



SPRING 2023

# SKILLS for SUCCESS

Courses and Webinars

(800) 253-4332

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

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

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

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

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





# COURSE CATEGORIES

---

**Adult Education Basics**

**Computer Skills**

**Individual Development**

**Interpersonal Communication**

**Math Skills**

**Safety and Health**

**Trades, Operations, and  
Maintenance**

**Work Management**

**Writing Skills**



**Spring 2023 Skills for Success Course Schedule**  
February - June 2023

# A JOINT MESSAGE

---

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

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

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

## Participate in Live In-Person Classes, Online Courses, and Webinars

- Choose a course or webinar that meets your job-related training, professional development, or personal development needs.
- Enroll through the Statewide Learning Management System (SLMS) or by completing the Skills for Success application form on [page 53](#).
- Attend in-person courses at a nearby site.
- Attend online courses and webinars at your convenience from a computer or mobile device.

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



*YOUR SUCCESS IS OUR SUCCESS*

A photograph of a woman with dark curly hair, wearing a red sweater, sitting at a desk in a classroom. She is smiling and raising her right hand, holding a wooden stick. In the background, other students are visible, some looking towards the camera and others looking down at their work. The image has a blue tint.

**17,500+\***

**In-person or Webinar Courses  
Completed by Employees**

---

\*Data taken from the 2016-2021 contract period.

A man with a beard and a woman in business attire are looking at a laptop screen. The man is on the left, looking towards the right. The woman is on the right, looking down at the screen. The image has a blue overlay.

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

---

# TABLE OF CONTENTS

About the Program	1
Courses and Webinars Designed for You	2
How You Can Enroll	3
Notifications	4
Certificates of Completion	5
Contact the Partnership	5
Workforce Development Competencies	6
Course and Webinar Descriptions and Dates	8
• Adult Education Basics	9
• Computer Skills	10
• Individual Development	13
• Interpersonal Communication	15
• Math Skills	17
• Safety and Health	18
• Trades, Operations, and Maintenance	20
• Work Management	24
• Writing Skills	26
Courses and Webinars by Month	
• February	29
• March	30
• April	33
• May	36
• June	39
Courses by Region	
• Long Island	40
• Metropolitan	41
• Southern	42
• Capital	43
• Central	45
• Western	46
• Statewide (Online)	47
SLMS: Getting Started Enrolling in Partnership Classes	50
Directions for Completing Skills for Success Application Form	52
Skills for Success Application Form	53
Additional Education and Training Resources	54





# ABOUT THE PROGRAM

---

## Skills for Success

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

## Course Locations

Courses will be offered online and in-person. Course and webinar descriptions along with their dates and locations begin on [page 9](#).

## Participant Eligibility

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

- CSEA-represented NYS employee (ASU/02, OSU/03, ISU/04, or DMNA/47).
- CSEA-represented employee working in a local government, school district, state authority, or the private sector, as space permits.
- NYS employee (previously in the ASU/02) serving a probationary period in a transition title or traineeship supported by the Partnership (MC/06 or PS&T/05).
- NYS employee in a Management/Confidential (MC/06) clerical or secretarial title, as space permits.

# COURSES AND WEBINARS DESIGNED FOR YOU

---

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



## Online and In-Person Learning

Skills for Success courses will be available in-person and online this semester. See [page 40](#) to explore what courses are available in your region.

We are also offering a number of courses and webinars online. Employees can access online courses and webinars using a computer or mobile device with an internet connection.

Webinars are virtual and typically last one hour. Online and in-person courses may run for a few hours or take place over several weeks.

## Workforce Development Competencies

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

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

The competency names and their corresponding icons and descriptions are available on [page 6](#). Each course and webinar description will have a competency icon assigned next to it.



# HOW YOU CAN ENROLL

---

## Enroll through SLMS

- Employees can enroll for courses and webinars through the Statewide Learning Management System (SLMS) at [www.nyslearn.ny.gov](http://www.nyslearn.ny.gov).
- If you have forgotten your Username or Password, go to [www.nyslearn.ny.gov](http://www.nyslearn.ny.gov) and click on the SLMS Login button and then click on the Forgot your Username or Password link.
- For additional information, see SLMS: Getting Started Enrolling in Partnership Classes on [page 50](#).

## Enroll through the Partnership

- If you are unable to enroll through SLMS, complete the Skills for Success application form on [page 53](#).
- You can apply for multiple courses and webinars on one application form.
- You must obtain your supervisor's approval on the application form to attend courses or webinars, unless you indicate you will be using your own time.



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](mailto:learning@nyscseapartnership.org) for information about enrolling in classes through SLMS.

## Applicants

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

## Supervisors of Applicants

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

## Reasonable Accommodations

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

# NOTIFICATIONS

---

If you are accepted into a Skills for Success course or webinar, you will be notified by email approximately two weeks before the start date.

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

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

## Your Responsibilities

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

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

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

Do not ask someone to attend in your place, because the Partnership maintains a waitlist. By dropping a course or webinar at the last minute, or failing to attend, you may be denying another employee the opportunity to attend.

## Course and Webinar Notifications

### Notification That a Course or Webinar is Full

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

### Waitlists

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

### Date Changes

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

### Cancellations

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

# CERTIFICATES OF COMPLETION

---

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

# CONTACT THE PARTNERSHIP

---

## Address

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

## Contact Us

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

(800) 253-4332

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

## Follow Us On Social Media



## Advisement Services

### Set Yourself Up for Success With a Partnership Advisor

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



## Tuition Benefits

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

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

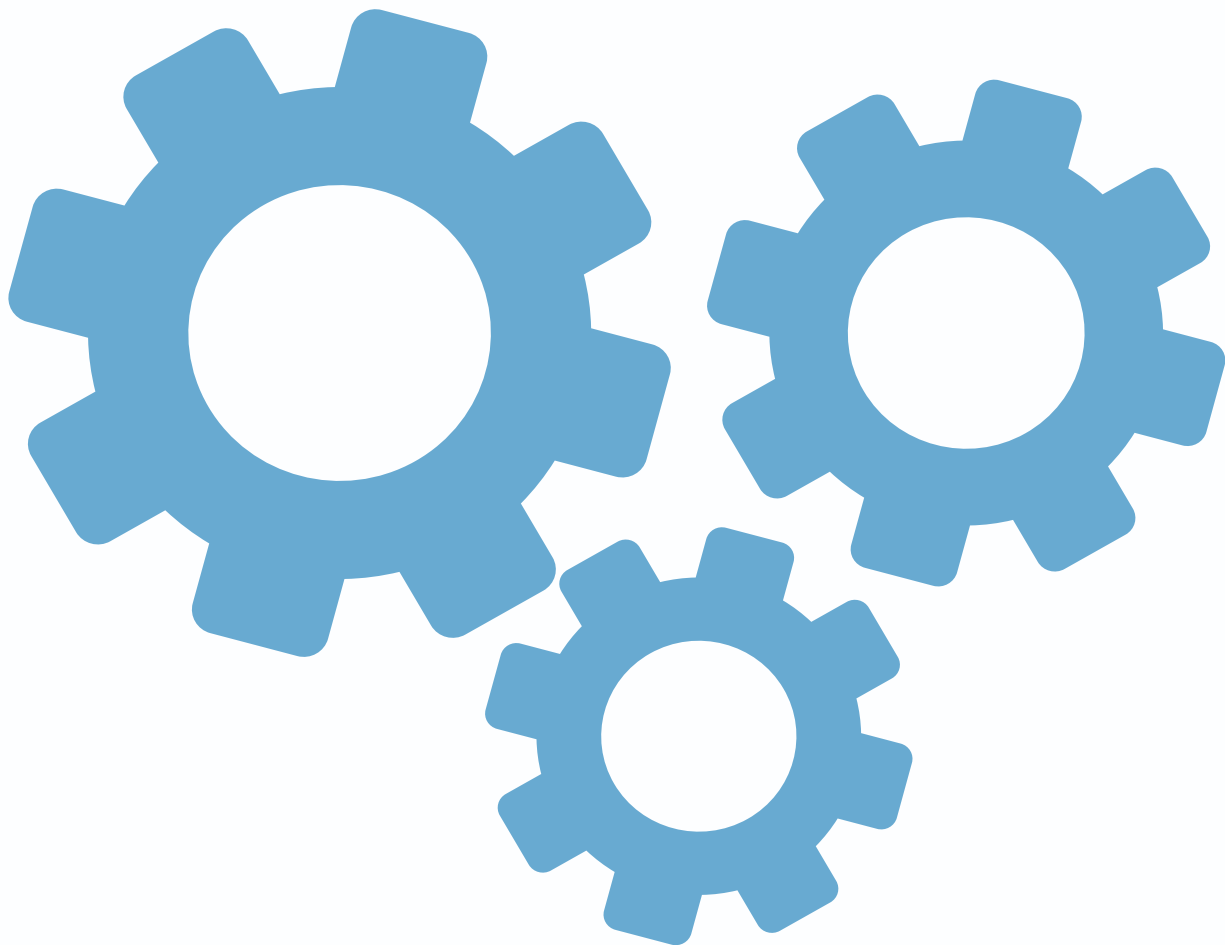


# WORKFORCE DEVELOPMENT COMPETENCIES

---

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

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





## Computer Skills and Technology

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



## Critical Thinking, Problem-Solving, and Math

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



## Interpersonal and Customer Relations

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



## Professionalism and Self-Management

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



## Trades, Safety, and Risk Management

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



## Verbal and Written Communication

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



# COURSE AND WEBINAR DESCRIPTIONS AND DATES

# ADULT EDUCATION BASICS

The Adult Education Basics online courses use an immersion approach to help employees improve current job-related knowledge, learn new skills for improved work performance, and enhance their learning capacity. These courses are held in a multi-skill level online environment.

