p>This course gives participants the fundamental skills necessary to read and interpret blueprints. Participants will:</p>
<p>  </p> <p>SLMS Class Code: P_OE_R7_4727 May 7, 2019 Webinar 3:00 p.m. - 4:00 p.m.</p>	<p>SLMS Class Code: P_OE_R4_4697 May 15, 2019 Clinton Correctional Facility Dannemora 9:00 a.m. - 4:30 p.m.</p>	<ul style="list-style-type: none"> • Use an architectural ruler to read scaled drawings • Convert designs into a blueprint • Interpret different types of drawings (e.g., electrical, plumbing, HVAC) and basic abbreviations, symbols, and line types within a blueprint
	<p>SLMS Class Code: P_OE_R3_4688 May 21, 2019 Eleanor Roosevelt State Office Building Poughkeepsie 9:00 a.m. - 4:30 p.m.</p>	<p> </p>

COURSE DESCRIPTIONS, DATES, AND LOCATIONS

SLMS Class Code: P_OE_R5_4746
February 28 & March 1, 2019

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

SLMS Class Code: P_OE_R6_4709
May 2 & 3, 2019

SUNY Buffalo
 Buffalo
 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_R6_4685
March 5, 2019

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

SLMS Class Code: P_OE_R4_4698
April 8, 2019

Grafton Lakes State Park
 Cropseyville
 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 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_R1_4681
February 18 & 19, 2019

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

SLMS Class Code: P_OE_R3_4711
March 21 & 22, 2019

Wallkill Correctional Facility
 Wallkill
 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 alternating current and direct current
- Identify types of electricians' materials and tools



SLMS Class Code: P_OE_R4_4673
March 12, 2019

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

SLMS Class Code: P_OE_R6_4687
April 17, 2019

Department of Transportation
 Mayville
 9:00 a.m. - 4:30 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 advanced terminology and practices used in the electrical trade. Participants will:

- Demonstrate effective troubleshooting skills for devices and circuits
- Identify proper safety equipment and procedures for working on various electrical systems
- Use measurement instruments to test electrical components and circuits



SLMS Class Code: P_OE_R5_4745
May 16 & 17, 2019

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

SLMS Class Code: P_OE_R4_4748
May 21 & 22, 2019

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

Energy Conservation: Alternative Technologies and Sustainability - 1 Day

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

- Define energy conservation
- Examine alternative technologies such as wind energy,

COURSE DESCRIPTIONS, DATES, AND LOCATIONS

solar energy, and ground source heat pumps

- Discover the advantages and drawbacks of alternative technologies



SLMS Class Code: P_OE_R3_4666
March 19, 2019
 Hudson Valley DDSO
Thiels
 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R5_4750
March 28, 2019
 SUNY Cortland
Cortland
 9:00 a.m. - 4:30 p.m.

Masonry Basics - 1 Day

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

- 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_R1_4672
April 24, 2019
 Caumsett State Historic Park Preserve
Lloyd Harbor
 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R5_4704
May 7, 2019
 Taughannock Falls State Park
Trumansburg
 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 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_R6_4696
May 15 & 16, 2019
 Letchworth State Park
Castile
 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_R5_4705
February 12, 2019
 Central New York DDSO
Rome
 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R4_4706
March 21, 2019
 SUNY Cobleskill
Cobleskill
 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R1_4679
April 2, 2019
 Caumsett State Historic Park Preserve
Lloyd Harbor
 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R6_4690
May 21, 2019
 Western New York DDSO
West Seneca
 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_R3_4712
February 14 & 15, 2019
 Wallkill Correctional Facility
Wallkill
 9:00 a.m. - 4:30 p.m.

