

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

**NYS & CSEA PARTNERSHIP
PRESENTS**

**SKILLS FOR SUCCESS
COURSES**

for CSEA-represented employees

February - June 2016



www.nyscseapartnership.org • (800) 253-4332

***Skills for Success* courses will be held
between February and June 2016
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



The NYS & CSEA Partnership for Education and Training (Partnership) is pleased to announce the *Skills for Success* Spring 2016 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 and webinar courses described 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.

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COURSES DESIGNED FOR YOU

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](#).

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.

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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.

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 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.

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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 notifi-

cation 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 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 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 on page 25.

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 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.

NOTIFICATIONS

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 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 Partnership Classes guide on page 26.

Class Full Notification

If you are not accepted into a course, 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 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 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, you will be notified by phone.

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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 (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 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.

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

Twitter: www.twitter.com/NYSCSEA

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_3754
April 20, 2016
 Webinar
 10:00 a.m. - 11:00 a.m.

SLMS Class Code: P_OE_R7_3755
May 3, 2016
 Webinar
 12:00 p.m. - 1:00 p.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:

- 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_R2_3700
May 2, 2016

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

SLMS Class Code: P_OE_R4_3706
May 12, 2016

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

SLMS Class Code: P_OE_R5_3710
May 19, 2016

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

Dealing with Stress - 1-Hour Webinar

This course takes a holistic approach to helping employees recognize and manage the stress of balancing 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 the symptoms of stress
- Recognize situations that induce stress

- Practice techniques to minimize stress at work and home
- Gain knowledge about the mind-body connection to stress
- Understand the benefits of proper diet, adequate exercise, and various forms of relaxation to reduce stress and improve personal resiliency

SLMS Class Code: P_OE_R7_3655
April 26, 2016

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

Designing Dynamic PowerPoint Presentations - 1-Hour Webinar

This webinar shows participants how to avoid creating dull and uninteresting presentations. By using Microsoft PowerPoint to demonstrate best practices in planning and design, participants will gain knowledge about how to create memorable and powerful presentations. Participants do not need to have the PowerPoint software on their computer to participate in the webinar, but familiarity with its basic tools and features is recommended. Participants will:

- Develop useful planning strategies and principles of good design
- Identify how to add text, images, and graphics to create visually-appealing slides
- Discover various ways to view and publish slides

SLMS Class Code: P_OE_R7_3651
March 3, 2016

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

COURSE DESCRIPTIONS, DATES, AND LOCATIONS

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Financing Your Education - 1-Hour Webinar

How to afford a college degree program 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_3652
March 8, 2016
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_3653
April 6, 2016
Webinar
 10:00 a.m. - 11:00 a.m.

Managing Finances - 1-Hour Webinar

This course helps employees develop their money management skills and reduce the stress created by financial difficulties. Employees 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 many 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 for their financial situation

SLMS Class Code: P_OE_R7_3753
February 18, 2016
Webinar
 1:00 p.m. - 2:00 p.m.

Managing Your Stress - 1 Day

This course takes a holistic approach to helping employees recognize and manage the stress of balancing 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 how to deal with common stressors
- Develop an understanding of how to capitalize on positive stress energy
- Practice a variety of stress management strategies

SLMS Class Code: P_OE_R4_3695
May 18, 2016
 CSEA Capital Region Office
 Latham
 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
- Explore the impact of technology in the workplace and in their personal lives

SLMS Class Code: P_OE_R7_3756
May 11, 2016
Webinar
 1:00 p.m. - 2:00 p.m.

Using Credit Wisely - 1 1/2 Hour Webinar

This webinar helps employees use personal credit wisely. Participants will gain knowledge about what good credit is, how to access and read their personal credit report, what makes

COURSE DESCRIPTIONS, DATES, AND LOCATIONS

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
- Identify what's legitimate in credit repair services
- Gain knowledge about the Big Three credit reporting agencies

SLMS Class Code: P_OE_R7_3757
May 19, 2016

Webinar

10:00 a.m. - 11:30 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_3654
April 14, 2016

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.

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_R2_3701
February 25, 2016

Department of Financial Services
Manhattan

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

SLMS Class Code: P_OE_R6_3735
April 14, 2016

Allegany State Park
Salamanca

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

SLMS Class Code: P_OE_R6_3737
April 14, 2016

Department of Transportation
Pittsford

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

SLMS Class Code: P_OE_R5_3714
April 20, 2016

SUNY Polytechnic Institute
Utica

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 even improve your health and well-being. 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_R1_3746
May 18, 2016

Bayard Cutting Arboretum
State Park
Great River

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

SLMS Class Code: P_OE_R6_3738
May 26, 2016

Department of Transportation
Hamburg

8:00 a.m. - 3:30 p.m.