## Effective Reading Skills 1 (Online)

This six-week course will help participants read and understand written materials. Participants will explore techniques such as skimming, scanning, learning the roots of words, and asking meaningful questions to better understand chosen passages. It is suggested that participants enroll in Adult Education Basics courses in sequential order.

**Attendance is required on all days.**

### Participants will:

- Identify main ideas and supporting details.
- Ask meaningful questions to better understand the text.
- Relate text to personal experiences and events.
- Identify the purpose of a text.
- Use context to determine what will happen next.

April 11, 13, 18, 20, 25 & 27; May 2, 4, 9, 11, 16 & 18, 2023

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

SLMS Class Code: P\_AEB\_R9\_5533

## Math Refresher 1 (Online)

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. It is suggested that participants enroll in Adult Education Basics courses in sequential order. **Attendance is required on 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.

February 21, 23 & 28; March 2, 7, 9, 14, 16, 21, 23, 28 & 30, 2023

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

SLMS Class Code: P\_AEB\_R9\_5534

# COMPUTER SKILLS

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

## Microsoft Excel 2016 Basics

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.

**SUNY Old Westbury, Old Westbury**  
March 29, 2023 | 9 a.m. - 4:30 p.m.  
SLMS Class Code: P\_OE\_R1\_5561

**Western New York DDSO, West Seneca**  
April 26, 2023 | 9 a.m. - 4:30 p.m.  
SLMS Class Code: P\_OE\_R6\_5566

## Microsoft Excel 2016 Intermediate

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

### Participants will:

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

**SUNY Old Westbury, Old Westbury**  
April 25, 2023 | 9 a.m. - 4:30 p.m.  
SLMS Class Code: P\_OE\_R1\_5563

**Kingsboro Psychiatric Center, Brooklyn**  
May 2, 2023 | 9 a.m. - 4:30 p.m.  
SLMS Class Code: P\_OE\_R2\_5593

Continue





# COMPUTER SKILLS

## Microsoft Outlook 2016: Organizing and Managing Your Email - Webinar

Is your inbox out of control? This webinar provides tips and tricks for managing email messages using Microsoft Outlook. Viewing and sorting email messages, deleting messages, and organizing messages will be covered.

### Participants will:

- Compare methods of sorting and viewing email messages.
- Identify ways of searching for email messages.
- Construct a strategy to organize email messages using folders.

April 20, 2023 | 10 - 11 a.m.

SLMS Class Code: P\_OE\_R7\_5487

## Microsoft Outlook 2016: Working with Calendars - Webinar

Are you looking to manage your meetings and appointments in a more efficient way? This webinar will teach you how to do just that using Microsoft Outlook's calendar. Topics include scheduling appointments, meetings, and all-day events, as well as sharing calendars.

### Participants will:

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

March 7, 2023 | 1 - 2 p.m.

SLMS Class Code: P\_OE\_R7\_5488

## Microsoft Teams Basics - Webinar

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

### Participants will:

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

May 2, 2023 | 1 - 2 p.m.

SLMS Class Code: P\_OE\_R7\_5490

## Microsoft Word 2016 Basics

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.

Central New York DDSO, Rome

March 23, 2023 | 9 a.m. - 4:30 p.m.

SLMS Class Code: P\_OE\_R5\_5595

Continue 

# COMPUTER SKILLS

## Understanding Today's Computer - Webinar

This webinar helps employees gain knowledge about common computing devices and their overall impact on today's workforce and society. It will cover the practical uses of popular trends in computers and related technologies.

### Participants will:

- Develop an understanding of common computing devices like smartphones, tablets, and laptops.
- Become familiar with terminology related to current technology, such as cloud computing, computer security, and social media.
- Discover tips and techniques all computer users should know.

April 27, 2023 | 1 - 2 p.m.

SLMS Class Code: P\_OE\_R7\_5492



# INDIVIDUAL DEVELOPMENT

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

## Aspiring Leaders

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

### Participants will:

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

Harriman State Office Campus, Albany  
June 6, 7 & 8, 2023 | 9 a.m. - 4:30 p.m.  
SLMS Class Code: P\_OE\_R4\_5585

Western New York DDSO, West Seneca  
June 13, 14 & 15, 2023 | 9 a.m. - 4:30 p.m.  
SLMS Class Code: P\_OE\_R6\_5586

## Best Practices for Resumes and Cover Letters - Webinar

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

### Participants will:

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

April 5, 2023 | 1 - 2 p.m.  
SLMS Class Code: P\_OE\_R7\_5493

Continue



# INDIVIDUAL DEVELOPMENT

## Managing Your Finances - 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 many tax-saving programs the State of New York offers.

### Participants will:

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

April 11, 2023 | 1 - 2 p.m.

SLMS Class Code: P\_OE\_R7\_5495

## Preparing for a Civil Service Exam - Webinar



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.

May 23, 2023 | 10 - 11 a.m.

SLMS Class Code: P\_OE\_R7\_5496

## Protect Your Identity - 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.

May 16, 2023 | 1 - 2 p.m.

SLMS Class Code: P\_OE\_R7\_5497

## Study Skills to Build Success - Webinar



Are you thinking about going back to school to further your career? In this webinar, we will discuss skills that will help you reach your goals such as time management, support systems, proven study techniques, and overcoming test anxiety.

### Participants will:

- Recognize the importance of growth mindset and time management.
- Identify resources and support systems.
- Use study techniques to improve recall.
- Discover how to overcome test anxiety and prepare for tests.

February 28, 2023 | 10 - 11 a.m.

SLMS Class Code: P\_OE\_R7\_5498

# INTERPERSONAL COMMUNICATIONS

These courses and webinars provide employees with the skills they need to communicate effectively in the workplace. Participants will exchange information in various ways, including verbal, written, and non-verbal communication.

## Better Team Skills - Webinar

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

### Participants will:

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

May 11, 2023 | 1 - 2 p.m.

SLMS Class Code: P\_OE\_R7\_5500

## Building Better Work Relationships

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

### Participants will:

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

Rockland Lake State Park, Valley Cottage

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

SLMS Class Code: P\_OE\_R3\_5540

NYS & CSEA Partnership, Albany

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

SLMS Class Code: P\_OE\_R4\_5535

## Communicating with Confidence - Webinar

This webinar introduces participants to interpersonal communication skills and focuses on speaking with confidence. The basic elements of the communication model will be reviewed along with verbal and non-verbal communication. This webinar was designed to help participants increase their level of confidence when communicating at work.

### Participants will:

- Demonstrate effective interpersonal communication skills.
- Identify the qualities of a confident speaker.
- Recognize the barriers to communicating with confidence.
- Identify strategies to help speak with confidence.

February 22, 2023 | 10 - 11 a.m.

SLMS Class Code: P\_OE\_R7\_5501

Continue



# INTERPERSONAL COMMUNICATION

## Customer Service

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

### 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.

### SUNY Cobleskill, Cobleskill

March 22, 2023 | 9 a.m. - 4:30 p.m.  
SLMS Class Code: P\_OE\_R4\_5539

### Western New York DDSO, West Seneca

May 16, 2023 | 9 a.m. - 4:30 p.m.  
SLMS Class Code: P\_OE\_R6\_5567

## Emotional Intelligence in Customer Relations - 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.

April 4, 2023 | 10 - 11 a.m.

Class Code: P\_OE\_R7\_5502

## Feedback: Making it Effective

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

### Participants will:

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

### CSEA Metropolitan Region Office, New York

April 19, 2023 | 9 a.m. - 4:30 p.m.  
Class Code: P\_OE\_R2\_5583

### NYS & CSEA Partnership, Albany

April 25, 2023 | 9 a.m. - 4:30 p.m.  
Class Code: P\_OE\_R4\_5537

### Rockland Lake State Park, Valley Cottage

May 10, 2023 | 9 a.m. - 4:30 p.m.  
Class Code: P\_OE\_R3\_5541

## Job Etiquette - 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.

April 19, 2023 | 10 - 11 a.m.

Class Code: P\_OE\_R7\_5503

# MATH SKILLS

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

## Introduction to Accounting

This course helps employees improve their ability to perform basic accounting and bookkeeping tasks. Participants will gain knowledge about the duties and responsibilities of bookkeepers and the basic concepts of accounting.

### Participants will:

- Perform basic math operations related to bookkeeping and create and interpret tables, charts, and graphs.
- Interpret basic financial statements.
- Describe the basic purpose and functions of the Statewide Financial System.