Small Engine Basics - 2 Days

Participants receive instruction in the maintenance, operation, and repair of chainsaw, lawn mower, and small grounds-keeping equipment engines. The course also provides insight into the inner workings of ignition systems, carburetors, and clutches. Participants will:

COURSE DESCRIPTIONS, DATES, AND LOCATIONS

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



SLMS Class Code: P_OE_R2_4738
April 4 & 5, 2019
 Roberto Clemente State Park
 Bronx
 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R3_4733
April 23 & 24, 2019
 Department of Environmental Conservation
 New Paltz
 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R5_4740
May 7 & 8, 2019
 Fayetteville Fire Department
 Fayetteville
 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R6_4692
May 14 & 15, 2019
 Finger Lakes DDSO
 Rochester
 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R4_4734
May 22 & 23, 2019
 Saratoga Spa State Park
 Saratoga Springs
 9:00 a.m. - 4:30 p.m.

Work Management

These courses help employees build the skills required to organize their work, deal effectively with the public and co-workers, and organize their thought processes to meet workplace challenges and situations.

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

This webinar helps employees discover ways to effectively manage work assignments and personal responsibilities. Participants will:

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



SLMS Class Code: P_OE_R7_4728
February 13, 2019
 Webinar
 1:00 p.m. - 2:00 p.m.

The Organized Office Worker - 1 Day

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

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



SLMS Class Code: P_OE_R3_4689
May 8, 2019
 Eleanor Roosevelt State Office Building
 Poughkeepsie
 9:00 a.m. - 4:30 p.m.

Writing Skills

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

Basic Writing - A Creative Approach: Level 1 - 4 Days

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

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



COURSE DESCRIPTIONS, DATES, AND LOCATIONS

SLMS Class Code: P_OE_R1_4694
March 15, 29; April 5 & 12, 2019

CSEA Long Island Region Office
Commack
 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R6_4693
April 19, 26; May 3 & 10, 2019

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

SLMS Class Code: P_OE_R5_4677
May 10, 17, 24 & 31, 2019

Hutchings Psychiatric Center
Syracuse
 9:00 a.m. - 4:30 p.m.

Successful Business Writing - 1 Day

One of the most important skills employees can master in the workplace is writing. Business documents such as emails, memos, letters, and reports that are well-written and organized convey a professional image that is highly valued in any department or agency. Participants will:

- Discover how to organize and present information for high impact and clarity
- Examine ways to write clear, concise, and well-organized sentences
- Identify common errors relating to grammar, word choice, spelling, punctuation, and composition
- Develop proofreading and editing techniques to produce error-free documents



SLMS Class Code: P_OE_R4_4674
March 12, 2019

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

Writing and Editing Skills for Supervisors - 1 Day

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

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



SLMS Class Code: P_OE_R4_4675
March 26, 2019

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

SLMS Class Code: P_OE_R1_4699
April 30, 2019

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

Writing Effective Reports and Evaluations - 1 Day

Writing effective reports and evaluations is a skill with which many people need help. Reports

and evaluations are much more structured than most writing assignments. They need to be concise and fact-based, without embellishment. They also need to contain relevant information and be well-organized. The concepts covered in this course will assist employees with writing effective reports and evaluations. Participants will:

- Determine which report or evaluation format is appropriate
- Distinguish between facts and opinions when preparing reports and evaluations
- Achieve clarity of expression in word choice and sentence structure
- Recognize well-written and organized reports and evaluations based on specific goals



SLMS Class Code: P_OE_R2_4678
March 20, 2019

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

SLMS Class Code: P_OE_R5_4732
April 17, 2019

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

SCHEDULE OF CLASSES BY CSEA REGION

Long Island Region 1

February 18 & 19, 2019

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

February 26, 2019

Being an Effective Team Member
Pilgrim Psychiatric Center
West Brentwood
9:00 a.m. - 4:30 p.m.

March 15, 29; April 5 & 12, 2019

Basic Writing - A Creative Approach: Level 1
CSEA Long Island Region Office
Commack
9:00 a.m. - 4:30 p.m.

March 21, 2019

Dealing with Difficult Behaviors
Long Island DDSO
Hauppauge
9:00 a.m. - 4:30 p.m.

April 2, 2019

Plumbing Basics
Caumsett State Historic Park Preserve
Lloyd Harbor
9:00 a.m. - 4:30 p.m.

