

SKILLS FOR SUCCESS



**APPLY
TODAY!**

**JANUARY -
MAY 2018**

**Courses for CSEA-
represented employees**



***Skills for Success* courses will be held
between January and May 2018
at training sites conveniently located
near your work or home.**

Courses are offered in the following categories:

Adult Education Basics

Computer Skills

Individual Development

Interpersonal Communication

Language Skills

Math Skills

Safety and Health

Trades, Operations, and Maintenance

Work Management

Writing Skills



The NYS & CSEA Partnership for Education and Training (Partnership) is pleased to announce the Spring 2018 *Skills for Success* course catalog for CSEA-represented employees.

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

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

It is easy for you to:

- Choose a course that meets your job-related training, professional development, or personal development needs.
- Enroll through the Statewide Learning Management System (SLMS) or by completing the *Skills for Success* application form on page 31.
- Attend courses held at training sites near your work or home or through a webinar, at your convenience, on your computer.

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

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

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

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

Webinar Courses

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

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

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

Workforce Development Competencies

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

The Partnership explored current trends in work

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

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

ABOUT THE COURSES AND PROGRAM

No Cost to Employees

Skills for Success courses are offered at no cost to employees or agencies. Employee reimbursement for travel, lodging, meals, and parking expenses is at the discretion of the agency or organization.

Course Locations

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

When Courses are Held

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

Participant Eligibility

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

- A CSEA-represented NYS employee (ASU/02, OSU/03, ISU/04, or DMNA/47)
- A CSEA-represented employee working in a local government, school district, state authority, or the private sector, as space permits
- A NYS employee (previously in the ASU/02) serving a probationary period in a transition title or traineeship supported by the Partnership (MC/06 or PS&T/05) may attend courses in the interpersonal communication, math skills, work management, and writing skills categories
- A NYS employee in a Management/Confidential (MC/06) clerical or secretarial title, as space permits

ABOUT THE COURSES AND PROGRAM (continued)

Full-Day Courses

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

Half-Day Courses

- Half-day courses are held from 9:00 a.m. - 12:15 p.m. or 1:15 p.m. - 4:30 p.m.

Webinar Courses

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



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HOW YOU CAN ENROLL IN A CLASS

Applicants

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

Supervisors of Applicants

Once an employee enrolls in a class, you will receive

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

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

Reasonable Accommodations

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

Enroll through SLMS

- Employees can enroll for classes through the Statewide Learning Management System (SLMS) at www.nyslearn.ny.gov
- If you have forgotten your Username or Password, go to www.nyslearn.ny.gov and click on the **SLMS Login** button and then click on the **Forgot your Username or Password?** link
- For additional information, see SLMS: Getting Started Enrolling in Partnership Classes on page 29

Enroll through the Partnership

- If you are unable to enroll through SLMS, complete the *Skills for Success* application form on page 31
- 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

PLEASE NOTE: CSEA-represented employees working in local government, school districts, state authorities, or the private sector must contact the Partnership at (800) 253-4332 or learning@nyscseapartnership.org for information about enrolling in classes through SLMS.

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

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

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

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

NOTE: To update your email address in SLMS see step F of *SLMS: Getting Started Enrolling in Partnership Classes* guide on page 29.

Class is Full Notification

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

Wait Lists

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

Date and Location Changes

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

Cancellations

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

YOUR RESPONSIBILITIES

Be Considerate if You Cannot Attend a Class

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

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

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

CERTIFICATES ARE AWARDED TO YOU

Certificates

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

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CONTACT THE PARTNERSHIP

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



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



learning@nyscseapartnership.org



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



www.nyscseapartnership.org



WORKFORCE DEVELOPMENT COMPETENCIES

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

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Communication and Interpersonal Relations

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



Critical Thinking and Problem Solving

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



Professionalism and Self-Management

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



Reading and Locating Information

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

COURSE DESCRIPTIONS, DATES, AND LOCATIONS

Adult Education Basics

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

English for Speakers of Other Languages - 14 Days

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

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



SLMS Class Code: P_AEB_R4_4329
March 6, 13, 20, 27; April 3, 17, 24; May 1, 8, 15, 22, 29; June 5 & 12, 2018
 CSEA WORK Institute
 Latham
 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_AEB_R2_4346
March 16, 23, 30; April 6, 13, 20, 27; May 4, 11, 18, 25; June 1, 8 & 15, 2018
 Consortium for Worker Education
 Manhattan
 9:00 a.m. - 4:30 p.m.

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

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

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



SLMS Class Code: P_AEB_R4_4366
March 9, 16, 23, 30; April 6, 27; May 4, 11, 18, 25; June 1, 8 & 15, 2018
 Capital District DDSO
 Schenectady
 9:00 a.m. - 4:30 p.m.

NOTE: Participants will be assigned to attend a one-day orientation and skills assessment on February 21 or 22, 2018. Participants will be notified if they are exempt or excused from the orientation and skills assessment.

SLMS Class Code: P_AEB_R2_4344
March 15, 22; April 5, 12, 19, 26; May 3, 10, 17, 24, 31; June 7 & 14, 2018
 Consortium for Worker Education
 Manhattan
 9:00 a.m. - 4:30 p.m.

NOTE: Participants will be assigned to attend a one-day orientation and skills assessment on February 27 or 28, 2018. Participants will be notified if they are exempt or excused from the orientation and skills assessment.

Essentials of Writing - 13 Days

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

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



SLMS Class Code: P_AEB_R4_4331
March 8, 15, 22, 29; April 5, 26; May 3, 10, 17, 24, 31; June 7 & 14, 2018
 DOCCS Training Academy
 Albany
 9:00 a.m. - 4:30 p.m.

NOTE: Participants will be assigned to attend a one-day orientation and skills assessment on February 21 or 22, 2018.

COURSE DESCRIPTIONS, DATES, AND LOCATIONS

Participants will be notified if they are exempt or excused from the orientation and skills assessment.

SLMS Class Code: P_AEB_R2_4343
March 14, 21; April 4, 11, 18, 25; May 2, 9, 16, 23, 30; June 6 & 13, 2018

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

NOTE: Participants will be assigned to attend a one-day orientation and skills assessment on February 27 or 28, 2018. Participants will be notified if they are exempt or excused from the orientation and skills assessment.

Reading Comprehension - 13 Days

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

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



SLMS Class Code: P_AEB_R4_4330
March 7, 14, 21, 28; April 4, 25; May 2, 9, 16, 23, 30; June 6 & 13, 2018

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

NOTE: Participants will be assigned to attend a one-day orientation and skills assessment on February 21 or 22, 2018.

