



Fall 2023




SKILLS FOR SUCCESS

Courses and Webinars for
CSEA-represented Employees

**NYS & CSEA
Partnership**

Connect With Us | (800) 253-4332
www.nyscseapartnership.org
learning@nyscseapartnership.org

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

 [nyscseapartnership](https://www.facebook.com/nyscseapartnership)
 [NYSCSEA](https://twitter.com/NYSCSEA)
 [nyscseapartnership](https://www.youtube.com/nyscseapartnership)

A Joint Message



The NYS & CSEA Partnership for Education and Training is pleased to announce the Fall 2023 Skills for Success catalog for CSEA-represented employees.



The NYS & CSEA Partnership is jointly sponsored and administered by the Office of Employee Relations (OER) and the Civil Service Employees Association (CSEA).

Participation by employees working in local government, school districts, state authorities, and the private sector is sponsored by the CSEA WORK Institute.

Participate in Live Instructor-Led Training

- Choose a course or webinar 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 in this catalog.
- Attend in-person courses at a nearby site.
- Attend online courses and webinars at your convenience from a computer or mobile device.

We hope you will choose from the many learning opportunities that can help you prepare for the challenges and demands of your current and future job opportunities.



Course 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



Skills for Success: Fall 2023 Course Schedule

September - December 2023



**Accelerate Your Success and
Advance Your Career at No Cost with
the Latest Courses and Webinars.**

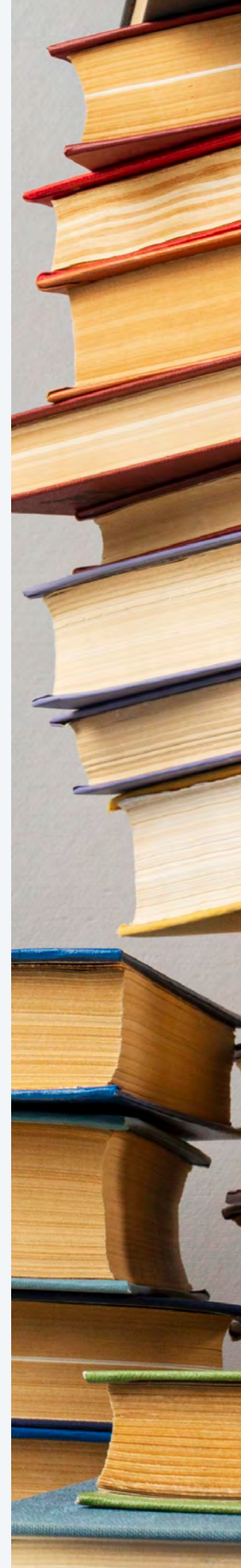
17,500+

In-person or Webinar Courses Completed by Employees*

*Data taken from the 2016-2021 contract period.

Table of Contents

1	About the Program
2	Courses and Webinars Designed for You
3	How You Can Enroll
4	Notifications
5	Certificates of Completion
5	Contact the Partnership
6	Workforce Development Competencies
8	Course Webinar Descriptions and Dates
9	Adult Education Basics
10	Computer Skills
16	Individual Development
19	Interpersonal Communication
23	Language Skills
24	Math Skills
25	Safety and Health
27	Trades, Operations, and Maintenance
32	Work Management
36	Writing Skills
	Courses and Webinars by Month
41	September
43	October
45	November
47	December
	Courses by Region
48	CSEA Long Island Region 1
49	CSEA Metropolitan Region 2
49	CSEA Southern Region 3
50	CSEA Capital Region 4
51	CSEA Central Region 5
52	CSEA Western Region 6
53	Statewide (Webinars)
55	SLMS: Getting Started Enrolling in Partnership Classes
58	Directions: Complete the Application Form
59	Skills for Success Application Form
60	Additional Education and Training Resources



About the Program



Skills for Success

Skills for Success courses and webinars 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 and webinars that are meaningful to their professional and personal growth.

Course Locations

Courses will be offered in-person and online. Course and webinar descriptions, dates, and locations are available in this catalog.



Participant Eligibility

Employees are eligible to participate in Skills for Success courses and webinars if they are a:

- CSEA-represented NYS employee (ASU/02, OSU/03, ISU/04, or DMNA/47).
- CSEA-represented employee working in a local government, school district, state authority, or the private sector, *as space permits*.
- 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).
- NYS employee in a Management/Confidential (MC/06) clerical or secretarial title, *as space permits*.

Courses and Webinars Designed for You

Within this catalog, you'll find over 80 courses and webinars—each designed with your needs in mind. You may search by course category, workforce development competency, date, or location. We hope you will take time out of your busy schedule to learn with us this semester.



Live Instructor-Led Training

Skills for Success courses are available in-person and online. Explore this catalog to see the courses available in your region and online. Employees can access webinars using a computer or mobile device with an internet connection.

In-person courses may last for a few hours up to a full day or more. Webinars are virtual and typically last one hour.

Workforce Development Competencies

Workforce development competencies are foundational job-based skills all employees need to succeed across various occupations.

The standards serve as a reference for employees and supervisors in selecting courses and webinars relevant to professional and personal development and supportive of agency missions.

The competency names and their corresponding icons and descriptions are available in this catalog.

Each course and webinar description will have a competency icon assigned next to it.

How You Can Enroll

Enroll through SLMS

Employees can enroll for courses and webinars through the Statewide Learning Management System (SLMS) at <https://nyslearn.ny.gov/>.

If you have forgotten your Username or Password, go to <https://nyslearn.ny.gov/> and click on the SLMS Login button and then click on the Forgot your Username or Password link.

For more information, see SLMS: Getting Started Enrolling in Partnership Classes in this catalog.

Enroll through the Partnership

If you are unable to enroll through SLMS, complete the Skills for Success application form in this catalog.

You can apply for multiple courses and webinars on one application form.

You must obtain your supervisor's approval on the application form to attend courses or webinars, unless you indicate you will be using your own time.



Applicants

Enroll for courses and webinars as soon as possible. Minimum enrollment levels must be met three weeks before the course or webinar start date. Please do not enroll in courses and webinars unless you can attend the entire session.

Supervisors of Applicants

Once an employee enrolls in a course or webinar, the supervisor will receive an email notification from donotreply@oer.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 the supervisor approves an employee's enrollment, they are granting the employee release time to attend the entire session without charge to leave credits.

Reasonable Accommodations

All training is accessible to employees with disabilities. If you have questions about accessibility or a request for accommodation, please call (518) 408-1822 or email dawn.hall@nyscseapartnership.org.

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

Once you are accepted into a Skills for Success course or webinar, you will be notified by email approximately two weeks before the start date. If your supervisor has not approved your participation, you will be notified by email.

If you do not receive a notification 10 days before the course or webinar is scheduled, please call us at (800) 253-4332.



Your Responsibilities

Your enrollment signifies a commitment to attend the entire course or webinar.

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

If you cannot attend and you sent in a paper application, please drop the course or webinar 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 waitlist. By dropping a course or webinar at the last minute, or failing to attend, you may be denying another employee the opportunity to attend.

Course and Webinar Notifications

Notification That a Course or Webinar is Full

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

Waitlists

The Partnership will maintain a waitlist for any course or webinar that has reached full enrollment. If a vacancy occurs, we will notify the next employee on the list and invite them to attend. Waitlisted employees will be given advance notice and priority to register the next time the course is offered.

Date Changes

Occasionally, the Partnership must change course or webinar dates. Please read your email notification carefully.

Cancellations

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

Certificates of Completion

- Certificates of Completion are awarded if you attend and participate in the entire course or webinar.
- Approximately three to four weeks after you complete a course or webinar, 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 or webinar, and click on the Print Certificate button.
- If you are unable to print your certificate, please contact the Partnership at (800) 253-4332.

Partnership Advisors

Set Yourself Up for Success

Partnership advisors provide confidential assistance and information to employees in the area of tuition benefits, financial aid, basic skills, nursing programs, starting or returning to college, and high school equivalence test preparation.

Tuition Benefits

Learn New Skills To Advance Your Career and Educational Goals

The Partnership Tuition Benefits Program provides educational benefits to CSEA-represented NYS employees, enabling them to achieve greater career mobility, promotional opportunities, and improve job skills.