April 16, 2019

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

April 24, 2019

Masonry Basics
Caumsett State Historic Park Preserve
Lloyd Harbor
9:00 a.m. - 4:30 p.m.

April 30, 2019

Writing and Editing Skills for Supervisors
SUNY Old Westbury
Old Westbury
9:00 a.m. - 4:30 p.m.

May 9, 2019

Microsoft Excel 2013 Basics
Long Island DDSO
Hauppauge
9:00 a.m. - 4:30 p.m.

Metropolitan Region 2

February 14, 2019

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

February 21, 2019

Dealing with Difficult Behaviors
Department of Taxation and Finance
Brooklyn
9:00 a.m. - 4:30 p.m.

February 27, 2019

Microsoft Excel 2013 Basics
Consortium for Worker Education
Manhattan
9:00 a.m. - 4:30 p.m.

March 12, 19, 26; April 2, 9, 16, 23, 30; May 7, 14, 21, 28 & June 4, 2019

High School Equivalency Prep
Kingsboro Psychiatric Center
Brooklyn
9:00 a.m. - 4:30 p.m.

March 13, 20, 27; April 3, 10, 17, 24; May 1, 8, 22, 29 & June 5, 2019

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

March 14, 21, 28; April 4, 11, 18, 25; May 2, 9, 16, 23, 30 & June 6, 2019

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



March 20, 2019

Writing Effective Reports and Evaluations
Department of Taxation and Finance
Brooklyn
9:00 a.m. - 4:30 p.m.

April 4 & 5, 2019

Small Engine Basics
Roberto Clemente State Park
Bronx
9:00 a.m. - 4:30 p.m.

April 11, 2019

Stress in the Workplace
Kingsboro Psychiatric Center
Brooklyn
9:00 a.m. - 4:30 p.m.

April 15, 22, 29; May 6, 13 & 20, 2019

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

April 24, 2019

Keep Your Cool: Ways to Protect Your Professional Reputation
Consortium for Worker Education
Manhattan
9:00 a.m. - 4:30 p.m.

April 30 & May 1, 2019

Air Conditioning and Refrigeration Advanced
SUNY Downstate Medical Center
Brooklyn
9:00 a.m. - 4:30 p.m.

May 7, 2019

Being an Effective Team Member
Riverbank State Park
Manhattan
9:00 a.m. - 4:30 p.m.

May 9, 2019

Microsoft Excel 2016 Intermediate
Consortium for Worker Education
Manhattan
9:00 a.m. - 4:30 p.m.



