

Statewide Learning and Development Series

in conjunction with the NYS Learning Alliance



JANUARY - JUNE 2018

goer.ny.gov



**Governor's Office of
Employee Relations**

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, national origin, sex, sexual orientation, gender identity, creed, military status, disability, marital status, domestic violence victim status, predisposing genetic characteristics, arrest record, previous conviction record, and any other status or condition protected by law.

Reasonable accommodations are available, upon request, in all aspects of state training, consistent with the Americans with Disabilities Act and the New York State Human Rights Law, to ensure that every individual is able to gain maximum benefit from the training experience.

The curricula in this series were developed with New York State funding and are intended exclusively for training New York State employees.

Copyright © 2017 New York State Governor's Office of Employee Relations.

www.goer.ny.gov

| | |
|---|-----------|
| Basic Group Facilitation Skills..... | 1 |
| Emotional Intelligence in the Workplace..... | 3 |
| Essentials of Supervision: Gauging Your Supervisory Skills..... | 5 |
| Essentials of Supervision: Planning Performance and Giving Feedback..... | 8 |
| Essentials of Supervision: The New Supervisor–Making the Transition | 9 |
| Foundations of Dynamic Teams | 12 |
| Myers-Briggs Type Indicator® (MBTI®) Basic..... | 13 |
| Navigating Transitions in the Workplace – A Guide for Employees..... | 15 |
| Navigating Transitions in the Workplace – A Guide for Managers and Supervisors | 16 |
| Performance Evaluation: A Dynamic Tool for Supervisors..... | 17 |
| Powerful Presentations | 19 |
| Respectful Communications in the Workplace | 20 |
| Courses by Region..... | 22 |

The NYS Learning Alliance is a collaborative partnership between the Governor’s Office of Employee Relations (GOER) and agency training offices. The Alliance is responsible for the communication and delivery of the Statewide Learning and Development Series.

Self-enrollment for these courses begins December 21, 2017 through the Statewide Learning Management System (SLMS) nyslearn.ny.gov. For questions regarding enrollment, call the SLMS Help Desk at (518) 473-8087 or send an email to SLMSHelpdesk@its.ny.gov.

GOER Classroom Training Attendance Policy

In order to provide a high quality training experience and maximize the availability of classes, the following policy shall govern classroom-based Learning and Development Series training.

Punctuality

All classroom-based Learning and Development Series training has a designated start and end time to ensure that participants are exposed to all course materials. Participants who arrive late miss critical information and disrupt ongoing classroom activities. In order to receive credit for participation, enrollees are expected to be present no later than five minutes after commencement of the class. When extenuating circumstances cause a participant to be more than five minutes late, credit for participation will be considered on a case-by-case basis. Regardless of circumstance, participants will not receive credit for classroom-based training if they are more than 30 minutes late, or if they leave more than 30 minutes before the end of the class. Participants are expected to participate in the class and remain for the duration.

No-show

Classroom-based training is in high demand and most Learning and Development Series classes have a waiting list. When enrolled participants do not show up for a classroom-based training without dropping from the class in the Statewide Learning Management System (SLMS), it prevents a seat from being used. In order to promote consistent attendance in classroom-based training, and increase the capacity to train as many NYS employees as possible, participants who fail to show up without dropping the class in SLMS at least three business days (Monday – Friday) in advance of the class date will not be permitted to attend other classroom-based Learning and Development Series training for three months. Exceptions will be made to this policy for participants who are absent from work due to illness, or other approved, unexpected leave.

Enrollment Status

Each classroom-based training is designed to accommodate a certain number of participants. It is imperative that participants confirm their status in SLMS before coming to class to ensure they are enrolled. If the individual's enrollment status in SLMS reads "pending approval" or "waitlisted," that individual is NOT registered and does not have a seat in the class. Only when the status reads "enrolled" is a participant authorized to attend.

**Statewide Learning and Development Series
January through June 2018**

Basic Group Facilitation Skills

Participants will explore the basic skills and concepts needed for group facilitation. This interactive course includes group discussion and practice.