SLMS Class Code: P_OE_R3_3750
June 1, 2016

Eleanor Roosevelt State
Office Building
Poughkeepsie

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

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

This course empowers employees to handle the challenges of today's workplace. Participants will gain knowledge about a powerful communication tool – self-mediation – to manage the differences that impair teamwork, quality of performance, decision making, and coopera-

COURSE DESCRIPTIONS, DATES, AND LOCATIONS

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tion. Participants will:

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

SLMS Class Code: P_OE_R5_3699
March 9, 2016

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

SLMS Class Code: P_OE_R2_3709
March 16, 2016

Shirley A. Chisholm State
Office Building
Brooklyn
9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R4_3712
March 28, 2016

SUNY Plattsburgh
Plattsburgh
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 and ourselves 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_R4_3711

June 2, 2016

Office of Children and
Family Services
Rensselaer
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_3694
March 1, 2016

Office of the Attorney General
Manhattan
9:30 a.m. - 5:00 p.m.

SLMS Class Code: P_OE_R6_3716
March 30, 2016

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

SLMS Class Code: P_OE_R1_3713
June 3, 2016

Long Island State Veterans
Home
Stony Brook
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_3758
March 16, 2016

Webinar
10:00 a.m. - 11:00 a.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 diffuse angry situations

SLMS Class Code: P_OE_R3_3705
April 22, 2016

Mid-Hudson Forensic
Psychiatric Center
New Hampton
9:00 a.m. - 4:30 p.m.

COURSE DESCRIPTIONS, DATES, AND LOCATIONS

Workplace Social Skills - 1 Day

This course helps employees acquire effective skills in dealing with co-workers, supervisors, and customers. 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_R5_3743
April 4, 2016

SUNY Binghamton
Binghamton
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.

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 grammatical practice

- Practice communicating using basic aspects of time, place, direction, and courtesy
- Demonstrate cultural awareness and sensitivity toward the Spanish language and culture

SLMS Class Code: P_OE_R1_3698
April 11, 18, 25; May 9, 16 & 23, 2016

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

SLMS Class Code: P_OE_R4_3703
April 21, 28; May 5, 12, 19 & 26, 2016

DOCCS Training Academy
Albany
9:00 a.m. - 4:30 p.m.

Focus on Pronunciation: Level 1 - 6 Days

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

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

SLMS Class Code: P_OE_R2_3702
April 14, 21, 28; May 5, 12 & 19, 2016

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

SLMS Class Code: P_OE_R4_3721
April 25; May 2, 9, 23; June 6 & 13, 2016

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

SLMS Class Code: P_OE_R5_3697
April 27; May 4, 11, 18, 25 & June 1, 2016

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

Math Skills

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

Introduction to Accounting - 1 Day

This course helps employees enhance their understanding of how to perform basic accounting and bookkeeping tasks. Participants will:

- Gain knowledge about the duties and responsibilities of bookkeepers and the basic concepts of accounting
- 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

COURSE DESCRIPTIONS, DATES, AND LOCATIONS

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SLMS Class Code: P_OE_R4_3715
March 15, 2016

Office of Children and
Family Services
Rensselaer
9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R6_3740
April 13, 2016

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

Trades, Operations, and Maintenance

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

Air Conditioning and Refrigeration Basics - 1 Day

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

- Identify how basic refrigeration and air conditioning systems work
- Acquire a basic knowledge about how to install, operate, and maintain refrigerators and air conditioners
- Demonstrate effective safety practices for air conditioning and refrigeration systems

SLMS Class Code: P_OE_R2_3749
February 15, 2016

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

SLMS Class Code: P_OE_R1_3666
February 29, 2016

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

SLMS Class Code: P_OE_R6_3742
March 24, 2016

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

SLMS Class Code: P_OE_R3_3662
April 5, 2016

Department of Environmental
Conservation
New Paltz
9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R5_3683
May 19, 2016

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

Air Conditioning and Refrigeration Advanced - 2 Days

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

- Gain knowledge about how electrical controls and metering devices are used in the field
- Demonstrate how to analyze an air conditioning or refrigeration system using gauges and thermometers
- Identify the benefits of efficient air conditioning and refrigeration systems