SCHEDULE OF CLASSES BY CSEA REGION

<p>May 14, 2019 <i>Introduction to Accounting</i> Department of Taxation and Finance Queens 9:00 a.m. - 4:30 p.m.</p>	<p>April 23 & 24, 2019 <i>Small Engine Basics</i> Department of Environmental Conservation New Paltz 9:00 a.m. - 4:30 p.m.</p>	<p>March 5, 2019 <i>Customer Service</i> W. Averell Harriman State Office Campus Albany 9:00 a.m. - 4:30 p.m.</p>
<p>Southern Region 3</p>		
<p>February 14 & 15, 2019 <i>Plumbing Advanced</i> Wallkill Correctional Facility Wallkill 9:00 a.m. - 4:30 p.m.</p> <p>March 19, 2019 <i>Energy Conservation: Alternative Technologies and Sustainability</i> Hudson Valley DDSO Thiells 9:00 a.m. - 4:30 p.m.</p>	<p>May 8, 2019 <i>The Organized Office Worker</i> Eleanor Roosevelt State Office Building Poughkeepsie 9:00 a.m. - 4:30 p.m.</p> <p>May 21, 2019 <i>Air Conditioning and Refrigeration Basics</i> Eleanor Roosevelt State Office Building Poughkeepsie 9:00 a.m. - 4:30 p.m.</p>	<p>March 5, 12, 19, 26; April 2, 23, 30; May 7, 14, 21, 28; June 4 & 11, 2019 <i>Reading Comprehension</i>  CSEA Capital Region Office Latham 9:00 a.m. - 4:30 p.m.</p> <p>March 6, 13, 20, 27; April 3, 24; May 1, 8, 15, 22, 29; June 5 & 12, 2019 <i>Enhance Your Skills: Reading, Writing and Math Basics</i> CSEA WORK Institute Latham 9:00 a.m. - 4:30 p.m.</p>
<p>Capital Region 4</p>		
<p>March 21 & 22, 2019 <i>Carpentry Advanced</i> Wallkill Correctional Facility Wallkill 9:00 a.m. - 4:30 p.m.</p> <p>March 26, 2019  <i>Microsoft Excel 2016 Intermediate</i> Department of Labor White Plains 9:00 a.m. - 4:30 p.m.</p> <p>April 1, 8, 15, 22, 29 & May 6, 2019 <i>Focus on Pronunciation: Level 1</i> SUNY Purchase Purchase 9:00 a.m. - 4:30 p.m.</p> <p>April 9, 2019 <i>Introduction to Accounting</i> Sullivan Correctional Facility Fallsburg 9:00 a.m. - 4:30 p.m.</p> <p>April 16, 2019 <i>Dealing with Difficult Behaviors</i> SUNY New Paltz New Paltz 9:00 a.m. - 4:30 p.m.</p>	<p>February 14, 2019 <i>Keep Your Cool: Ways to Protect Your Professional Reputation</i> W. Averell Harriman State Office Campus Albany 9:00 a.m. - 4:30 p.m.</p> <p>February 20, 2019 <i>Workplace Social Skills</i> Department of State Albany 9:00 a.m. - 4:30 p.m.</p> <p>February 26, 2019 <i>Dealing with Difficult Behaviors</i> W. Averell Harriman State Office Campus Albany 9:00 a.m. - 4:30 p.m.</p> <p>March 4, 11, 18, 25; April 1, 22, 29; May 6, 13, 20, 27; June 3 & 10, 2019 <i>English for Speakers of Other Languages</i> Capital Region Language Center Albany 9:00 a.m. - 4:30 p.m.</p>	<p>March 7, 14, 21, 28; April 4, 25; May 2, 9, 16, 23, 30; June 6 & 13, 2019 <i>Essentials of Writing</i> CSEA WORK Institute Latham 9:00 a.m. - 4:30 p.m.</p> <p>March 12, 2019 <i>Electricity Basics</i> Department of Environmental Conservation Ray Brook 9:00 a.m. - 4:30 p.m.</p> <p>March 12, 2019 <i>Successful Business Writing</i> W. Averell Harriman State Office Campus Albany 9:00 a.m. - 4:30 p.m.</p> <p>March 21, 2019 <i>Plumbing Basics</i> SUNY Cobleskill Cobleskill 9:00 a.m. - 4:30 p.m.</p> <p>March 21, 2019 <i>Microsoft Word 2013 Basics</i> Department of Labor Albany 9:00 a.m. - 4:30 p.m.</p>

