



NYS & CSEA  
Partnership

# Accelerate Your Success & Advance Your Career

Fall 2021

## **SKILLS** for **SUCCESS**

### Online Courses and Webinars

Online courses and webinars that allow CSEA-represented employees to acquire knowledge and develop the job skills required to advance their careers.

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

Online Courses and Webinars  
are offered in the following categories:

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

*Skills for Success* online courses  
and webinars will be held  
between  
**September and December 2021**





# A Joint Message



The NYS & CSEA Partnership for Education and Training (Partnership) is pleased to announce the Fall 2021 *Skills for Success* catalog for CSEA-represented employees.


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

The Partnership is pleased to continue offering online courses and webinars. This allows employees to take part in training using a computer or mobile device with an Internet connection.

It is easy for you to:

- Choose an online 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 28.
- Attend online courses and webinars at your convenience on your 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.



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





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

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# Online Courses and Webinars Designed For You

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

## Online Courses and Webinars

In order to continue training throughout this pandemic, we are offering a number of courses and webinars online. Online courses and webinars allow employees to take **Skills for Success** courses using a computer or mobile device with an Internet connection.

## Workforce Development Competencies

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

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

The competency names and their corresponding icons and descriptions are available on pages 6 and 7. Each online course and webinar description will have a competency icon assigned next to it.



# About the Program



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

## Skills for Success

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

## Course Locations

This semester all **Skill for Success** courses and webinars will be offered online. Online course and webinar descriptions and dates begin on page 9.

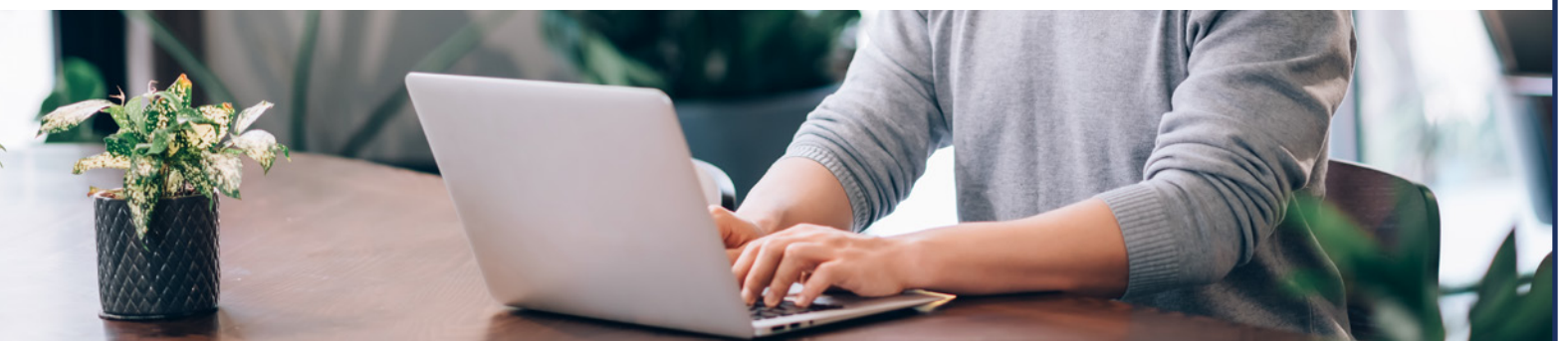
## When Online Courses and Webinars are Held

Online courses and webinars are typically held during the day and can vary from one to three hours in length.

## Participant Eligibility

Employees are eligible to participate in **Skills for Success** online 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) may attend online course or webinars in the adult education basics; computer skills; individual development; interpersonal communication; safety and health; trades, operations, and maintenance; work management; and writing skills categories
- NYS employee in a Management/Confidential (MC/06) clerical or secretarial title, as space permits





# How You Can Enroll

## Enroll through SLMS

- Employees can enroll for online 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 25.

## Enroll through the Partnership

- If you are unable to enroll through SLMS, complete the *Skills for Success* application form on page 28.
- You can apply for multiple online courses and webinars on one application form.
- You must obtain your supervisor's approval on the application form in order to attend online courses or webinars, unless you indicate you will be using your own time.