SLMS Class Code: P_AEB_2_4342
March 13, 20; April 3, 10, 17, 24; May 1, 8, 15, 22, 29; June 5 & 12, 2018

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

NOTE: Participants will be assigned to attend a one-day orientation and skills assessment on February 27 or 28, 2018. Participants will be notified if they are exempt or excused from the orientation and skills assessment.

Computer Skills

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

Designing Dynamic PowerPoint Presentations - 1-Hour Webinar

This webinar shows participants how to avoid creating dull and uninteresting presentations. By using Microsoft PowerPoint to demonstrate best practices in planning and design, participants will gain knowledge about how to create dynamic 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_4424
April 5, 2018
 Webinar
 10:00 a.m. - 11:00 a.m.

Microsoft Excel 2013 Basics - 1 Day

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

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



SLMS Class Code: P_OE_R4_4337
May 10, 2018
 DOCCS Training Academy
 Albany
 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R2_4351
May 15, 2018
 Consortium for Worker Education
 Manhattan
 9:00 a.m. - 4:30 p.m.

Microsoft PowerPoint 2013 Basics - 1 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:

COURSE DESCRIPTIONS, DATES, AND LOCATIONS

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- 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



SLMS Class Code: P_OE_R4_4338
February 8, 2018

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

SLMS Class Code: P_OE_R1_4391
February 15, 2018

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

SLMS Class Code: P_OE_R3_4377
March 5, 2018

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

SLMS Class Code: P_OE_R2_4352
March 6, 2018

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

SLMS Class Code: P_OE_R6_4440
March 15, 2018

Finger Lakes DDSO
Rochester
9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R5_4395
May 3, 2018

Broome DDSO
Binghamton
9:00 a.m. - 4:30 p.m.

Microsoft Word 2013 Basics - 1 Day

This course provides the basic knowledge and skills needed to perform daily tasks and en-

hance productivity in Microsoft Word 2013. Participants will be expected to have a working knowledge of desktop computers and be familiar with using the keyboard and mouse. Participants will:

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



SLMS Class Code: P_OE_R4_4339
March 14, 2018

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

SLMS Class Code: P_OE_R2_4353
April 17, 2018

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

SLMS Class Code: P_OE_R6_4409
April 19, 2018

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

Individual Development

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

Dealing with Stress - 1-Hour Webinar

This course takes a holistic approach to helping employees recognize and manage the stress of balancing work and life demands. Participants will gain

knowledge about the impact of stress, practice stress-reduction techniques, and discover ways to manage stress at home and at work. Participants will:

- Identify the symptoms of stress
- Recognize situations that induce stress
- Practice techniques to minimize stress
- Gain knowledge about the mind-body connection to stress
- Understand the benefits of proper diet, adequate exercise, and various forms of relaxation to reduce stress and improve personal resiliency



SLMS Class Code: P_OE_R7_4425
May 30, 2018

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

Financing Your Education - 1-Hour Webinar

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

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

COURSE DESCRIPTIONS, DATES, AND LOCATIONS



SLMS Class Code: P_OE_R7_4426
April 25, 2018
Webinar
 1:00 p.m. - 2:00 p.m.

Managing Your Finances - 1-Hour Webinar

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

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



SLMS Class Code: P_OE_R7_4427
February 13, 2018
Webinar
 1:00 p.m. - 2:00 p.m.

Merit System: Examinations and Eligible Lists - 1-Hour Webinar



Have you ever read a Civil Service exam announcement and been unsure about your eligibility? Have you ever wondered

how eligible lists are created and how an agency uses them to fill positions? Do you know what eligible lists you are on? If you have ever asked any of these questions, this webinar is for you. Participants will:

- Differentiate between the types of Civil Service examinations
- Distinguish between various types of lists and how agencies use them
- Determine the effects of accepting or declining opportunities from an eligible list
- Explore the capabilities of the online Eligible List Management System (ELMS)
- Determine the effects of accepting or declining opportunities from an eligible list



SLMS Class Code: P_OE_R7_4428
January 31, 2018
Webinar
 10:00 a.m. - 11:00 a.m.

Merit System: Transfers - 1-Hour Webinar

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

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



SLMS Class Code: P_OE_R7_4429
May 17, 2018
Webinar
 3:00 p.m. - 4:00 p.m.

Protect Your Identity - 1-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_4441
May 16, 2018
Webinar
 2:00 p.m. - 3:00 p.m.

Using Credit Wisely - 1-Hour Webinar

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

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

COURSE DESCRIPTIONS, DATES, AND LOCATIONS



SLMS Class Code: P_OE_R7_4430
March 20, 2018
 Webinar
 1:00 p.m. - 2:00 p.m.

Using the Tuition Benefits Program - 1 1/2 Hour Webinar

Note: This webinar is open to CSEA-represented NYS employees only.

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

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



SLMS Class Code: P_OE_R7_4431
April 18, 2018
 Webinar
 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.

Building Better Work Relationships - 1 Day

Effective work relationships are critical to accomplishing your work successfully. They can contribute to job satisfaction, increased productivity, and better health. Regardless of job title or agency, your ability to work well with others matters. Participants will:

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



SLMS Class Code: P_OE_R6_4411
May 22, 2018
 SUNY Buffalo
 Buffalo
 9:00 a.m. - 4:30 p.m.

Customer Service - 1 Day

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

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



SLMS Class Code: P_OE_R5_4396
February 15, 2018
 Broome DDSO
 Binghamton
 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R3_4369
April 12, 2018
 Department of Labor
 White Plains
 9:00 a.m. - 4:30 p.m.

Dealing with Difficult Behaviors - 1 Day

Difficult behaviors can take many forms. Sometimes they take us by surprise; other times they are ongoing or form a pattern. This course is designed to help participants manage a variety of challenging behaviors and situations in the workplace. Participants will:

- Examine actions and perceptions that can contribute to difficult situations
- Apply strategies to address difficult behaviors and resolve challenging situations
- Create an action plan for future challenging encounters with people and situations



COURSE DESCRIPTIONS, DATES, AND LOCATIONS

SLMS Class Code: P_OE_R2_4325
February 8, 2018

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

SLMS Class Code: P_OE_R4_4340
April 11, 2018

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

SLMS Class Code: P_OE_R6_4413
May 23, 2018

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

Job Etiquette - 1-Hour Webinar

Job etiquette refers to good manners and proper behavior that are essential to one's professional growth. This webinar focuses on proper conduct in a work environment and will cover such topics as appropriate communication, behavior, and dress. Participants will:

- Identify useful tips for working in a cubicle environment
- Gain knowledge about proper work attire
- Develop good office telephone etiquette