SCHEDULE OF CLASSES BY CSEA REGION

<p>March 26, 2019 <i>Writing and Editing Skills for Supervisors</i> W. Averell Harriman State Office Campus Albany 9:00 a.m. - 4:30 p.m.</p> <p>April 8, 2019 <i>Carpentry Basics</i> Grafton Lakes State Park Cropseyville 9:00 a.m. - 4:30 p.m.</p> <p>April 9, 2019 <i>Stress in the Workplace</i> Department of State Albany 9:00 a.m. - 4:30 p.m.</p> <p>May 1, 8, 15, 22, 29 & June 5, 2019 <i>Conversational Spanish</i> NYS & CSEA Partnership Albany 9:00 a.m. - 4:30 p.m.</p> <p>May 2, 9, 16, 23, & 30 & June 6, 2019 <i>Focus on Pronunciation: Level 2</i> Department of Labor Albany 9:00 a.m. - 4:30 p.m.</p> <p>May 15, 2019 <i>Air Conditioning and Refrigeration Basics</i> Clinton Correctional Facility Dannemora 9:00 a.m. - 4:30 p.m.</p> <p>May 21 & 22, 2019 <i>Electricity Advanced</i> SUNY Cobleskill Cobleskill 9:00 a.m. - 4:30 p.m.</p> <p>May 22 & 23, 2018 <i>Small Engine Basics</i> Saratoga Spa State Park Saratoga Springs 9:00 a.m. - 4:30 p.m.</p>	<p style="text-align: center;">Central Region 5</p> <hr/> <p>February 12, 2019 <i>Plumbing Basics</i> Central New York DDSO Rome 9:00 a.m. - 4:30 p.m.</p> <p>February 19, 2019 <i>Building Better Work Relationships</i> Central New York DDSO Rome 9:00 a.m. - 4:30 p.m.</p> <p>February 21, 2019 <i>Microsoft Excel 2016 Intermediate</i>  Dulles State Office Building Watertown 9:00 a.m. - 4:30 p.m.</p> <p>February 28 & March 1, 2019 <i>Blueprint Reading Fundamentals</i> SUNY Cortland Cortland 9:00 a.m. - 4:30 p.m.</p> <p>March 28, 2019 <i>Energy Conservation: Alternative Technologies and Sustainability</i> SUNY Cortland Cortland 9:00 a.m. - 4:30 p.m.</p> <p>April 2, 2019 <i>Introduction to Accounting</i> Central New York DDSO North Syracuse 9:00 a.m. - 4:30 p.m.</p> <p>April 17, 2019 <i>Writing Effective Reports and Evaluations</i> Central New York DDSO North Syracuse 9:00 a.m. - 4:30 p.m.</p> <p>May 7, 2019 <i>Masonry Basics</i> Taughannock Falls State Park Trumansburg 9:00 a.m. - 4:30 p.m.</p>	<p>May 7 & 8, 2019 <i>Small Engine Basics</i> Fayetteville Fire Department Fayetteville 9:00 a.m. - 4:30 p.m.</p> <p>May, 10, 17, 24 & 31, 2019 <i>Basic Writing - A Creative Approach: Level 1</i> Hutchings Psychiatric Center Syracuse 9:00 a.m. - 4:30 p.m.</p> <p>May 16 & 17, 2019 <i>Electricity Advanced</i> Department of Transportation North Syracuse 9:00 a.m. - 4:30 p.m.</p> <p>May 21, 2019 <i>Being an Effective Team Member</i> Central New York DDSO North Syracuse 9:00 a.m. - 4:30 p.m.</p> <p style="text-align: center;">Western Region 6</p> <hr/> <p>February 21, 2019 <i>Building Better Work Relationships</i> SUNY Buffalo Buffalo 9:00 a.m. - 4:30 p.m.</p> <p>March 5, 2019 <i>Carpentry Basics</i> SUNY Geneseo Geneseo 9:00 a.m. - 4:30 p.m.</p> <p>March 19, 2019 <i>Microsoft Excel 2013 Basics</i> Department of Transportation Rochester 9:00 a.m. - 4:30 p.m.</p> <p>April 10, 2019  <i>Microsoft Excel 2016 Intermediate</i> Western New York DDSO West Seneca 9:00 a.m. - 4:30 p.m.</p>
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SCHEDULE OF CLASSES BY CSEA REGION