**Shirley A. Chisholm State Office Building, Brooklyn**  
May 25, 2023 | 9 a.m. - 4:30 p.m.  
Class Code: P\_OE\_R2\_5550



# SAFETY AND HEALTH

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

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

## Chainsaw Safety Awareness

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. In particular, this course provides information on how to recognize the hazards associated with chainsaws and how to fell a tree safely and properly.

### Participants will:

- Recognize various types of chainsaws.
- Describe proper Personal Protective Equipment (PPE).
- Identify potential hazards associated with chainsaw use.
- Discuss proper chainsaw maintenance.
- Summarize how to properly operate a chainsaw.
- Explain how to properly fell a tree.

**NYS & CSEA Partnership, Albany**  
March 1, 2023 | 8 - 11:30 a.m.  
SLMS Class Code: P\_OE\_R4\_5587

**Connetquot River State Park Preserve, Oakdale**  
March 2, 2023 | 8 - 11:30 a.m.  
SLMS Class Code: P\_OE\_R1\_5590

**Department of Environmental Conservation, Ray Brook**  
March 7, 2023 | 8 - 11:30 a.m.  
SLMS Class Code: P\_OE\_R4\_5592

**SUNY Oswego, Oswego**  
March 8, 2023 | 8 - 11:30 a.m.  
SLMS Class Code: P\_OE\_R5\_5591

**Sterling Forest State Park, Tuxedo**  
March 15, 2023 | 8 - 11:30 a.m.  
SLMS Class Code: P\_OE\_R3\_5588

**Letchworth State Park, Castile**  
April 12, 2023 | 8 - 11:30 a.m.  
SLMS Class Code: P\_OE\_R6\_5589

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

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.

March 23, 2023 | 3 - 4 p.m.  
SLMS Class Code: P\_OE\_R7\_5504

Continue





# SAFETY AND HEALTH

## Situational Awareness - Webinar



This webinar is for all New York State employees. Situational awareness is the process of being aware of our surroundings and the potential hazards we face. It is important that each individual is looking out for their own safety as well as looking out for others.

### Participants will:

- Define situational awareness.
- Discuss steps you can take to increase your situational awareness.
- Apply the process of critical observation.

May 25, 2023 | 10 - 11 a.m.

SLMS Class Code: P\_OE\_R7\_5506

## World Trade Center Health Programs Overview - Webinar



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

### Participants will:

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

May 3, 2023 | 10 - 11 a.m.

SLMS Class Code: P\_OE\_R7\_5509



# TRADES, OPERATIONS, AND MAINTENANCE

These introductory 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



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.

Pilgrim Psychiatric Center, West Brentwood  
April 12 & 13, 2023 | 9 a.m. - 4:30 p.m.  
SLMS Class Code: P\_OE\_R1\_5554

De Veaux Woods State Park, Niagara Falls  
April 26 & 27, 2023 | 9 a.m. - 4:30 p.m.  
SLMS Class Code: P\_OE\_R6\_5570

## Air Conditioning and Refrigeration Basics



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.

Robert H. Treman State Park, Ithaca  
March 28, 2023 | 9 a.m. - 4:30 p.m.  
SLMS Class Code: P\_OE\_R5\_5553

Eleanor Roosevelt State Office Building,  
Poughkeepsie  
April 13, 2023 | 9 a.m. - 4:30 p.m.  
SLMS Class Code: P\_OE\_R3\_5569

## Air Conditioning and Refrigeration: EPA Section 608 Certification



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.

SUNY Buffalo, Buffalo  
March 7 & 8, 2023 | 9 a.m. - 4:30 p.m.  
SLMS Class Code: P\_OE\_R6\_5547

SUNY New Paltz, New Paltz  
May 24 & 25, 2023 | 9 a.m. - 4:30 p.m.  
SLMS Class Code: P\_OE\_R3\_5568

Continue



# TRADES, OPERATIONS, AND MAINTENANCE

## Carpentry Basics: Level 1



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

### Participants will:

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

Grafton Lakes State Park, Cropsyville

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

SLMS Class Code: P\_OE\_R4\_5549

Connetquot River State Park Preserve, Oakdale

March 15, 2023 | 9 a.m. - 4:30 p.m.

SLMS Class Code: P\_OE\_R1\_5558

Green Lakes State Park, Fayetteville

March 22, 2023 | 9 a.m. - 4:30 p.m.

SLMS Class Code: P\_OE\_R5\_5552

## Electricity Basics



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

### Participants will:

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

Department of Environmental Conservation, Ray Brook

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

SLMS Class Code: P\_OE\_R4\_5572

## Masonry Advanced



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

### Participants will:

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

Taughannock Falls State Park, Trumansburg

April 26 & 27, 2023 | 9 a.m. - 4 p.m.

SLMS Class Code: P\_OE\_R5\_5575

Continue



# TRADES, OPERATIONS, AND MAINTENANCE

## Masonry Basics

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

### Participants will:

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

Sterling Forest State Park, Tuxedo  
March 21, 2023 | 9 a.m. - 4:30 p.m.  
SLMS Class Code: P\_OE\_R3\_5546

Caumsett State Historic Park Preserve, Lloyd Harbor  
May 3, 2023 | 9 a.m. - 4:30 p.m.  
SLMS Class Code: P\_OE\_R1\_5555

SUNY Cobleskill, Cobleskill  
May 16, 2023 | 9 a.m. - 4:30 p.m.  
SLMS Class Code: P\_OE\_R4\_5548

## Plumbing Advanced

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

### Participants will:

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

Saratoga Spa State Park, Saratoga Springs  
April 26 & 27, 2023 | 9 a.m. - 4:30 p.m.  
SLMS Class Code: P\_OE\_R4\_5573

Riverbank State Park, New York  
May 9 & 10, 2023 | 9 a.m. - 4:30 p.m.  
SLMS Class Code: P\_OE\_R2\_5565

## Plumbing Basics

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.

Long Island State Park, Oyster Bay  
March 7, 2023 | 9 a.m. - 4:30 p.m.  
SLMS Class Code: P\_OE\_R1\_5562

Department of Transportation Training Center, North Syracuse  
April 6, 2023 | 9 a.m. - 4:30 p.m.  
SLMS Class Code: P\_OE\_R5\_5574

Wallkill Correctional Facility, Wallkill  
April 11, 2023 | 9 a.m. - 4:30 p.m.  
SLMS Class Code: P\_OE\_R3\_5571

Western New York DDSO, West Seneca  
May 17, 2023 | 9 a.m. - 4:30 p.m.  
SLMS Class Code: P\_OE\_R6\_5576

Continue



# TRADES, OPERATIONS, AND MAINTENANCE

## Small Engine Basics

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

### Participants will:

- Discover the basic theory of two- and four-cycle gas-powered engines.
- Maintain, troubleshoot, and repair small gas-powered engines.
- Demonstrate engine cleaning and servicing techniques.
- Carry out proper safety procedures for handling fuels, including proper labeling and storage.

Kingsboro Psychiatric Center, Brooklyn  
February 21 & 22, 2023 | 9 a.m. - 4:30 p.m.  
SLMS Class Code: P\_OE\_R2\_5551



# WORK MANAGEMENT

These courses and webinars 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.

## Critical Thinking

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

### Participants will:

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

Shirley A. Chisholm State Office Building, Brooklyn  
April 6, 2023 | 9 a.m. - 4:30 p.m.  
SLMS Class Code: P\_OE\_R2\_5536

Rockland Lake State Park, Valley Cottage  
May 4, 2023 | 9 a.m. - 4:30 p.m.  
SLMS Class Code: P\_OE\_R3\_5543

## Effective Problem Solving

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

### Participants will:

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

Connetquot River State Park Preserve, Oakdale  
April 4, 2023 | 9 a.m. - 4:30 p.m.  
SLMS Class Code: P\_OE\_R1\_5560

## Introduction to Critical Thinking - Webinar

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.

March 8, 2023 | 10 - 11 a.m.  
SLMS Class Code: P\_OE\_R7\_5510

Continue



# WORK MANAGEMENT

## Problem Solving - A Six Step Process - Webinar

Are you looking for a tool to help you resolve workplace problems? This webinar will introduce you to 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.

March 15, 2023 | 10 - 11 a.m.

SLMS Class Code: P\_OE\_R7\_5511

## Take Control of Your Time - Webinar

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

### Participants will:

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

March 29, 2023 | 10 - 11 a.m.

SLMS Class Code: P\_OE\_R7\_5512

## The Organized Office Worker

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

### Participants will:

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

Central New York DDSO, North Syracuse

February 23, 2023 | 9 a.m. - 4:30 p.m.

SLMS Class Code: P\_OE\_R5\_5557

Kingsboro Psychiatric Center, Brooklyn

March 16, 2023 | 9 a.m. - 4:30 p.m.

SLMS Class Code: P\_OE\_R2\_5579

NYS & CSEA Partnership, Albany

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

SLMS Class Code: P\_OE\_R4\_5578

Long Island State Park, Oyster Bay

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

SLMS Class Code: P\_OE\_R1\_5577

# WRITING SKILLS

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

## Avoiding Common Punctuation and Grammar Mistakes - Webinar

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

### Participants will:

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

February 23, 2023 | 1 - 2 p.m.  
SLMS Class Code: P\_OE\_R7\_5513

## Expanding Your Vocabulary - Webinar

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.