SLMS Class Code: P_OE_R6_3690
April 20 & 21, 2016

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

SLMS Class Code: P_OE_R4_3727
April 26 & 27, 2016

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

SLMS Class Code: P_OE_R3_3661
May 18 & 19, 2016

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

Blueprint Reading Fundamentals - 2 Days

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

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

SLMS Class Code: P_OE_R3_3663
March 3 & 4, 2016

Department of Environmental
Conservation
New Paltz
9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R5_3675
March 8 & 9, 2016

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

SLMS Class Code: P_OE_R2_3664
March 22 & 23, 2016

Shirley A. Chisholm State Office
Building
Brooklyn
9:00 a.m. - 4:30 p.m.

COURSE DESCRIPTIONS, DATES, AND LOCATIONS

SLMS Class Code: P_OE_R6_3723

April 7 & 8, 2016

School for the Blind
Batavia

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

SLMS Class Code: P_OE_R5_3752

April 18 & 19, 2016

SUNY Binghamton
Binghamton

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

SLMS Class Code: P_OE_R4_3667

May 24 & 25, 2016

Capital District DDSO
Schenectady

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_R4_3763

March 3, 2016

Department of Transportation
Schenectady

7:30 a.m. - 3:00 p.m.

SLMS Class Code: P_OE_R1_3724

March 10, 2016

Sunken Meadow State Park
Kings Park

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

SLMS Class Code: P_OE_R5_3744

March 22, 2016

Mohawk Correctional Facility
Rome

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

SLMS Class Code: P_OE_R3_3665

April 11, 2016

Napanoch Volunteer Firehouse
Napanoch

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

SLMS Class Code: P_OE_R6_3741

April 18, 2016

Western New York DDSO
West Seneca

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

SLMS Class Code: P_OE_R4_3732

May 4, 2016

Adirondack Park Agency
Ray Brook

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_R5_3733

April 19 & 20, 2016

Department of Environmental Conservation
Saranac Lake

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

SLMS Class Code: P_OE_R3_3660

May 10 & 11, 2016

Sterling Forest State Park
Tuxedo

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

SLMS Class Code: P_OE_R6_3687

May 17 & 18, 2016

Department of Transportation
Hamburg

8:00 a.m. - 3:30 p.m.

SLMS Class Code: P_OE_R5_3745

May 25 & 26, 2016

Mohawk Correctional Facility
Rome

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_R3_3659

March 10, 2016

Fort Montgomery State Historic Site
Fort Montgomery

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

SLMS Class Code: P_OE_R1_3747

March 22, 2016

Bayard Cutting Arboretum
State Park

Great River

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

SLMS Class Code: P_OE_R5_3684

March 24, 2016

Department of Transportation
Watertown

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

SLMS Class Code: P_OE_R4_3669

March 31, 2016

Saratoga Spa State Park
Saratoga Springs

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

SLMS Class Code: P_OE_R6_3689

June 2, 2016

Department of Transportation
Pittsford

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

COURSE DESCRIPTIONS, DATES, AND LOCATIONS

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SLMS Class Code: P_OE_R5_3670

June 6, 2016

Broome DDSO

Binghamton

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 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

SLMS Class Code: P_OE_R3_3731

April 18 & 19, 2016

Sterling Forest State Park

Tuxedo

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

SLMS Class Code: P_OE_R1_3748

April 26 & 27, 2016

Bayard Cutting Arboretum State Park

Great River

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

EPA Refrigerant Certification: Handling Coolants - 2 Days



This course helps prepare technicians for the EPA 608 Universal Technician certification exam on handling coolants. Participants will become familiar with the basic refrigeration principles such as recovering, reclaiming, and recycling; leak detection and repair; and safety issues. At the conclusion of the course,

participants will take a practice test, as well as the actual certification exam. Participants will:

- Gain knowledge about the major components of a refrigeration system
- Discover best practices for handling coolants
- Identify safety hazards and precautions for working with coolants