Topics

- Essential group facilitation concepts
- Preparing for basic group facilitation
- Facilitating the meeting
- Process tools and techniques
- Addressing challenges in group facilitation
- Additional tools for facilitators



Audience

All New York State employees

Length

Two days

| | | |
|---|--|---|
| January 31- February 1 | Day 1: 9:00 a.m. – 4:00 p.m. Day 2: 9:00 a.m. – 1:00 p.m. | Justice Center 401 State Street Schenectady, NY 12305 |
| SLMS Class Code: JC_GD_Facilitation_0131020118 | | |
| March 27-28 | 9:00 a.m. – 5:00 p.m. | Department of Labor 1220 Washington Avenue Harriman State Office Campus Building 12, Rooms D and E Albany, NY 12240 |
| SLMS Class Code: GOER_BGFS_03-27-28-2018 | | |
| April 10-11 | 9:00 a.m. – 5:00 p.m. | Department of Labor 1220 Washington Avenue Harriman State Office Campus Building 12, Rooms D and E Albany, NY 12240 |
| SLMS Class Code: GOER_BGFS_04-10-11-2018 | | |
| April 25-26 | 9:00 a.m. – 5:00 p.m. | New York Metropolitan Transportation Council 25 Beaver Street, 2nd Floor Adanga and Lesperance Conference Rooms New York, NY 10004 |
| SLMS Class Code: GOER_BGFS_04-25-26-2018 | | |

**Statewide Learning and Development Series
January through June 2018**

| | | |
|---|-----------------------|---|
| May 8-9 | 9:00 a.m. – 5:00 p.m. | Department of Labor 1220 Washington Avenue Harriman State Office Campus Building 12, Rooms D and E Albany, NY 12240 |
| SLMS Class Code: GOER_BGFS_05-08-09-2018 | | |
| June 12-13 | 9:00 a.m. – 5:00 p.m. | Department of Labor 1220 Washington Avenue Harriman State Office Campus Building 12, Rooms D and E Albany, NY 12240 |
| SLMS Class Code: GOER_BGFS_06-12-13-2018 | | |

**Statewide Learning and Development Series
January through June 2018**

Emotional Intelligence in the Workplace

Emotional Intelligence in the Workplace examines the competencies all employees need to be successful in their careers. Participants will explore the difference between control and influence, practice skills for achieving positive relationship outcomes, and recognize the attributes and challenges of different communication styles. This course will include skill development for self-awareness, self-management, social awareness, and relationship management.

Topics

- What is Emotional Quotient or EQ?
- Self-awareness
- Self-management
- Social awareness
- Relationship management



Audience

All New York State employees

Length

Half-day

| | | |
|---|------------------------|---|
| February 21 | 10:00 a.m. – 3:30 p.m. | NYS Homes and Community Renewal 38-40 State Street Hampton Plaza, Ballroom Albany, NY 12207 |
| SLMS Class Code: NYSHCR_EI_022118 | | |
| March 1 | 12:30 p.m. – 4:30 p.m. | Office of Mental Health Central Office 44 Holland Avenue 8th Floor Conference Room Albany, NY 12229 |
| SLMS Class Code: OMH-GOER_EI-00-18.03.01 | | |
| March 6 | 8:30 a.m. – 1:00 p.m. | Alfred E. Smith State Office Building 80 South Swan Street, Room 118 Albany, NY 12210 |
| SLMS Class Code: DCJS-EI-030618 | | |
| April 11 | 8:30 a.m. – 12:30 p.m. | Department of Transportation Eleanor Roosevelt State Office Building 4 Burnett Boulevard, 3rd Floor Classroom Poughkeepsie, NY 12603 |
| SLMS Class Code: GOER_EI_04-11-2018 | | |