April 12, 2023 | 10 - 11 a.m.  
SLMS Class Code: P\_OE\_R7\_5514

## Grammar and Punctuation Workshop

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

### Participants will:

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

Saratoga Spa State Park, Saratoga Springs  
March 8, 2023 | 9 a.m. - 4:30 p.m.  
SLMS Class Code: P\_OE\_R4\_5564

Central NY DDSO, Rome  
April 6, 2023 | 9 a.m. - 4:30 p.m.  
SLMS Class Code: P\_OE\_R5\_5584

Kingsboro Psychiatric Center, Brooklyn  
April 12, 2023 | 9 a.m. - 4:30 p.m.  
SLMS Class Code: P\_OE\_R2\_5580

Continue





# WRITING SKILLS

## Professional Email that Gets Results - Webinar

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.

March 28, 2023 | 1 - 2 p.m.

SLMS Class Code: P\_OE\_R7\_5515

## Successful Business Writing

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

### Participants will:

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

SUNY Geneseo, Geneseo

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

SLMS Class Code: P\_OE\_R6\_5545

## The Foundations of Good Writing - Webinar

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

### Participants will:

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

March 16, 2023 | 1 - 2 p.m.

SLMS Class Code: P\_OE\_R7\_5516

Continue



# WRITING SKILLS

## Writing and Editing Skills for Supervisors

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

### Participants will:

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

NYS & CSEA Partnership, Albany  
February 28, 2023 | 9 a.m. - 4:30 p.m.  
SLMS Class Code: P\_OE\_R4\_5538

De Veaux Woods State Park, Niagara Falls  
April 19, 2023 | 9 a.m. - 4:30 p.m.  
SLMS Class Code: P\_OE\_R6\_5556

## Writing Effective Reports and Evaluations

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

### Participants will:

- Determine which report or evaluation format is appropriate.
- Distinguish between facts and opinions when preparing reports and evaluations.
- Achieve clarity of expression in word choice and sentence structure.
- Recognize well-organized reports and evaluations based on specific goals.

Letchworth State Park  
April 27, 2023 | 9 a.m. - 4:30 p.m.  
SLMS Class Code: P\_OE\_R6\_5582

Central New York DDSO, North Syracuse  
May 9, 2023 | 9 a.m. - 4:30 p.m.  
SLMS Class Code: P\_OE\_R5\_5559

## Writing Successful Email

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

### Participants will:

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

Rockland Lake State Park, Valley Cottage  
February 22, 2023 | 9 a.m. - 4:30 p.m.  
SLMS Class Code: P\_OE\_R3\_5544

# COURSES AND WEBINARS BY MONTH

---

## FEBRUARY

### [Small Engine Basics](#)

February 21 & 22, 2023 | 9 a.m. - 4:30 p.m.

Kingsboro Psychiatric Center, Brooklyn

SLMS Class Code: P\_OE\_R2\_5551

See Page 23 for Course Description

### [Math Refresher 1 \(Online\)](#)

February 21, 23 & 28; March 2, 7, 9, 14, 16, 21, 23, 28 & 30, 2023 | 9:30 a.m. - 12:30 p.m.

SLMS Class Code: P\_AEB\_R9\_5534

See Page 9 for Course Description

### [Writing Successful Email](#)

February 22, 2023 | 9 a.m. - 4:30 p.m.

Rockland Lake State Park, Valley Cottage

SLMS Class Code: P\_OE\_R3\_5544

See Page 28 for Course Description

### [Communicating with Confidence](#)

February 22, 2023 | 10 - 11 a.m.

SLMS Class Code: P\_OE\_R7\_5501

See Page 15 for Course Description

## FEBRUARY

### [The Organized Office Worker](#)

February 23, 2023 | 9 a.m. - 4:30 p.m.

Central New York DDSO, North Syracuse

SLMS Class Code: P\_OE\_R5\_5557

See Page 25 for Course Description

### [Avoiding Common Punctuation and Grammar Mistakes](#)

February 23, 2023 | 1 - 2 p.m.

SLMS Class Code: P\_OE\_R7\_5513

See Page 26 for Course Description

### [Writing and Editing Skills for Supervisors](#)

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

NYS & CSEA Partnership, Albany

SLMS Class Code: P\_OE\_R4\_5538

See Page 28 for Course Description

### [Study Skills to Build Success](#)

February 28, 2023 | 10 - 11 a.m.

SLMS Class Code: P\_OE\_R7\_5498

See Page 14 for Course Description

# COURSES AND WEBINARS BY MONTH

---

## MARCH

### [Chainsaw Safety Awareness](#)

March 1, 2023 | 8 - 11:30 a.m.

NYS & CSEA Partnership, Albany

SLMS Class Code: P\_OE\_R4\_5587

See Page 18 for Course Description

### [Chainsaw Safety Awareness](#)

March 2, 2023 | 8 - 11:30 a.m.

Connetquot River State Park Preserve,  
Oakdale

SLMS Class Code: P\_OE\_R1\_5590

See Page 18 for Course Description

### [Chainsaw Safety Awareness](#)

March 7, 2023 | 8 - 11:30 a.m.

Department of Environmental Conservation,  
Ray Brook

SLMS Class Code: P\_OE\_R4\_5592

See Page 18 for Course Description

### [Plumbing Basics](#)

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

Long Island State Park, Oyster Bay

SLMS Class Code: P\_OE\_R1\_5562

See Page 22 for Course Description

## MARCH

### [Microsoft Outlook 2016: Working with Calendars](#)

March 7, 2023 | 1 - 2 p.m.

SLMS Class Code: P\_OE\_R7\_5488

See Page 11 for Course Description

### [Air Conditioning and Refrigeration: EPA Section 608 Certification](#)

March 7 & 8, 2023 | 9 a.m. - 4:30 p.m.

SUNY Buffalo, Buffalo

SLMS Class Code: P\_OE\_R6\_5547

See Page 20 for Course Description

### [Chainsaw Safety Awareness](#)

March 8, 2023 | 8 - 11:30 a.m.

SUNY Oswego, Oswego

SLMS Class Code: P\_OE\_R5\_5591

See Page 18 for Course Description

### [Introduction to Critical Thinking](#)

March 8, 2023 | 10 - 11 a.m.

SLMS Class Code: P\_OE\_R7\_5510

See Page 24 for Course Description

# COURSES AND WEBINARS BY MONTH

---

## MARCH

### [Grammar and Punctuation Workshop](#)

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

Saratoga Spa State Park, Saratoga Springs

SLMS Class Code: P\_OE\_R4\_5564

See Page 26 for Course Description

### [Building Better Work Relationships](#)

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

Rockland Lake State Park, Valley Cottage

SLMS Class Code: P\_OE\_R3\_5540

See Page 15 for Course Description

### [Carpentry Basics: Level 1](#)

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

Grafton Lakes State Park, Cropseyville

SLMS Class Code: P\_OE\_R4\_5549

See Page 21 for Course Description

### [Chainsaw Safety Awareness](#)

March 15, 2023 | 8 - 11:30 a.m.

Sterling Forest State Park, Tuxedo

SLMS Class Code: P\_OE\_R3\_5588

See Page 18 for Course Description

## MARCH

### [Carpentry Basics: Level 1](#)

March 15, 2023 | 9 a.m. - 4:30 p.m.

Connetquot River State Park Preserve, Oakdale

SLMS Class Code: P\_OE\_R1\_5558

See Page 21 for Course Description

### [Problem Solving - A Six Step Process](#)

March 15, 2023 | 10 - 11 a.m.

SLMS Class Code: P\_OE\_R7\_5511

See Page 25 for Course Description

### [The Organized Office Worker](#)

March 16, 2023 | 9 a.m. - 4:30 p.m.

Kingsboro Psychiatric Center, Brooklyn

SLMS Class Code: P\_OE\_R2\_5579

See Page 25 for Course Description

### [The Foundations of Good Writing](#)

March 16, 2023 | 1 - 2 p.m.

SLMS Class Code: P\_OE\_R7\_5516

See Page 27 for Course Description

# COURSES AND WEBINARS BY MONTH

---

## MARCH

### [Masonry Basics](#)

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

Sterling Forest State Park, Tuxedo

SLMS Class Code: P\_OE\_R3\_5546

See Page 22 for Course Description

### [Customer Service](#)

March 22, 2023 | 9 a.m. - 4:30 p.m.

SUNY Cobleskill, Cobleskill

SLMS Class Code: P\_OE\_R4\_5539

See Page 16 for Course Description

### [Carpentry Basics: Level 1](#)

March 22, 2023 | 9 a.m. - 4:30 p.m.

Green Lakes State Park, Fayetteville

SLMS Class Code: P\_OE\_R5\_5552

See Page 21 for Course Description

### [Microsoft Word 2016 Basics](#)

March 23, 2023 | 9 a.m. - 4:30 p.m.

Central New York DDSO, Rome

SLMS Class Code: P\_OE\_R5\_5595

See Page 11 for Course Description

## MARCH

### [Preventing Slips, Trips, and Falls for the Outdoor Worker](#)

March 23, 2023 | 3 - 4 p.m.