### Applicants

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

### Supervisors of Applicants

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

### Reasonable Accommodations

All training is accessible to employees with disabilities. If you have questions, please call (800) 253-4332 or email [advisors@nyscseapartnership.org](mailto:advisors@nyscseapartnership.org).



# Notifications



If you are accepted into a *Skills for Success* online course or webinar, you will be notified by email approximately three 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 online course or webinar is scheduled, please call the Partnership at (518) 486-7814 or, for areas outside the Capital Region, call (800) 253-4332.

## IMPORTANT:

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

## Your Responsibilities

### Be Considerate if You Cannot Attend an Online Course or Webinar

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

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

If you cannot attend and you sent in a paper application, please drop the online 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 wait list.

By dropping an online course or webinar at the last minute, or failing to attend, you may be denying another employee the opportunity to attend.

## Online Course and Webinar Notifications

### Online Course and Webinar is Full Notification

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

### Wait Lists

The Partnership will maintain a wait list for any online course or webinar that has reached its 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 online course or webinar dates. Please read your email notification carefully.

### Cancellations

If a online 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 are Awarded to You



## Certificates

- Certificates of Completion are awarded for **Skills for Success** online courses and webinars if you attend and participate in the entire course or webinar.
- Approximately three to four weeks after you complete an online 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 online course or webinar, and click on the Print Certificate button.
- If you are unable to print your certificate, please contact the Partnership at (518) 486-7814, or for areas outside the Capital Region, at (800) 253-4332.

## Contact the Partnership



Visit Us

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for Education and Training  
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Albany, NY 12203



Email Us

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



Visit Our Site

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



Call Us

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



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## Online Learning

## Learn Anytime, Anywhere, at No Cost with Online Courses

*The Partnership offers access to the latest online learning courses and certificate programs for employees who learn better at home, on their own schedule, or at their own pace.*



# Workforce Development Competencies



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

*Each online 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



# Workforce Development Competencies (Cont.)



## 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 designs, uses, 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



# ONLINE COURSE AND WEBINAR DESCRIPTIONS AND DATES

## Adult Education Basics

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

### Math Refresher 1 - Online Course



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

#### 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.

September 14, 16, 21, 23, 28, 30; October 5, 7, 12, 14, 19 & 21, 2021

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

SLMS Class Code: P\_OE\_R7\_5253

### Effective Reading Skills 2 - Online Course



#### New Course!

This six-week course is a continuation of Effective Reading Skills 1 and 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.

#### Participants will:

- Analyze text for meaning, purpose, point of view, methodology, and limitations.
- Interpret statistics in charts and graphs, identifying trends and their application to lives and work
- Relate text to personal experiences and events.
- Identify one's questions on a reading and topic, and do research; apply skimming and scanning techniques.
- Differentiate between fact, idea, opinion, and learning issue; identify the potential for bias, both an author's and one's own.
- Identify and connect ideas across genres of writing.

November 9, 16, 18, 23, 30; December 2, 7, 9, 14, 16, 21 & 23, 2021

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

SLMS Class Code: P\_OE\_R7\_5259



## Computer Skills

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

### Microsoft Outlook 2016: Managing Contacts and Tasks - Webinar



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

#### Participants will:

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

October 14, 2021

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

SLMS Class Code: P\_OE\_R7\_5257

### Internet Research Skills - Webinar



The Internet contains an enormous amount of information from both reliable and unreliable sources, and wading through this material can be overwhelming. This course provides strategies for employees to find helpful and accurate information quickly.

#### Participants will:

- Review Internet search engines and search tools.
- Identify effective search techniques for the Internet.
- Apply criteria to evaluate information found on the Internet.

October 27, 2021

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

SLMS Class Code: P\_OE\_R7\_5261

### Get More Done With Keyboard Shortcuts - Webinar



**New Course!**

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

#### Participants will:

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

**Continue** 

November 10, 2021

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

SLMS Class Code: P\_OE\_R7\_5267

### Microsoft Teams Basics - Webinar



**New Course!**

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.

December 9, 2021

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

SLMS Class Code: P\_OE\_R7\_5273

## Individual Development

These 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.

