



**COURSE  
DESCRIPTIONS, DATES,  
AND LOCATIONS**



## Adult Education Basics

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

### Math Refresher - One Day per Week for Six Weeks - New Course!

This six-week course is a refresher of fundamental math topics such as whole numbers, fractions, algebraic expressions, and word problems. Participants will also examine small datasets for mean, median, and mode, and interpret simple graphs. Concepts covered will include numeracy, which is the ability to apply math in everyday situations; mathematics, which is the study of systems, patterns, shapes, figures and numbers; and systematic thinking. *Attendance is required all days.*

Participants will:

- Perform basic math calculations with whole numbers and fractions
- Round values to simplify mental calculations and estimate a value
- Use the order of operations to solve word problems and algebraic expressions
- Calculate the mean, median, and mode of a small dataset
- Interpret bar graphs and pie charts

SLMS Class Code: P\_OE\_R2\_5009

March 18, 25; April 1, 15, 22 & 29, 2020

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

SLMS Class Code: P\_OE\_R4\_5001

May 7, 14, 21, 28; June 4 & 11, 2020

CSEA WORK Institute  
Latham  
9:15 a.m. - 4:45 p.m.

### Reading Comprehension - One Day per Week for 14 Weeks

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

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

SLMS Class Code: P\_OE\_R4\_5000

March 4, 11, 18, 25; April 1, 22, 29; May 6, 13, 20, 27; June 3, 10 & 17, 2020

CSEA WORK Institute  
Latham  
9:15 a.m. - 4:45 p.m.

SLMS Class Code: P\_OE\_R2\_5008

March 17, 24, 31; April 14, 21, 28; May 5, 12, 19, 26; June 2, 9, 16 & 23, 2020

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



## Computer Skills

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

### Designing Dynamic Presentations - One-Hour Webinar

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

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

SLMS Class Code: P\_OE\_R7\_5097

March 11, 2020

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

### Microsoft Excel 2016 Basics - One Day - Revised!

This course provides the basic knowledge and skills needed to perform daily tasks and improve productivity in the 2016 version of 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

SLMS Class Code: P\_OE\_R1\_5013

February 12, 2020

Long Island DDSO

Hauppauge

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

SLMS Class Code: P\_OE\_R4\_5074

April 30, 2020

Harriman State Office Campus

Albany

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





### Microsoft Excel 2016 Intermediate - One Day

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

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

SLMS Class Code: P\_OE\_R1\_5011

May 7, 2020

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

### Microsoft Outlook 2016: Working with Calendars - One-Hour Webinar

This webinar will teach you how to do just that using Microsoft Outlook's calendar. Topics include scheduling appointments, meetings, and all-day events, as well as sharing calendars. Participants will:

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

SLMS Class Code: P\_OE\_R7\_5098

February 19, 2020

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

### Microsoft PowerPoint 2013 Basics - One Day

This course provides the basic knowledge and skills needed to create a presentation using Microsoft PowerPoint 2013. Participants will be expected to have a working knowledge of desktop computers and be familiar with using the keyboard and mouse. Participants will:

- Gain knowledge about PowerPoint's basic tools and features
- Make and edit a slide presentation
- Discover how to add text, shapes, images, graphs, and animation to a presentation
- Create and print notes pages with slide thumbnails

**Continue** 



## Computer Skills

SLMS Class Code: P\_OE\_R2\_5007

April 21, 2020

Consortium for Worker Education

Manhattan

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

### Microsoft Word 2016 Basics - One Day - Revised!

This course provides the basic knowledge and skills needed to perform daily tasks and enhance productivity in Microsoft Word 2016. Participants will be expected to have a working knowledge of desktop computers and be familiar with using the keyboard and mouse. Participants will:

- Practice common word processing tasks
- Create and edit documents
- Format page layouts, text, tables, and paragraphs
- Format and insert page breaks, pictures, headers and footers, and tables
- Preview and print a document