SLMS Class Code: P_OE_R4_3726

June 7 & 8, 2016

NYS & CSEA Partnership

Albany

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_R5_3679

April 28, 2016

Green Lakes State Park

Fayetteville

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

SLMS Class Code: P_OE_R1_3722

May 4, 2016

Camp Hero State Park

Montauk

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

SLMS Class Code: P_OE_R3_3751

May 5, 2016

Eleanor Roosevelt State Office Building

Poughkeepsie

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

SLMS Class Code: P_OE_R6_3734

May 12, 2016

Allegany State Park

Salamanca

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

SLMS Class Code: P_OE_R4_3668

May 17, 2016

Grafton Lakes State Park

Grafton

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_R6_3691

June 1 & 2, 2016

SUNY Alfred

Wellsville

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 trou-

COURSE DESCRIPTIONS, DATES, AND LOCATIONS

<p>bleshooting skills on plumbing systems like toilets and faucets</p> <p>SLMS Class Code: P_OE_R1_3693 April 25, 2016 Jones Beach State Park Wantagh 9:00 a.m. - 4:30 p.m.</p> <p>SLMS Class Code: P_OE_R5_3671 May 3, 2016 Franklin Correctional Facility Malone 9:00 a.m. - 4:30 p.m.</p> <p>SLMS Class Code: P_OE_R6_3736 May 12, 2016 Department of Transportation Pittsford 9:00 a.m. - 4:30 p.m.</p> <p>SLMS Class Code: P_OE_R5_3728 May 17, 2016 Department of Transportation Training Center North Syracuse 9:00 a.m. - 4:30 p.m.</p> <p>SLMS Class Code: P_OE_R3_3725 May 18, 2016 Margaret Lewis Norrie State Park Staatsburg 9:00 a.m. - 4:30 p.m.</p>	<p>Small Engine Basics - 2 Days</p> <p>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:</p> <ul style="list-style-type: none"> • 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 <p>SLMS Class Code: P_OE_R1_3692 March 22 & 23, 2016 Jones Beach State Park Wantagh 9:00 a.m. - 4:30 p.m.</p> <p>SLMS Class Code: P_OE_R5_3681 April 5 & 6, 2016 Green Lakes State Park Fayetteville 9:00 a.m. - 4:30 p.m.</p> <p>SLMS Class Code: P_OE_R6_3685 May 24 & 25, 2016 De Veaux Woods State Park Niagara Falls 9:00 a.m. - 4:30 p.m.</p> <p>SLMS Class Code: P_OE_R5_3729 May 31 & June 1, 2016 Franklin Correctional Facility Malone 9:00 a.m. - 4:30 p.m.</p>	<p>Work Management</p> <p><i>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.</i></p> <p>Change: Making it Work - 1 Day</p> <p>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:</p> <ul style="list-style-type: none"> • 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 <p>SLMS Class Code: P_OE_R6_3708 April 26, 2016 Rochester Psychiatric Center Rochester 9:00 a.m. - 4:30 p.m.</p>
<p>Plumbing Advanced - 2 Days</p> <p>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:</p> <ul style="list-style-type: none"> • Discover how hot and cold water systems work • Plan and execute plumbing installation work • Identify types of plumbing fixtures and appliances <p>SLMS Class Code: P_OE_R5_3730 June 2 & 3, 2016 SUNY Potsdam Potsdam 9:00 a.m. - 4:30 p.m.</p>		<p>Effective Problem Solving - 2 Days</p> <p>Employees will discover how to systematically reason through problems, generate and evaluate viable alternatives, make defensible determinations, and formulate workable implemen-</p>

COURSE DESCRIPTIONS, DATES, AND LOCATIONS

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tation plans. The course emphasizes applying basic problem solving concepts and techniques to typical problems encountered in the workplace. Participants will:

- Define the problem, break it into component parts, and identify the desired outcome
- Apply fundamental problem-solving techniques to both simple and complex problems
- Evaluate advantages and disadvantages of potential alternative solutions
- Determine priorities, anticipate contingencies, and package final recommendations for approval

SLMS Class Code: P_OE_R2_3718
March 15 & 16, 2016

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

SLMS Class Code: P_OE_R4_3719
April 4 & 5, 2016

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

SLMS Class Code: P_OE_R6_3717
May 16 & 17, 2016

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

SLMS Class Code: P_OE_R1_3707
May 25 & 26, 2016

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

Getting Organized: Time, Tasks, and Life - 1 1/2 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_3760
February 24, 2016

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

Take Control of Your Time - 1-Hour Webinar



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

- Apply the basic principles of time management in order to work more productively
- Identify time wasters such as negative attitudes and procrastination
- Develop a plan for efficient and effective use of time

SLMS Class Code: P_OE_R7_3759
February 16, 2016

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

SLMS Class Code: P_OE_R2_3704
April 15, 22, 29 & May 6, 2016

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

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

This course helps employees develop their written communication skills and apply the knowledge and experience they gained from the prerequisite course: *Basic Writing - A Creative Approach: Level 1*. Participants will:

- Gain confidence in their ability to express themselves using the written word
- 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

COURSE DESCRIPTIONS, DATES, AND LOCATIONS

SLMS Class Code: P_OE_R4_3696
April 12, 19, 26 & May 3,
2016

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

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

This webinar helps participants identify techniques for planning and organizing their writing. 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_3761
May 24, 2016

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.

