



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

**SPRING**  
2020

---

February - June

# **SKILLS FOR SUCCESS**

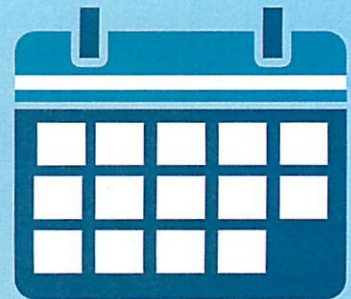
*Courses for CSEA-represented Employees*



Courses are offered in the following categories:

- Adult Education Basics
- Computer Skills
- Individual Development
- Interpersonal Communication
- Language Skills
- Safety and Health
- Trades, Operations, and Maintenance
- Work Management
- Writing Skills

*Skills for Success* courses will be held between *February and June 2020* at training sites conveniently located near your work or home.





# A Joint Message



The NYS & CSEA Partnership for Education and Training (Partnership) is pleased to announce the Spring 2020 *Skills for Success* course catalog for CSEA-represented employees.

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

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

It is easy for you to:

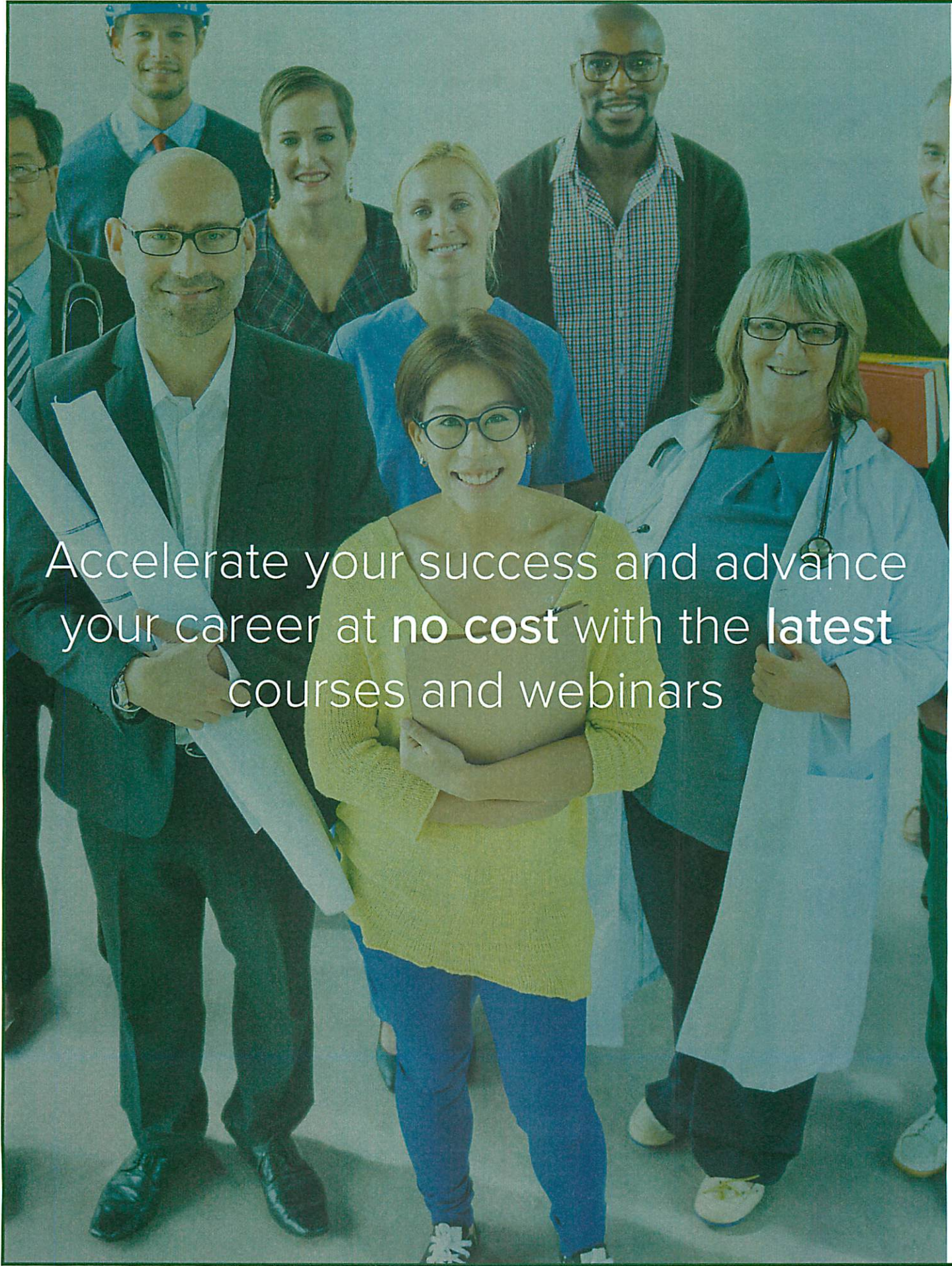
- Choose a course that meets your job-related training, professional development, or personal development needs.
- Enroll through the Statewide Learning Management System (SLMS) or by completing the *Skills for Success* application form on page 44.
- Attend courses held at training sites near your work or home or through a webinar, at your convenience, on your computer.