SLMS Class Code: P\_OE\_R7\_5504

See Page 18 for Course Description

### [Air Conditioning and Refrigeration Basics](#)

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

Robert H. Treman State Park, Ithaca

SLMS Class Code: P\_OE\_R5\_5553

See Page 20 for Course Description

### [Professional Email that Gets Results](#)

March 28, 2023 | 1 - 2 p.m.

SLMS Class Code: P\_OE\_R7\_5515

See Page 27 for Course Description

### [Microsoft Excel 2016 Basics](#)

March 29, 2023 | 9 a.m. - 4:30 p.m.

SUNY Old Westbury, Old Westbury

SLMS Class Code: P\_OE\_R1\_5561

See Page 10 for Course Description

# COURSES AND WEBINARS BY MONTH

---

## MARCH

### [Take Control of Your Time](#)

March 29, 2023 | 10 - 11 a.m.

SLMS Class Code: P\_OE\_R7\_5512

See Page 25 for Course Description

## APRIL

### [Effective Problem Solving](#)

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

Connetquot River State Park Preserve,  
Oakdale

SLMS Class Code: P\_OE\_R1\_5560

See Page 24 for Course Description

### [Emotional Intelligence in Customer Relations](#)

April 4, 2023 | 10 - 11 a.m.

SLMS Class Code: P\_OE\_R7\_5502

See Page 16 for Course Description

### [Best Practices for Resumes and Cover Letters](#)

April 5, 2023 | 1 - 2 p.m.

SLMS Class Code: P\_OE\_R7\_5493

See Page 13 for Course Description

## APRIL

### [Critical Thinking](#)

April 6, 2023 | 9 a.m. - 4:30 p.m.

Shirley A. Chisholm State Office Building,  
Brooklyn

SLMS Class Code: P\_OE\_R2\_5536

See Page 24 for Course Description

### [Plumbing Basics](#)

April 6, 2023 | 9 a.m. - 4:30 p.m.

Department of Transportation Training Center,  
North Syracuse

SLMS Class Code: P\_OE\_R5\_5574

See Page 22 for Course Description

### [Grammar and Punctuation Workshop](#)

April 6, 2023 | 9 a.m. - 4:30 p.m.

Central NY DDSO, Rome

SLMS Class Code: P\_OE\_R5\_5584

See Page 26 for Course Description

### [Plumbing Basics](#)

April 11, 2023 | 9 a.m. - 4:30 p.m.

Wallkill Correctional Facility, Wallkill

SLMS Class Code: P\_OE\_R3\_5571

See Page 22 for Course Description

# COURSES AND WEBINARS BY MONTH

---

## APRIL

### [Effective Reading Skills 1 \(Online\)](#)

April 11, 13, 18, 20, 25 & 27;  
May 2, 4, 9, 11, 16 & 18, 2023

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

SLMS Class Code: P\_AEB\_R9\_5533

See Page 9 for Course Description

### [Managing Your Finances](#)

April 11, 2023 | 1 - 2 p.m.

SLMS Class Code: P\_OE\_R7\_5495

See Page 14 for Course Description

### [Chainsaw Safety Awareness](#)

April 12, 2023 | 8 - 11:30 a.m.

Letchworth State Park, Castile

SLMS Class Code: P\_OE\_R6\_5589

See Page 18 for Course Description

### [Grammar and Punctuation Workshop](#)

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

Kingsboro Psychiatric Center, Brooklyn

SLMS Class Code: P\_OE\_R2\_5580

See Page 26 for Course Description

## APRIL

### [Expanding Your Vocabulary](#)

April 12, 2023 | 10 - 11 a.m.

SLMS Class Code: P\_OE\_R7\_5514

See Page 26 for Course Description

### [Air Conditioning and Refrigeration Advanced](#)

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

Pilgrim Psychiatric Center, West Brentwood

SLMS Class Code: P\_OE\_R1\_5554

See Page 20 for Course Description

### [Air Conditioning and Refrigeration Basics](#)

April 13, 2023 | 9 a.m. - 4:30 p.m.

Eleanor Roosevelt State Office Building,  
Poughkeepsie

SLMS Class Code: P\_OE\_R3\_5569

See Page 20 for Course Description

### [The Organized Office Worker](#)

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

NYS & CSEA Partnership, Albany

SLMS Class Code: P\_OE\_R4\_5578

See Page 25 for Course Description



# COURSES AND WEBINARS BY MONTH

---

## APRIL

### [Feedback: Making it Effective](#)

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

CSEA Metropolitan Region Office, New York

SLMS Class Code: P\_OE\_R2\_5583

See Page 16 for Course Description

### [Writing and Editing Skills for Supervisors](#)

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

De Veaux Woods State Park, Niagara Falls

SLMS Class Code: P\_OE\_R6\_5556

See Page 28 for Course Description

### [Job Etiquette](#)

April 19, 2023 | 10 - 11 a.m.

SLMS Class Code: P\_OE\_R7\_5503

See Page 16 for Course Description

### [Microsoft Outlook 2016: Organizing and Managing Your Email](#)

April 20, 2023 | 10 - 11 a.m.

SLMS Class Code: P\_OE\_R7\_5487

See Page 11 for Course Description

## APRIL

### [Microsoft Excel 2016 Intermediate](#)

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

SUNY Old Westbury, Old Westbury

SLMS Class Code: P\_OE\_R1\_5563

See Page 10 for Course Description

### [Feedback: Making it Effective](#)

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

NYS & CSEA Partnership, Albany

SLMS Class Code: P\_OE\_R4\_5537

See Page 16 for Course Description

### [Microsoft Excel 2016 Basics](#)

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

Western New York DDSO, West Seneca

SLMS Class Code: P\_OE\_R6\_5566

See Page 10 for Course Description

### [Plumbing Advanced](#)

April 26 & 27, 2023 | 9 a.m. - 4:30 p.m.

Saratoga Spa State Park, Saratoga Springs

SLMS Class Code: P\_OE\_R4\_5573

See Page 22 for Course Description

# COURSES AND WEBINARS BY MONTH

---

## APRIL

### [Masonry Advanced](#)

April 26 & 27, 2023 | 9 a.m. - 4 p.m.

Taughannock Falls State Park, Trumansburg

SLMS Class Code: P\_OE\_R5\_5575

[See Page 21 for Course Description](#)

### [Air Conditioning and Refrigeration Advanced](#)

April 26 & 27, 2023 | 9 a.m. - 4:30 p.m.

De Veaux Woods State Park, Niagara Falls

SLMS Class Code: P\_OE\_R6\_5570

[See Page 20 for Course Description](#)

### [Writing Effective Reports and Evaluations](#)

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

Letchworth State Park, Castile

SLMS Class Code: P\_OE\_R6\_5582

[See Page 28 for Course Description](#)

### [Understanding Today's Computer](#)

April 27, 2023 | 1 - 2 p.m.

SLMS Class Code: P\_OE\_R7\_5492

[See Page 12 for Course Description](#)

## MAY

### [The Organized Office Worker](#)

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

Long Island State Park, Oyster Bay

SLMS Class Code: P\_OE\_R1\_5577

[See Page 25 for Course Description](#)

### [Microsoft Excel 2016 Intermediate](#)

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

Kingsboro Psychiatric Center, Brooklyn

SLMS Class Code: P\_OE\_R2\_5593

[See Page 10 for Course Description](#)

### [Microsoft Teams Basics](#)

May 2, 2023 | 1 - 2 p.m.

SLMS Class Code: P\_OE\_R7\_5490

[See Page 11 for Course Description](#)

# COURSES AND WEBINARS BY MONTH

---

## MAY

### [Masonry Basics](#)

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

Caumsett State Historic Park Preserve, Lloyd Harbor

SLMS Class Code: P\_OE\_R1\_5555

See Page 22 for Course Description

### [Electricity Basics](#)

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

Department of Environmental Conservation, Ray Brook

SLMS Class Code: P\_OE\_R4\_5572

See Page 21 for Course Description

### [World Trade Center Health Programs Overview](#)

May 3, 2023 | 10 - 11 a.m.

SLMS Class Code: P\_OE\_R7\_5509

See Page 19 for Course Description

### [Critical Thinking](#)

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

Rockland Lake State Park, Valley Cottage

Class Code: P\_OE\_R3\_5543

See Page 24 for Course Description

## MAY

### [Building Better Work Relationships](#)

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

NYS & CSEA Partnership, Albany

SLMS Class Code: P\_OE\_R4\_5535

See Page 15 for Course Description

### [Writing Effective Reports and Evaluations](#)

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

Central New York DDSO, North Syracuse

SLMS Class Code: P\_OE\_R5\_5559

See Page 28 for Course Description

### [Plumbing Advanced](#)

May 9 & 10, 2023 | 9 a.m. - 4:30 p.m.

Riverbank State Park, New York

SLMS Class Code: P\_OE\_R2\_5565

See Page 22 for Course Description

### [Feedback: Making it Effective](#)

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

Rockland Lake State Park, Valley Cottage

SLMS Class Code: P\_OE\_R3\_5541

See Page 16 for Course Description

# COURSES AND WEBINARS BY MONTH

---

## MAY

### [Successful Business Writing](#)

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

SUNY Geneseo, Geneseo

SLMS Class Code: P\_OE\_R6\_5545

See Page 27 for Course Description

### [Better Team Skills](#)

May 11, 2023 | 1 - 2 p.m.