Connect With Us

Contact Us

learning@nyscseapartnership.org

(800) 253 4332

www.nyscseapartnership.org

Address

NYS & CSEA Partnership for
Education and Training

Corporate Plaza East - Suite 502

240 Washington Ave. Ext.

Albany, NY 12203

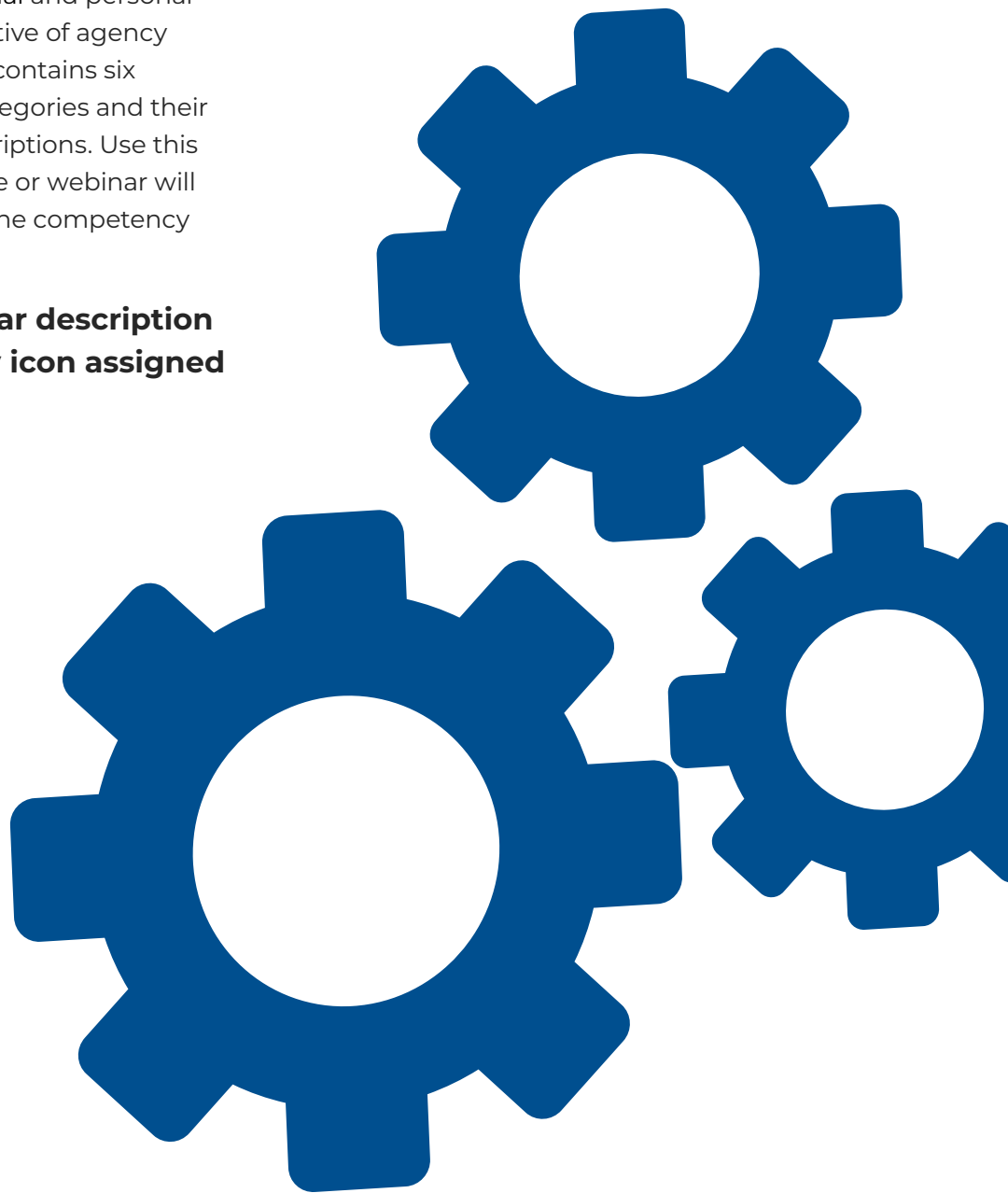
Follow Us On Social Media



Workforce Development Competencies

Workforce development competencies are foundational, job-based skills employees need in order to succeed across various occupations. The Partnership has identified a set of standards to serve as a reference for employees and supervisors in selecting courses and webinars that are relevant to professional and personal development and are supportive of agency missions and efforts. The list contains six foundational competency categories and their corresponding icon and descriptions. Use this list to determine which course or webinar will enhance your skills in any of the competency categories.

Each course and webinar description will have a competency icon assigned next to it.





Computer Skills and Technology

- Demonstrate basic computer skills
- Use technology to inform or perform tasks
- Use computer programs to increase productivity



Critical Thinking, Problem-Solving, and Math

- Solve problems by applying knowledge, information, or processes
- Make decisions or recommendations based on logic and reasoning
- Use basic math skills to solve workplace problems
- Interpret graphs, charts, or tables



Interpersonal and Customer Relations

- Develop or maintain productive relationships to improve work performance
- Cooperate with others to perform job tasks or achieve goals
- Resolve conflict or negotiate resolutions



Professionalism and Self-Management

- Demonstrate professional and respectful language, behavior, and attire
- Adhere to organizational policies or procedures
- Develop skills to prepare for changing work situations, personal growth, and career mobility
- Use self-evaluation to improve quality of work



Trades, Safety, and Risk Management

- Identify and reduce safety risks
- Use materials, tools, and equipment safely
- Demonstrate knowledge of machines and systems, including their design, use, repair, and maintenance



Verbal and Written Communication

- Communicate through verbal and written means
- Recognize the main points of an argument
- Exchange thoughts, opinions, or information
- Address workplace language barriers



COURSE AND WEBINAR DESCRIPTIONS AND DATES

NYS & CSEA
Partnership

Adult Education Basics

Employees will improve job-related knowledge, learn new skills for improved work performance, and enhance their learning capacity. Participants will learn in a multi-skill level environment.



Enhance Your Skills: Reading, Writing, and Math Basics

This course helps employees refresh their skills in reading, writing, and math. Participants will discover ways to create, develop, and revise their writing based on personal experiences, observations, and reactions to a variety of reading selections. This course provides a review of foundational math functions such as addition, subtraction, multiplication, and division and offers opportunities to practice working with various number forms.

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.

NYS & CSEA Partnership - Albany

September 19, 26; October 3, 10, 17, 24, 31;
November 7, 14, 21, 28; December 5, 12, 2023

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

SLMS Class Code: P_OE_R4_5698



Computer Skills

Employees will gain the knowledge and skills they need to use various computer and application software.



Designing Dynamic Presentations

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 slides.
- Discover various ways to view and publish slides.

Webinar

December 6, 2023 | 1:00 p.m. - 2:00 p.m.

SLMS Class Code: P_OE_R7_5706



Computer Skills Continued



Get More Done with Keyboard Shortcuts

This webinar will present participants with ways to become more productive and get more done by using Windows functions and shortcuts. Participants will be able to explain keyboard shortcuts, functions, and modifiers. The skills developed in this course will help participants identify the most essential shortcuts to help them work smarter – not harder. Finally, participants will be introduced to best practices to help them work more effectively.

Participants will:

- Recognize benefits of keyboard shortcuts.
- Explain keyboard shortcuts, functions, and modifiers.
- Identify the most essential shortcuts.
- Discuss best practices for keyboard shortcuts.

Webinar

December 5, 2023 | 10:00 a.m. - 11:00 a.m.

SLMS Class Code: P_OE_R7_5707



Microsoft Excel Basics

This course provides the basic knowledge and skills needed to perform daily tasks and improve productivity in Microsoft Excel. 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.
- Enter information into a workbook.
- Preview and print a worksheet.

Western New York DDSO - West Seneca

October 26, 2023 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R6_5693

Computer Skills Continued



Microsoft Excel Intermediate

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.

DOCCS Training Academy - Albany

October 3, 2023 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R4_5732

Western New York DDSO - West Seneca

November 8, 2023 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R6_5671

Central New York DDSO - Rome

November 28, 2023 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R5_5687



Microsoft Outlook: Managing Contacts and Tasks

This webinar will teach you how to manage contacts and tasks using Microsoft Outlook. Topics include creating and editing contacts using the address book, creating and organizing tasks, and identifying the best practices of using these features.

Participants will:

- Create and manage contacts using the address book.
- Create and organize tasks.
- Identify best practices for using contacts and tasks.

Webinar

November 14, 2023 | 1:00 p.m. - 2:00 p.m.

SLMS Class Code: P_OE_R7_5708

Computer Skills Continued



Microsoft Outlook: Organizing and Managing Your Email

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.

Webinar

November 28, 2023 | 1:00 p.m. - 2:00 p.m.

SLMS Class Code: P_OE_R7_5710



Microsoft Outlook: Working with Calendars

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.

Webinar

September 26, 2023 | 3:00 p.m. - 4:00 p.m.

SLMS Class Code: P_OE_R7_5711

Computer Skills Continued



Microsoft PowerPoint Basics

This course provides the basic knowledge and skills needed to create a presentation using Microsoft PowerPoint. Participants will be expected to have a working knowledge of desktop computers and be familiar with using the keyboard and mouse.

Participants will:

- Navigate menus to locate features.
- Open and save a presentation.
- Add slides, text, shapes, photos, graphs, and SmartArt to a presentation.
- Create and print note pages and handouts.
- Play a presentation.
- Add animation and transitions to a slideshow.

DOCCS Training Academy - Albany

September 28, 2023 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R4_5731

Central New York DDSO - Rome

October 12, 2023 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R5_5688

Western New York DDSO - West Seneca

November 2, 2023 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R6_5694



Microsoft Teams Basics

Are you new to Microsoft Teams? This is the webinar for you! In this webinar, we'll show you how to use the basic features of Teams, including how to send and reply to a chat message, participate in a meeting, and collaborate on files and documents.

Participants will:

- Describe the basic features of Teams.
- Illustrate how to use chat messages and channel postings in Teams.
- Identify how to schedule and participate in a meeting.
- Recognize the benefits of collaborating on files and documents.

Webinar

September 18, 2023 | 1:00 p.m. - 2:00 p.m.

SLMS Class Code: P_OE_R7_5714

Computer Skills Continued



Microsoft Word Intermediate

This course provides the knowledge and skills needed to perform specialized tasks and enhance productivity in Microsoft Word. Participants will be expected to have a working knowledge of Microsoft Word.

Participants will:

- Create a template document.
- Insert charts, pictures, and SmartArt.
- Format a Word document using advanced settings.
- Use the review tools to edit a Word document.
- Start a mail merge.

Central New York DDSO - Rome

September 19, 2023 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R5_5689

DOCCS Training Academy - Albany

December 7, 2023 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R4_5733



Understanding Today's Computer

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 all computer users should know.

Webinar

November 2, 2023 | 10:00 a.m. - 11:00 a.m.

SLMS Class Code: P_OE_R7_5715

Individual Development

Employees will gain the knowledge and skills they need to help achieve balance between their work and personal lives. Participants will have the opportunity to learn about a variety of subjects, depending on their individual needs and interests.



Aspiring Leaders

The goal of this course is to help participants develop leadership skills that will enhance their ability to lead successful careers in New York State government. Course topics will address a wide range of workplace issues and professional development needs including: leading self and others, dealing with resistance, resilience, emotional intelligence, building coalitions, communication, building relationships, coaching and providing feedback, goal setting, decision making, problem solving, professionalism, accountability, and ethics. This is a three-day course; attendance is required all three days. Participants will receive a DiSC Self-Assessment to complete in advance of the course that will help them identify their leadership style. Seats are limited to 30 for each class.

Participants will:

- Employ leadership strategies that focus on self-awareness and motivation to coach employees through transitions.
- Apply principles of emotional intelligence to build effective relationships and teams.
- Prepare a team for success by setting clear, achievable goals that are aligned to the agency's mission and NYS code of ethics.

Perry B. Duryea State Office Building - Hauppauge

October 17, 18 & 19, 2023 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R1_5734

Department of Transportation Training Center - North Syracuse

November 14, 15 & 16, 2023 | 8:30 a.m. - 4:00 p.m.

SLMS Class Code: P_OE_R5_5650



Individual Development Continued



Best Practices for Interviews

Are you looking to make a change in your career? Do you need to brush up on your interview skills? This webinar walks you through the steps to prepare for an interview. Topics will include pre-interview preparation, day-of tips and tricks, and post-interview best practices to leave a good impression.

Participants will:

- List the steps to prepare for an in-person or virtual interview.
- Practice preparing for and answering commonly asked questions.
- Identify strategies for the day of the interview to improve your confidence.
- Discuss post interview best practices to leave a good impression.