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

***Skills for Success* is all about making  
choices for your success.**

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





Accelerate your success and advance your career at **no cost** with the **latest** courses and webinars



# Table of Contents

<b>Courses Designed for You</b>	1	<b>Schedule of Classes by CSEA Region</b>	33
<b>About the Courses and Program</b>	2	<b>SLMS: Getting Started Enrolling in Partnership Classes</b>	42
<b>Participant Eligibility</b>	2	<b>Skills for Success Application Form</b>	44
<b>How You Can Enroll in a Class</b>	3	<b>Directions for Completing Application Form</b>	45
<b>Notifications</b>	4	<b>Additional Education and Training Resources</b>	46
<b>Your Responsibilities</b>	4		
<b>Certificates Are Awarded to You</b>	5		
<b>Contact the Partnership</b>	5		
<b>Workforce Development Competencies</b>	6		
<b>Course Descriptions, Dates, and Locations</b>	8		
• Adult Education Basics			
• Computer Skills			
• Individual Development			
• Interpersonal Communication			
• Language Skills			
• Safety and Health			
• Trades, Operations, and Maintenance			
• Work Management			
• Writing Skills			



*Skills for Success* courses help employees acquire the knowledge and skills needed to accomplish job assignments more effectively and provide personal development opportunities. Employees should work with their supervisors to select courses that are meaningful to their professional and personal growth.

### Webinar Courses

In order to increase participation in courses while limiting time away from the office, a number of courses are offered via webinar. Webinars allow employees to take courses using a computer, telephone, and Internet connection.

### Workforce Development Competencies

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

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

The competency names and their corresponding icons and descriptions are available on page 6. After each course description you will find the competency icon(s) assigned to the course.





# About the Courses and Program



Accelerate your success and advance your career at **no cost to employees** with the latest courses and webinars.

## Skills for Success

*Skills for Success* courses help employees acquire the knowledge and skills needed to accomplish job assignments more effectively and provide personal development opportunities. Employees should work with their supervisors to select courses that are meaningful to their professional and personal growth.

## Course Locations

Courses are typically held at state agency worksites. Training site locations are listed in the **Course Descriptions, Dates, and Locations** section beginning on page 8.

## When Courses are Held

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

## Types of Courses

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

### Webinar Courses

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



## Participant Eligibility

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

- CSEA-represented NYS employee (ASU/02, OSU/03, ISU/04, or DMNA/47)
- 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) may attend courses in the interpersonal communication, math skills, work management, and writing skills categories
- NYS employee in a Management/Confidential (MC/06) clerical or secretarial title, as space permits





# How You Can Enroll in a Class

## Enroll through SLMS

- Employees can enroll for classes through the Statewide Learning Management System (SLMS) at [www.nyslearn.ny.gov](http://www.nyslearn.ny.gov).
- If you have forgotten your Username or Password, go to [www.nyslearn.ny.gov](http://www.nyslearn.ny.gov) and click on the SLMS Login button and then click on the Forgot your Username or Password? link.
- For additional information, see SLMS: Getting Started Enrolling in Partnership Classes guide on page 42.

## Enroll through the Partnership

- If you are unable to enroll through SLMS, complete the *Skills for Success* application form on page 44.
- You can apply for multiple classes on one application form.
- You must obtain your supervisor's approval on the application form in order to attend the course(s), unless you indicate you will be using your own time.

### Applicants

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

### Supervisors of Applicants

Once an employee enrolls in a class, you will receive an email notification from [donotreply@goer.ny.gov](mailto:donotreply@goer.ny.gov) with the message: "Your approval is required to confirm the following enrollment request." The employee's name will appear in the email. When you approve an employee's enrollment, you are granting the employee release time to attend the entire class without charge to leave credits.

### Reasonable Accommodations

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



# Notifications



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

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

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

**NOTE:** To update your email address in SLMS, see step F of *SLMS: Getting Started Enrolling in Partnership Classes* guide on page 42.

## IMPORTANT:

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

## Your Responsibilities

### Be Considerate if You Cannot Attend a Class

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

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

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

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

By dropping a class 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

*Don't Delay, Register  
for a Course Today!*



## Class is Full Notification

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

## Wait Lists

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

## Date and Location Changes

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

## Cancellations

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



# Certificates are Awarded to You



## Certificates

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

## Contact the Partnership



Visit Us

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



Email Us

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



Visit Our Site

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



Call Us

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



Follow Us

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

## Tuition Benefits

### Learn New Skills to Advance Your Career and Educational Goals with the Help of Tuition Benefits

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





# Workforce Development Competencies



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

## 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

## 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

## 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



# Workforce Development Competencies (Cont.)



## 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

## Computer Skills and Technology



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

## Trades, Safety, and Risk Management



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

### Want to Learn More?

For more information or to browse all of our course offerings by workforce development competency, please visit:

[nyscseapartnership.org/WfCompetencies/CourseCompetency.cfm](https://nyscseapartnership.org/WfCompetencies/CourseCompetency.cfm)