**Statewide Learning and Development Series
January through June 2018**

| | | |
|--|------------------------|---|
| April 12 | 8:30 a.m. – 12:30 p.m. | Workers' Compensation Board 328 State Street, Room 162 Schenectady, NY 12305 |
| SLMS Class Code: WCB_EI_2018-04-12 | | |
| April 18 | 9:00 a.m. – 1:00 p.m. | Department of Financial Services One State Street, 4th Floor Training Room 04.001 New York, NY 10004 |
| SLMS Class Code: GOER_EI_04-18-2018 | | |
| May 2 | 8:30 a.m. – 12:30 p.m. | Office for People with Developmental Disabilities 500 Balltown Road, Building 3 Conference Room 2 Schenectady, NY 12304 |
| SLMS Class Code: GOER_EI_05-02-2018 | | |
| May 31 | 9:00 a.m. – 1:00 p.m. | Department of Environmental Conservation 232 Golf Course Road Large Conference Room Warrensburg, NY 12885 |
| SLMS Class Code: GOER_EI_05-31-2018_North | | |
| May 31 | 9:00 a.m. – 1:00 p.m. | Department of Motor Vehicles Long Island Regional Training Center 927 Carmans Road Carmans Plaza Shopping Center Massapequa, NY 11758 |
| SLMS Class Code: GOER_EI_05-31-2018_LI | | |
| June 6 | 8:30 a.m. – 12:30 p.m. | Office of Mental Health Education and Training Department 545 Cedar Street, Room 116 (Library) Syracuse, NY 13210 |
| SLMS Class Code: GOER_EI_06-06-2018 | | |

**Statewide Learning and Development Series
January through June 2018**

Essentials of Supervision: Gauging Your Supervisory Skills

Participants will assess their abilities in five critical supervisory skills, review how each skill applies to specific work scenarios, and take part in practice activities to reinforce the learning.

Topics

- Guiding work
- Organizing work
- Developing your staff
- Managing performance
- Managing relationships



Audience

All New York State supervisors or employees preparing to become supervisors

Length

One day

| | | |
|---|-----------------------|---|
| January 23 | 9:00 a.m. – 5:00 p.m. | Department of Labor 1220 Washington Avenue Harriman State Office Campus Building 12, Rooms D and E Albany, NY 12240 |
| SLMS Class Code: GOER_GYSS_01-23-2018 | | |
| February 14 | 9:00 a.m. – 5:00 p.m. | Department of Labor 1220 Washington Avenue Harriman State Office Campus Building 12, Rooms D and E Albany, NY 12240 |
| SLMS Class Code: GOER_GYSS_02-14-2018 | | |
| February 28 | 9:00 a.m. – 5:00 p.m. | Office of General Services Corning Tower 29th Floor Conference Room Albany, NY 12242 |
| SLMS Class Code: OGS_GYSS 2-28-18 | | |
| March 13 | 8:00 a.m. – 4:00 p.m. | Cook Chill Production Center 145 Old Orangeburg Road Classroom 54 Orangeburg, NY 10962 |
| SLMS Class Code: OMH-00-GOER-GYSS-18.03.13 | | |

**Statewide Learning and Development Series
January through June 2018**

| | | |
|--|-----------------------|---|
| March 21 | 9:00 a.m. – 5:00 p.m. | Department of Labor 1220 Washington Avenue Harriman State Office Campus Building 12, Rooms D and E Albany, NY 12240 |
| SLMS Class Code: GOER_GYSS_03-21-2018 | | |
| March 22 | 8:30 a.m. – 4:30 p.m. | Workers' Compensation Board 328 State Street, Room 162 Schenectady, NY 12305 |
| SLMS Class Code: WCB_ES-GYSS_2018-03-22 | | |
| March 27 | 9:00 a.m. – 5:00 p.m. | Department of Motor Vehicles Long Island Regional Training Center 927 Carmans Road Carmans Plaza Shopping Center Massapequa, NY 11758 |
| SLMS Class Code: GOER_GYSS_03-27-2018 | | |
| April 3 | 8:30 a.m. – 4:30 p.m. | Office of Alcoholism and Substance Abuse Services 1450 Western Avenue Albany, NY 12203 |
| SLMS Class Code: GOER_GYSS_04-03-2018 | | |
| April 10 | 8:30 a.m. – 4:30 p.m. | Department of Transportation Eleanor Roosevelt State Office Building 4 Burnett Boulevard, 3rd Floor Classroom Poughkeepsie, NY 12603 |
| SLMS Class Code: GOER_GYSS_04-10-2018_ | | |
| April 12 | 9:00 a.m. – 5:00 p.m. | Office of General Services Corning Tower 29th Floor Conference Room Albany, NY 12242 |
| SLMS Class Code: OGS_ GYSS 4-12-18 | | |
| May 1 | 8:30 a.m. – 4:30 p.m. | Office for People with Developmental Disabilities 249 Glenwood Road 1st Floor Training Annex Binghamton, NY 13905 |
| SLMS Class Code: GOER_GYSS_05-01-2018 | | |