SCHEDULE OF COURSES BY CSEA REGION

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Long Island Region 1

February 29, 2016

Air Conditioning and Refrigeration Basics
Connetquot River State Park Preserve
Oakdale
9:00 a.m. - 4:30 p.m.

March 10, 2016

Carpentry Basics
Sunken Meadow State Park
Kings Park
9:00 a.m. - 4:30 p.m.

March 22, 2016

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

March 22 & 23, 2016

Small Engine Basics
Jones Beach State Park
Wantagh
9:00 a.m. - 4:30 p.m.

April 11, 18, 25; May 9, 16 & 23, 2016

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

April 25, 2016

Plumbing Basics
Jones Beach State Park
Wantagh
9:00 a.m. - 4:30 p.m.

April 26 & 27, 2016

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

May 4, 2016

Masonry Basics
Camp Hero State Park
Montauk
9:00 a.m. - 4:30 p.m.

May 18, 2016

Building Better Work Relationships
Bayard Cutting Arboretum State Park
Great River
9:00 a.m. - 4:30 p.m.

May 25 & 26, 2016

Effective Problem Solving
Perry B. Duryea State Office Building
Hauppauge
9:00 a.m. - 4:30 p.m.

June 3, 2016

Dealing with Difficult Behaviors
Long Island State Veterans Home
Stony Brook
9:00 a.m. - 4:30 p.m.

Metropolitan Region 2

February 15, 2016

Air Conditioning and Refrigeration Basics
CSEA Metropolitan Region Office
Manhattan
9:00 a.m. - 4:30 p.m.

February 25, 2016

Being an Effective Team Member
Department of Financial Services
Manhattan
9:00 a.m. - 4:30 p.m.

March 1, 2016

Dealing with Difficult Behaviors
Office of the Attorney General
Manhattan
9:30 a.m. - 5:00 p.m.

March 15 & 16, 2016

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

March 16, 2016

Conflict Resolution Skills: How to Be Your Own Mediator
Shirley A. Chisholm State Office Building
Brooklyn
9:00 a.m. - 4:30 p.m.

March 22 & 23, 2016

Blueprint Reading Fundamentals
Shirley A. Chisholm State Office Building
Brooklyn
9:00 a.m. - 4:30 p.m.

April 14, 21, 28; May 5, 12 & 19, 2016

Focus on Pronunciation: Level 1
Consortium for Worker Education
Manhattan
9:00 a.m. - 4:30 p.m.

April 15, 22, 29 & May 6, 2016

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

May 2, 2016

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

Southern Region 3

March 3 & 4, 2016

Blueprint Reading Fundamentals
Department of Environmental Conservation
New Paltz
9:00 a.m. - 4:30 p.m.

March 10, 2016

Electricity Basics
Fort Montgomery State Historic Site
Fort Montgomery
9:00 a.m. - 4:30 p.m.