SLMS Class Code: P\_OE\_R7\_5500

See Page 15 for Course Description

### [Masonry Basics](#)

May 16, 2023 | 9 a.m. - 4:30 p.m.

SUNY Cobleskill, Cobleskill

SLMS Class Code: P\_OE\_R4\_5548

See Page 22 for Course Description

### [Customer Service](#)

May 16, 2023 | 9 a.m. - 4:30 p.m.

Western New York DDSO, West Seneca

SLMS Class Code: P\_OE\_R6\_5567

See Page 16 for Course Description

## MAY

### [Protect Your Identity](#)

May 16, 2023 | 1 - 2 p.m.

SLMS Class Code: P\_OE\_R7\_5497

See Page 14 for Course Description

### [Plumbing Basics](#)

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

Western New York DDSO, West Seneca

SLMS Class Code: P\_OE\_R6\_5576

See Page 22 for Course Description

### [Preparing for a Civil Service Exam](#)

May 23, 2023 | 10 - 11 a.m.

SLMS Class Code: P\_OE\_R7\_5496

See Page 14 for Course Description

### [Air Conditioning and Refrigeration: EPA Section 608 Certification](#)

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

SUNY New Paltz, New Paltz

SLMS Class Code: P\_OE\_R3\_5568

See Page 20 for Course Description

# COURSES AND WEBINARS BY MONTH

---

## MAY

### [Introduction to Accounting](#)

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

Shirley A. Chisholm State Office Building,  
Brooklyn

SLMS Class Code: P\_OE\_R2\_5550

See Page 17 for Course Description

### [Situational Awareness](#)

May 25, 2023 | 10 - 11 a.m.

SLMS Class Code: P\_OE\_R7\_5506

See Page 19 for Course Description

## JUNE

### [Aspiring Leaders](#)

June 6, 7 & 8, 2023 | 9 a.m. - 4:30 p.m.

Harriman State Office Campus, Albany

SLMS Class Code: P\_OE\_R4\_5585

See Page 13 for Course Description

### [Aspiring Leaders](#)

June 13, 14 & 15, 2023 | 9 a.m. - 4:30 p.m.

Western New York DDSO, West Seneca

SLMS Class Code: P\_OE\_R6\_5586

See Page 13 for Course Description

# COURSES BY REGION

---

## LONG ISLAND REGION

### Chainsaw Safety Awareness

Connetquot River State Park Preserve,  
Oakdale

March 2, 2023 | 8 - 11:30 a.m.

SLMS Class Code: P\_OE\_R1\_5590

See Page 18 for Course Description

### Plumbing Basics

Long Island State Park, Oyster Bay

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

SLMS Class Code: P\_OE\_R1\_5562

See Page 22 for Course Description

### Carpentry Basics: Level 1

Connetquot River State Park Preserve,  
Oakdale

March 15, 2023 | 9 a.m. - 4:30 p.m.

SLMS Class Code: P\_OE\_R1\_5558

See Page 21 for Course Description

### Microsoft Excel 2016 Basics

SUNY Old Westbury, Old Westbury

March 29, 2023 | 9 a.m. - 4:30 p.m.

SLMS Class Code: P\_OE\_R1\_5561

See Page 10 for Course Description

## LONG ISLAND REGION

### Effective Problem Solving

Connetquot River State Park Preserve,  
Oakdale

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

SLMS Class Code: P\_OE\_R1\_5560

See Page 24 for Course Description

### Air Conditioning and Refrigeration Advanced

Pilgrim Psychiatric Center, West  
Brentwood

April 12 and 13, 2023 | 9 a.m. - 4:30 p.m.

SLMS Class Code: P\_OE\_R1\_5554

See Page 20 for Course Description

### Microsoft Excel 2016 Intermediate

SUNY Old Westbury, Old Westbury

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

SLMS Class Code: P\_OE\_R1\_5563

See Page 10 for Course Description

### The Organized Office Worker

Long Island State Park, Oyster Bay

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

SLMS Class Code: P\_OE\_R1\_5577

See Page 25 for Course Description

# COURSES BY REGION

---

## LONG ISLAND REGION

### Masonry Basics

Caumsett State Historic Park Preserve, Lloyd Harbor

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

SLMS Class Code: P\_OE\_R1\_5555

See Page 22 for Course Description

## METROPOLITAN REGION

### Small Engine Basics

Kingsboro Psychiatric Center, Brooklyn

February 21 & 22, 2023 | 9 a.m. - 4:30 p.m.

SLMS Class Code P\_OE\_R2\_5551

See Page 23 for Course Description

### The Organized Office Worker

Kingsboro Psychiatric Center, Brooklyn

March 16, 2023 9 a.m. - 4:30 p.m.

SLMS Class Code: P\_OE\_R2\_5579

See Page 25 for Course Description

## METROPOLITAN REGION

### Critical Thinking

Shirley A. Chisholm State Office Building, Brooklyn

April 6, 2023 | 9 a.m. - 4:30 p.m.

SLMS Class Code: P\_OE\_R2\_5536

See Page 24 for Course Description

### Grammar and Punctuation Workshop

Kingsboro Psychiatric Center, Brooklyn

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

SLMS Class Code: P\_OE\_R2\_5580

See Page 26 for Course Description

### Feedback: Making it Effective

CSEA Metropolitan Region Office, New York

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

SLMS Class Code: P\_OE\_R2\_5583

See Page 16 for Course Description

### Microsoft Excel 2016 Intermediate

Kingsboro Psychiatric Center, Brooklyn

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

SLMS Class Code: P\_OE\_R2\_5593

See Page 10 for Course Description

# COURSES BY REGION

---

## METROPOLITAN REGION

### [Plumbing Advanced](#)

Riverbank State Park, New York

May 9 & 10, 2023 | 9 a.m. - 4:30 p.m.

SLMS Class Code: P\_OE\_R2\_5565

See Page 22 for Course Description

### [Introduction to Accounting](#)

Shirley A. Chisholm State Office Building,  
Brooklyn

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

SLMS Class Code: P\_OE\_R2\_5550

See Page 17 for Course Description

## SOUTHERN REGION

### [Writing Successful Email](#)

Rockland Lake State Park, Valley Cottage

February 22, 2023 | 9 a.m. - 4:30 p.m.

SLMS Class Code P\_OE\_R3\_5544

See Page 28 for Course Description

### [Building Better Work Relationships](#)

Rockland Lake State Park, Valley Cottage

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

SLMS Class Code: P\_OE\_R3\_5540

See Page 15 for Course Description

## SOUTHERN REGION

### [Chainsaw Safety Awareness](#)

Sterling Forest State Park, Tuxedo

March 15, 2023 | 8 - 11:30 a.m.

SLMS Class Code: P\_OE\_R3\_5588

See Page 18 for Course Description

### [Masonry Basics](#)

Sterling Forest State Park, Tuxedo

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

SLMS Class Code: P\_OE\_R3\_5546

See Page 22 for Course Description

### [Plumbing Basics](#)

Wallkill Correctional Facility, Wallkill

April 11, 2023 | 9 a.m. - 4:30 p.m.

SLMS Class Code: P\_OE\_R3\_5571

See Page 22 for Course Description

### [Air Conditioning and Refrigeration Basics](#)

Eleanor Roosevelt State Office Building,  
Poughkeepsie

April 13, 2023 9 a.m. - 4:30 p.m.

SLMS Class Code: P\_OE\_R3\_5569

See Page 20 for Course Description



# COURSES BY REGION

---

## SOUTHERN REGION

### Critical Thinking

Rockland Lake State Park, Valley Cottage

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

SLMS Class Code: P\_OE\_R3\_5543

See Page 24 for Course Description

### Feedback: Making it Effective

Rockland Lake State Park, Valley Cottage

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

SLMS Class Code: P\_OE\_R3\_5541

See Page 16 for Course Description

### Air Conditioning and Refrigeration: EPA Section 608 Certification

SUNY New Paltz, New Paltz

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

SLMS Class Code: P\_OE\_R3\_5568

See Page 20 for Course Description

## CAPITAL REGION

### Writing and Editing Skills for Supervisors

NYS & CSEA Partnership, Albany

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

SLMS Class Code: P\_OE\_R4\_5538

See Page 28 for Course Description

## CAPITAL REGION

### Chainsaw Safety Awareness

NYS & CSEA Partnership, Albany

March 1, 2023 | 8 - 11:30 a.m.

SLMS Class Code: P\_OE\_R4\_5587

See Page 18 for Course Description

### Chainsaw Safety Awareness

Department of Environmental Conservation,  
Ray Brook

March 7, 2023 | 8 - 11:30 a.m.

SLMS Class Code: P\_OE\_R4\_5592

See Page 18 for Course Description

### Grammar and Punctuation Workshop

Saratoga Spa State Park, Saratoga Springs

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

SLMS Class Code: P\_OE\_R4\_5564

See Page 26 for Course Description

### Carpentry Basics: Level 1

Grafton Lakes State Park, Croseyville

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

SLMS Class Code: P\_OE\_R4\_5549

See Page 21 for Course Description

# COURSES BY REGION

---

## CAPITAL REGION

### [Customer Service](#)

SUNY Cobleskill, Cobleskill

March 22, 2023 | 9 a.m. - 4:30 p.m.