SLMS Class Code:  
P\_OE\_R2\_5012

February 12, 2020

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

SLMS Class Code:  
P\_OE\_R4\_5072

February 18, 2020

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

SLMS Class Code:  
P\_OE\_R5\_5030

March 4, 2020

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

SLMS Class Code:  
P\_OE\_R5\_5044

March 4, 2020

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

SLMS Class Code:  
P\_OE\_R4\_5073

March 12, 2020

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

SLMS Class Code:  
P\_OE\_R6\_5066

April 28, 2020

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

SLMS Class Code:  
P\_OE\_R6\_5060

May 13, 2020

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



Class Canceled



New Class Location



Split Class



Class Waitlist



## Individual Development

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

### Aspiring Leaders - Three Days - New Course!

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. Enrollments are processed on a first come, first served basis. 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

SLMS Class Code: P\_OE\_R1\_5010

May 19, 20 & 21, 2020

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

SLMS Class Code: P\_OE\_R5\_5043

June 16, 17 & 18, 2020

Watertown Correctional Facility  
Watertown  
9:00 a.m. - 4:30 p.m.

*\*The deadline for the Aspiring Leaders classes is four weeks prior to the first class date.*

### Financing Your Education - One-Hour Webinar

How to afford a college degree is a dilemma often faced by many people. Paying for school is one of the barriers cited most often by working adults looking to return to school. This webinar covers traditional and non-traditional ways to pay for college and save money. Participants will:

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

SLMS Class Code: P\_OE\_R7\_5100

March 19, 2020

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



## Individual Development

### Merit System: Transfers - One-Hour Webinar



Are you ready for a career move? Have you ever wondered what job titles you may transfer to and how to apply? Do you know where to start? If you've been appointed from a list, you may have opportunities to transfer to other titles, and this webinar is for you. Participants will:

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

SLMS Class Code: P\_OE\_R7\_5101

April 7, 2020

7:00 a.m. - 8:00 a.m.

### Preparing for a Civil Service Exam - One-Hour Webinar



- New Course!

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

SLMS Class Code: P\_OE\_R7\_5102

May 5, 2020

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

### Protect Your Identity - One-Hour Webinar



Identity theft is one of the fastest growing crimes committed today. This webinar provides an overview of identity theft and offers participants methods they can use on an ongoing basis to protect themselves from falling victim to this growing crime. Participants will:

- Explore various types of personal identifiable information
- Identify different methods to limit exposure to thieves
- Discuss the steps to take if you have been a victim of identity theft

SLMS Class Code: P\_OE\_R7\_5103

April 23, 2020

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



Class Canceled



New Class Location



Split Class



Class Waitlist



### Using the Tuition Benefits Program - One and One-Half Hour Webinar



Interested in returning to school to work on a degree but not sure how to pay for it? Interested in taking courses to become eligible for a Civil Service examination or to improve your current job skills? This webinar provides information about using the Partnership's Tuition Benefits Program to help pay for courses. Participants will:

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

SLMS Class Code: P\_OE\_R7\_5104

April 15, 2020

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





## Interpersonal Communication

These courses provide employees with the skills they need to communicate effectively in the workplace. The courses in this category provide participants with opportunities to exchange information in a variety of ways including verbal, written, and non-verbal communication.

### Customer Service - One Day

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

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

SLMS Class Code:  
P\_OE\_R2\_5025

February 26, 2020

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

SLMS Class Code:  
P\_OE\_R4\_5036

February 26, 2019

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

SLMS Class Code:  
P\_OE\_R2\_5089

April 1, 2020

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

SLMS Class Code:  
P\_OE\_R6\_5093

April 7, 2020

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

SLMS Class Code:  
P\_OE\_R3\_5057

April 15, 2020

Hudson Valley DDSO  
Thiells  
9:00 a.m. - 4:30 p.m.

SLMS Class Code:  
P\_OE\_R4\_5020

April 23, 2020

Saratoga Spa State  
Park  
Saratoga Springs  
9:00 a.m. - 4:30 p.m.

SLMS Class Code:  
P\_OE\_R1\_5076

April 29, 2020

Planting Fields  
Arboretum  
Oyster Bay  
9:00 a.m. - 4:30 p.m.