SCHEDULE OF COURSES BY CSEA REGION

<p>April 5, 2016 <i>Air Conditioning and Refrigeration Basics</i> Department of Environmental Conservation New Paltz 9:00 a.m. - 4:30 p.m.</p> <p>April 11, 2016 <i>Carpentry Basics</i> Napanoch Volunteer Firehouse Napanoch 9:00 a.m. - 4:30 p.m.</p> <p>April 18 & 19, 2016 <i>Electricity Advanced</i> Sterling Forest State Park Tuxedo 9:00 a.m. - 4:30 p.m.</p> <p>April 22, 2016 <i>Keep Your Cool: Ways to Protect Your Professional Reputation</i> Mid-Hudson Forensic Psychiatric Center New Hampton 9:00 a.m. - 4:30 p.m.</p> <p>May 5, 2016 <i>Masonry Basics</i> Eleanor Roosevelt State Office Building Poughkeepsie 9:00 a.m. - 4:30 p.m.</p> <p>May 10 & 11, 2016 <i>Carpentry Advanced</i> Sterling Forest State Park Tuxedo 9:00 a.m. - 4:30 p.m.</p> <p>May 18, 2016 <i>Plumbing Basics</i> Margaret Lewis Norrie State Park Staatsburg 9:00 a.m. - 4:30 p.m.</p> <p>May 18 & 19, 2016 <i>Air Conditioning and Refrigeration Advanced</i> Sterling Forest State Park Tuxedo 9:00 a.m. - 4:30 p.m.</p>	<p>June 1, 2016 <i>Building Better Work Relationships</i> Eleanor Roosevelt State Office Building Poughkeepsie 9:00 a.m. - 4:30 p.m.</p> <p>Capital Region 4</p> <p>March 3, 2016 <i>Carpentry Basics</i> Department of Transportation Schenectady 7:30 a.m. - 3:00 p.m.</p> <p>March 15, 2016 <i>Introduction to Accounting</i> Office of Children and Family Services Rensselaer 9:00 a.m. - 4:30 p.m.</p> <p>March 28, 2016 <i>Conflict Resolution Skills: How to Be Your Own Mediator</i> SUNY Plattsburgh Plattsburgh 9:00 a.m. - 4:30 p.m.</p> <p>March 31, 2016 <i>Electricity Basics</i> Saratoga Spa State Park Saratoga Springs 9:00 a.m. - 4:30 p.m.</p> <p>April 4 & 5, 2016 <i>Effective Problem Solving</i> Office of Alcoholism and Substance Abuse Services Albany 9:00 a.m. - 4:30 p.m.</p> <p>April 12, 19, 26 & May 3, 2016 <i>Basic Writing - A Creative Approach: Level 2</i> Capital District DDSO Schenectady 9:00 a.m. - 4:30 p.m.</p>	<p>April 21, 28; May 5, 12, 19 & 26, 2016 <i>Conversational Spanish</i> DOCCS Training Academy Albany 9:00 a.m. - 4:30 p.m.</p> <p>April 25; May 2, 9, 23; June 6 & 13, 2016 <i>Focus on Pronunciation: Level 1</i> Office of the State Comptroller Albany 9:00 a.m. - 4:30 p.m.</p> <p>April 26 & 27, 2016 <i>Air Conditioning and Refrigeration Advanced</i> Grafton Lakes State Park Grafton 9:00 a.m. - 4:30 p.m.</p> <p>May 4, 2016 <i>Carpentry Basics</i> Adirondack Park Agency Ray Brook 9:00 a.m. - 4:30 p.m.</p> <p>May 12, 2016 <i>Computer Basics</i> Department of Labor Albany 9:00 a.m. - 4:30 p.m.</p> <p>May 17, 2016 <i>Masonry Basics</i> Grafton Lakes State Park Grafton 9:00 a.m. - 4:30 p.m.</p> <p>May 18, 2016 <i>Managing Your Stress</i> CSEA Capital Region Office Latham 9:00 a.m. - 4:30 p.m.</p> <p>May 24 & 25, 2016 <i>Blueprint Reading Fundamentals</i> Capital District DDSO Schenectady 9:00 a.m. - 4:30 p.m.</p> <p>June 2, 2016 <i>Customer Service</i> Office of Children and Family Services Rensselaer 9:00 a.m. - 4:30 p.m.</p>
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SCHEDULE OF COURSES BY CSEA REGION

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June 7 & 8, 2016
EPA Refrigerant Certification: Handling Coolants
 NYS & CSEA Partnership
 Albany
 9:00 a.m. - 4:30 p.m.

Central Region 5

March 8 & 9, 2016
Blueprint Reading Fundamentals
 SUNY Oswego
 Oswego
 9:00 a.m. - 4:30 p.m.

March 9, 2016
Conflict Resolution Skills: How to Be Your Own Mediator
 CSEA Central Region Office
 East Syracuse
 9:00 a.m. - 4:30 p.m.

March 22, 2016
Carpentry Basics
 Mohawk Correctional Facility
 Rome
 9:00 a.m. - 4:30 p.m.

March 24, 2016
Electricity Basics
 Department of Transportation
 Watertown
 9:00 a.m. - 4:30 p.m.

April 4, 2016
Workplace Social Skills
 SUNY Binghamton
 Binghamton
 9:00 a.m. - 4:30 p.m.

April 5 & 6, 2016
Small Engine Basics
 Green Lakes State Park
 Fayetteville
 9:00 a.m. - 4:30 p.m.

April 18 & 19, 2016
Blueprint Reading Fundamentals
 SUNY Binghamton
 Binghamton
 9:00 a.m. - 4:30 p.m.