**Statewide Learning and Development Series
January through June 2018**

| | | |
|--|-----------------------|---|
| May 15 | 9:00 a.m. – 5:00 p.m. | Office of General Services Shirley A. Chisholm State Office Building 55 Hanson Place 3rd Floor, Conference Room 346 Brooklyn, NY 11217 |
| SLMS Class Code: GOER_GYSS_05-15-2018 | | |
| May 16 | 9:00 a.m. – 5:00 p.m. | Department of Environmental Conservation 232 Golf Course Road Main Conference Room, Side A and B Warrensburg, NY 12885 |
| SLMS Class Code: GOER_GYSS_05-16-2018 | | |
| May 23 | 8:30 a.m. – 4:30 p.m. | Workers' Compensation Board 328 State Street, Room 162 Schenectady, NY 12305 |
| SLMS Class Code: WCB_ES-GYSS_2018-05-23 | | |
| June 5 | 8:30 a.m. – 4:30 p.m. | Office of Mental Health Education and Training Department 545 Cedar Street, Room 116 (Library) Syracuse, NY 13210 |
| SLMS Class Code: GOER_GYSS_06-05-2018_SYR | | |
| June 5 | 9:00 a.m. – 5:00 p.m. | New York Metropolitan Transportation Council 25 Beaver Street, 2nd Floor Adanga and Lesperance Conference Rooms New York, NY 10004 |
| SLMS Class Code: GOER_GYSS_06-05-2018_NYC | | |
| June 19 | 8:30 a.m. – 4:30 p.m. | Office for People with Developmental Disabilities 620 Westfall Road Rochester, NY 14620 |
| SLMS Class Code: GOER_GYSS_06-19-2018 | | |

**Statewide Learning and Development Series
January through June 2018**

Essentials of Supervision: Planning Performance and Giving Feedback

During this learning lab, participants will practice writing and evaluating performance standards, planning and giving effective performance feedback, and coaching employees in various workplace scenarios.

Topics

- Accountability cycle
- Performance standards
- Behavior-Based feedback
- Coaching

Audience

All New York State supervisors or employees preparing to become supervisors



Prerequisites: *Essentials of Supervision: Performance Evaluation, Attendance and Leave Benefits, and Supervisor Accountability*

Length

Half-day

| | | |
|--|------------------------|--|
| February 7 | 8:30 a.m. – 12:30 p.m. | Division of Homeland Security and Emergency Services 1220 Washington Avenue Harriman State Office Campus Building 7A, 1st Floor Training Room Albany, NY 12226 |
| SLMS Class Code: GOER_PPGF_02-07-2018 | | |
| February 22 | 8:30 a.m. – 12:30 p.m. | Division of Homeland Security and Emergency Services 1220 Washington Avenue Harriman State Office Campus Building 7A, 1st Floor Training Room Albany, NY 12226 |
| SLMS Class Code: GOER_PPGF_02-22-2018 | | |
| March 6 | 9:00 a.m. – 1:00 p.m. | Shirley A. Chisholm State Office Building 55 Hanson Place, 3rd Floor Conference Room 346 Brooklyn, NY 11217 |
| SLMS Class Code: GOER_PPGF_03-06-2018 | | |

**Statewide Learning and Development Series
January through June 2018**

Essentials of Supervision: The New Supervisor – Making the Transition

Participants will explore the difficulties in changing roles from employee to supervisor, discuss strategies for establishing credibility as a new supervisor, and review scenarios and practice strategies for establishing successful relationships with their employees.