<p>April 17, 2019 <i>Electricity Basics</i> Department of Transportation Mayville 9:00 a.m. - 4:30 p.m.</p> <p>April 18, 2019 <i>Stress in the Workplace</i> Department of Transportation Mayville 9:00 a.m. - 4:30 p.m.</p> <p>April 19 & 26, May 3 & 10, 2019 <i>Basic Writing - A Creative Approach: Level 1</i> Western New York DDSO West Seneca 9:00 a.m. - 4:30 p.m.</p> <p>April 23, 2019 <i>Customer Service</i> Western New York DDSO West Seneca 9:00 a.m. - 4:30 p.m.</p> <p>May 2 & 3, 2019 <i>Blueprint Reading Fundamentals</i> SUNY Buffalo Buffalo 9:00 a.m. - 4:30 p.m.</p> <p>May 14 & 15, 2019 <i>Small Engine Basics</i> Finger Lakes DDSO Rochester 9:00 a.m. - 4:30 p.m.</p> <p>May 15 & 16, 2019 <i>Masonry Advanced</i> Letchworth State Park Castile 9:00 a.m. - 4:30 p.m.</p> <p>May 21, 2019 <i>Plumbing Basics</i> Western New York DDSO West Seneca 9:00 a.m. - 4:30 p.m.</p>	<p style="text-align: center;">Statewide Webinars</p> <hr/> <p>February 13, 2019 <i>Getting Organized: Time, Tasks, and Life</i> Webinar 1:00 p.m. - 2:00 p.m.</p> <p>February 21, 2019 <i>Managing Your Finances</i> Webinar 10:00 a.m. - 11:00 a.m.</p> <p>February 26, 2019 <i>Best Practices in Resume and Interview Preparation</i> Webinar 10:00 a.m. - 11:00 a.m.</p> <p>February 27, 2019 <i>A Career in Nursing: Is it Right for You?</i> Webinar 3:00 p.m. - 4:00 p.m.</p> <p>March 5, 2019 <i>Microsoft Outlook 2016: Organizing and Managing Your Email</i>  Webinar 10:00 a.m. - 11:00 a.m.</p> <p>March 12, 2019 <i>Addressing Conflict in Customer Relations</i> Webinar 3:00 p.m. - 4:00 p.m.</p> <p>March 14, 2019 <i>Using Credit Wisely</i> Webinar 10:00 a.m. - 11:00 a.m.</p> <p>March 21, 2019 <i>Emotional Intelligence in Customer Relations</i> Webinar 3:00 p.m. - 4:00 p.m.</p> <p>March 27, 2019 <i>Microsoft Outlook 2016: Working with Calendars</i>  Webinar 10:00 a.m. - 11:00 a.m.</p>	<p>April 3, 2019 <i>Merit System: Transfers</i> Webinar 3:00 p.m. - 4:00 p.m.</p> <p>April 17, 2019 <i>Using the Tuition Benefits Program</i> Webinar 2:00 p.m. - 3:30 p.m.</p> <p>May 1, 2019 <i>Managing Stress in Customer Relations</i> Webinar 1:00 p.m. - 2:00 p.m.</p> <p>May 7, 2019 <i>Preventing Slips, Trips, and Falls</i> Webinar 3:00 p.m. - 4:00 p.m.</p> <p>May 9, 2019 <i>Understanding Today's Computer</i>  Webinar 10:00 a.m. - 11:00 a.m.</p> <p>May 22, 2019 <i>Financing Your Education</i> Webinar 1:00 p.m. - 2:00 p.m.</p>
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SLMS: Getting Started Enrolling in Partnership Classes

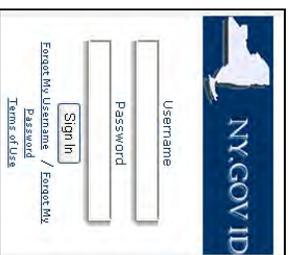
STATEWIDE LEARNING MANAGEMENT SYSTEM

Rev. 12/11/15

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:

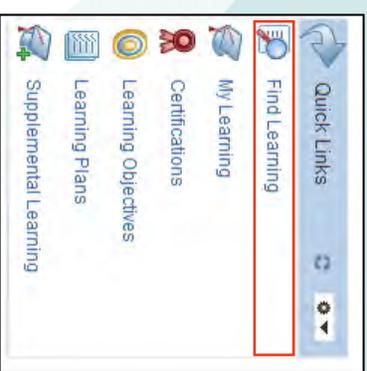
1. Go to the SUNY portal site (www.suny.edu).
2. Click **System.SUNY.edu** link at the top right.
3. Click **SUNY Portal** under Employee Resources.
4. The **SUNY Secure Sign On** box will appear. Select your campus and click **Login** button.
5. Type the ID/Username and Password for the account requested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