Webinar

October 31, 2023 | 10:00 a.m. - 11:00 a.m.

SLMS Class Code: P_OE_R7_5730



Best Practices for Resumes and Cover Letters

Has it been a while since you updated your resume? Are you looking to stand out? This webinar will help you identify your personal brand and will also give you tips for writing customized resumes and cover letters that capture the attention of potential employers.

Participants will:

- Identify your personal skills, abilities, and values.
- Research job opportunities that match your unique skill set.
- Identify the building blocks of a resume and cover letter.
- Customize your resume and cover letter for specific job opportunities.

Webinar

October 3, 2023 | 1:00 p.m. - 2:00 p.m.

SLMS Class Code: P_OE_R7_5716



Financing Your Education

Do you want to go back to school, but you're unsure how to do it? Going back to school can feel stressful, but it doesn't have to be that way. This webinar will explain grants, loans, scholarships, tuition benefits, and tax credits.

Participants will:

- Define the cost of attendance.
- Recognize how to make school more affordable for you.
- Identify and compare the different ways to pay for school.

Webinar

November 29, 2023 | 10:00 a.m. - 11:00 a.m.

SLMS Class Code: P_OE_R7_5717

Individual Development Continued



Preparing for a Civil Service Exam

Preparing for a NYS Civil Service exam can feel stressful and overwhelming. But it doesn't have to be that way. This webinar will show you tips and tricks to successfully navigate the process from the initial exam announcement to the post-test scoring.

Participants will:

- Recognize the examination process.
- Describe strategies for answering multiple choice questions.
- Identify what happens on the day of the test.
- Recognize the scoring, canvassing, and hiring process.

Webinar

October 18, 2023 | 1:00 p.m. - 2:00 p.m.

SLMS Class Code: P_OE_R7_5718



Stress in the Workplace

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 them biologically, psychologically, and socially.
- Enhance their capacity to deal with stressors.
- Define ways to capitalize on positive stress energy.
- Select and apply a variety of stress management strategies.

Long Island State Park - Oyster Bay

September 26, 2023 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R1_5667

Central New York DDSO - Rome

October 25, 2023 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R5_5690

Interpersonal Communication

Employees will gain the skills they need to communicate effectively in the workplace. Participants will exchange information in various ways, including verbal, written, and non-verbal communication.



Better Team Skills

Are you a team player? Do you enjoy group projects or dread them? In this webinar, we will discuss the importance of teamwork and some things you can do to improve your experience working in teams.

Participants will:

- Recognize the value of teamwork.
- Identify important qualities for the effective team member.
- Select strategies to improve collaboration.

Webinar

October 24, 2023 | 1:00 p.m. - 2:00 p.m.

SLMS Class Code: P_OE_R7_5719



Interpersonal Communication Continued



Building Better Work Relationships

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 play well with others matters.

Participants will:

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

CSEA Metropolitan Region Office - New York

November 2, 2023 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R2_5670



Customer Service

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.

By the end of the class, participants will be able to:

- 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.

Office of General Services - Albany

November 7, 2023 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R4_5680

Interpersonal Communication Continued



Emotional Intelligence in Customer Relations

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.

Webinar

September 14, 2023 | 7:00 a.m. - 8:00 a.m.

SLMS Class Code: P_OE_R7_5720



Feedback: Making it Effective

We all rely on feedback to reinforce what we do well and what we can do to improve ourselves. However, not all feedback is easy to deliver or acknowledge. This course will guide participants in giving effective feedback as well as responding to feedback in a constructive way.

Participants will:

- Define feedback and its importance in the workplace.
- Identify the characteristics of effective feedback.
- Identify best practices for receiving feedback.
- Apply best practices for giving effective feedback.

Office of General Services - Albany

September 12, 2023 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R4_5681

Central New York DDSO - Rome

September 26, 2023 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R5_5691

Interpersonal Communication Continued



Job Etiquette

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.

Webinar

October 11, 2023 | 1:00 p.m. - 2:00 p.m.

SLMS Class Code: P_OE_R7_5721



Practical Skills for Resolving Conflict

This course introduces participants to the process of conflict resolution. Participants will define conflict, explain how the brain responds to it, and use inhibitory responses which break the conflict cycle and move to resolution.

Participants will:

- Define conflict and its effect on the workplace.
- Explain how the brain responds to conflict.
- Identify resolution gestures that can break the conflict cycle.
- Apply strategies to resolve workplace conflicts.

SUNY New Paltz - New Paltz

November 16, 2023 | 9:00 a.m. - 12:00 p.m.

SLMS Class Code: P_OE_R3_5677

NYS & CSEA Partnership - Albany

December 6, 2023 | 9:00 a.m. - 12:00 p.m.

SLMS Class Code: P_OE_R4_5704

Language Skills

Employees will gain the skills they need to communicate effectively in the workplace. Participants will practice pronunciation and verbal communication skills.



Focus on Pronunciation: Level 1

Pronunciation can be difficult, even for native American English speakers. This course will help you expand your pronunciation and verbal communication skills, regardless of your first language. You'll practice speaking clearly and accurately in everyday situations, as well as develop a plan to continue working toward your pronunciation goals.

Participants will:

- Identify parts of the mouth and how to use them to make sounds.
- Recognize consonant and vowel sounds.
- Listen for differences when pronouncing words.
- Recognize American English conversational rhythm and tone.
- Develop a plan to address your personal pronunciation goals.

Harriman State Office Campus - Albany

September 20, 27; October 4, 11, 18 & 25, 2023

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

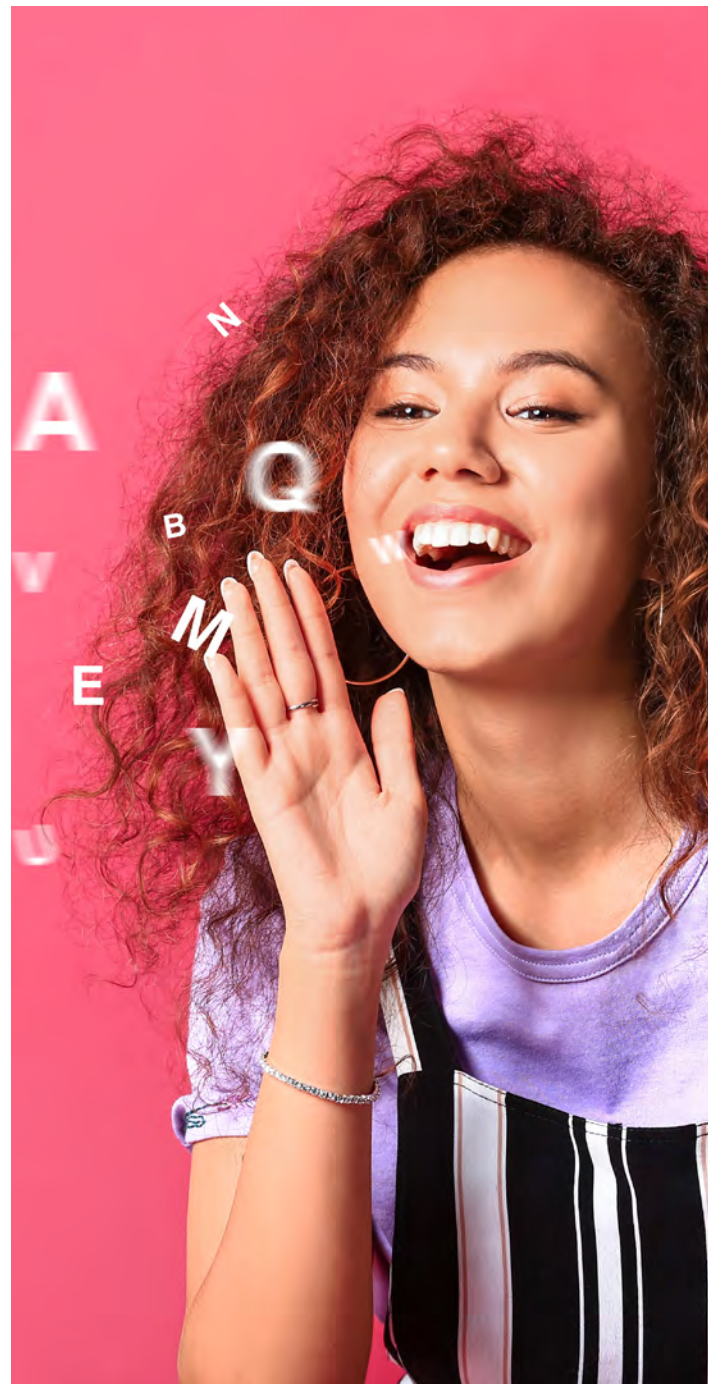
SLMS Class Code: P_OE_R4_5646

CSEA Metropolitan Region Office - New York

November 1, 8, 15, 22, 29 & December 6, 2023

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

SLMS Class Code: P_OE_R2_5659



Math Skills

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



Introduction to Accounting

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:

- 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 Statewide Financial System.

Harriman State Office Campus - Albany

October 5, 2023 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R4_5682



Safety and Health

These courses and webinars develop the knowledge and skills employees need to promote a safe and healthy work environment. They focus on the Federal Occupational Safety and Health Administration (OSHA) and the NYS Public Employees Safety and Health (PESH) standards and regulations with an emphasis on the general and construction industries.

Disclaimer: Safety and Health courses and webinars provide an overview of several PESH and OSHA regulations. Information provided may constitute part of required training as mandated by PESH and/or OSHA. Unless specifically noted, the Partnership cannot guarantee that the completion of any particular course will result in full compliance with PESH and/or OSHA regulations.



Boiler Safety Awareness

Working on and around steam distribution systems has many associated risks. This course identifies physical, chemical, and material hazards as well as guidance on managing those risks, avoiding, and controlling potential exposures.

Participants will:

- Discuss the risks and hazards associated with maintaining and repairing hot water and steam distribution systems.
- Recognize workplace safety controls to minimize exposures and injuries related to hot water and steam distribution systems.
- Discuss proper use of lockout/tagout, confined space training, and other elements of safe distribution systems utilization and maintenance.

Department of Labor - Albany

November 3, 2023 | 8:00 a.m. - 11:30 a.m.

SLMS Class Code: P_OE_R4_5648



Safety and Health Continued



Computer Ergonomics Assessor Training

This training will equip employees with the ability to conduct workstation assessments to reduce injuries and illnesses associated with computer operations.