### Preparing for a Civil Service Exam - 1-Hour 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.

September 28, 2021

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

SLMS Class Code: P\_OE\_R7\_5250

### Study Skills to Build Success - Webinar



**New Course!**

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.

October 6, 2021

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

SLMS Class Code: P\_OE\_R7\_5255

### 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.

**Continue** 



November 2, 2021

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

SLMS Class Code: P\_OE\_R7\_5264

### Merit System: Transfers - Webinar



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

#### Participants will:

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

November 9, 2021

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

SLMS Class Code: P\_OE\_R7\_5266

### Using the Tuition Benefits Program - Webinar



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

#### Participants will:

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

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

December 2, 2021

1:00 p.m. - 2:30 p.m.

SLMS Class Code: P\_OE\_R7\_5271

## Interpersonal Communication

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

### Addressing Conflict in Customer Relations - Webinar



Conflict is a natural part of working with customers. Designed specifically for customer service providers, this webinar offers a basic introduction to conflict resolution and the importance of addressing conflict appropriately when working in a customer service role.

#### Participants will:

- Identify effective strategies for addressing conflict.
- Recognize the benefits of using conflict management strategies in customer service interactions.
- Apply conflict management strategies to customer service scenarios.

September 16, 2021

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

SLMS Class Code: P\_OE\_R7\_5247

### Communicating With Confidence - Webinar



**New Course!**

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.

September 22, 2021

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

SLMS Class Code: P\_OE\_R7\_5248

### 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.

**Continue** 

October 19, 2021

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

SLMS Class Code: P\_OE\_R7\_5258

### Professionalism in the Digital Age - Webinar



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

#### Participants will:

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

October 21, 2021

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

SLMS Class Code: P\_OE\_R7\_5260

### 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.

November 30, 2021

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

SLMS Class Code: P\_OE\_R7\_5270



## Safety and Health

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

### World Trade Center Health Programs Overview - Webinar



**New Course!**

This webinar introduces participants to the federal and New York State World Trade Center Health Programs. Participants will explore about 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.

September 14, 2021

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

SLMS Class Code: P\_OE\_R7\_5246

### Preventing Slips, Trips, and Falls - Webinar



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

#### Participants will:

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

November 16, 2021

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

SLMS Class Code: P\_OE\_R7\_5268

## Trades, Operations, and Maintenance

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

### Blueprint Reading Fundamentals - Online Course New Course!

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

#### Participants will:

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

*This course takes place entirely online. Employees will take a pre-assessment online, attend a webinar, and then complete additional activities and a post-assessment online.*

September 14, 16, 21 & 23, 2021

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

SLMS Class Code: P\_OE\_R7\_5244

December 7, 9, 14 & 16, 2021

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

SLMS Class Code: P\_OE\_R7\_5245

## Work Management

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

### Getting Organized: Time, Tasks, and Life - Webinar

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

#### Participants will:

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

September 23, 2021

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

SLMS Class Code: P\_OE\_R7\_5249

### 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.

September 29, 2021

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

SLMS Class Code: P\_OE\_R7\_5251

### 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 the Six-Step Problem-Solving Process: a simple method you can apply to typical problems in the workplace.

#### Participants will:

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

October 5, 2021

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

SLMS Class Code: P\_OE\_R7\_5252

### Organizing Your Workspace for Increased Productivity - Webinar



**New Course!**

Is your desk cluttered? Do you find it hard to find files, or even just your phone? Whether you're new to organizing or just looking for some new ideas, this is the class for you. In this one-hour, we've gathered tips and strategies on how to organize your workspace for increased productivity.

#### Participants will:

- Identify the benefits of an organized workspace.
- Recognize what a productive workspace looks like.
- Apply the process for creating a clutter-free workspace in a work scenario.
- Recognize how to maintain a productive workspace.

Continue

December 8, 2021

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

SLMS Class Code: P\_OE\_R7\_5272

## Writing Skills

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

### 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.

October 13, 2021

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

SLMS Class Code: P\_OE\_R7\_5256

### Essentials of Report Writing - Webinar



Do you write reports for work? This webinar will introduce you to a simple process for writing reports and will walk you through step-by-step.

#### Participants will:

- Identify the goal of a report.
- Analyze data for meaning.
- Organize data based on the goal.
- Transform conclusions into a narrative format.