SLMS Class Code: P_OE_R7_4432
February 20, 2018

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

Keep Your Cool: Ways to Protect Your Professional Reputation - 1 Day

We have all experienced difficult emotions while at work. Anger can be a normal and common emotional reaction to certain challenging events and situations. Anger can be a very de-

structive force in the workplace and in our personal lives if not managed effectively. Participants will:

- Identify events and situations that contribute to experiencing anger at work
- Develop helpful ways to manage anger in the workplace
- Discover how to recognize and defuse someone's anger



SLMS Class Code: P_OE_R2_4326
February 21, 2018

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

SLMS Class Code: P_OE_R1_4410
February 22, 2018

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

Workplace Social Skills - 1 Day

This course helps employees acquire effective skills in dealing with co-workers, supervisors, and customers. Participants will:

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



SLMS Class Code: P_OE_R4_4368
March 6, 2018

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

SLMS Class Code: P_OE_R1_4364
March 21, 2018

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

Language Skills

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

Conversational Spanish - 6 Days

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

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



COURSE DESCRIPTIONS, DATES, AND LOCATIONS

SLMS Class Code: P_OE_R5_4397
March 14, 21, 28; April 4, 11 & 18, 2018

Utica State Office Building
 Utica
 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R4_4345
May 1, 8, 15, 22, 29 & June 5, 2018

Empire State Plaza
 Albany
 9:00 a.m. - 4:30 p.m.

**Focus on Pronunciation:
 Level 1 - 6 Days**

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

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



SLMS Class Code: P_OE_R4_4385
February 8, 15, 22; March 1, 8 & 15, 2018

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

SLMS Class Code: P_OE_R1_4362
March 13, 20, 27; April 3, 10 & 17, 2018

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

Math Skills

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

Introduction to Accounting - 1 Day

This course helps employees 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 State-wide Financial System



SLMS Class Code: P_OE_R3_4332
March 22, 2018

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

SLMS Class Code: P_OE_R1_4439
April 24, 2018

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

SLMS Class Code: P_OE_R4_4360
May 16, 2018

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

Using Data at Work - 1 Day



In this basic mathematics course, participants will develop foundational skills in reading, organizing, and interpreting information using graphs, schedules, charts, and maps. Participants will be introduced to common terms and formats for representing information graphically and practice using different types of charts and graphs to display information. Participants will:

- Read, organize, and interpret information from a variety of materials
- Apply data interpretation skills to work-related questions and problems
- Practice displaying data in a variety of ways



SLMS Class Code: P_OE_R4_4375
February 23, 2018

CSEA Capital Region Office
 Latham
 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R1_4437
April 5, 2018

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

SLMS Class Code: P_OE_R3_4371
May 2, 2018

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

SLMS Class Code: P_OE_R6_4414
May 22, 2018

SUNY Fredonia
 Fredonia
 8:30 a.m. - 4:00 p.m.

COURSE DESCRIPTIONS, DATES, AND LOCATIONS

Safety and Health

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

Back Injury Prevention - One-Half Day



This course will discuss medical terminology, the impact of back injuries, and prevention across different work environments. Though the patient care setting will be discussed, Safe Patient Handling is not a main focus of this training. Participants will:

- Identify job titles and tasks most at risk
- Recognize common causes of back injuries
- Assess risk factors at their workplace
- Identify potential preventative measures
- Develop a worksite prevention plan



SLMS Class Code: P_OE_R2_4327
April 18, 2018

CSEA Metropolitan Region Office
Manhattan
9:00 a.m. - 12:15 p.m.

SLMS Class Code: P_OE_R2_4328
April 18, 2018

CSEA Metropolitan Region Office
Manhattan
1:15 p.m. - 4:30 p.m.

Computer Ergonomics Assessor Training - One-Half Day



Ergonomics is an essential tool in preventing musculoskeletal disorders in the workplace. Understanding and applying basic ergonomic principles can help prevent conditions such as

carpal tunnel syndrome, tendinitis, and some back injuries. The purpose of this training is to equip employees with the ability to conduct workstation assessments to reduce injuries and illnesses associated with computer operations. Employees approved or nominated to participate in this course will be assigned to conduct workstation assessments and adjustments upon completion. This may include safety and health professionals, human resources personnel, AAO/ADA officers, and support, maintenance, or purchasing staff members. Participants will:

- Define ergonomics
- Identify common musculoskeletal disorders
- Explore other computer-related health effects
- Recognize risk factors and prevention controls
- Demonstrate how to conduct a Computer Workstation Ergonomic Assessment



SLMS Class Code: P_OE_R4_4347
February 22, 2018

Harriman State Office Campus
Albany
9:00 a.m. - 12:15 p.m.

SLMS Class Code: P_OE_R5_4398
March 28, 2018

Central New York DDSO
Syracuse
9:00 a.m. - 12:15 p.m.

SLMS Class Code: P_OE_R3_4407
April 10, 2018

Department of Environmental Conservation
New Paltz
9:00 a.m. - 12:15 p.m.

SLMS Class Code: P_OE_R1_4392
May 10, 2018

Long Island DDSO
Hauppauge
9:00 a.m. - 12:15 p.m.

SLMS Class Code: P_OE_R6_4415
May 16, 2018

Western New York DDSO
West Seneca
9:00 a.m. - 12:15 p.m.

Preventing Slips, Trips, and Falls - 1-Hour Webinar

Nearly 25% of all injuries reported by New York State employees in the last five years were the result of slips, trips, and falls in the workplace. These types of injuries are not only the most frequently reported, but they can also be disabling for the employee, and sometimes even fatal. This webinar helps raise awareness of the related hazards and identifies practical ways to protect yourself at work and prevent these incidents from occurring. Participants will:

- Identify the common causes of slips, trips, and falls
- Describe how employees and employers can prevent injuries from slips, trips, and falls
- Understand the impact of slips, trips, and falls on the workplace



SLMS Class Code: P_OE_R7_4433
February 28, 2018

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

COURSE DESCRIPTIONS, DATES, AND LOCATIONS

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: EPA Section 608 Certification - 2 Days

This course helps prepare technicians for the EPA 608 Universal Technician certification exam on handling coolants. Participants will become familiar with the basic refrigeration principles such as recovering, reclaiming, and recycling; leak detection and repair; and safety issues. At the conclusion of the course, participants will take a practice test, as well as the actual certification exam. Participants will be expected to have a working knowledge of basic and advanced air conditioning and refrigeration principles. Participants will:

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



SLMS Class Code: P_OE_R1_4388
February 27 & 28, 2018
 Belmont Lake State Park
West Babylon
 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R3_4394
March 21 & 22, 2018
 Eleanor Roosevelt State Office Building
Poughkeepsie
 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R5_4443
April 4 & 5, 2018
 CSEA Central Region Office
East Syracuse
 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R6_4416
May 24 & 25, 2018
 Western New York DDSO
West Seneca
 9:00 a.m. - 4:30 p.m.