Participants will:

- Define ergonomics.
- Identify common musculoskeletal disorders.
- Explore other computer-related health effects.
- Recognize risk factors and prevention controls.
- Conduct computer workstation assessments.

Harriman State Office Campus - Albany

November 8, 2023 | 9:00 a.m. - 12:30 p.m.

SLMS Class Code: P_OE_R4_5647



World Trade Center Health Programs Overview

This webinar introduces participants to the federal and New York State World Trade Center Health Programs. Participants will explore hazards and health conditions associated with the September 11th attacks of 2001, health programming, eligibility requirements, how to enroll, and where to find additional resources. Individuals who worked, volunteered, lived, or responded in ANY capacity, to or near the site, are encouraged to attend.

Participants will:

- Review hazards and health conditions associated with 9/11.
- Review NYS and federal programs.
- Discuss eligibility criteria.
- Discuss the impacts of COVID-19.
- Identify resources.

Webinar

September 12, 2023 | 10:00 a.m. - 11:00 a.m.

SLMS Class Code: P_OE_R7_5722

Trades, Operations, and Maintenance

These introductory skilled trades courses help operations and maintenance employees improve their current skills and learn new ones.



Blueprint Reading Fundamentals

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

Participants will:

- Identify various sheets within a set of blueprints.
- Use an architectural ruler to read scaled drawings.
- Convert designs into a blueprint.
- Interpret different types of drawings (e.g., architectural, electrical, plumbing, HVAC).
- Explain abbreviations, symbols, and line types within a blueprint.
- Recognize design elements specific to every trade.

Western New York DDSO - West Seneca

September 12 & 13, 2023 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R6_5649

DMNA - Camp Smith - Cortland Manor

September 27 & 28, 2023 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R3_5700

Department of Transportation Training Center - North Syracuse

November 1 & 2, 2023 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R5_5651



Trades, Operations, and Maintenance

Continued



Carpentry Basics

This is a basic skills carpentry course. The course provides information on what it takes to become a carpenter and how to use common building materials for residential and light commercial construction. This course is written to enable participants to successfully practice and use the vital skills necessary to enter the residential and light commercial construction trades. The overall goal is to have participants be prepared for a basic level career as a carpenter in the residential and light commercial construction fields.

Participants will:

- Explain the career paths in carpentry.
- Identify construction materials.
- Perform construction math.
- Demonstrate the proper use of carpentry hand and power tools.
- Select and use the proper personal protective equipment.

Riverbank State Park - New York

September 12, 2023 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R2_5645

Letchworth State Park - Castile

October 17, 2023 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R6_5665



Carpentry Intermediate

This course is an introduction to the theory and practice of carpentry with a focus on residential light commercial framing, including the safe use of hand and power tools, identification of framing materials, and demonstrating framing techniques. The overall goal is to have participants prepare for a basic level carpentry career in residential and light commercial framing.

Participants will:

- Identify framing materials.
- Demonstrate the proper and safe use of carpentry hand and power tools.
- Perform construction math.
- Select and use the proper personal protective equipment.
- Layout and frame a structure.
- Construct an open stringer and stairs.

Saratoga Spa State Park - Saratoga Springs

September 19 & 20, 2023 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R4_5661

Sampson State Park - Romulus

October 4 & 5, 2023 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R5_5701

Connetquot River State Park Preserve - Oakdale

October 18 & 19, 2023 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R1_5656

Trades, Operations, and Maintenance

Continued



Electricity Advanced

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.

**Department of Environmental Conservation -
Ray Brook**

September 13 & 14, 2023 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R4_5636



Electricity Basics

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.

By the end of the class, participants will be able to:

- Discover how electricity is produced and distributed.
- Differentiate between alternating current and direct current.
- Identify types of electricians' materials and tools.

**Eleanor Roosevelt State Office Building -
Poughkeepsie**

October 5, 2023 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R3_5635

Trades, Operations, and Maintenance

Continued



Masonry Advanced

This course is for employees who have some familiarity with 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.

Grafton Lakes State Park - Cropseyville

September 19 & 20, 2023 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R4_5662

Caumsett State Historic Park Preserve - Lloyd Harbor

October 24 & 25, 2023 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R1_5657



Masonry Basics

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.

Sampson State Park - Romulus

September 7, 2023 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R5_5702

Riverbank State Park - New York

October 5, 2023 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R2_5703

Trades, Operations, and Maintenance

Continued



Plumbing Advanced

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.

Western New York DDSO - West Seneca

October 10 & 11, 2023 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R6_5666

Long Island State Park - Oyster Bay

November 1 & 2, 2023 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R1_5658



Small Engine Basics

Participants receive instruction in the maintenance, operation, and repair of chainsaw, lawnmower, and small groundskeeping equipment engines. The course provides participants with insight into the inner workings of ignition systems, carburetors, and clutches.

Participants will:

- 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.

Grafton Lakes State Park - Cropseyville

October 10 & 11, 2023 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R4_5663

Hallock State Park Preserve - Riverhead

November 15 & 16, 2023 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R1_5699

Central New York DDSO - Rome

December 28 & 29, 2023 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R5_5664

Work Management

Employees will 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.



Critical Thinking

This course introduces participants to critical thinking. Participants will define what critical thinking is and what it is not, identify the elements, and then apply the process to real-world scenarios. The skills developed in this course will help participants to begin thinking differently about situations that arise at work. This course was designed to help participants successfully practice critical thinking skills during the workshop so that they can use them with confidence on the job.

Participants will:

- Define critical thinking.
- Identify elements of critical thinking.
- Recognize barriers to critical thinking.
- Apply the critical thinking process to work-related discussions and assignments.
- Identify when and where to use the critical thinking process.

DOCCS Training Academy - Albany

October 3, 2023 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R4_5683

Kingsboro Psychiatric Center - Brooklyn

November 8, 2023 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R2_5669

SUNY Fredonia - Fredonia

November 9, 2023 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R6_5695

Central New York DDSO - Rome

December 5, 2023 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R5_5668



Work Management Continued



Effective Problem Solving

This course provides an easy-to-remember tool to review and solve difficult problems. Participants will discuss how to define problems and break them into smaller parts. Then, they will identify possible causes and come up with solutions. Finally, they will weigh the strengths and weaknesses of solutions and see how to carry them out in an organized way.

Participants will:

- Define the problem.
- Break difficult problems into smaller parts.
- Separate the causes of a problem from other factors.
- Compare the strengths and weaknesses of solutions.
- Prepare alternative solutions.
- Develop methods for dealing with everyday problems.

NYS & CSEA Partnership - Albany

September 14, 2023 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R4_5705

Long Island State Park - Oyster Bay

September 28, 2023 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R1_5672

SUNY Buffalo - Buffalo

December 7, 2023 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R6_5696



Introduction to Critical Thinking

Are you interested in improving your critical thinking skills but don't know where to start? This webinar will introduce you to the basics of critical thinking, help you assess issues from a different perspective, and provide you tools to apply in different situations.

Participants will:

- Define critical thinking.
- Recognize barriers to critical thinking and how to overcome them.
- Apply the critical thinking process.

Webinar

December 7, 2023 | 10:00 a.m. - 11:00 a.m.

SLMS Class Code: P_OE_R7_5723

Work Management Continued



Problem Solving - A Six Step Process

Are you looking for a tool to help you resolve workplace problems? This webinar will introduce you to the Six-Step Problem-Solving Process: a simple method you can apply to typical problems in the workplace.

Participants will:

- Define the problem and identify its root causes.
- Apply strategies to generate solutions and select the best option.
- Recognize how to implement and evaluate a plan.

Webinar

September 27, 2023 | 10:00 a.m. - 11:00 a.m.

SLMS Class Code: P_OE_R7_5724



Take Control of Your Time

This course helps employees effectively manage work assignments and better plan their time.

Participants will:

- Identify criteria for establishing priorities.
- Consider techniques and tips for planning time more effectively.
- Recognize how to handle shifting and competing priorities.

Webinar

November 15, 2023 | 10:00 a.m. - 11:00 a.m.

SLMS Class Code: P_OE_R7_5725

Work Management Continued



The Organized Office Worker

This course helps participants begin to organize their workload to improve efficiency and productivity in today's office environment. Topics will include basic time management principles, practical strategies for prioritizing tasks, using technology to get organized, and tips for overcoming procrastination and time wasters.

Participants will:

- Explain the importance of organization to the workplace.
- Compare effective time management techniques and organizational systems.
- Develop practical strategies to prioritize competing tasks.
- Identify how technology can be used to effectively organize and manage tasks.
- Discuss tips for overcoming time wasters and procrastination.

Bethpage State Park - Farmingdale

September 27, 2023 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R1_5673

Shirley A. Chisholm State Office Building - Brooklyn

October 27, 2023 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R2_5674

Writing Skills

Employees will develop the complete range of written communication skills including basic grammar and punctuation, organizing thoughts, and constructing paragraphs and simple reports. These courses are designed in a NYS context and provide practice time for skill development.



Avoiding Common Punctuation and Grammar Mistakes

Do you feel worried about making grammar mistakes when you write? When used correctly, grammar and punctuation make your writing easier to understand and can help improve your professional image. This course will pinpoint some of the most common errors that people make in business writing and demonstrate how to correct them.

Participants will:

- Discover the importance of grammar and punctuation in writing.
- Identify strategies to avoid common misuse of punctuation marks.
- Recognize common grammar mistakes.

Webinar

September 6, 2023 | 10:00 a.m. - 11:00 a.m.

SLMS Class Code: P_OE_R7_5726



Writing Skills Continued



Crafting Powerful Writing: Precision and Clarity

Do you want to make sure people read what you write? Learn to write clearly and concisely to make your emails and reports more powerful. In this webinar, we'll focus on rephrasing sentences, choosing simple but precise words, and tips for proofreading to improve your writing.

Participants will:

- Discover methods to organize your thoughts for clearer writing.
- Identify how to create clear, concise sentences.
- Choose appropriate, effective vocabulary.
- Discover methods to proofread your writing.

Webinar

December 12, 2023 | 1:00 p.m. - 2:00 p.m.

SLMS Class Code: P_OE_R7_5727



Grammar and Punctuation Workshop

How can grammar be learned in one day? It cannot. Rather, this course will rely on a process of critiquing the rules of writing through observation and practice. This course will offer participants the opportunity to think about and analyze grammar in a workshop setting, where a discussion of ideas and the sharing of participant writings will be used to identify and fix common errors in sentence structure.