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

B. SEARCH THE CATALOG

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



C. ENROLL IN A PARTNERSHIP CLASS

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

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

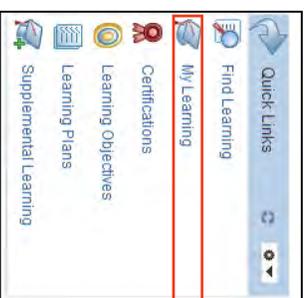
Class Code	Type	Duration	Start Date	Price
P_OE_RA_Test	*Instructor-Led Classroom	6 Hrs	12/26/2013	

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

Overview	Objectives Met	Schedule	Prerequisites	Notes and Attachments
				Albany, NY

D. CHECK YOUR SCHEDULED LEARNING AND PROGRESS

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



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

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

E. DROP A COURSE

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

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

F. UPDATE YOUR EMAIL ADDRESS

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

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

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

G. PRINT YOUR CERTIFICATE

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

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

APPLICANT INFORMATION

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

Name

Identification Number:

New York State Government Employees, please provide your employee identification number (NYS EMPLID is 9 characters long, begins with "N," and can be found on your paystub, located to the left of "Pay Rate").

NYS EMPLID: N _____

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

CSEA ID: _____

Negotiating Unit

New York State Government Employees (circle one):

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

* Select PS&T and M/C employees are eligible to attend *Skills for Success* classes in select course categories. See #2 on the reverse side for more details.

– OR –

Non-state CSEA-represented Employee – If Local Government, School District, State Authority, or Private Sector CSEA-represented employee, check here .

Current Job Title

Grade

Name of Agency or Organization

Facility

Day Phone ()

Email Address (Must provide at least one)

Home:

Work:

Reasonable Accommodation: All participants are welcome. If you have a disability and need an accommodation, check here . A Partnership staff member will contact you for further information.

COURSE INFORMATION

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

SUPERVISOR APPROVAL

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

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

Fax application to: (518) 486-1989 or (518) 473-0056 or mail to:
NYS & CSEA Partnership • Corporate Plaza East – Suite 502 • 240 Washington Ave. Ext. • Albany, NY 12203

NOTE: Course registration deadlines are approximately three weeks before the first day of the course.

DIRECTIONS FOR COMPLETING APPLICATION FORM

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1. Please type or print legibly and complete entire application.
2. Negotiating Unit – Employees are eligible to attend *Skills for Success* if they are:
A CSEA-represented New York State employee in the ASU/02, OSU/03, ISU/04, or DMNA/47 bargaining units.
- OR -
A New York State employee (previously in the ASU/02) serving a probationary period in a transition title or traineeship (MC/06 or PS&T/05) supported by the Partnership may attend courses in the interpersonal communication, math skills, work management, and writing skills categories.
- OR -
A New York State employee in a Management/Confidential (MC/06) clerical or secretarial title, as space permits.
- OR -
CSEA-represented employees working in local government, school districts, state authorities, or the private sector, as space permits.
3. Specify the name of your agency or local government or private sector organization (for example, Office of Mental Health or City of Syracuse) and your facility name (for example, Rockland Psychiatric Center or Nassau County School District), if applicable.
4. Please include an email address as notifications are sent via email.
5. **Applications must be signed and dated by your supervisor** if the class occurs during your regular work hours. If you are using your own time, a supervisor signature is not required. If you are accepted into a class, please notify your supervisor. Do not attend the class unless you receive notification.

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

6. Mail or fax application to:

NYS & CSEA Partnership for Education and Training

Corporate Plaza East - Suite 502
240 Washington Avenue Ext.
Albany, NY 12203
Fax: (518) 486-1989 or (518) 473-0056

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



ADDITIONAL EDUCATION AND TRAINING RESOURCES

Programs and Services Accessed Directly by CSEA-represented NYS Employees

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

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

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

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

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

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



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



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



learning@nyscseapartnership.org



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