Blueprint Reading Fundamentals - 2 Days

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

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



SLMS Class Code: P_OE_R5_4399
March 7 & 8, 2018
 SUNY Binghamton
Binghamton
 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R6_4417
March 13 & 14, 2018
 SUNY Buffalo
Buffalo
 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R3_4333
March 29 & 30, 2018
 SUNY New Paltz
New Paltz
 9:00 a.m. - 4:30 p.m.

Carpentry Basics - 1 Day

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

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



SLMS Class Code: P_OE_R1_4389
March 20, 2018
 Connetquot River State Park Preserve
Oakdale
 9:00 a.m. - 4:30 p.m.

Carpentry Advanced - 2 Days

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

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



SLMS Class Code: P_OE_R3_4334
April 3 & 4, 2018
 Sterling Forest State Park
Tuxedo
 9:00 a.m. - 4:30 p.m.

COURSE DESCRIPTIONS, DATES, AND LOCATIONS

SLMS Class Code: P_OE_R1_4363

April 3 & 4, 2018

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

SLMS Class Code: P_OE_R5_4400

April 25 & 26, 2018

Sampson State Park
Romulus
9:00 a.m. - 4:30 p.m.

Electricity Basics - 1 Day

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

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



SLMS Class Code: P_OE_R6_4418

March 21, 2018

Letchworth State Park
Castile
9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R4_4444

March 21, 2018

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

SLMS Class Code: P_OE_R2_4393

March 21, 2018

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

SLMS Class Code: P_OE_R1_4412

April 25, 2018

Hempstead Lake State Park
West Hempstead
9:00 a.m. - 4:30 p.m.

Electricity Advanced - 2 Days

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

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



SLMS Class Code: P_OE_R5_4401

January 30 & 31, 2018

Broome DDSO
Binghamton
9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R4_4365

May 1 & 2, 2018

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

Energy Conservation: Alternative Technologies and Sustainability - 1 Day

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

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

solar energy, and ground source heat pumps

- Discover the advantages and drawbacks of alternative technologies



SLMS Class Code: P_OE_R4_4376

May 1, 2018

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

Masonry Basics - 1 Day

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

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



SLMS Class Code: P_OE_R4_4373

April 24, 2018

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

SLMS Class Code: P_OE_R6_4419

May 2, 2018

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

SLMS Class Code: P_OE_R3_4336

May 15, 2018

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

COURSE DESCRIPTIONS, DATES, AND LOCATIONS

Masonry Advanced - 2 Days

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

- Become familiar with the requirements for construction of various types of foundations
- Discover the characteristics, uses, and installation techniques for brick arches and for brick pavers on walkways and patios



SLMS Class Code: P_OE_R5_4402
May 29 & 30, 2018
 Sampson State Park
 Romulus
 9:00 a.m. - 4:30 p.m.

Plumbing Advanced - 2 Days

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

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



SLMS Class Code: P_OE_R1_4442
February 13 & 14, 2018
 Bayard Cutting Arboretum
 State Park
 Great River
 8:00 a.m. - 3:30 p.m.

SLMS Class Code: P_OE_R6_4436
March 29 & 30, 2018
 SUNY Buffalo
 Buffalo
 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R4_4367
May 22 & 23, 2018
 Clinton Correctional Facility
 Dannemora
 9:00 a.m. - 4:30 p.m.

Small Engine Basics - 2 Days

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

- 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_4324
May 9 & 10, 2018
 Hallock State Park Preserve
 Riverhead
 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R3_4335
May 22 & 23, 2018
 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.

Change: Making it Work - 1 Day

This course helps employees work creatively within the ever-changing workplace where limited resources are the norm. Participants can see change as a challenge, not a frustration, and view it as an opportunity for organizational and personal growth. Participants will:

- Identify common barriers to the acceptance of change and ways to overcome them
- Develop productive and positive responses to both unexpected and anticipated change
- Employ strategies to work with others to effectively complete tasks
- Discover ways to maintain a high level of public service while facing increased workloads, tight deadlines, and reduced staffing



SLMS Class Code: P_OE_R6_4420
April 10, 2018
 SUNY Fredonia
 Fredonia
 8:30 a.m. - 4:00 p.m.

Critical Thinking - 1 Day

This course focuses on developing clear and logical thought processes. Participants learn to formulate reasoned and concrete ideas from thoughts or

COURSE DESCRIPTIONS, DATES, AND LOCATIONS

abstract concepts. Critical thinking includes analyzing, interpreting, and clarifying information. Participants will:

- Define critical thinking
- Identify elements of critical thinking
- Recognize and overcome barriers to critical thinking such as negative thinking habits
- Apply the critical thinking process to work-related discussions and assignments



SLMS Class Code: P_OE_R2_4359
March 27, 2018
 Department of Taxation and Finance
 Brooklyn
 9:00 a.m. - 4:30 p.m.

Effective Problem Solving - 2 Days

Employees will discover how to systematically reason through problems, generate and evaluate viable alternatives, make defensible determinations, and formulate workable implementation plans. The course emphasizes applying basic problem-solving concepts and techniques to typical problems encountered in the workplace. Participants will:

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



SLMS Class Code: P_OE_R2_4356
February 13 & 14, 2018
 Department of Taxation and Finance
 Brooklyn
 9:00 a.m. - 4:30 p.m.

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

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

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



SLMS Class Code: P_OE_R7_4434
March 15, 2018
 Webinar
 3:00 p.m. - 4:00 p.m.

The Organized Office Worker - 1 Day

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

- Develop practical ways to organize and manage their work
- Identify strategies for managing competing priorities and workloads

- Discover how to effectively communicate with supervisors about tasks, priorities, and due dates



SLMS Class Code: P_OE_R2_4357
March 15, 2018
 Department of Taxation and Finance
 Brooklyn
 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R5_4403
May 10, 2018
 CSEA Central Region Office
 East Syracuse
 9:00 a.m. - 4:30 p.m.

Writing Skills

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

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

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

- Plan, draft, and revise written documents that describe their work and personal experiences
- Develop key aspects of good writing

COURSE DESCRIPTIONS, DATES, AND LOCATIONS

- 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_R5_4404
April 17, 24; May 1 & 8, 2018
 Broome DDSO
 Binghamton
 9:00 a.m. - 4:30 p.m.

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

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

- Gain confidence in their ability to express themselves using the written word
- Discover ways to effectively convey their ideas in writing
- Increase their confidence in communicating both orally and in writing
- Identify the different styles of writing



SLMS Class Code: P_OE_R3_4372
March 13, 20, 27 & April 3, 2018
 Department of Labor
 White Plains
 9:00 a.m. - 4:30 p.m.