SLMS Class Code:  
P\_OE\_R5\_5041

May 5, 2020

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

SLMS Class Code:  
P\_OE\_R5\_5033

May 6, 2020

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

SLMS Class Code:  
P\_OE\_R6\_5067

May 19, 2020

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



Class Canceled



New Class Location



Split Class



Class Waitlist

## Interpersonal Communication

### Emotional Intelligence in Customer Relations - One-Hour Webinar

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

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

SLMS Class Code: P\_OE\_R7\_5106

February 27, 2020

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

### Feedback: Making it Effective - One Day

We all rely on feedback to reinforce what we do well and what we can do to improve ourselves. However, not all feedback is easy to hear or acknowledge. This course will help participants to be objective when receiving feedback, and provide strategies for responding to feedback in a useful way. Participants will:

- Explore how emotions can affect their ability to deal with feedback
- Discover how to work with different types of feedback in a proactive way
- Develop ways to effectively respond to feedback in the workplace

SLMS Class Code: P\_OE\_R2\_5048

March 31, 2020

Department of Taxation and Finance  
Brooklyn

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

### Influencing with Confidence - One Day

This course helps participants learn the strategies and communication skills necessary to win support for their ideas and influence workplace outcomes, even when they do not have clear and direct authority. Participants will evaluate their workplace environments, assess their personal style, and select the most appropriate approach for presenting their ideas to co-workers and decision makers. Participants will:

- Explain what influence is and is not
- Determine decisions they can make on their own
- Use various communication styles and speak with confidence
- Package ideas and implement effective action steps
- Describe the relationship between influence and leadership

[Continue](#) 





## Interpersonal Communication

SLMS Class Code: P\_OE\_R3\_5058

March 25, 2020

Hudson Valley DDSO

Thiells

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

### Managing Stress in Customer Relations - One-Hour Webinar

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

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

SLMS Class Code: P\_OE\_R7\_5107

March 24, 2020

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

### Practical Skills for Resolving Conflict - Half Day - **New Course!**

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 break the conflict cycle and move to resolution. Participants will:

- Define conflict
- Explain how the brain responds it
- Use inhibitory responses which break the conflict cycle and move toward resolution

SLMS Class Code: P\_OE\_R1\_5075

March 18, 2020

Perry B. Duryea Jr. State Office Building

Hauppauge

9:00 a.m. - 12:30 p.m.

### Professionalism in the Digital Age - One-Hour Webinar

This webinar introduces the rules-of-the-road for popular forms of digital workplace communication. It will identify professional practices for use of email, instant messaging, voicemail, cell phones, and social media. Participants will:

- Identify professional use of digital communication practices
- Recognize the role of privacy and confidentiality in workplace communication
- Apply digital etiquette to common workplace scenarios

SLMS Class Code: P\_OE\_R7\_5108

February 25, 2020

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



Class Canceled



New Class Location



Split Class



Class Waitlist

## Language Skills

These courses provide employees with basic foreign language conversation skills or improve English language skills to enhance workplace interactions. They also introduce participants to the cultural elements of native language speakers to foster a better understanding of the dynamics of the language and its usage.

### Conversational Spanish - Six Days

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

- Develop basic communication skills and listening techniques through conversational and grammatical practice
- Practice communicating using basic aspects of time, place, direction, and courtesy
- Demonstrate cultural awareness and sensitivity toward the Spanish language and culture

SLMS Class Code: P\_OE\_R4\_5005

May 1, 8, 15, 22, 29 & June 5, 2020

Peebles Island State Park

Waterford

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

### Focus on Pronunciation: Level 1 - Six Days

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

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

SLMS Class Code: P\_OE\_R2\_5003

February 4, 11, 18, 25; March 3 & 10, 2020

CSEA Metropolitan Region Office

Manhattan

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

SLMS Class Code: P\_OE\_R5\_5063

May 8, 15, 22, 29; June 5 & 12, 2020

Central New York DDSO

Rome

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





### Focus on Pronunciation: Level 2 - Six Days



This course is for employees who would like to continue developing their English pronunciation. Participants will further develop how to present useful information using the appropriate stress, rhythm, and intonation. This course provides precise illustrations of lip position of vowels and consonants, and a diagnostic individualized speech sample at the beginning and at the end of the course. Participants will:

- Practice reading and speaking using ordinary and advanced workplace vocabulary
- Further develop a work-related vocabulary and repeat practice pronunciation
- Reinforce the theories covered in class with numerous phrases and dialogues during oral presentations

SLMS Class Code: P\_OE\_R2\_5006

April 28; May 5, 12, 19; June 2 & 9, 2020

Consortium for Worker Education

Manhattan

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



## Safety and Health

Safety and Health courses develop the knowledge and skills needed to promote a safe and healthy work environment.