*Participants must complete the homework assignment after the webinar to receive credit.*

October 28, 2021

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

SLMS Class Code: P\_OE\_R7\_5262



### Avoiding Common Punctuation and Grammar Mistakes - Webinar



**New Course!**

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.

November 3, 2021

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

SLMS Class Code: P\_OE\_R7\_5265

### Writing Effectively - Webinar



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

#### Participants will:

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

*Participants must complete the homework assignment after the webinar to receive credit.*

November 17, 2021

1:00 p.m. - 2:30 p.m.

SLMS Class Code: P\_OE\_R7\_5269

# Online Courses and Webinars by Month - September

## **Math Refresher 1 - Online Course**

September 14, 16, 21, 23, 28, 30; October 5, 7, 12, 14, 19 & 21, 2021 • 9:30 a.m. - 12:30 a.m

SLMS Class Code: P\_OE\_R7\_5253

*See Page #9 for Online Course Description*

## **Blueprint Reading Fundamentals - Online Course**

September 14, 16, 21 & 23, 2021 • 10:00 a.m. - 11:30 a.m

SLMS Class Code: P\_OE\_R7\_5244

*See Page #17 for Online Course Description*

## **World Trade Center Health Programs Overview - Webinar**

September 14, 2021 • 10:00 a.m. - 11:00 a.m.

SLMS Class Code: P\_OE\_R7\_5246

*See Page #16 for Webinar Description*

## **Addressing Conflict in Customer Relations - Webinar**

September 16, 2021 • 10:00 a.m. - 11:00 a.m.

SLMS Class Code: P\_OE\_R7\_5247

*See Page #14 for Webinar Description*

## **Communicating With Confidence - Webinar**

September 22, 2021 • 10:00 a.m. - 11:00 a.m.

SLMS Class Code: P\_OE\_R7\_5248

*See Page #14 for Webinar Description*

## **Getting Organized: Time, Tasks, and Life - Webinar**

September 23, 2021 • 1:00 p.m. - 2:00 p.m.

SLMS Class Code: P\_AEB\_R7\_5249

*See Page #17 for Webinar Description*

## **Preparing for a Civil Service Exam - Webinar**

September 28, 2021 • 3:00 p.m. - 4:00 p.m.

SLMS Class Code: P\_OE\_R7\_5250

*See Page #12 for Webinar Description*

## **Introduction to Critical Thinking - Webinar**

September 29, 2021 • 10:00 a.m. - 11:00 a.m.

SLMS Class Code: P\_OE\_R7\_5251

*See Page #18 for Webinar Description*

# Online Courses and Webinars by Month - October

## **Problem Solving - A Six Step Process - Webinar**

October 5, 2021 • 1:00 p.m. - 2:00 p.m.

SLMS Class Code: P\_OE\_R7\_5252

*See Page #18 for Webinar Description*

## **Study Skills to Build Success - Webinar**

October 6, 2021 • 1:00 p.m. - 2:00 p.m.

SLMS Class Code: P\_OE\_R7\_5255

*See Page #12 for Webinar Description*

## **Expanding Your Vocabulary - Webinar**

October 13, 2021 • 10:00 a.m. - 11:00 a.m.

SLMS Class Code: P\_OE\_R7\_5256

*See Page #19 for Webinar Description*

## **Microsoft Outlook 2016: Managing Contacts and Tasks - Webinar**

October 14, 2021 • 10:00 a.m. - 11:00 a.m.

SLMS Class Code: P\_OE\_R7\_5257

*See Page #10 for Webinar Description*

## **Emotional Intelligence in Customer Relations - Webinar**

October 19, 2021 • 1:00 p.m. - 2:00 p.m.

SLMS Class Code: P\_OE\_R7\_5258

*See Page #14 for Webinar Description*

## **Professionalism in the Digital Age - Webinar**

October 21, 2021 • 10:00 a.m. - 11:00 a.m.

SLMS Class Code: P\_OE\_R7\_5260

*See Page #15 for Webinar Description*

## **Internet Research Skills - Webinar**

October 27, 2021 • 1:00 p.m. - 2:00 p.m.