Topics

- Defining your new role
- Establishing credibility
- Establishing new and effective relationships

Audience

All New York State supervisors or employees preparing to become supervisors

Length

Half-day

| | | |
|---|------------------------|---|
| January 17 | 8:30 a.m. – 12:30 p.m. | Workers' Compensation Board 328 State Street, Room 162 Schenectady, NY 12305 |
| SLMS Class Code: WCB_ES-NSMT_2018-01-17 | | |
| January 17 | 8:30 a.m. – 12:30 p.m. | Office of General Services 1220 Washington Avenue Harriman State Office Campus Building #5, Room #G8 Albany, NY 12207 |
| SLMS Class Code: OGS-NSMT 011718 | | |
| January 18 | 10:30 a.m. – 4:00 p.m. | NYS Homes and Community Renewal 38-40 State Street Hampton Plaza, Ballroom Albany, NY 12207 |
| SLMS Class Code: NYSHCR_NS_MTT_011818 | | |
| February 6 | 12:30 p.m. – 4:30 p.m. | Office of Mental Health Central Office 44 Holland Avenue 8th Floor, Conference Room Albany, NY 12229 |
| SLMS Class Code: OMH_ES-NSMT-00-18.02.06 | | |

**Statewide Learning and Development Series
January through June 2018**

| | | |
|---|------------------------|---|
| February 21 | 8:30 a.m. – 12:30 p.m. | Office of General Services 1220 Washington Avenue Harriman State Office Campus Building #5, Room #G8 Albany, NY 12207 |
| SLMS Class Code: OGS-NSMT 022118 | | |
| March 13 | 9:00 a.m. – 1:00 p.m. | Justice Center 401 State Street Schenectady, NY 12305 |
| SLMS Class Code: JC_NS_MakeTransition_031318 | | |
| March 14 | 8:30 a.m. – 12:30 p.m. | Department of Transportation Eleanor Roosevelt State Office Building 4 Burnett Boulevard, 3rd Floor Classroom Poughkeepsie, NY 12603 |
| SLMS Class Code: GOER_NSMT_03-14-2018 | | |
| March 22 | 8:30 a.m. – 12:30 p.m. | Office for People with Developmental Disabilities 500 Balltown Road, Building 3 Conference Room 2 Schenectady, NY 12304 |
| SLMS Class Code: GOER_NSMT_03-22-2018 | | |
| April 24 | 8:30 a.m. – 12:30 p.m. | Workers' Compensation Board 328 State Street, Room 162 Schenectady, NY 12305 |
| SLMS Class Code: WCB_ES-NSMT_2018-04-24 | | |
| May 16 | 9:00 a.m. – 1:00 p.m. | Department of Financial Services One State Street, 4th Floor Training Room 04.001 New York, NY 10004 |
| SLMS Class Code: GOER_NSMT_05-16-2018 | | |
| May 30 | 9:00 a.m. – 1:00 p.m. | Department of Motor Vehicles Long Island Regional Training Center 927 Carmans Road Carmans Plaza Shopping Center Massapequa, NY 11758 |
| SLMS Class Code: GOER_NSMT_05-30-2018 | | |
| June 13 | 8:30 a.m. – 12:30 p.m. | Office of Mental Health Education and Training Department 545 Cedar Street, Room 116 (Library) Syracuse, NY 13210 |
| SLMS Class Code: GOER_NSMT_06-13-2018 | | |

**Statewide Learning and Development Series
January through June 2018**

| | | |
|--|-----------------------|--|
| June 20 | 9:00 a.m. – 1:00 p.m. | Department of Environmental Conservation 232 Golf Course Road Main Conference Room, Side A and B Warrensburg, NY 12885 |
| SLMS Class Code: GOER_NSMT_06-20-2018 | | |

**Statewide Learning and Development Series
January through June 2018**

Foundations of Dynamic Teams

Participants will complete a self-assessment and engage in practical application exercises in the areas of team, leader and member styles; team types; and decision-making styles.