Grammar and Punctuation Workshop - 1 Day

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:

- Discover 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



SLMS Class Code: P_OE_R4_4354
April 18, 2018
 CSEA WORK Institute
 Latham
 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R6_4421
May 1, 2018
 School for the Blind
 Batavia
 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R5_4405
May 9, 2018
 Watertown Correctional Facility
 Watertown
 9:00 a.m. - 4:30 p.m.

Successful Business Writing - 1 Day

One of the most important skills employees can master in the workplace is writing. Business documents such as emails,

memos, letters, and reports that are well-written and organized convey a professional image that is highly valued in any department or agency. Participants will:

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



SLMS Class Code: P_OE_R6_4422
April 17, 2018
 De Veaux Woods State Park
 Niagara Falls
 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R1_4390
April 19, 2018
 Connetquot River State Park Preserve
 Oakdale
 9:00 a.m. - 4:30 p.m.

SLMS Class Code: P_OE_R2_4355
April 26, 2018
 Department of Taxation and Finance
 Brooklyn
 9:00 a.m. - 4:30 p.m.

Writing and Editing Skills for Supervisors - 1 Day

This course is designed for managers, supervisors, and leaders to improve their business writing and editing skills. Business documents that are well-written and organized convey a professional image that is highly respected by both supervisors and peers. Proofreading and editing skills are also

COURSE DESCRIPTIONS, DATES, AND LOCATIONS

valuable, especially if job duties involve reviewing others' work. Whether you are currently a supervisor or aspire to become one, this course will help you enhance your writing skills and confidence. Participants will:

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



SLMS Class Code: P_OE_R4_4358
February 14, 2018

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

Writing Effective Reports and Evaluations - 1 Day



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

- Determine which report or evaluation format is appropriate
- Distinguish between facts and opinions when preparing reports and evaluations

- Achieve clarity of expression in word choice and sentence structure
- Recognize well-written and organized reports and evaluations based on specific goals



SLMS Class Code: P_OE_R6_4423
March 1, 2018

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

SLMS Class Code: P_OE_R5_4406
April 3, 2018

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

SLMS Class Code: P_OE_R1_4438
April 10, 2018

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

Writing Effectively - 1 1/2 Hour Webinar

This webinar helps participants identify techniques for planning and organizing their writing. After the webinar, participants will submit their writing samples to the instructor for individual assistance and constructive feedback. Participants will:

- Identify effective strategies for preparing to write
- Choose appropriate vocabulary based on audience, purpose, etc.
- Write clear and concise sentences



SLMS Class Code: P_OE_R7_4435
January 30, 2018

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

Writing Successful Email - 1 Day



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



SLMS Class Code: P_OE_R5_4408
March 1, 2018

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

SLMS Class Code: P_OE_R4_4374
May 22, 2018

CSEA Capital Region Office
Latham
9:00 a.m. - 4:30 p.m.

SCHEDULE OF CLASSES BY CSEA REGION

Long Island Region 1		Metropolitan Region 2
<p>February 13 & 14, 2018 <i>Plumbing Advanced</i> Bayard Cutting Arboretum State Park Great River 8:00 a.m. - 3:30 p.m.</p>	<p>April 3 & 4, 2018 <i>Carpentry Advanced</i> SUNY Old Westbury Old Westbury 9:00 a.m. - 4:30 p.m.</p>	<p>February 8, 2018 <i>Dealing with Difficult Behaviors</i> CSEA Metropolitan Region Office Manhattan 9:00 a.m. - 4:30 p.m.</p>
<p>February 15, 2018 <i>Microsoft PowerPoint 2013 Basics</i> Long Island DDSO Hauppauge 9:00 a.m. - 4:30 p.m.</p>	<p>April 5, 2018 <i>Using Data at Work</i> SUNY Old Westbury Old Westbury 9:00 a.m. - 4:30 p.m.</p>	<p>February 13 & 14, 2018 <i>Effective Problem Solving</i> Department of Taxation and Finance Brooklyn 9:00 a.m. - 4:30 p.m.</p>
<p>February 22, 2018 <i>Keep Your Cool: Ways to Protect Your Professional Reputation</i> Planting Fields Arboretum State Historic Park Oyster Bay 9:00 a.m. - 4:30 p.m.</p>	<p>April 10, 2018 <i>Writing Effective Reports and Evaluations</i> SUNY Old Westbury Old Westbury 9:00 a.m. - 4:30 p.m.</p>	<p>February 21, 2018 <i>Keep Your Cool: Ways to Protect Your Professional Reputation</i> CSEA Metropolitan Region Office Manhattan 9:00 a.m. - 4:30 p.m.</p>
<p>February 27 & 28, 2018 <i>Air Conditioning and Refrigeration: EPA Section 608 Certification</i> Belmont Lake State Park West Babylon 9:00 a.m. - 4:30 p.m.</p>	<p>April 19, 2018 <i>Successful Business Writing</i> Connetquot River State Park Preserve Oakdale 9:00 a.m. - 4:30 p.m.</p>	<p>March 6, 2018 <i>Microsoft PowerPoint 2013 Basics</i> Consortium for Worker Education Manhattan 9:00 a.m. - 4:30 p.m.</p>
<p>March 13, 20, 27; April 3, 10 & 17, 2018 <i>Focus on Pronunciation</i> Perry B. Duryea State Office Building Hauppauge 9:00 a.m. - 4:30 p.m.</p>	<p>April 24, 2018 <i>Introduction to Accounting</i> SUNY Old Westbury Old Westbury 9:00 a.m. - 4:30 p.m.</p>	<p>March 13, 20; April 3, 10, 17, 24; May 1, 8, 15, 22, 29; June 5 & 12, 2018 <i>Reading Comprehension</i> Consortium for Worker Education Manhattan 9:00 a.m. - 4:30 p.m.</p>
<p>March 20, 2018 <i>Carpentry Basics</i> Connetquot River State Park Preserve Oakdale 9:00 a.m. - 4:30 p.m.</p>	<p>April 25, 2018 <i>Electricity Basics</i> Hempstead Lake State Park West Hempstead 9:00 a.m. - 4:30 p.m.</p>	<p>March 14, 21; April 4, 11, 18, 25; May 2, 9, 16, 23, 30; June 6 & 13, 2018 <i>Essentials of Writing</i> Consortium for Worker Education Manhattan 9:00 a.m. - 4:30 p.m.</p>
<p>March 21, 2018 <i>Workplace Social Skills</i> Perry B. Duryea State Office Building Hauppauge 9:00 a.m. - 4:30 p.m.</p>	<p>May 9 & 10, 2018 <i>Small Engine Basics</i> Hallock State Park Preserve Riverhead 9:00 a.m. - 4:30 p.m.</p>	<p>March 15, 2018 <i>The Organized Office Worker</i> Department of Taxation and Finance Brooklyn 9:00 a.m. - 4:30 p.m.</p>
	<p>May 10, 2018 <i>Computer Ergonomics Assessor Training</i> Long Island DDSO Hauppauge 9:00 a.m. - 12:15 p.m.</p>	