SLMS Class Code: P\_OE\_R7\_5261

*See Page #10 for Webinar Description*

## **Essentials of Report Writing - Webinar**

October 28, 2021 • 10:00 a.m. - 11:00 a.m.

SLMS Class Code: P\_OE\_R7\_5262

*See Page #19 for Webinar Description*

# Online Courses and Webinars by Month - November

## **Protect Your Identity - Webinar**

November 2, 2021 • 1:00 p.m. - 2:00 p.m.

SLMS Class Code: P\_OE\_R7\_5264

*See Page #12 for Webinar Description*

## **Avoiding Common Punctuation and Grammar Mistakes - Webinar**

November 3, 2021 • 1:00 p.m. - 2:00 p.m.

SLMS Class Code: P\_OE\_R7\_5265

*See Page #20 for Webinar Description*

## **Effective Reading Skills 2 - Online Course**

November 9, 16, 18, 23, 30; December 2, 7, 9, 14, 16, 21 & 23, 2021 • 9:30 a.m. - 12:30 p.m.

SLMS Class Code: P\_OE\_R7\_5259

*See Page #9 for Online Course Description*

## **Merit System: Transfers - Webinar**

November 9, 2021 • 1:00 p.m. - 2:00 p.m.

SLMS Class Code: P\_OE\_R7\_5266

*See Page #13 for Webinar Description*

## **Get More Done with Keyboard Shortcuts - Webinar**

November 10, 2021 • 10:00 a.m. - 11:00 a.m.

SLMS Class Code: P\_OE\_R7\_5267

*See Page #10 for Webinar Description*

## **Preventing Slips, Trips, and Falls - Webinar**

November 16, 2021 • 3:00 p.m. - 4:00 p.m.

SLMS Class Code: P\_OE\_R7\_5268

*See Page #16 for Webinar Description*

## **Writing Effectively - Webinar**

November 17, 2021 • 1:00 p.m. - 2:30 p.m.

SLMS Class Code: P\_AEB\_R7\_5269

*See Page #20 for Webinar Description*

## **Better Team Skills - Webinar**

November 30, 2021 • 7:00 a.m. - 8:00 a.m.

SLMS Class Code: P\_OE\_R7\_5270

*See Page #15 for Webinar Description*



# Online Courses and Webinars by Month - December

## **Using the Tuition Benefits Program - Webinar**

December 2, 2021 • 1:00 p.m. - 2:30 p.m.

SLMS Class Code: P\_OE\_R7\_5271

*See Page #13 for Webinar Description*

## **Blueprint Reading Fundamentals - Online**

December 7, 9, 14 & 16, 2021 • 10:00 a.m. - 11:30 a.m.

SLMS Class Code: P\_OE\_R7\_5245

*See Page #17 for Online Course Description*

## **Organizing Your Workspace for Increased Productivity - Webinar**

December 8, 2021 • 10:00 a.m. - 11:00 a.m.

SLMS Class Code: P\_OE\_R7\_5272

*See Page #18 for Webinar Description*

## **Microsoft Teams Basics - Webinar**

December 9, 2021 • 10:00 a.m. - 11:00 a.m.

SLMS Class Code: P\_OE\_R7\_5273

*See Page #11 for Webinar Description*

# Getting Started Enrolling in Partnership Classes



## Using the Statewide Learning Management System (SLMS)

### Login to SLMS

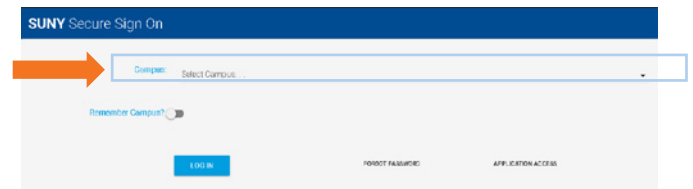
#### Non-SUNY Employees:

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.

A screenshot of the SLMS login form. It features a dark blue header with the NY.gov logo and 'NY.gov ID'. Below are two input fields labeled 'Username:' and 'Password:'. A grey 'Sign In' button is at the bottom. A link 'Forgot your Username or Password' is at the very bottom.