April 19 & 20, 2016
Carpentry Advanced
 Department of Environmental Conservation
 Saranac Lake
 9:00 a.m. - 4:30 p.m.

April 20, 2016
Being an Effective Team Member
 SUNY Polytechnic Institute
 Utica
 9:00 a.m. - 4:30 p.m.

April 27; May 4, 11, 18, 25 & June 1, 2016
Focus on Pronunciation: Level 1
 Central New York DDSO
 North Syracuse
 9:00 a.m. - 4:30 p.m.

April 28, 2016
Masonry Basics
 Green Lakes State Park
 Fayetteville
 9:00 a.m. - 4:30 p.m.

May 3, 2016
Plumbing Basics
 Franklin Correctional Facility
 Malone
 9:00 a.m. - 4:30 p.m.

May 17, 2016
Plumbing Basics
 Department of Transportation
 Training Center
 North Syracuse
 9:00 a.m. - 4:30 p.m.

May 19, 2016
Computer Basics
 SUNY Canton
 Canton
 9:00 a.m. - 4:30 p.m.

May 19, 2016
Air Conditioning and Refrigeration Basics
 Green Lakes State Park
 Fayetteville
 9:00 a.m. - 4:30 p.m.

May 25 & 26, 2016
Carpentry Advanced
 Mohawk Correctional Facility
 Rome
 9:00 a.m. - 4:30 p.m.

May 31 & June 1, 2016
Small Engine Basics
 Franklin Correctional Facility
 Malone
 9:00 a.m. - 4:30 p.m.

June 2 & 3, 2016
Plumbing Advanced
 SUNY Potsdam
 Potsdam
 9:00 a.m. - 4:30 p.m.

June 6, 2016
Electricity Basics
 Broome DDSO
 Binghamton
 9:00 a.m. - 4:30 p.m.

Western Region 6

March 24, 2016
Air Conditioning and Refrigeration Basics
 Western New York DDSO
 West Seneca
 9:00 a.m. - 4:30 p.m.

March 30, 2016
Dealing with Difficult Behaviors
 Western New York DDSO
 Perrysburg
 9:00 a.m. - 4:30 p.m.

April 7 & 8, 2016
Blueprint Reading Fundamentals
 School for the Blind
 Batavia
 9:00 a.m. - 4:30 p.m.

April 13, 2016
Introduction to Accounting
 Western New York DDSO
 West Seneca
 9:00 a.m. - 4:30 p.m.

April 14, 2016
Being an Effective Team Member
 Allegany State Park
 Salamanca
 9:00 a.m. - 4:30 p.m.