SCHEDULE OF CLASSES BY CSEA REGION

<p>March 15, 22; April 5, 12, 19, 26; May 3, 10, 17, 24, 31; June 7 & 14, 2018 <i>Enhance Your Skills: Reading, Writing and Math Basics</i> Consortium for Worker Education Manhattan 9:00 a.m. - 4:30 p.m.</p>	<p>May 15, 2018 <i>Microsoft Excel 2013 Basics</i> Consortium for Worker Education Manhattan 9:00 a.m. - 4:30 p.m.</p>	<p>April 10, 2018 <i>Computer Ergonomics Assessor Training</i> Department of Environmental Conservation New Paltz 9:00 a.m. - 12:15 p.m.</p>	
Southern Region 3			
<p>March 16, 23, 30; April 6, 13, 20, 27; May 4, 11, 18, 25; June 1, 8 & 15, 2018 <i>English for Speakers of Other Languages</i> Consortium for Worker Education Manhattan 9:00 a.m. - 4:30 p.m.</p>	<p>March 5, 2018 <i>Microsoft PowerPoint 2013 Basics</i> Department of Labor White Plains 9:00 a.m. - 4:30 p.m.</p>	<p>April 12, 2018 <i>Customer Service</i> Department of Labor White Plains 9:00 a.m. - 4:30 p.m.</p>	
<p>March 21, 2018 <i>Electricity Basics</i> Brooklyn DDSO Brooklyn 9:00 a.m. - 4:30 p.m.</p>	<p>March 14, 21, 28; April 4, 11 & 18, 2018 <i>Conversational Spanish</i> Department of Labor White Plains 9:00 a.m. - 4:30 p.m.</p>	<p>May 2, 2018 <i>Using Data at Work</i> Department of Labor White Plains 9:00 a.m. - 4:30 p.m.</p>	
<p>March 27, 2018 <i>Critical Thinking</i> Department of Taxation and Finance Brooklyn 9:00 a.m. - 4:30 p.m.</p>	<p>March 21 & 22, 2018 <i>Air Conditioning and Refrigeration: EPA Section 608 Certification</i> Eleanor Roosevelt State Office Building Poughkeepsie 9:00 a.m. - 4:30 p.m.</p>	<p>May 15, 2018 <i>Masonry Basics</i> Sterling Forest State Park Tuxedo 9:00 a.m.- 4:30 p.m.</p>	
<p>April 17, 2018 <i>Microsoft Word 2013 Basics</i> Consortium for Worker Education Manhattan 9:00 a.m. - 4:30 p.m.</p>	<p>March 22, 2018 <i>Introduction to Accounting</i> SUNY New Paltz New Paltz 9:00 a.m. - 4:30 p.m.</p>	<p>May 22 & 23, 2018 <i>Small Engine Basics</i> Sterling Forest State Park Tuxedo 9:00 a.m. - 4:30 p.m.</p>	
<p>April 18, 2018 <i>Back Injury Prevention</i> CSEA Metropolitan Region Office Manhattan 9:00 a.m. - 12:15 p.m.</p>	<p>March 29 & 30, 2018 <i>Blueprint Reading Fundamentals</i> SUNY New Paltz New Paltz 9:00 a.m. - 4:30 p.m.</p>	Capital Region 4	
<p>April 18, 2018 <i>Back Injury Prevention</i> CSEA Metropolitan Region Office Manhattan 1:15 p.m. - 4:30 p.m.</p>	<p>April 3 & 4, 2018 <i>Carpentry Advanced</i> Sterling Forest State Park Tuxedo 9:00 a.m. - 4:30 p.m.</p>	<p>February 8, 2018 <i>Microsoft PowerPoint 2013 Basics</i> DOCCS Training Academy Albany 9:00 a.m. - 4:30 p.m.</p>	
<p>April 26, 2018 <i>Successful Business Writing</i> Department of Taxation and Finance Brooklyn 9:00 a.m. - 4:30 p.m.</p>		<p>February 8, 15, 22; March 1, 8 & 15, 2018 <i>Focus on Pronunciation: Level 1</i> Department of Labor Albany 9:00 a.m. - 4:30 p.m.</p>	
		<p>February 14, 2018 <i>Writing and Editing Skills for Supervisors</i> Office of Alcoholism and Substance Abuse Services Albany 9:00 a.m. - 4:30 p.m.</p>	