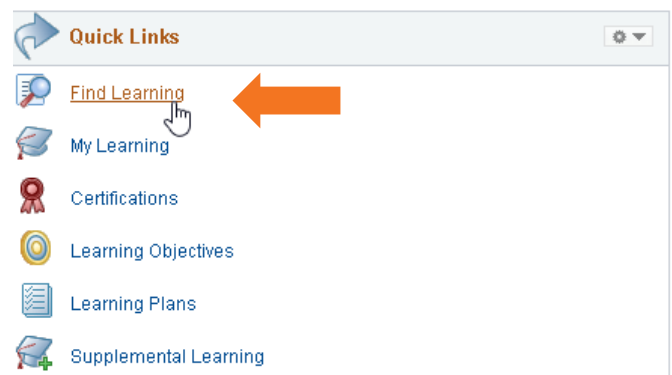
#### SUNY Employees:

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.

A screenshot of the 'SUNY Secure Sign On' page. It has a blue header. Below is a 'Campus:' dropdown menu with 'Select Campus...' text. An orange arrow points to this dropdown. Below the dropdown is a 'Remember Campus?' checkbox. At the bottom are three buttons: 'Log In', 'Forgot Password', and 'Application Access'.

### 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.

A screenshot of the 'Quick Links' menu in the SLMS interface. It has a light blue header with a refresh icon and a settings icon. Below are several links with icons: 'Find Learning' (with an orange arrow pointing to it), 'My Learning', 'Certifications', 'Learning Objectives', 'Learning Plans', and 'Supplemental Learning'.

# 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.

**Class Details**

**Class Name** Problem Solving - A Six Step Process **Type** \*Webcast/webinar

**Class Code** P\_OE\_R7\_5111 **Contact** Melinda Higley-Lanza

**Price Per Seat** -- **Drop Charge** --

**Start Date** 05/27/2020 **End Date** 05/27/2020

**Last Enrollment Date** -- **Last Drop Date** --

**Available Seats** -- **Available Waitlist** 100

**Language** English **Duration** 1 Hrs

**Description** 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.

**Class Syllabus** To receive credit for this class you must complete all required tasks.

1 **1 hour webinar**  
Required Sessions

**Enroll**

# 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.

**Enrollment Status** Enrolled

**Start Date** --

**Last Enrollment Date** --

**Drop** **Cancel**

# 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.

**Review** ★★★★★ **Print Certificate**

# 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* online 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 online courses or webinars in the adult education basics; computer skills; individual development; interpersonal communication; safety and health; trades, operations and maintenance; work management; writing skills categories.

- OR -

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

- OR -

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

3. Specify the name of your agency or local government or private sector organization (for example, Office of Mental Health or City of Syracuse) and your facility name (for example, Rockland Psychiatric Center or Nassau County School District), if applicable.
4. Please include an email address as notifications are sent via email.
5. Applications must be signed and dated by your supervisor if the online 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 an online course or webinar, please notify your supervisor. Do not attend the online course or webinar unless you receive notification.

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

6. Mail or fax application to:

NYS & CSEA Partnership for Education and Training  
Corporate Plaza East - Suite 502  
240 Washington Avenue Ext.  
Albany, NY 12203  
Fax: (518) 486-1989 or (518) 473-0056

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



## APPLICANT INFORMATION

Please print or type.

**Name**

**Identification Number:**

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

**NYS EMPLID:** N \_\_\_\_\_

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

**CSEA ID:** \_\_\_\_\_

Negotiating Unit New York State Government Employees (circle one): 02 = Administrative Services Unit (ASU) 03 = Operational Services Unit (OSU) 04 = Institutional Services Unit (ISU) 05 = Professional, Scientific & Technical (PS&T)* 06 = Management/Confidential (M/C)* 47 = Division of Military & Naval Affairs (DMNA) Other _____  * Select PS&T and M/C employees are eligible to attend <i>Skills for Success</i> online courses and webinars in select categories. See page #27 for more details. – 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.

## ONLINE COURSE AND WEBINAR INFORMATION

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

## SUPERVISOR APPROVAL

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

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

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

NOTE: Registration deadlines are approximately three weeks before the first day of the online course or webinar.

# Additional Education and Training Resources



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

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



VISIT

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

For more information about Partnership Resources

NYS & CSEA  
**Partnership**

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