SCHEDULE OF COURSES BY CSEA REGION

<p>April 14, 2016 <i>Being an Effective Team Member</i> Department of Transportation Pittsford 9:00 a.m. - 4:30 p.m.</p> <p>April 18, 2016 <i>Carpentry Basics</i> Western New York DDSO West Seneca 9:00 a.m. - 4:30 p.m.</p> <p>April 20 & 21, 2016 <i>Air Conditioning and Refrigeration Advanced</i> Department of Transportation Pittsford 9:00 a.m. - 4:30 p.m.</p> <p>April 26, 2016 <i>Change: Making it Work</i> Rochester Psychiatric Center Rochester 9:00 a.m. - 4:30 p.m.</p> <p>May 12, 2016 <i>Masonry Basics</i> Allegany State Park Salamanca 9:00 a.m. - 4:30 p.m.</p> <p>May 12, 2016 <i>Plumbing Basics</i> Department of Transportation Pittsford 9:00 a.m. - 4:30 p.m.</p> <p>May 16 & 17, 2016 <i>Effective Problem Solving</i> Western New York DDSO West Seneca 9:00 a.m. - 4:30 p.m.</p> <p>May 17 & 18, 2016 <i>Carpentry Advanced</i> Department of Transportation Hamburg 8:00 a.m. - 3:30 p.m.</p> <p>May 24 & 25, 2016 <i>Small Engine Basics</i> De Veaux Woods State Park Niagara Falls 9:00 a.m. - 4:30 p.m.</p>	<p>May 26, 2016 <i>Building Better Work Relationships</i> Department of Transportation Hamburg 8:00 a.m. - 3:30 p.m.</p> <p>June 1 & 2, 2016 <i>Masonry Advanced</i> SUNY Alfred Wellsville 9:00 a.m. - 4:30 p.m.</p> <p>June 2, 2016 <i>Electricity Basics</i> Department of Transportation Pittsford 9:00 a.m. - 4:30 p.m.</p> <p>Statewide Webinars</p> <p>February 16, 2016 <i>Take Control of Your Time</i> Webinar 1:00 p.m. - 2:00 p.m.</p> <p>February 18, 2016 <i>Managing Finances</i> Webinar 1:00 p.m. - 2:00 p.m.</p> <p>February 24, 2016 <i>Getting Organized: Time, Tasks, and Life</i> Webinar 10:00 a.m. - 11:30 a.m.</p> <p>March 3, 2016 <i>Designing Dynamic PowerPoint Presentations</i> Webinar 1:00 p.m. - 2:00 p.m.</p> <p>March 8, 2016 <i>Financing Your Education</i> Webinar 1:00 p.m. - 2:00 p.m.</p> <p>March 16, 2016 <i>Job Etiquette</i> Webinar 10:00 a.m. - 11:00 a.m.</p>	<p>April 6, 2016 <i>Internet Research Skills</i> Webinar 10:00 a.m. - 11:00 a.m.</p> <p>April 14, 2016 <i>Using the Tuition Benefits Program</i> Webinar 2:00 p.m. - 3:30 p.m.</p> <p>April 20, 2016 <i>Best Practices in Resume and Interview Preparation</i> Webinar 10:00 a.m. - 11:00 a.m.</p> <p>April 26, 2016 <i>Dealing with Stress</i> Webinar 10:00 a.m. - 11:00 a.m.</p> <p>May 3, 2016 <i>Best Practices in Resume and Interview Preparation</i> Webinar 12:00 p.m. - 1:00 p.m.</p> <p>May 11, 2016 <i>Understanding Today's Computer</i> Webinar 1:00 p.m. - 2:00 p.m.</p> <p>May 19, 2016 <i>Using Credit Wisely</i> Webinar 10:00 a.m. - 11:30 a.m.</p> <p>May 24, 2016 <i>Writing Effectively</i> Webinar 1:00 p.m. - 2:30 p.m.</p>
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ADDITIONAL EDUCATION AND TRAINING RESOURCES

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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.

[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 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.

NOTES

NOTES

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SLMS: Getting Started Enrolling in Partnership Classes

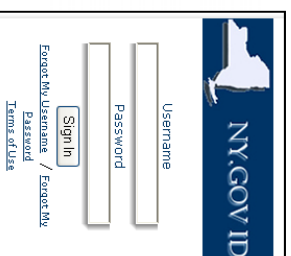
STATEWIDE LEARNING MANAGEMENT SYSTEM

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:

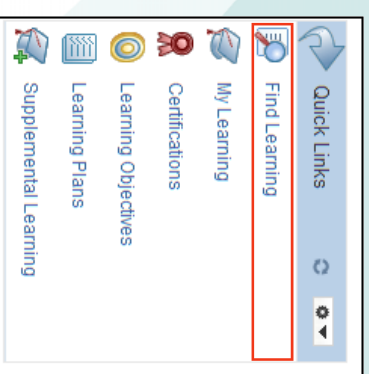
1. Go to the SUNY portal site (**www.suny.edu**).
2. Click **System.SUNY.edu** link at the top right.
3. Click **SUNY Portal** under Employee Resources.
4. The **SUNY Secure Sign On** box will appear. Select your campus and click **Login** button.
5. Type the ID/Username and Password for the account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

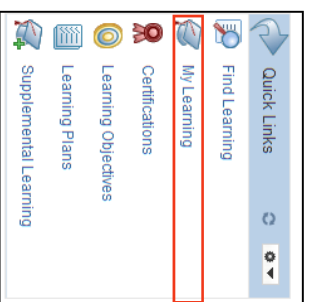
1. Locate the class that you wish to enroll in using **Find Learning**.
2. To view dates, times, and training site of the class, click **Class Code** link; **Schedule** link; and the link under **Location**. Click **Close** when finished.
3. Next, click on the **Enroll Now** button to the right of the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



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

D. CHECK YOUR SCHEDULED LEARNING AND PROGRESS

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



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

Personalize Find View All 16-30 of 81				
Print Certificate	Status	Date	Launch	Action
	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
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.

Personalize Find View All 1-15 of 81				
Print Certificate	Status	Date	Launch	Action
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: _____

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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 (You must provide at least one)

Home:

Work:

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 (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

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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

Twitter: www.twitter.com/NYSCSEA

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

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