Topics

- How teams develop
- Characteristics of effective teams, leaders, and members
- Types of team members
- Managing team differences
- Team decision-making



Audience

All New York State employees

Length

One day

| | | |
|---|-----------------------|---|
| April 26 | 9:00 a.m. – 5:00 p.m. | Department of Labor 1220 Washington Avenue Harriman State Office Campus Building 12, Rooms D and E Albany, NY 12240 |
| SLMS Class Code: GOER_FDT_04-26-2018 | | |
| June 14 | 9:00 a.m. – 5:00 p.m. | Department of Labor 1220 Washington Avenue Harriman State Office Campus Building 12, Rooms D and E Albany, NY 12240 |
| SLMS Class Code: GOER_FDT_06-14-2018 | | |

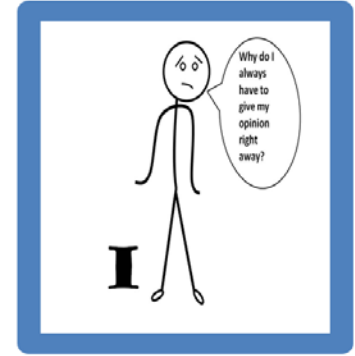
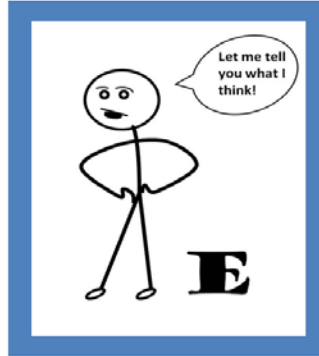
**Statewide Learning and Development Series
January through June 2018**

Myers-Briggs Type Indicator® (MBTI®) Basic

The Myers-Briggs Type Indicator® (MBTI®) assessment tool is used as a foundation for understanding individual differences and applying that understanding to the ways people think, communicate, and interact. *Participants are required to complete an online assessment prior to attending this half-day session.* The confidential results of the online assessment will be provided to each participant during this session.

Topics

- Introduction to Myers-Briggs theory
- Understanding the 16 Types and their functions
- Validating individual Myers-Briggs Type



Audience

New York State employees

Length

Half-day

| | | |
|--|------------------------|---|
| March 8 | 8:30 a.m. – 12:30 p.m. | Department of State One Commerce Plaza 99 Washington Avenue 5th Floor, Room 505 Albany, NY 12231 |
| SLMS Class Code: GOER_MBTI_03-08-2018 | | |
| April 12 | 9:00 a.m. – 1:00 p.m. | Office of General Services Shirley A. Chisholm State Office Building 55 Hanson Place 3rd Floor, Conference Room 346 Brooklyn, NY 11217 |
| SLMS Class Code: GOER_MBTI_04-12-2018 | | |
| May 15 | 9:00 a.m. – 1:00 p.m. | Department of Labor 1220 Washington Avenue Harriman State Office Campus Building 12, Rooms D and E Albany, NY 12240 |
| SLMS Class Code: GOER_MBTI_05-15-2018 | | |

**Statewide Learning and Development Series
January through June 2018**

| | | |
|--|------------------------|--|
| June 28 | 8:30 a.m. – 12:30 p.m. | Office of Mental Health Education and Training Department 545 Cedar Street, Room 116 (Library) Syracuse, NY 13210 |
| SLMS Class Code: GOER_MBTI_06-28-2018 | | |

**Statewide Learning and Development Series
January through June 2018**

Navigating Transitions in the Workplace – A Guide for Employees

Participants will examine their experiences and attitudes about change. Models for thinking about change, building resilience, and developing strategies to cope with change will also be discussed.