Participants will:

- Define the importance of grammar and punctuation in writing.
- Read and critique various writings.
- Discuss and analyze the mechanics of writing.
- Develop the proper use of grammar and punctuation in their own writing.

Department of Transportation - Rochester

September 19, 2023 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R6_5697

Eleanor Roosevelt State Office Building - Poughkeepsie

November 14, 2023 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R3_5678

Writing Skills Continued



Professional Email that Gets Results

Many people receive a huge amount of email a day. If you want your email to be read (or replied to), you need to write it well. This webinar will discuss strategies to help you write clear, professional messages that will get attention.

Participants will:

- Construct subject lines to make your email standout.
- Discover how tone impacts the perception of your email.
- Determine how to write a well-organized message.

Webinar

October 5, 2023 | 10:00 a.m. - 11:00 a.m.

SLMS Class Code: P_OE_R7_5728



Successful Business Writing

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.

Department of Labor - Albany

October 18, 2023 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R4_5684

CSEA Metropolitan Region Office - New York

November 21, 2023 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R2_5675

Writing Skills Continued



The Foundations of Good Writing

Do you struggle with writer's block? Are you unsure how to start writing? This webinar discusses the foundational skills for good writing: knowing your audience, your purpose, and organizing your thoughts clearly. Whether you write emails, reports, or anything in between, this webinar is for you.

Participants will:

- Recognize the importance of writing with readers in mind.
- Define the purpose of a particular writing task.
- Choose the best way to organize your writing to guide your reader.
- Identify basic structural elements that you can use to enhance your writing.

Webinar

September 19, 2023 | 10:00 a.m. - 11:00 a.m.

SLMS Class Code: P_OE_R7_5729



Writing and Editing Skills for Supervisors

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 be one in the future, 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.

Sterling Forest State Park - Tuxedo

September 7, 2023 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R3_5679

Office of General Services - Albany

September 21, 2023 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R4_5685

Writing Skills Continued



Writing Effective Reports and Evaluations

Writing effective reports and evaluations is a skill that many of us need help with. 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-organized reports and evaluations based on specific goals.

Department of Financial Services - New York

November 30, 2023 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R2_5676

Department of Transportation Training Center - North Syracuse

December 14, 2023 | 8:00 a.m. - 3:30 p.m.

SLMS Class Code: P_OE_R5_5692



Writing Successful Email

During an average business day, we receive dozens of email messages. Like all traditional forms of business writing, emails must be appropriate in tone and professional in content. Writing successful email also requires an understanding of the unique aspects of this form of written communication.

Participants will:

- Practice writing clear and concise email messages with an appropriate tone of voice.
- Apply best practices and etiquette to writing emails.
- Discover editing techniques specific to email writing.

Harriman State Office Campus - Albany

October 10, 2023 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R4_5686

Courses and Webinars by Month

September

Avoiding Common Punctuation and Grammar Mistakes

September 6, 2023 | 10:00 a.m. - 11:00 a.m.
Webinar
SLMS Class Code: P_OE_R7_5726

Masonry Basics

September 7, 2023 | 9:00 a.m. - 4:30 p.m.
Sampson State Park - Romulus
SLMS Class Code: P_OE_R5_5702

Writing and Editing Skills for Supervisors

September 7, 2023 | 9:00 a.m. - 4:30 p.m.
Sterling Forest State Park - Tuxedo
SLMS Class Code: P_OE_R3_5679

Carpentry Basics

September 12, 2023 | 9:00 a.m. - 4:30 p.m.
Riverbank State Park - New York
SLMS Class Code: P_OE_R2_5645

Feedback: Making it Effective

September 12, 2023 | 9:00 a.m. - 4:30 p.m.
Office of General Services - Albany
SLMS Class Code: P_OE_R4_5681

World Trade Center Health Programs Overview

September 12, 2023 | 10:00 a.m. - 11:00 a.m.
Webinar
SLMS Class Code: P_OE_R7_5722

Blueprint Reading Fundamentals

September 12 & 13, 2023 | 9:00 a.m. - 4:30 p.m.
Western New York DDSO - West Seneca
SLMS Class Code: P_OE_R6_5649

Electricity Advanced

September 13 & 14, 2023 | 9:00 a.m. - 4:30 p.m.
Department of Environmental Conservation -
Ray Brook
SLMS Class Code: P_OE_R4_5636

Emotional Intelligence in Customer Relations

September 14, 2023 | 7:00 a.m. - 8:00 a.m.
Webinar
SLMS Class Code: P_OE_R7_5720

Effective Problem Solving

September 14, 2023 | 9:00 a.m. - 4:30 p.m.
NYS & CSEA Partnership - Albany
SLMS Class Code: P_OE_R4_5705

Microsoft Teams Basics

September 18, 2023 | 1:00 p.m. - 2:00 p.m.
Webinar
SLMS Class Code: P_OE_R7_5714

Courses and Webinars by Month

Grammar and Punctuation Workshop

September 19, 2023 | 9:00 a.m. - 4:30 p.m.
Department of Transportation - Rochester
SLMS Class Code: P_OE_R6_5697

Microsoft Word Intermediate

September 19, 2023 | 9:00 a.m. - 4:30 p.m.
Central New York DDSO - Rome
SLMS Class Code: P_OE_R5_5689

The Foundations of Good Writing

September 19, 2023 | 10:00 a.m. - 11:00 a.m.
Webinar
SLMS Class Code: P_OE_R7_5729

Carpentry Intermediate

September 19 & 20, 2023 | 9:00 a.m. - 4:30 p.m.
Saratoga Spa State Park - Saratoga Springs
SLMS Class Code: P_OE_R4_5661

Masonry Advanced

September 19 & 20, 2023 | 9:00 a.m. - 4:30 p.m.
Grafton Lakes State Park - Cropseyville
SLMS Class Code: P_OE_R4_5662

Enhance Your Skills:

Reading, Writing, and Math Basics

September 19, 26; October 3, 10, 17, 24, 31;
November 7, 14, 21, 28; December 5, 12, 2023
9:00 a.m. - 4:30 p.m.
NYS & CSEA Partnership- Albany
SLMS Class Code: P_OE_R4_5698

Microsoft Excel Basics

October 26, 2023 | 9:00 a.m. - 4:30 p.m.
Western New York DDSO - West Seneca
SLMS Class Code: P_OE_R6_5693

Focus on Pronunciation: Level 1

September 20, 27; October 4, 11, 18, 25, 2023
9:00 a.m. - 4:30 p.m.
Harriman State Office Campus - Albany
SLMS Class Code: P_OE_R4_5646

Writing and Editing Skills for Supervisors

September 21, 2023 | 9:00 a.m. - 4:30 p.m.
Office of General Services - Albany
SLMS Class Code: P_OE_R4_5685

Feedback: Making it Effective

September 26, 2023 | 9:00 a.m. - 4:30 p.m.
Central New York DDSO - Rome
SLMS Class Code: P_OE_R5_5691

Stress in the Workplace

September 26, 2023 | 9:00 a.m. - 4:30 p.m.
Long Island State Park - Oyster Bay
SLMS Class Code: P_OE_R1_5667

Microsoft Outlook: Working with Calendars

September 26, 2023 | 3:00 p.m. - 4:00 p.m.
Webinar
SLMS Class Code: P_OE_R7_5711

The Organized Office Worker

September 27, 2023 | 9:00 a.m. - 4:30 p.m.
Bethpage State Park - Farmingdale
SLMS Class Code: P_OE_R1_5673

Courses and Webinars by Month

Problem Solving - A Six Step Process

September 27, 2023 | 10:00 a.m. - 11:00 a.m.
Webinar
SLMS Class Code: P_OE_R7_5724

Blueprint Reading Fundamentals

September 27 & 28, 2023 | 9:00 a.m. - 4:30 p.m.
DMNA - Camp Smith - Cortland Manor
SLMS Class Code: P_OE_R3_5700

Effective Problem Solving

September 28, 2023 | 9:00 a.m. - 4:30 p.m.
Long Island State Park - Oyster Bay
SLMS Class Code: P_OE_R1_5672

Microsoft PowerPoint Basics

September 28, 2023 | 9:00 a.m. - 4:30 p.m.
DOCCS Training Academy - Albany
SLMS Class Code: P_OE_R4_5731

October

Critical Thinking

October 3, 2023 | 9:00 a.m. - 4:30 p.m.
DOCCS Training Academy - Albany
SLMS Class Code: P_OE_R4_5683

Microsoft Excel Intermediate

October 3, 2023 | 9:00 a.m. - 4:30 p.m.
DOCCS Training Academy - Albany
SLMS Class Code: P_OE_R4_5732

Best Practices for Resumes and Cover Letters

October 3, 2023 | 1:00 p.m. - 2:00 p.m.
Webinar
SLMS Class Code: P_OE_R7_5716

Carpentry Intermediate

October 4 & 5, 2023 | 9:00 a.m. - 4:30 p.m.
Sampson State Park - Romulus
SLMS Class Code: P_OE_R5_5701

Electricity Basics

October 5, 2023 | 9:00 a.m. - 4:30 p.m.
Eleanor Roosevelt State Office Building -
Poughkeepsie
SLMS Class Code: P_OE_R3_5635

Introduction to Accounting

October 5, 2023 | 9:00 a.m. - 4:30 p.m.
Harriman State Office Campus - Albany
SLMS Class Code: P_OE_R4_5682

Masonry Basics

October 5, 2023 | 9:00 a.m. - 4:30 p.m.
Riverbank State Park - New York
SLMS Class Code: P_OE_R2_5703

Professional Email that Gets Results

October 5, 2023 | 10:00 a.m. - 11:00 a.m.
Webinar
SLMS Class Code: P_OE_R7_5728

Writing Successful Email

October 10, 2023 | 9:00 a.m. - 4:30 p.m.
Harriman State Office Campus - Albany
SLMS Class Code: P_OE_R4_5686

Courses and Webinars by Month

Plumbing Advanced

October 10 & 11, 2023 | 9:00 a.m. - 4:30 p.m.
Western New York DDSO - West Seneca
SLMS Class Code: P_OE_R6_5666

Small Engine Basics

October 10 & 11, 2023 | 9:00 a.m. - 4:30 p.m.
Grafton Lakes State Park - Cropseyville
SLMS Class Code: P_OE_R4_5663