SCHEDULE OF CLASSES BY CSEA REGION

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<p>February 22, 2018 <i>Computer Ergonomics Assessor Training</i> Harriman State Office Building Campus Albany 9:00 a.m. - 12:15 p.m.</p> <p>February 23, 2018 <i>Using Data at Work</i> CSEA Capital Region Office Latham 9:00 a.m. - 4:30 p.m.</p> <p>March 6, 13, 20, 27; April 3, 17, 24; May 1, 8, 15, 22, 29; June 5 & 12, 2018 <i>English for Speakers of Other Languages</i> CSEA WORK Institute Latham 9:00 a.m. - 4:30 p.m.</p> <p>March 6, 2018 <i>Workplace Social Skills</i> Saratoga Spa State Park Saratoga Springs 9:00 a.m. - 4:30 p.m.</p> <p>March 7, 14, 21, 28; April 4, 25; May 2, 9, 16, 23, 30; June 6 & 13, 2018 <i>Reading Comprehension</i> DOCCS Training Academy Albany 9:00 a.m. - 4:30 p.m.</p> <p>March 8, 15, 22, 29; April 5, 26; May 3, 10, 17, 24, 31; June 7 & 14, 2018 <i>Essentials of Writing</i> DOCCS Training Academy Albany 9:00 a.m. - 4:30 p.m.</p> <p>March 9, 16, 23, 30; April 6, 27; May 4, 11, 18, 25; June 1, 8 & 15, 2018 <i>Enhance Your Skills: Reading, Writing and Math Basics</i> Capital District DDSO Schenectady 9:00 a.m. - 4:30 p.m.</p>	<p>March 14, 2018 <i>Microsoft Word 2013 Basics</i> DOCCS Training Academy Albany 9:00 a.m. - 4:30 p.m.</p> <p>March 21, 2018 <i>Electricity Basics</i> SUNY Cobleskill Cobleskill 9:00 a.m. - 4:30 p.m.</p> <p>April 11, 2018 <i>Dealing with Difficult Behaviors</i> DOCCS Training Academy Albany 9:00 a.m. - 4:30 p.m.</p> <p>April 18, 2018 <i>Grammar and Punctuation Workshop</i> CSEA WORK Institute Latham 9:00 a.m. - 4:30 p.m.</p> <p>April 24, 2018 <i>Masonry Basics</i> Saratoga Spa State Park Saratoga Springs 9:00 a.m. - 4:30 p.m.</p> <p>May 1 & 2, 2018 <i>Electricity Advanced</i> Grafton Lakes State Park Cropseyville 9:00 a.m. - 4:30 p.m.</p> <p>May 1, 2018 <i>Energy Conservation: Alternative Technologies and Sustainability</i> Harriman State Office Building Campus Albany 9:00 a.m. - 4:30 p.m.</p> <p>May 1, 8, 15, 22, 29; June 5, 2018 <i>Conversational Spanish</i> Empire State Plaza Albany 9:00 a.m. - 4:30 p.m.</p>	<p>May 10, 2018 <i>Microsoft Excel 2013 Basics</i> DOCCS Training Academy Albany 9:00 a.m. - 4:30 p.m.</p> <p>May 16, 2018 <i>Introduction to Accounting</i> Department of Taxation and Finance Latham 9:00 a.m. - 4:30 p.m.</p> <p>May 22, 2018 <i>Writing Successful Email</i> CSEA Capital Region Office Latham 9:00 a.m. - 4:30 p.m.</p> <p>May 22 & 23, 2018 <i>Plumbing Advanced</i> Clinton Correctional Facility Dannemora 9:00 a.m. - 4:30 p.m.</p> <p style="text-align: center;">Central Region 5</p> <p>January 30 & 31, 2018 <i>Electricity Advanced</i> Broome DDSO Binghamton 9:00 a.m. - 4:30 p.m.</p> <p>February 15, 2018 <i>Customer Service</i> Broome DDSO Binghamton 9:00 a.m. - 4:30 p.m.</p> <p>March 1, 2018 <i>Writing Successful Email</i> CSEA Central Region Office East Syracuse 9:00 a.m. - 4:30 p.m.</p> <p>March 7 & 8, 2018 <i>Blueprint Reading Fundamentals</i> SUNY Binghamton Binghamton 9:00 a.m. - 4:30 p.m.</p>
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SCHEDULE OF CLASSES BY CSEA REGION

<p>March 14, 21, 28, April 4, 11, & 18, 2018 <i>Conversational Spanish</i> Utica State Office Building Utica 9:00 a.m. - 4:30 p.m.</p> <p>March 28, 2018 <i>Computer Ergonomics Assessor Training</i> Central New York DDSO North Syracuse 9:00 a.m. - 12:15 p.m.</p> <p>April 3, 2018 <i>Writing Effective Reports and Evaluations</i> CSEA Central Region Office East Syracuse 9:00 a.m. - 4:30 p.m.</p> <p>April 4 & 5, 2018 <i>Air Conditioning and Refrigeration: EPA Section 608 Certification</i> CSEA Central Region Office East Syracuse 9:00 a.m. - 4:30 p.m.</p> <p>April 17, 24, May 1, & 8, 2018 <i>Basic Writing - A Creative Approach: Level 1</i> Broome DDSO Binghamton 9:00 a.m. - 4:30 p.m.</p> <p>April 25 & 26, 2018 <i>Carpentry Advanced</i> Sampson State Park Romulus 9:00 a.m. - 4:30 p.m.</p> <p>May 3, 2018 <i>Microsoft PowerPoint 2013 Basics</i> Broome DDSO Binghamton 9:00 a.m. - 4:30 p.m.</p> <p>May 9, 2018 <i>Grammar and Punctuation Workshop</i> Watertown Correctional Facility Watertown 9:00 a.m. - 4:30 p.m.</p>	<p>May 10, 2018 <i>The Organized Office Worker</i> CSEA Central Region Office East Syracuse 9:00 a.m. - 4:30 p.m.</p> <p>May 29 & 30, 2018 <i>Masonry Advanced</i> Sampson State Park Romulus 9:00 a.m. - 4:30 p.m.</p> <p style="text-align: center;">Western Region 6</p> <p>March 1, 2018 <i>Writing Effective Reports and Evaluations</i> Department of Transportation Hamburg 9:00 a.m. - 4:30 p.m.</p> <p>March 13 & 14, 2018 <i>Blueprint Reading Fundamentals</i> SUNY Buffalo Buffalo 9:00 a.m. - 4:30 p.m.</p> <p>March 15, 2018 <i>Microsoft PowerPoint 2013 Basics</i> Finger Lakes DDSO Rochester 9:00 a.m. - 4:30 p.m.</p> <p>March 21, 2018 <i>Electricity Basics</i> Letchworth State Park Castile 9:00 a.m. - 4:30 p.m.</p> <p>March 29 & 30, 2018 <i>Plumbing Advanced</i> SUNY Buffalo Buffalo 9:00 a.m. - 4:30 p.m.</p> <p>April 10, 2018 <i>Change: Making it Work</i> SUNY Fredonia Fredonia 8:30 a.m. - 4:00 p.m.</p>	<p>April 17, 2018 <i>Successful Business Writing</i> De Veaux Woods State Park Niagara Falls 9:00 a.m. - 4:30 p.m.</p> <p>April 19, 2018 <i>Microsoft Word 2013 Basics</i> Western New York DDSO West Seneca 9:00 a.m. - 4:30 p.m.</p> <p>May 1, 2018 <i>Grammar and Punctuation Workshop</i> School for the Blind Batavia 9:00 a.m. - 4:30 p.m.</p> <p>May 2, 2018 <i>Masonry Basics</i> De Veaux Woods State Park Niagara Falls 9:00 a.m. - 4:30 p.m.</p> <p>May 16, 2018 <i>Computer Ergonomics Assessor Training</i> Western New York DDSO West Seneca 9:00 a.m. - 12:15 p.m.</p> <p>May 22, 2018 <i>Building Better Work Relationships</i> SUNY Buffalo Buffalo 9:00 a.m. - 4:30 p.m.</p> <p>May 22, 2018 <i>Using Data at Work</i> SUNY Fredonia Fredonia 8:30 a.m. - 4:00 p.m.</p> <p>May 23, 2018 <i>Dealing with Difficult Behaviors</i> SUNY Alfred Alfred 9:00 a.m. - 4:30 p.m.</p>
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SCHEDULE OF CLASSES BY CSEA REGION