SLMS Class Code: P\_OE\_R4\_5539

See Page 16 for Course Description

### [The Organized Office Worker](#)

NYS & CSEA Partnership, Albany

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

SLMS Class Code: P\_OE\_R4\_5578

See Page 25 for Course Description

### [Feedback: Making it Effective](#)

NYS & CSEA Partnership, Albany

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

SLMS Class Code: P\_OE\_R4\_5537

See Page 16 for Course Description

### [Plumbing Advanced](#)

Saratoga Spa State Park, Saratoga Springs

April 26 & 27, 2023 | 9 a.m. - 4:30 p.m.

SLMS Class Code: P\_OE\_R4\_5573

See Page 22 for Course Description

## CAPITAL REGION

### [Electricity Basics](#)

Department of Environmental Conservation,  
Ray Brook

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

SLMS Class Code: P\_OE\_R4\_5572

See Page 21 for Course Description

### [Building Better Work Relationships](#)

NYS & CSEA Partnership, Albany

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

SLMS Class Code: P\_OE\_R4\_5535

See Page 15 for Course Description

### [Masonry Basics](#)

SUNY Cobleskill, Cobleskill

May 16, 2023 | 9 a.m. - 4:30 p.m.

SLMS Class Code: P\_OE\_R4\_5548

See Page 22 for Course Description

### [Aspiring Leaders](#)

Harriman State Office Campus, Albany

June 6, 7 & 8, 2023 | 9 a.m. - 4:30 p.m.

SLMS Class Code: P\_OE\_R4\_5585

See Page 13 for Course Description

# COURSES BY REGION

---

## CENTRAL REGION

### [The Organized Office Worker](#)

Central New York DDSO, North Syracuse

February 23, 2023 | 9 a.m. - 4:30 p.m.

SLMS Class Code: P\_OE\_R5\_5557

See Page 25 for Course Description

### [Chainsaw Safety Awareness](#)

SUNY Oswego, Oswego

March 8, 2023 | 8 - 11:30 a.m.

SLMS Class Code: P\_OE\_R5\_5591

See Page 18 for Course Description

### [Carpentry Basics: Level 1](#)

Green Lakes State Park, Fayetteville

March 22, 2023 | 9 a.m. - 4:30 p.m.

SLMS Class Code: P\_OE\_R5\_5552

See Page 21 for Course Description

### [Microsoft Word 2016 Basics](#)

Central New York DDSO, Rome

March 23, 2023 | 9 a.m. - 4:30 p.m.

SLMS Class Code: P\_OE\_R5\_5595

See Page 11 for Course Description

## CENTRAL REGION

### [Air Conditioning and Refrigeration Basics](#)

Robert H. Treman State Park, Ithaca

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

SLMS Class Code: P\_OE\_R5\_5553

See Page 20 for Course Description

### [Plumbing Basics](#)

Department of Transportation Training Center,  
North Syracuse

April 6, 2023 | 9 a.m. - 4:30 p.m.

SLMS Class Code: P\_OE\_R5\_5574

See Page 22 for Course Description

### [Grammar and Punctuation Workshop](#)

Central NY DDSO, Rome

April 6, 2023 | 9 a.m. - 4:30 p.m.

SLMS Class Code: P\_OE\_R5\_5584

See Page 26 for Course Description

### [Masonry Advanced](#)

Taughannock Falls State Park, Trumansburg

April 26 & 27, 2023 | 9 a.m. - 4 p.m.

SLMS Class Code: P\_OE\_R5\_5575

See Page 21 for Course Description

# COURSES BY REGION

---

## CENTRAL REGION

### [Writing Effective Reports and Evaluations](#)

Central New York DDSO, North Syracuse

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

SLMS Class Code: P\_OE\_R5\_5559

See Page 28 for Course Description

## WESTERN REGION

### [Air Conditioning and Refrigeration: EPA Section 608 Certification](#)

SUNY Buffalo, Buffalo

March 7 & 8, 2023 | 9 a.m. - 4:30 p.m.

SLMS Class Code: P\_OE\_R6\_5547

See Page 20 for Course Description

### [Chainsaw Safety Awareness](#)

Letchworth State Park, Castile

April 12, 2023 | 8 - 11:30 a.m.

SLMS Class Code: P\_OE\_R6\_5589

See Page 18 for Course Description

### [Writing and Editing Skills for Supervisors](#)

De Veaux Woods State Park, Niagara Falls

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

SLMS Class Code: P\_OE\_R6\_5556

See Page 28 for Course Description

## WESTERN REGION

### [Microsoft Excel 2016 Basics](#)

Western New York DDSO, West Seneca

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

SLMS Class Code: P\_OE\_R6\_5566

See Page 10 for Course Description

### [Air Conditioning and Refrigeration Advanced](#)

De Veaux Woods State Park, Niagara Falls

April 26 & 27, 2023 | 9 a.m. - 4:30 p.m.

SLMS Class Code: P\_OE\_R6\_5570

See Page 20 for Course Description

### [Writing Effective Reports and Evaluations](#)

Letchworth State Park, Castile

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

SLMS Class Code: P\_OE\_R6\_5582

See Page 28 for Course Description

### [Successful Business Writing](#)

SUNY Geneseo, Geneseo

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

SLMS Class Code: P\_OE\_R6\_5545

See Page 27 for Course Description

# COURSES BY REGION

---

## WESTERN REGION

### Customer Service

Western New York DDSO, West Seneca

May 16, 2023 | 9 a.m. - 4:30 p.m.

SLMS Class Code: P\_OE\_R6\_5567

See Page 15 for Course Description

### Plumbing Basics

Western New York DDSO, West Seneca

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

SLMS Class Code: P\_OE\_R6\_5576

See Page 22 for Course Description

### Aspiring Leaders

Western New York DDSO, West Seneca

June 13, 14 & 15, 2023 | 9 a.m. - 4:30 p.m.

SLMS Class Code: P\_OE\_R6\_5586

See Page 13 for Course Description

## STATEWIDE (ONLINE)

### Math Refresher 1 (Online)

February 21, 23 & 28; March 2, 7, 9, 14, 16, 21, 23, 28 & 30, 2023 | 9:30 a.m. - 12:30 p.m.

SLMS Class Code: P\_AEB\_R9\_5534

See Page 9 for Course Description

## STATEWIDE (ONLINE)

### Communicating with Confidence

February 22, 2023 | 10 - 11 a.m.

SLMS Class Code: P\_OE\_R7\_5501

See Page 15 for Course Description

### Avoiding Common Punctuation and Grammar Mistakes

February 23, 2023 | 1 - 2 p.m.

SLMS Class Code: P\_OE\_R7\_5513

See Page 26 for Course Description

### Study Skills to Build Success

February 28, 2023 | 10 - 11 a.m.

SLMS Class Code: P\_OE\_R7\_5498

See Page 14 for Course Description

### Microsoft Outlook 2016: Working with Calendars

March 7, 2023 | 1 - 2 p.m.

SLMS Class Code: P\_OE\_R7\_5488

See Page 11 for Course Description

### Introduction to Critical Thinking

March 8, 2023 | 10 - 11 a.m.

SLMS Class Code: P\_OE\_R7\_5510

See Page 24 for Course Description

# COURSES BY REGION

---

## STATEWIDE (ONLINE)

### [Problem Solving - A Six Step Process](#)

March 15, 2023 | 10 - 11 a.m.

SLMS Class Code: P\_OE\_R7\_5511

See Page 25 for Course Description

### [The Foundations of Good Writing](#)

March 16, 2023 | 1 - 2 p.m.

SLMS Class Code: P\_OE\_R7\_5516

See Page 27 for Course Description

### [Preventing Slips, Trips, and Falls for the Outdoor Worker](#)

March 23, 2023 | 3 - 4 p.m.

SLMS Class Code: P\_OE\_R7\_5504

See Page 18 for Course Description

### [Professional Email that Gets Results](#)

March 28, 2023 | 1 - 2 p.m.

SLMS Class Code: P\_OE\_R7\_5515

See Page 27 for Course Description

### [Take Control of Your Time](#)

March 29, 2023 | 10 - 11 a.m.

SLMS Class Code: P\_OE\_R7\_5512

See Page 25 for Course Description

## STATEWIDE (ONLINE)

### [Emotional Intelligence in Customer Relations](#)

April 4, 2023 | 10 - 11 a.m.

SLMS Class Code: P\_OE\_R7\_5502

See Page 16 for Course Description

### [Best Practices for Resumes and Cover Letters](#)

April 5, 2023 | 1 - 2 p.m.

SLMS Class Code: P\_OE\_R7\_5493

See Page 13 for Course Description

### [Effective Reading Skills 1 \(Online\)](#)

April 11, 13, 18, 20, 25 & 27; May 2, 4, 9, 11, 16 & 18, 2023 | 9:30 a.m. - 12:30 p.m.