Job Etiquette

October 11, 2023 | 1:00 p.m. - 2:00 p.m.
Webinar
SLMS Class Code: P_OE_R7_5721

Microsoft PowerPoint Basics

October 12, 2023 | 9:00 a.m. - 4:30 p.m.
Central New York DDSO - Rome
SLMS Class Code: P_OE_R5_5688

Carpentry Basics

October 17, 2023 | 9:00 a.m. - 4:30 p.m.
Letchworth State Park - Castile
SLMS Class Code: P_OE_R6_5665

Aspiring Leaders

October 17, 18, 19, 2023 | 9:00 a.m. - 4:30 p.m.
Perry B. Duryea State Office Building -
Hauppauge
SLMS Class Code: P_OE_R1_5734

Successful Business Writing

October 18, 2023 | 9:00 a.m. - 4:30 p.m.
Department of Labor - Albany
SLMS Class Code: P_OE_R4_5684

Carpentry Intermediate

October 18 & 19, 2023 | 9:00 a.m. - 4:30 p.m.
Connetquot River State Park Preserve - Oakdale
SLMS Class Code: P_OE_R1_5656

Preparing for a Civil Service Exam

October 18, 2023 | 1:00 p.m. - 2:00 p.m.
Webinar
SLMS Class Code: P_OE_R7_5718

Better Team Skills

October 24, 2023 | 1:00 p.m. - 2:00 p.m.
Webinar
SLMS Class Code: P_OE_R7_5719

Masonry Advanced

October 24 & 25, 2023 | 9:00 a.m. - 4:30 p.m.
Caumsett State Historic Park Preserve -
Lloyd Harbor
SLMS Class Code: P_OE_R1_5657

Stress in the Workplace

October 25, 2023 | 9:00 a.m. - 4:30 p.m.
Central New York DDSO - Rome
SLMS Class Code: P_OE_R5_5690

The Organized Office Worker

October 27, 2023 | 9:00 a.m. - 4:30 p.m.
Shirley A. Chisholm State Office Building -
Brooklyn
SLMS Class Code: P_OE_R2_5674

Best Practices for Interviews

October 31, 2023 | 10:00 a.m. - 11:00 a.m.
Webinar
SLMS Class Code: P_OE_R7_5730

Courses and Webinars by Month

November

Focus on Pronunciation: Level 1

November 1, 8, 15, 22, 29; December 6, 2023
9:00 a.m. - 4:30 p.m.
CSEA Metropolitan Region Office - New York
SLMS Class Code: P_OE_R2_5659

Blueprint Reading Fundamentals

November 1 & 2, 2023 | 9:00 a.m. - 4:30 p.m.
Department of Transportation Training Center -
North Syracuse
SLMS Class Code: P_OE_R5_5651

Plumbing Advanced

November 1 & 2, 2023 | 9:00 a.m. - 4:30 p.m.
Long Island State Park - Oyster Bay
SLMS Class Code: P_OE_R1_5658

Building Better Work Relationships

November 2, 2023 | 9:00 a.m. - 4:30 p.m.
CSEA Metropolitan Region Office - New York
SLMS Class Code: P_OE_R2_5670

Microsoft PowerPoint Basics

November 2, 2023 | 9:00 a.m. - 4:30 p.m.
Western New York DDSO - West Seneca
SLMS Class Code: P_OE_R6_5694

Understanding Today's Computer

November 2, 2023 | 10:00 a.m. - 11:00 a.m.
Webinar
SLMS Class Code: P_OE_R7_5715

Boiler Safety Awareness

November 3, 2023 | 8:00 a.m. - 11:30 a.m.
Department of Labor - Albany
SLMS Class Code: P_OE_R4_5648

Customer Service

November 7, 2023 | 9:00 a.m. - 4:30 p.m.
Office of General Services - Albany
SLMS Class Code: P_OE_R4_5680

Computer Ergonomics Assessor Training

November 8, 2023 | 9:00 a.m. - 12:30 p.m.
Harriman State Office Campus - Albany
SLMS Class Code: P_OE_R4_5647

Critical Thinking

November 8, 2023 | 9:00 a.m. - 4:30 p.m.
Kingsboro Psychiatric Center - Brooklyn
SLMS Class Code: P_OE_R2_5669

Microsoft Excel Intermediate

November 8, 2023 | 9:00 a.m. - 4:30 p.m.
Western New York DDSO - West Seneca
SLMS Class Code: P_OE_R6_5671

Critical Thinking

November 9, 2023 | 9:00 a.m. - 4:30 p.m.
SUNY Fredonia - Fredonia
SLMS Class Code: P_OE_R6_5695

Grammar and Punctuation Workshop

November 14, 2023 | 9:00 a.m. - 4:30 p.m.
Eleanor Roosevelt State Office Building -
Poughkeepsie
SLMS Class Code: P_OE_R3_5678

Courses and Webinars by Month

Microsoft Outlook: Managing Contacts and Tasks

November 14, 2023 | 1:00 p.m. - 2:00 p.m.
Webinar
SLMS Class Code: P_OE_R7_5708

Aspiring Leaders

November 14, 15, 16, 2023 | 8:30 a.m. - 4:00 p.m.
Department of Transportation Training Center -
North Syracuse
SLMS Class Code: P_OE_R5_5650

Take Control of Your Time

November 15, 2023 | 10:00 a.m. - 11:00 a.m.
Webinar
SLMS Class Code: P_OE_R7_5725

Small Engine Basics

November 15 & 16, 2023 | 9:00 a.m. - 4:30 p.m.
Hallock State Park Preserve - Riverhead
SLMS Class Code: P_OE_R1_5699

Practical Skills for Resolving Conflict

November 16, 2023 | 9:00 a.m. - 12:00 p.m.
SUNY New Paltz - New Paltz
SLMS Class Code: P_OE_R3_5677

Successful Business Writing

November 21, 2023 | 9:00 a.m. - 4:30 p.m.
CSEA Metropolitan Region Office - New York
SLMS Class Code: P_OE_R2_5675

Microsoft Excel Intermediate

November 28, 2023 | 9:00 a.m. - 4:30 p.m.
Central New York DDSO - Rome
SLMS Class Code: P_OE_R5_5687

Microsoft Outlook: Organizing and Managing Your Email

November 28, 2023 | 1:00 p.m. - 2:00 p.m.
Webinar
SLMS Class Code: P_OE_R7_5710

Financing Your Education

November 29, 2023 | 10:00 a.m. - 11:00 a.m.
Webinar
SLMS Class Code: P_OE_R7_5717

Writing Effective Reports and Evaluations

November 30, 2023 | 9:00 a.m. - 4:30 p.m.
Department of Financial Services - New York
SLMS Class Code: P_OE_R2_5676

December

Critical Thinking

December 5, 2023 | 9:00 a.m. - 4:30 p.m.
Central New York DDSO - Rome
SLMS Class Code: P_OE_R5_5668

Get More Done with Keyboard Shortcuts

December 5, 2023 | 10:00 a.m. - 11:00 a.m.
Webinar
SLMS Class Code: P_OE_R7_5707

Practical Skills for Resolving Conflict

December 6, 2023 | 9:00 a.m. - 12:00 p.m.
NYS & CSEA Partnership - Albany
SLMS Class Code: P_OE_R4_5704

Courses and Webinars by Month

Designing Dynamic Presentations

December 6, 2023 | 1:00 p.m. - 2:00 p.m.
Webinar
SLMS Class Code: P_OE_R7_5706

Small Engine Basics

December 28 & 29, 2023 | 9:00 a.m. - 4:30 p.m.
Central New York DDSO - Rome
SLMS Class Code: P_OE_R5_5664

Effective Problem Solving

December 7, 2023 | 9:00 a.m. - 4:30 p.m.
SUNY Buffalo - Buffalo
SLMS Class Code: P_OE_R6_5696

Microsoft Word Intermediate

December 7, 2023 | 9:00 a.m. - 4:30 p.m.
DOCCS Training Academy - Albany
SLMS Class Code: P_OE_R4_5733

Introduction to Critical Thinking

December 7, 2023 | 10:00 a.m. - 11:00 a.m.
Webinar
SLMS Class Code: P_OE_R7_5723

Crafting Powerful Writing: Precision and Clarity

December 12, 2023 | 1:00 p.m. - 2:00 p.m.
Webinar
SLMS Class Code: P_OE_R7_5727

Writing Effective Reports and Evaluations

December 14, 2023 | 8:00 a.m. - 3:30 p.m.
Department of Transportation Training Center -
North Syracuse
SLMS Class Code: P_OE_R5_5692

Courses by Region

CSEA Long Island Region 1

Stress in the Workplace

Long Island State Park - Oyster Bay
September 26, 2023 | 9:00 a.m. - 4:30 p.m.
SLMS Class Code: P_OE_R1_5667

The Organized Office Worker

Bethpage State Park - Farmingdale
September 27, 2023 | 9:00 a.m. - 4:30 p.m.
SLMS Class Code: P_OE_R1_5673

Effective Problem Solving

Long Island State Park - Oyster Bay
September 28, 2023 | 9:00 a.m. - 4:30 p.m.
SLMS Class Code: P_OE_R1_5672

Aspiring Leaders

Perry B. Duryea State Office Building -
Hauppauge
October 17, 18 & 19, 2023 | 9:00 a.m. - 4:30 p.m.
SLMS Class Code: P_OE_R1_5734

Carpentry Intermediate

Connetquot River State Park Preserve - Oakdale
October 18 & 19, 2023 | 9:00 a.m. - 4:30 p.m.
SLMS Class Code: P_OE_R1_5656

Masonry Advanced

Caumsett State Historic Park Preserve -
Lloyd Harbor
October 24 & 25, 2023 | 9:00 a.m. - 4:30 p.m.
SLMS Class Code: P_OE_R1_5657

Plumbing Advanced

Long Island State Park - Oyster Bay
November 1 & 2, 2023 | 9:00 a.m. - 4:30 p.m.
SLMS Class Code: P_OE_R1_5658

Small Engine Basics

Hallock State Park Preserve - Riverhead
November 15 & 16, 2023 | 9:00 a.m. - 4:30 p.m.
SLMS Class Code: P_OE_R1_5699

Courses by Region

CSEA Metropolitan Region 2

Carpentry Basics

Riverbank State Park - New York
September 12, 2023 | 9:00 a.m. - 4:30 p.m.
SLMS Class Code: P_OE_R2_5645

Masonry Basics

Riverbank State Park - New York
October 5, 2023 | 9:00 a.m. - 4:30 p.m.
SLMS Class Code: P_OE_R2_5703