<p>May 24 & 25, 2018 <i>Air Conditioning and Refrigeration: EPA Section 608 Certification</i> Western New York DDSO West Seneca 9:00 a.m. - 4:30 p.m.</p>	<p>April 18, 2018 <i>Using the Tuition Benefits Program</i> Webinar 10:00 a.m. - 11:30 a.m.</p> <p>April 25, 2018 <i>Financing Your Education</i> Webinar 1:00 p.m. - 2:00 p.m.</p>	
<p>Statewide Webinars</p>		
<p>January 30, 2018 <i>Writing Effectively</i> Webinar 10:00 a.m. - 11:30 a.m.</p>	<p>May 16, 2018 <i>Protect Your Identity</i> Webinar 2:00 p.m. - 3:00 p.m.</p>	
<p>January 31, 2018 <i>Merit System: Examinations and Eligible Lists</i> Webinar 10:00 a.m. - 11:00 a.m.</p>	<p>May 17, 2018 <i>Merit System: Transfers</i> Webinar 3:00 p.m. - 4:00 p.m.</p>	
<p>February 13, 2018 <i>Managing Your Finances</i> Webinar 1:00 p.m. - 2:00 p.m.</p>	<p>May 30, 2018 <i>Dealing with Stress</i> Webinar 10:00 a.m. - 11:00 a.m.</p>	
<p>February 20, 2018 <i>Job Etiquette</i> Webinar 10:00 a.m. - 11:00 a.m.</p>		
<p>February 28, 2018 <i>Preventing Slips, Trips, and Falls</i> Webinar 1:00 p.m. - 2:00 p.m.</p>		
<p>March 15, 2018 <i>Getting Organized: Time, Tasks, and Life</i> Webinar 3:00 p.m. - 4:00 p.m.</p>		
<p>March 20, 2018 <i>Using Credit Wisely</i> Webinar 1:00 p.m. - 2:00 p.m.</p>		
<p>April 5, 2018 <i>Designing Dynamic PowerPoint Presentations</i> Webinar 10:00 a.m. - 11:00 a.m.</p>		



ADDITIONAL EDUCATION AND TRAINING RESOURCES

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Programs and Services Accessed Directly by CSEA-represented NYS Employees

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

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

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

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

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

SLMS: Getting Started Enrolling in Partnership Classes

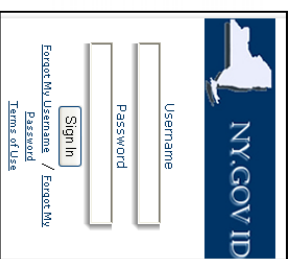
STATEWIDE LEARNING MANAGEMENT SYSTEM

Rev. 12/11/15

A. LOG IN

Non-SUNY Employees:

1. Go to the SLMS login web page (to do so type <https://nyslearn.ny.gov> in your browser's address bar).
2. Click on **SLMS Login** button at the top of the screen.
3. Click in **Username** box and type your SLMS username.
4. Click in the **Password** box and type your SLMS password.



Tip: Non-SUNY employees – You can get your username and password using the “Forgot my Username” and/or “Forgot my Password” links on the login page.

SUNY Employees:

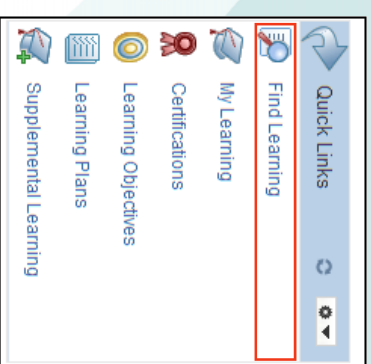
1. Go to the SUNY portal site (www.suny.edu).
2. Click **System.SUNY.edu** link at the top right.
3. Click **SUNY Portal** under Employee Resources.
4. The **SUNY Secure Sign On** box will appear. Select your campus and click **Login** button.
5. Type the ID/Username and Password for the account requested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



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

B. SEARCH THE CATALOG

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



C. ENROLL IN A PARTNERSHIP CLASS

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

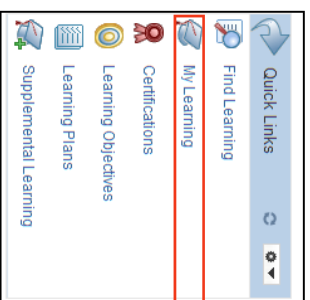
This course helps employees recognize and manage the stress of work assignments and the anxiety of juggling work and life demands. Learn ways to reduce stress, thus improving your work and personal life. View Details

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

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

D. CHECK YOUR SCHEDULED LEARNING AND PROGRESS

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



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

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

E. DROP A COURSE

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

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

F. UPDATE YOUR EMAIL ADDRESS

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

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

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

G. PRINT YOUR CERTIFICATE

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

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

APPLICANT INFORMATION

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

Name

Identification Number:

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

NYS EMPLID: N _____

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

CSEA ID: _____

Negotiating Unit

New York State Government Employees (circle one):

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

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

- OR -

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

Current Job Title

Grade

Name of Agency or Organization

Facility

Day Phone ()

Email Address (Must provide at least one)

Home:

Work:

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

COURSE INFORMATION

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

SUPERVISOR APPROVAL

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

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

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

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

DIRECTIONS FOR COMPLETING APPLICATION FORM

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1. Please type or print legibly and complete entire application.
2. Negotiating Unit – Employees are eligible to attend *Skills for Success* if they are:
A CSEA-represented New York State employee in the ASU/02, OSU/03, ISU/04, or DMNA/47 bargaining units.

- OR -

A New York State employee (previously in the ASU/02) serving a probationary period in a transition title or traineeship (MC/06 or PS&T/05) supported by the Partnership may attend courses in the interpersonal communication, math skills, work management, and writing skills categories.

- OR -

A New York State employee in a Management/Confidential (MC/06) clerical or secretarial title, as space permits.

- OR -

CSEA-represented employees working in local government, school districts, state authorities, or the private sector, as space permits.

3. Specify the name of your agency or local government or private sector organization (for example, Office of Mental Health or City of Syracuse) and your facility name (for example, Rockland Psychiatric Center or Nassau County School District), if applicable.
4. Please include an email address as notifications are sent via email.
5. **Applications must be signed and dated by your supervisor** if the class occurs during your regular work hours. If you are using your own time, a supervisor signature is not required. If you are accepted into a class, please notify your supervisor. Do not attend the class unless you receive notification.

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

6. Mail or fax application to:

NYS & CSEA Partnership for Education and Training

Corporate Plaza East - Suite 502

240 Washington Avenue Ext.

Albany, NY 12203

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



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

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



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



learning@nyscseapartnership.org



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



www.nyscseapartnership.org