Topics

- Change models and key concepts
- Emotional reactions during times of change
- Building resilience



Audience

All New York State employees

Length

Half-day

| | | |
|--|-----------------------|---|
| March 15 | 9:00 a.m. – 1:00 p.m. | Shirley A. Chisholm State Office Building 55 Hanson Place, 3rd Floor Conference Room 346 Brooklyn, NY 11217 |
| SLMS Class Code: GOER_NTW_EE_03-15-2018 | | |

**Statewide Learning and Development Series
January through June 2018**

Navigating Transitions in the Workplace – A Guide for Managers and Supervisors

Participants will use a variety of group activities to reinforce tools and techniques that will help them and their employees successfully navigate transitions in the workplace. Participants will develop a personal action plan to implement at the worksite.

Topics

- Change models and key concepts
- Resistance to change
- Communicating change
- Learning applications
- Resources and tools for managers and supervisors



Audience

All New York State managers and supervisors

Length

One day

| | | |
|---|-----------------------|---|
| March 21 | 9:00 a.m. – 5:00 p.m. | Office of General Services Corning Tower 29th Floor Conference Room Albany, NY 12242 |
| SLMS Class Code: OGS_NTW_MS_03-21-18 | | |
| April 26 | 9:00 a.m. – 5:00 p.m. | Office of General Services Corning Tower 29th Floor Conference Room Albany, NY 12242 |
| SLMS Class Code: OGS_NTW_MS_04-26-18 | | |
| May 15 | 8:30 a.m. – 4:30 p.m. | Workers' Compensation Board 328 State Street, Room 162 Schenectady, NY 12305 |
| SLMS Class Code: WCB_NTW_MS_2018-05-15 | | |

**Statewide Learning and Development Series
January through June 2018**

Performance Evaluation: A Dynamic Tool for Supervisors

During this one-day course, supervisors will explore the tools necessary for successfully evaluating the performance of their employees. Participants also discuss the value of managing performance beyond the evaluation through ongoing observation and feedback.



Topics

- The performance evaluation process
- Writing clear employee job tasks and meaningful standards
- Observing and assessing employee performance in objective behavioral terms
- Providing effective feedback using two-way communication
- Focusing on employee development
- Helping employees build on their strengths and improve job performance
- Conducting effective appraisal meetings

Audience

All New York State supervisors

Length

One day

| | | |
|--|-----------------------|---|
| January 17 | 8:30 a.m. – 4:30 p.m. | Office for People with Developmental Disabilities 249 Glenwood Road 1st Floor Training Annex Binghamton, NY 13905 |
| SLMS Class Code: GOER_PE_01-17-2018 | | |
| January 31 | 9:00 a.m. – 5:00 p.m. | Department of Labor 1220 Washington Avenue Harriman State Office Campus Building 12, Rooms D and E Albany, NY 12240 |
| SLMS Class Code: GOER_PE_01-31-2018 | | |
| March 7 | 9:00 a.m. – 5:00 p.m. | Office of the Attorney General 120 Broadway, Room 12D12 New York, NY 10271 |
| SLMS Class Code: GOER_PE_03-07-2018 | | |