SLMS Class Code: P\_AEB\_R9\_5533

See Page 9 for Course Description

### [Managing Your Finances](#)

April 11, 2023 | 1 - 2 p.m.

SLMS Class Code: P\_OE\_R7\_5495

See Page 14 for Course Description

### [Expanding Your Vocabulary](#)

April 12, 2023 | 10 - 11 a.m.

SLMS Class Code: P\_OE\_R7\_5514

See Page 26 for Course Description

# COURSES BY REGION

---

## STATEWIDE (ONLINE)

### [Job Etiquette](#)

April 19, 2023 | 10 - 11 a.m.

SLMS Class Code: P\_OE\_R7\_5503

See Page 16 for Course Description

### [Microsoft Outlook 2016: Organizing and Managing Your Email](#)

April 20, 2023 | 10 - 11 a.m.

SLMS Class Code: P\_OE\_R7\_5487

See Page 11 for Course Description

### [Understanding Today's Computer](#)

April 27, 2023 | 1 - 2 p.m.

SLMS Class Code: P\_OE\_R7\_5492

See Page 12 for Course Description

### [Microsoft Teams Basics](#)

May 2, 2023 | 1 - 2 p.m.

SLMS Class Code: P\_OE\_R7\_5490

See Page 11 for Course Description

### [World Trade Center Health Programs Overview](#)

May 3, 2023 | 10 - 11 a.m.

SLMS Class Code: P\_OE\_R7\_5509

See Page 19 for Course Description

## STATEWIDE (ONLINE)

### [Better Team Skills](#)

May 11, 2023 | 1 - 2 p.m.

SLMS Class Code: P\_OE\_R7\_5500

See Page 15 for Course Description

### [Protect Your Identity](#)

May 16, 2023 | 1 - 2 p.m.

SLMS Class Code: P\_OE\_R7\_5497

See Page 14 for Course Description

### [Preparing for a Civil Service Exam](#)

May 23, 2023 | 10 - 11 a.m.

SLMS Class Code: P\_OE\_R7\_5496

See Page 14 for Course Description

### [Situational Awareness](#)

May 25, 2023 | 10 - 11 a.m.

SLMS Class Code: P\_OE\_R7\_5506

See Page 19 for Course Description

# Getting Started Enrolling in Partnership Classes



## Using the Statewide Learning Management System (SLMS)

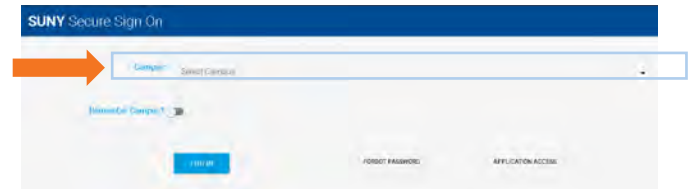
### Login to SLMS

#### Non-SUNY Employees:

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

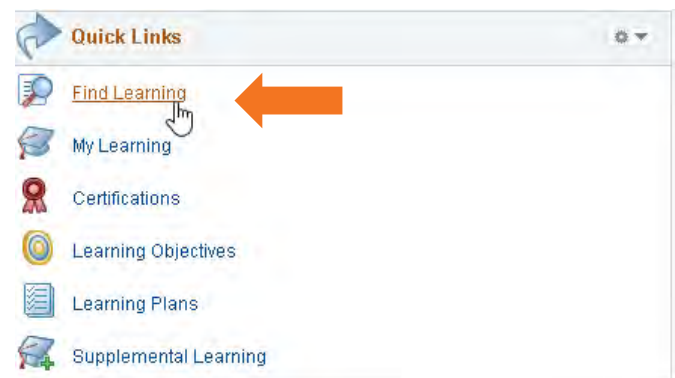
#### SUNY Employees:

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



### Search the SLMS Catalog for Classes

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





# Enroll in a Partnership Class

1. Locate the class you wish to enroll in using **Find Learning** as shown in the previous section.
2. To view dates, times, and training site of the class, click **Class Code** link; **Schedule** link; and the link under **Location**. Click **Close** when finished viewing this information.
3. Next, click on the **Enroll** button by the class code. Then click **Submit Enrollment** to confirm.

The screenshot shows the 'Class Details' page for a class named 'Problem Solving - A Six Step Process'. The page is divided into two main sections: 'Class Details' on the left and 'Overview' on the right. The 'Class Details' section includes fields for Class Name, Class Code (P\_OE\_R7\_5111), Price Per Seat, Start Date (05/27/2020), Last Enrollment Date, Available Seats, Language (English), Type (\*Webcast/webinar), Contact (Melinda Higley-Lanza), Drop Charge, End Date (05/27/2020), Last Drop Date, Available Waitlist (100), and Duration (1 Hrs). The 'Overview' section includes tabs for Overview, Objectives Met, Schedule, and Notes and Attachment. The 'Description' states: '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.' The 'Class Syllabus' states: 'To receive credit for this class you must complete all required tasks.' Below the syllabus, it lists '1 1 hour webinar' and 'Required Sessions'. At the bottom of the page, there are two buttons: 'Enroll' and 'Submit Enrollment', both highlighted with orange arrows.

# Check Your Scheduled Learning and Progress

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



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

# Drop a Class

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

The screenshot shows the enrollment status for a class. It displays 'Enrollment Status' as 'Enrolled', 'Start Date' as '--', and 'Last Enrollment Date' as '--'. Below this information, there are two buttons: 'Drop' and 'Cancel'. An orange arrow points to the 'Drop' button, and a hand cursor is shown over it.

# Print a Certificate

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

The screenshot shows the certificate review and print options. It displays a 'Review' button, a five-star rating, and a 'Print Certificate' button. An orange arrow points to the 'Print Certificate' button.

# DIRECTIONS FOR COMPLETING APPLICATION FORM

---

1. Please type or print legibly and complete entire application.
2. Negotiating Unit – Employees are eligible to attend **Skills for Success** courses or webinars if they are:
  - A CSEA-represented New York State employee in the ASU/02, OSU/03, ISU/04, or DMNA/47 bargaining units.
  - OR -
  - A New York State employee (previously in the ASU/02) serving a probationary period in a transition title or traineeship (MC/06 or PS&T/05) supported by the Partnership may attend courses or webinars.
  - OR -
  - A New York State employee in a Management/Confidential (MC/06) clerical or secretarial title, as space permits.
  - OR -
  - CSEA-represented employees working in local government, school districts, state authorities, or the private sector, as space permits.
3. Specify the name of your agency or local government or private sector organization (for example, Office of Mental Health or City of Syracuse) and your facility name (for example, Rockland Psychiatric Center or Nassau County School District), if applicable.
4. Please include an email address as notifications are sent via email.
5. Applications must be signed and dated by your supervisor if the course or webinar occurs during your regular work hours. If you are using your own time, a supervisor signature is not required. If you are accepted into a course or webinar, please notify your supervisor. Do not attend the course or webinar unless you receive notification.

NOTE: If you do not receive a notification 10 days before the course or webinar is scheduled, call the Partnership at (800) 253-4332.
6. Mail, fax, or email application to:
  - NYS & CSEA Partnership for Education and Training
  - Corporate Plaza East - Suite 502
  - 240 Washington Avenue Ext.
  - Albany, NY 12203
  - Fax: (518) 486-1989 or (518) 473-0056
  - learning@nyscseapartnership.org

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

Please print or type

NOTE: Registration deadlines are approximately two weeks before the first day of the course

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 ( <b>check one</b> ): 02 = Administrative Services Unit (ASU) <input type="checkbox"/> 03 = Operational Services Unit (OSU) <input type="checkbox"/> 04 = Institutional Services Unit (ISU) <input type="checkbox"/> 05 = Professional, Scientific & Technical (PS&T)* <input type="checkbox"/> 06 = Management/Confidential (M/C)* <input type="checkbox"/> 47 = Division of Military & Naval Affairs (DMNA) <input type="checkbox"/> Other _____  * Select PS&T and M/C employees are eligible to attend the webinar. - OR - Non-state CSEA-represented Employee – If Local Government, School District, State Authority, or Private Sector CSEA-represented employee, check here <input type="checkbox"/>	Current Job Title _____	Grade _____	
	Name of Agency or Organization _____		
	Facility _____		
	Day Phone (    ) _____		
	Email Address (Must provide at least one)	Home: _____	
	Work: _____		

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

**COURSE INFORMATION**

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

Employee Signature \_\_\_\_\_

**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

**HOW TO APPLY**

Email application to: [learning@nyscseapartnership.org](mailto:learning@nyscseapartnership.org)  
 Fax application to: (518) 486-1989 or (518) 473-0056

Mail application to: NYS & CSEA Partnership · Corporate Plaza East – Suite 502 · 240 Washington Ave. Ext. · Albany, NY 12203

# ADDITIONAL EDUCATION AND TRAINING RESOURCES

---

## Programs and Services Accessed Directly by CSEA-represented NYS Employees:

**Tuition Vouchers** provide additional tuition benefits for employees who could benefit from basic skills enhancement including developmental college preparation webinars, 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.



# SEARCH COURSES AND REGISTER ONLINE

SCAN THE QR CODE



NYS & CSEA  
**Partnership**

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