The Organized Office Worker

Shirley A. Chisholm State Office Building - Brooklyn
October 27, 2023 | 9:00 a.m. - 4:30 p.m.
SLMS Class Code: P_OE_R2_5674

Focus on Pronunciation: Level 1

CSEA Metropolitan Region Office - New York
November 1, 8, 15, 22, 29; December 6, 2023
9:00 a.m. - 4:30 p.m.
SLMS Class Code: P_OE_R2_5659

Building Better Work Relationships

CSEA Metropolitan Region Office - New York
November 2, 2023 | 9:00 a.m. - 4:30 p.m.
SLMS Class Code: P_OE_R2_5670

Critical Thinking

Kingsboro Psychiatric Center - Brooklyn
November 8, 2023 | 9:00 a.m. - 4:30 p.m.
SLMS Class Code: P_OE_R2_5669

Successful Business Writing

CSEA Metropolitan Region Office - New York
November 21, 2023 | 9:00 a.m. - 4:30 p.m.
SLMS Class Code: P_OE_R2_5675

Writing Effective Reports and Evaluations

Department of Financial Services - New York
November 30, 2023 | 9:00 a.m. - 4:30 p.m.
SLMS Class Code: P_OE_R2_5676

CSEA Southern Region 3

Writing and Editing Skills for Supervisors

Sterling Forest State Park - Tuxedo
September 7, 2023 | 9:00 a.m. - 4:30 p.m.
SLMS Class Code: P_OE_R3_5679

Blueprint Reading Fundamentals

DMNA - Camp Smith - Cortland Manor
September 27 & 28, 2023 | 9:00 a.m. - 4:30 p.m.
SLMS Class Code: P_OE_R3_5700

Electricity Basics

Eleanor Roosevelt State Office Building - Poughkeepsie
October 5, 2023 | 9:00 a.m. - 4:30 p.m.
SLMS Class Code: P_OE_R3_5635

Courses by Region

Grammar and Punctuation Workshop

Eleanor Roosevelt State Office Building -
Poughkeepsie
November 14, 2023 | 9:00 a.m. - 4:30 p.m.
SLMS Class Code: P_OE_R3_5678

Practical Skills for Resolving Conflict

SUNY New Paltz - New Paltz
November 16, 2023 | 9:00 a.m. - 12:00 p.m.
SLMS Class Code: P_OE_R3_5677

CSEA Capital Region 4

Feedback: Making it Effective

Office of General Services - Albany
September 12, 2023 | 9:00 a.m. - 4:30 p.m.
SLMS Class Code: P_OE_R4_5681

Electricity Advanced

Department of Environmental Conservation -
Ray Brook
September 13 & 14, 2023 | 9:00 a.m. - 4:30 p.m.
SLMS Class Code: P_OE_R4_5636

Effective Problem Solving

NYS & CSEA Partnership - Albany
September 14, 2023 | 9:00 a.m. - 4:30 p.m.
SLMS Class Code: P_OE_R4_5705

Carpentry Intermediate

Saratoga Spa State Park - Saratoga Springs
September 19 & 20, 2023 | 9:00 a.m. - 4:30 p.m.
SLMS Class Code: P_OE_R4_5661

Masonry Advanced

Grafton Lakes State Park - Cropseyville
September 19 & 20, 2023 | 9:00 a.m. - 4:30 p.m.
SLMS Class Code: P_OE_R4_5662

Enhance Your Skills:

Reading, Writing, and Math Basics

NYS & CSEA Partnership - Albany
September 19, 26; October 3, 10, 17, 24, 31;
November 7, 14, 21, 28; December 5, 12, 2023
9:00 a.m. - 4:30 p.m.
SLMS Class Code: P_OE_R4_5698

Focus on Pronunciation: Level 1

Harriman State Office Campus - Albany
September 20, 27; October 4, 11, 18, 25, 2023
9:00 a.m. - 4:30 p.m.
SLMS Class Code: P_OE_R4_5646

Writing and Editing Skills for Supervisors

Office of General Services - Albany
September 21, 2023 | 9:00 a.m. - 4:30 p.m.
SLMS Class Code: P_OE_R4_5685

Microsoft PowerPoint Basics

DOCCS Training Academy - Albany
September 28, 2023 | 9:00 a.m. - 4:30 p.m.
SLMS Class Code: P_OE_R4_5731

Courses by Region

Critical Thinking

DOCCS Training Academy - Albany
October 3, 2023 | 9:00 a.m. - 4:30 p.m.
SLMS Class Code: P_OE_R4_5683

Microsoft Excel Intermediate

DOCCS Training Academy - Albany
October 3, 2023 | 9:00 a.m. - 4:30 p.m.
SLMS Class Code: P_OE_R4_5732

Introduction to Accounting

Harriman State Office Campus - Albany
October 5, 2023 | 9:00 a.m. - 4:30 p.m.
SLMS Class Code: P_OE_R4_5682

Small Engine Basics

Grafton Lakes State Park - Cropseyville
October 10 & 11, 2023 | 9:00 a.m. - 4:30 p.m.
SLMS Class Code: P_OE_R4_5663

Writing Successful Email

Harriman State Office Campus - Albany
October 10, 2023 | 9:00 a.m. - 4:30 p.m.
SLMS Class Code: P_OE_R4_5686

Successful Business Writing

Department of Labor - Albany
October 18, 2023 | 9:00 a.m. - 4:30 p.m.
SLMS Class Code: P_OE_R4_5684

Boiler Safety Awareness

Department of Labor - Albany
November 3, 2023 | 8:00 a.m. - 11:30 a.m.
SLMS Class Code: P_OE_R4_5648

Customer Service

Office of General Services - Albany
November 7, 2023 | 9:00 a.m. - 4:30 p.m.
SLMS Class Code: P_OE_R4_5680

Computer Ergonomics Assessor Training

Harriman State Office Campus - Albany
November 8, 2023 | 9:00 a.m. - 12:30 p.m.
SLMS Class Code: P_OE_R4_5647

Practical Skills for Resolving Conflict

NYS & CSEA Partnership - Albany
December 6, 2023 | 9:00 a.m. - 12:00 p.m.
SLMS Class Code: P_OE_R4_5704

Microsoft Word Intermediate

DOCCS Training Academy - Albany
December 7, 2023 | 9:00 a.m. - 4:30 p.m.
SLMS Class Code: P_OE_R4_5733

CSEA Central Region 5

Masonry Basics

Sampson State Park - Romulus
September 7, 2023 | 9:00 a.m. - 4:30 p.m.
SLMS Class Code: P_OE_R5_5702

Microsoft Word Intermediate

Central New York DDSO - Rome
September 19, 2023 | 9:00 a.m. - 4:30 p.m.
SLMS Class Code: P_OE_R5_5689

Courses by Region

Feedback: Making it Effective

Central New York DDSO - Rome
September 26, 2023 | 9:00 a.m. - 4:30 p.m.
SLMS Class Code: P_OE_R5_5691

Carpentry Intermediate

Sampson State Park - Romulus
October 4 & 5, 2023 | 9:00 a.m. - 4:30 p.m.
SLMS Class Code: P_OE_R5_5701

Microsoft PowerPoint Basics

Central New York DDSO - Rome
October 12, 2023 | 9:00 a.m. - 4:30 p.m.
SLMS Class Code: P_OE_R5_5688

Stress in the Workplace

Central New York DDSO - Rome
October 25, 2023 | 9:00 a.m. - 4:30 p.m.
SLMS Class Code: P_OE_R5_5690

Blueprint Reading Fundamentals

Department of Transportation Training Center - North Syracuse
November 1 & 2, 2023 | 9:00 a.m. - 4:30 p.m.
SLMS Class Code: P_OE_R5_5651

Aspiring Leaders

Department of Transportation Training Center - North Syracuse
November 14, 15 & 16, 2023 | 8:30 a.m. - 4:00 p.m.
SLMS Class Code: P_OE_R5_5650

Microsoft Excel Intermediate

Central New York DDSO - Rome
November 28, 2023 | 9:00 a.m. - 4:30 p.m.
SLMS Class Code: P_OE_R5_5687

Critical Thinking

Central New York DDSO - Rome
December 5, 2023 | 9:00 a.m. - 4:30 p.m.
SLMS Class Code: P_OE_R5_5668

Writing Effective Reports and Evaluations

Department of Transportation Training Center - North Syracuse
December 14, 2023 | 8:00 a.m. - 3:30 p.m.
SLMS Class Code: P_OE_R5_5692

Small Engine Basics

Central New York DDSO - Rome
December 28 & 29, 2023 | 9:00 a.m. - 4:30 p.m.
SLMS Class Code: P_OE_R5_5664

CSEA Western Region 6

Blueprint Reading Fundamentals

Western New York DDSO - West Seneca
September 12 & 13, 2023 | 9:00 a.m. - 4:30 p.m.
SLMS Class Code: P_OE_R6_5649

Grammar and Punctuation Workshop

Department of Transportation - Rochester
September 19, 2023 | 9:00 a.m. - 4:30 p.m.
SLMS Class Code: P_OE_R6_5697

Plumbing Advanced

Western New York DDSO - West Seneca
October 10 & 11, 2023 | 9:00 a.m. - 4:30 p.m.
SLMS Class Code: P_OE_R6_5666

Courses by Region

Carpentry Basics

Letchworth State Park - Castile

October 17, 2023 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R6_5665

Microsoft Excel Basics

Western New York DDSO - West Seneca

October 26, 2023 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R6_5693

Microsoft PowerPoint Basics

Western New York DDSO - West Seneca

November 2, 2023 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R6_5694

Microsoft Excel Intermediate

Western New York DDSO - West Seneca

November 8, 2023 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R6_5671

Critical Thinking

SUNY Fredonia - Fredonia

November 9, 2023 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R6_5695

Effective Problem Solving

SUNY Buffalo - Buffalo

December 7, 2023 | 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R6_5696

Avoiding Common Punctuation and Grammar Mistakes

September 6, 2023 | 10:00 a.m. - 11:00 a.m.

SLMS Class Code: P_OE_R7_5726

World Trade Center Health Programs Overview

September 12, 2023 | 10:00 a.m. - 11:00 a.m.

SLMS Class Code: P_OE_R7_5722

Emotional Intelligence in Customer Relations

September 14, 2023 | 7:00 a.m. - 8:00 a.m.