### Chainsaw Safety Awareness - Half-Day



- New Course!

This course is for employees who work with chainsaws. Special emphasis is placed on safe operation and injury prevention. OSHA safety recommendations are highlighted to illustrate the significance and application of key training points. Participants will:

- Identify safety features of a chainsaw
- Describe the mechanics of operating a chainsaw
- Identify how to inspect a chainsaw
- Explain how to safely operate a chainsaw

SLMS Class Code: P\_OE\_R4\_5014

April 22, 2020

Department of Environmental Conservation  
Ray Brook  
1:00 p.m. - 4:30 p.m.

### Computer Ergonomics Assessor Training - Half-Day



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

SLMS Class Code: P\_OE\_R4\_5034

February 27, 2020

Capital District Psychiatric Center  
Albany  
1:00 p.m. - 4:45 p.m.

### Preventing Slips, Trips, and Falls for the Outdoor Worker - One-Hour Webinar



- New Course!

In this webinar, participants will learn about preventing slips, trips, and falls when working outdoors. Topics include common causes, proper footwear, safe pathways, gaits, and appropriate surfaces. Participants will:

- Identify common causes of outdoor slips, trips, and falls
- Discuss how to choose appropriate shoes for outdoors
- Describe how to pick the safest outdoor pathway
- Recognize the common gaits and appropriate surfaces to reduce hazards

SLMS Class Code: P\_OE\_R7\_5109

February 26, 2020

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





## Trades, Operations, and Maintenance

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

### Air Conditioning and Refrigeration Advanced - Two Days



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

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

SLMS Class Code: P\_OE\_R4\_5024

May 14 & 15, 2020

Harriman State Office Campus

Albany

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

### Air Conditioning and Refrigeration Basics - One Day



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

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

SLMS Class Code:  
P\_OE\_R5\_5094

March 31, 2020

SUNY Oswego  
Oswego

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

SLMS Class Code:  
P\_OE\_R1\_5042

April 8, 2020

Long Island State  
Veterans Home  
Stony Brook

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

SLMS Class Code:  
P\_OE\_R6\_5115

May 7, 2020

Finger Lakes DDSO  
Rochester

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



Class Canceled



New Class Location



Split Class



Class Waitlist

## Trades, Operations, and Maintenance

### Blueprint Reading Fundamentals - Two Days

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

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

SLMS Class Code: P\_OE\_R4\_5021

February 26 & 27, 2020

Saratoga Spa State Park  
Saratoga Springs  
9:00 a.m. - 4:30 p.m.

SLMS Class Code: P\_OE\_R1\_5018

March 30 & 31, 2020

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

### Carpentry Advanced - Two Days

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

- Identify how to frame walls, floors, roofs, and stairs
- Discover how to install windows, door units, and drywall
- Explain project estimation principles

SLMS Class Code: P\_OE\_R5\_5028

May 6 & 7, 2020

Robert H. Treman State Park  
Ithaca  
9:00 a.m. - 4:30 p.m.

### Carpentry Basics - One Day

This course introduces participants to the basic fundamentals of carpentry, including how to use hand and portable power tools, types of wood and their uses, painting and finishing, and basic construction techniques. Participants will:

- Identify types of carpentry hand and power tools
- Discover types of wood used in the carpentry trade
- Make carpentry measurements and markings using rulers and other devices

[Continue](#) 





## Trades, Operations, and Maintenance

SLMS Class Code: P\_OE\_R2\_5090

April 14, 2020

Riverbank State Park  
Manhattan

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

SLMS Class Code: P\_OE\_R3\_5035

May 26, 2020

Sullivan Correctional Facility  
Fallsburg

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

### Electricity Advanced - Two Days



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

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

SLMS Class Code: P\_OE\_R1\_5077

March 10 & 11, 2020

Connetquot River State Park Preserve  
Oakdale

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

SLMS Class Code: P\_OE\_R3\_5015

March 25 & 26, 2020

Sterling Forest State Park  
Tuxedo

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

### Electricity Basics - One Day



This course introduces participants to the basic principles of electric theory and how to apply these concepts to the connections and operation of electrical equipment. Participants will:

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

SLMS Class Code: P\_OE\_R6\_5061

February 20, 2020

Western New York DDSO  
West Seneca

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

SLMS Class Code: P\_OE\_R5\_5029

February 25, 2020

Central New York DDSO  
Syracuse

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



Class Canceled



New Class Location



Split Class



Class Waitlist

### Energy Conservation: Alternative Technologies and Sustainability - One Day

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

- Define energy conservation
- Examine alternative technologies such as wind energy, solar energy, and ground source heat pumps
- Discover the advantages and drawbacks of alternative technologies

SLMS Class Code: P\_OE\_R6\_5119

May 4, 2020

De Veaux Woods State Park  
Niagara Falls  
9:00 a.m. - 4:30 p.m.

SLMS Class Code: P\_OE\_R4\_5017

May 7, 2020

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

### Masonry Advanced - Two Days

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

SLMS Class Code: P\_OE\_R3\_5016

April 28 & 29, 2020

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

SLMS Class Code: P\_OE\_R4\_5071

May 18 & 19, 2020

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

### Masonry Basics - One Day

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

- Discover the proper use of masonry materials
- Identify types and uses of masonry tools and equipment
- Demonstrate proper techniques for mixing mortar and laying concrete block

[Continue](#) 





## Trades, Operations, and Maintenance

SLMS Class Code: P\_OE\_R6\_5092

May 5, 2020

SUNY Geneseo

Geneseo

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

### Plumbing Advanced - Two Days

This course is for employees who have some familiarity with basic plumbing. It teaches participants the more advanced terminology used in the plumbing trade. Participants will:

- Discover how hot and cold water systems work
- Plan and execute plumbing installation work
- Identify types of plumbing fixtures and appliances

SLMS Class Code: P\_OE\_R2\_5091

March 18 & 19, 2020

Riverbank State Park

Manhattan

Day 1: 9:00 a.m. - 4:30 p.m.

Day 2: 8:00 a.m - 3:30 p.m.

### Plumbing Basics - One Day

This course introduces the fundamentals of plumbing and pipe fitting practices and describes how basic plumbing systems function. Participants will:

- Describe the basic components of water and drainage systems
- Identify types of pipes and their fittings
- Discover the proper use of plumbing tools and equipment
- Demonstrate effective troubleshooting skills on plumbing systems like toilets and faucets

SLMS Class Code:  
P\_OE\_R3\_5037

April 3, 2020

Sullivan Correctional  
Facility

Fallsburg

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

SLMS Class Code:  
P\_OE\_R1\_5019

May 7, 2020

Pilgrim Psychiatric  
Center

West Brentwood

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



Class Canceled



New Class Location



Split Class



Class Waitlist

## Small Engine Basics - Two Days

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

SLMS Class Code:  
P\_OE\_R1\_5078

April 8 & 9, 2020

Planting Fields  
Arboretum  
Oyster Bay  
9:00 a.m. - 4:30 p.m.

SLMS Class Code:  
P\_OE\_R4\_5045

April 15 & 16, 2020

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

SLMS Class Code:  
P\_OE\_R6\_5068

April 29 & 30, 2020

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

SLMS Class Code:  
P\_OE\_R5\_5096

May 6 & 7, 2020

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

SLMS Class Code:  
P\_OE\_R3\_5117

May 12 & 13, 2020

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





## Work Management

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

### Effective Problem Solving - One Day - Revised!

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

SLMS Class Code:  
P\_OE\_R4\_5022

April 16, 2020

Saratoga Spa State  
Park  
Saratoga Springs  
9:00 a.m. - 4:30 p.m.

SLMS Class Code:  
P\_OE\_R5\_5032

April 28, 2020

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

SLMS Class Code:  
P\_OE\_R3\_5118

May 14, 2020

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

### Introduction to Critical Thinking - One-Hour Webinar - New Course!

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

Class Code: P\_OE\_R7\_5110

April 2, 2020

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

### Problem Solving - A Six Step Process - One-Hour Webinar - New Course!

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

SLMS Class Code: P\_OE\_R7\_5111

May 27, 2020

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



Class Canceled



New Class Location



Split Class



Class Waitlist

## Work Management

### Take Control of Your Time - One-Hour Webinar

This course helps employees regain control of their workday and better plan their time. Participants will:

- Evaluate their personal approach to time management
- Consider tools and techniques to help plan their time more effectively
- Identify ways to take action on controlling their time

SLMS Class Code: P\_OE\_R7\_5112

February 20, 2020

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

### The Organized Office Worker - One Day

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

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

SLMS Class Code:  
P\_OE\_R4\_5046

March 11, 2020

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

SLMS Class Code:  
P\_OE\_R2\_5002

March 17, 2020

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

SLMS Class Code:  
P\_OE\_R5\_5031

April 8, 2020

Central NY DDSO  
Syracuse  
9:00 a.m. - 4:30 p.m.

SLMS Class Code:  
P\_OE\_R1\_5004

April 15, 2020

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

SLMS Class Code:  
P\_OE\_R5\_5038

April 21, 2020

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

SLMS Class Code:  
P\_OE\_R6\_5062

April 21, 2020

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

SLMS Class Code:  
P\_OE\_R4\_5023

May 7, 2020

Saratoga Spa State  
Park  
Saratoga Springs  
9:00 a.m. - 4:30 p.m.

SLMS Class Code:  
P\_OE\_R6\_5064

May 7, 2020

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





## Writing Skills

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

### Basic Writing - A Creative Approach: Level 1 - Four Days



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

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

SLMS Class Code: P\_OE\_R2\_5105

April 9, 16, 23 & 30, 2020

Division of Human Rights

Bronx

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

### Essentials of Report Writing - One-Hour Webinar



- New Course!

Do you write reports for work? This webinar will introduce you to a simple process for writing reports and will walk you through step-by-step. Participants must complete the homework assignment after the webinar to receive credit. Participants will:

- Explain the purpose of reports
- Identify a typical report audience
- Define the scope of a report
- Describe the different types of reports

SLMS Class Code: P\_OE\_R7\_5113

May 21, 2020

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

### Expanding Your Vocabulary - One-Hour Webinar



- New Course!

Have you ever struggled to find the right words to say what you're thinking? In the workplace, it is important to communicate clearly and avoid making mistakes. This webinar will give you tips and tools to grow your vocabulary and help you identify common mistakes and how to avoid them. Participants will:

- Recognize the roots of words
- Identify synonyms, antonyms, and homonyms
- Differentiate commonly confused words

SLMS Class Code: P\_OE\_R7\_5114

March 3, 2020

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



Class Canceled



New Class Location



Split Class



Class Waitlist

## Writing Skills

### Professional Email that Gets Results - One-Hour Webinar - New Course!

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 stand out
- Discover how tone impacts the perception of your email
- Determine how to write a well-organized message

SLMS Class Code: P\_OE\_R7\_5099

February 11, 2020

11:00 a.m. - 11:00 a.m.

### Successful Business Writing - One Day

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

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

SLMS Class Code:  
P\_OE\_R2\_5026

March 4, 2020

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

SLMS Class Code:  
P\_OE\_R5\_5070

March 5, 2020

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

SLMS Class Code:  
P\_OE\_R4\_5059

March 17, 2020

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

SLMS Class Code:  
P\_OE\_R6\_5069

March 24, 2020

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

SLMS Class Code:  
P\_OE\_R5\_5039

April 8, 2020

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

SLMS Class Code:  
P\_OE\_R4\_5047

May 6, 2020

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

SLMS Class Code:  
P\_OE\_R6\_5065

May 21, 2020

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





### Writing and Editing Skills for Supervisors - One Day

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

SLMS Class Code: P\_OE\_R3\_5116

April 30, 2020

Eleanor Roosevelt State Office Building  
Poughkeepsie  
9:00 a.m. - 4:30 p.m.

### Writing Effective Reports and Evaluations - One Day

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

SLMS Class Code: P\_OE\_R2\_5027

April 9, 2020

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