SLMS Class Code: P_OE_R7_5720

Microsoft Teams Basics

September 18, 2023 | 1:00 p.m. - 2:00 p.m.

SLMS Class Code: P_OE_R7_5714

The Foundations of Good Writing

September 19, 2023 | 10:00 a.m. - 11:00 a.m.

SLMS Class Code: P_OE_R7_5729

Microsoft Outlook: Working with Calendars

September 26, 2023 | 3:00 p.m. - 4:00 p.m.

SLMS Class Code: P_OE_R7_5711

Problem Solving - A Six Step Process

September 27, 2023 | 10:00 a.m. - 11:00 a.m.

SLMS Class Code: P_OE_R7_5724

Best Practices for Resumes and Cover Letters

October 3, 2023 | 1:00 p.m. - 2:00 p.m.

SLMS Class Code: P_OE_R7_5716

Statewide (Webinars)

Courses by Region

Professional Email that Gets Results

October 5, 2023 | 10:00 a.m. - 11:00 a.m.
SLMS Class Code: P_OE_R7_5728

Job Etiquette

October 11, 2023 | 1:00 p.m. - 2:00 p.m.
SLMS Class Code: P_OE_R7_5721

Preparing for a Civil Service Exam

October 18, 2023 | 1:00 p.m. - 2:00 p.m.
SLMS Class Code: P_OE_R7_5718

Better Team Skills

October 24, 2023 | 1:00 p.m. - 2:00 p.m.
SLMS Class Code: P_OE_R7_5719

Best Practices for Interviews

October 31, 2023 | 10:00 a.m. - 11:00 a.m.
SLMS Class Code: P_OE_R7_5730

Understanding Today's Computer

November 2, 2023 | 10:00 a.m. - 11:00 a.m.
SLMS Class Code: P_OE_R7_5715

Microsoft Outlook: Managing Contacts and Tasks

November 14, 2023 | 1:00 p.m. - 2:00 p.m.
SLMS Class Code: P_OE_R7_5708

Take Control of Your Time

November 15, 2023 | 10:00 a.m. - 11:00 a.m.
SLMS Class Code: P_OE_R7_5725

Microsoft Outlook: Organizing and Managing Your Email

November 28, 2023 | 1:00 p.m. - 2:00 p.m.
SLMS Class Code: P_OE_R7_5710

Financing Your Education

November 29, 2023 | 10:00 a.m. - 11:00 a.m.
SLMS Class Code: P_OE_R7_5717

Get More Done with Keyboard Shortcuts

December 5, 2023 | 10:00 a.m. - 11:00 a.m.
SLMS Class Code: P_OE_R7_5707

Designing Dynamic Presentations

December 6, 2023 | 1:00 p.m. - 2:00 p.m.
SLMS Class Code: P_OE_R7_5706

Introduction to Critical Thinking

December 7, 2023 | 10:00 a.m. - 11:00 a.m.
SLMS Class Code: P_OE_R7_5723

Crafting Powerful Writing: Precision and Clarity

December 12, 2023 | 1:00 p.m. - 2:00 p.m.
SLMS Class Code: P_OE_R7_5727

Getting Started: Enrolling in Partnership Classes

Using the Statewide Learning Management System (SLMS)

Login to SLMS

Non-SUNY Employees:

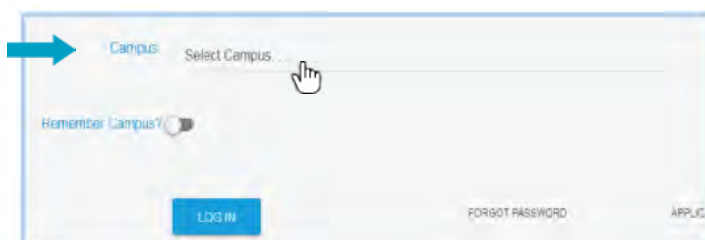
1. Go to the SLMS login web page (<https://nyslearn.ny.gov>). Click on the **SLMS Login** button.
2. Type in your SLMS Username and Password, then click on the **Sign In** button.



The image shows a login form for NY.gov ID. It has a header with the NY.gov ID logo. Below the header, there are two input fields: 'Username:' and 'Password:'. Below these fields is a 'Sign In' button. At the bottom, there is a link for 'Forgot your Username or Password' and a link for 'NY.gov ID - Terms of Service'.

SUNY Employees:

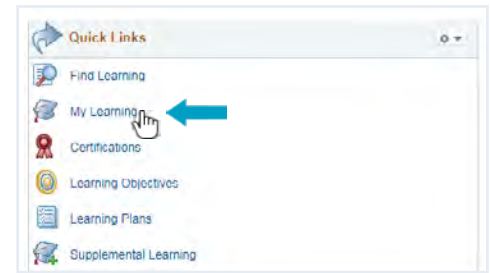
1. Go to the SUNY.edu portal site (System.SUNY.edu). Locate the **Employee Resources** box at the bottom of the screen and click the **SUNY Portal** link.
2. Select your campus from the drop-down box on the SUNY Secure Login screen and then login.
3. Click the **E-Business Services** tab, then the SLMS – **Statewide Learning Management** System link. Next, click the **Statewide Learning Management** link on my.ny.gov page.





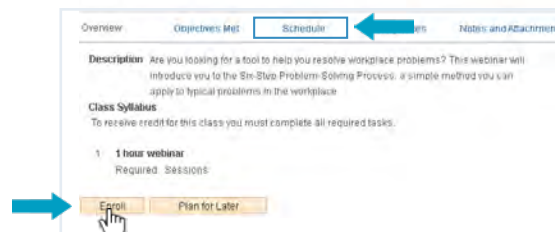
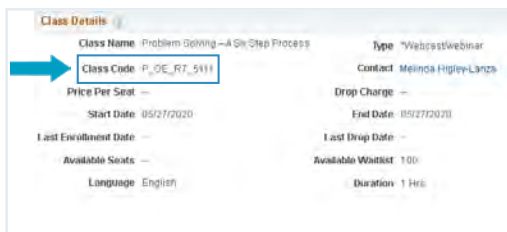
Search the SLMS Catalog for Classes

1. Click the **Find Learning** link in the **Quick Links** menu.
2. Locate the **Search by Keyword** box.
3. Type in part of the class name (or the class code) and press **Enter** to search.
4. A list of the classes that have these words (or the class code) in the title or description will appear.



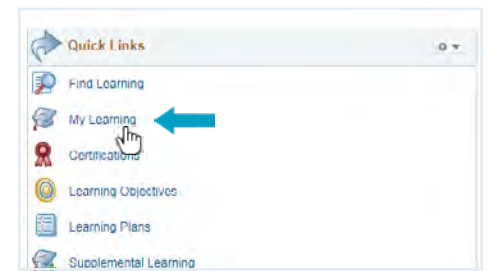
Enroll in A Partnership Class

1. Locate the class you wish to enroll in using **Find Learning** as shown in the previous section.
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 viewing this information.
3. Next, click on the **Enroll** button by the class code. Then click **Submit Enrollment** to confirm.



Check Your Scheduled Learning and Progress

1. Click on **My Learning** on the **Quick Links** menu. A list of the classes you are scheduled to take (or are waiting for approval to take) will appear.
2. Locate the name of your class. If you have many items, you may need to click **View All** or the **Show Next Row** arrow at the top of the screen. You can also click on **Title** to alphabetize the items by name.
3. You can click on the name of a class or program to see more information about it.



Tip: If your supervisor has approved your request to attend but your status is still Pending Approval, it is because the Partnership must now approve your request. This is done approximately two weeks before the course date.




Drop a Class

1. Click on **My Learning** on **Quick Links** menu. Locate the class/program to be dropped.
2. Click the **Drop** button by the class name. Then click **Drop** again.
3. If a manager/administrator enrolled you, contact them to drop the class. If you sent an application to the Partnership to be enrolled, call the Partnership at 800-253-4332 or 518-486-7814.

Are you sure you want to drop this class?

Confirmation Number 16360696


Class Name	Adobe Dreamweaver CC 2015 Browsers and HTML	Type	*Online
Class Code	EKBSS_TMPL20160608143437258	Contact	--
Price Per Seat	--	Drop Charge	--
Enrollment Status	Enrolled	Confirmation Number	16360696
Start Date	--	End Date	--
Last Enrollment Date	--	Last Drop Date	--





Print a Certificate

1. Click on **My Learning** on the Quick Links menu.
2. Locate the completed class/program.
3. Click on the **Print Certificate** button next to the name of the class/program.



<input type="button" value="Review"/>	★★★★★	<input type="button" value="Print Certificate"/>
---------------------------------------	-------	--

Need further assistance?

Email: learning@nyscseapartnership.org

Call: (800) 253-4332

NYS & CSEA
Partnership

Directions:

Complete the Application Form



1. Please type or print legibly and complete entire application.
2. Negotiating Unit – Employees are eligible to attend Skills for Success courses or webinars 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 or webinars.

- 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 course or webinar 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 course or webinar, please notify your supervisor. Do not attend the course or webinar unless you receive notification.

NOTE: If you do not receive a notification 10 days before the course or webinar is scheduled, call the Partnership at (800) 253-4332.

6. Mail, fax, or email 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
learning@nyscseapartnership.org

It is the policy of the State of New York to provide for and promote equal opportunity in employment and equal access to all programs and services without discrimination on the basis of age, race, color, creed, national origin, military status, sex, sexual orientation, gender identity or expression, disability (including pregnancy-related disability or condition), predisposing genetic characteristics, marital/familial status, status as a victim of domestic violence, or prior arrest/criminal conviction record.

APPLICANT INFORMATION

Please print or type.

Name	Signature
-------------	------------------

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 Employee Identification Number or ID number: 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 _____ * As space permits. Non-state CSEA-represented Employee – If Local Government, School District, State Authority, or Private Sector CSEA-represented employee, check here <input type="checkbox"/>	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

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

SUPERVISOR APPROVAL

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

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

Email to: learning@nyscseapartnership.org. Fax 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 two weeks before the first day of the class.

Additional Education and Training Resources

Programs and Services Accessed Directly by CSEA-represented NYS Employees

Educational Advisement Services - Offers confidential advice and referrals for employees about tuition benefits, financial aid, basic skills, nursing programs, starting or returning to college, high school equivalency test preparation, and more.

Tuition Benefits - Provides 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.

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.

Online Learning Program - Allows 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.



Search the Skills for Success Catalog Online



SCAN THE QR CODE

NYS  CSEA
Partnership

www.nyscseapartnership.org