**Statewide Learning and Development Series
January through June 2018**

| | | |
|--|-----------------------|---|
| April 11 | 8:30 a.m. – 4:30 p.m. | Rockland Psychiatric Center 140 Old Orangeburg Road Building 57, 7th Floor Auditorium Orangeburg, NY 10962 |
| SLMS Class Code: OMH_PE-16-18.04.11 | | |
| May 23 | 8:30 a.m. – 4:30 p.m. | Elmira Psychiatric Center 100 Washington Street Administration Building Elmira, NY 14902 |
| SLMS Class Code: OMH_PE-35-18.05.23 | | |
| May 24 | 8:30 a.m. – 4:30 p.m. | Department of Transportation 100 Seneca Street 1 st Floor Buffalo Room Buffalo, NY 14203 |
| SLMS Class Code: GOER_PE_05-24-2018 | | |
| May 30 | 9:00 a.m. – 5:00 p.m. | Department of Labor 1220 Washington Avenue Harriman State Office Campus Building 12, Rooms D and E Albany, NY 12240 |
| SLMS Class Code: GOER_PE_05-30-2018 | | |
| June 5 | 8:30 a.m. – 4:30 p.m. | Office of Mental Health Central Office 44 Holland Avenue 8 th Floor, Conference Room Albany, NY 12229 |
| SLMS Class Code: OMH_PE-38-18.06.05 | | |
| June 19 | 8:30 a.m. – 4:30 p.m. | South Beach Psychiatric Center 777 Seaview Avenue TV Studio – Building 8/9, 2nd Floor Staten Island, NY 10305 |
| SLMS Class Code: OMH_PE-36-18.06.19 | | |

**Statewide Learning and Development Series
January through June 2018**

Powerful Presentations

Participants will explore techniques to increase their effectiveness and comfort when delivering presentations or conducting training. Participants will deliver a 20-minute presentation on the second day of this course.

Topics

- Overcoming fears
- Learning styles
- Instructional methods
- Knowing your audience
- Surprise talk
- Platform skills
- Media and training aids
- Managing questions and group discussions
- Dealing with challenging behaviors
- Co-facilitation



Audience

All New York State employees

Length

Two days

| | | |
|-------------|-----------------------|--|
| March 14-15 | 8:30 a.m. – 4:30 p.m. | Workers' Compensation Board 328 State Street, Room 162 Schenectady, NY 12305 |
|-------------|-----------------------|--|

SLMS Class Code: WCB_PP_2018-03-14-15

**Statewide Learning and Development Series
January through June 2018**

Respectful Communications in the Workplace

During this one-day course, participants will be provided with tools and techniques for improving communication in the workplace. Case studies, small group discussions, and listening skill activities are included.

Topics

- Interpersonal communication
- Personal responsibility
- Keys to effective communication
- Disrespect in the workplace
- Self-respect/assertive behaviors
- Responding with respect to workplace clashes



Audience

All New York State employees

Length

One day

| | | |
|---|-----------------------|--|
| January 24 | 8:30 a.m. – 4:30 p.m. | Office of Mental Health Education and Training Department 545 Cedar Street, Room 116 (Library) Syracuse, NY 13210 |
| SLMS Class Code: GOER_RCW_01-24-2018 | | |
| January 30 | 8:30 a.m. – 4:30 p.m. | Capital District Psychiatric Center 75 New Scotland Avenue 3 rd Floor Lecture Hall Albany, NY 12208 |
| SLMS Class Code: OMH-RCITW-24-18.01.30 | | |
| February 7 | 8:30 a.m. – 4:30 p.m. | Department of State 99 Washington Avenue Albany, NY 12231 |
| SLMS Class Code: DOS-GOER-RCW-02072018 | | |
| February 8 | 8:30 a.m. – 4:30 p.m. | Office for People with Developmental Disabilities 620 Westfall Road, Room 10 Fish Rochester, NY 14620 |
| SLMS Class Code: GOER_RCW_02-08-2018 | | |

**Statewide Learning and Development Series
January through June 2018**

| | | |
|---|-----------------------|---|
| April 3 | 9:00 a.m. – 5:00 p.m. | Department of Motor Vehicles Long Island Regional Training Center 927 Carmans Road Carmans Plaza Shopping Center Massapequa, NY 11758 |
| SLMS Class Code: GOER_RCW_04-03-2018 | | |
| April 17 | 8:30 a.m. – 4:30 p.m. | Office of Mental Health Central Office 44 Holland Avenue 8 th Floor, Conference Room Albany, NY 12229 |
| SLMS Class Code: OMH-RCITW-00-18.04.17 | | |
| May 22 | 8:30 a.m. – 4:30 p.m. | Alfred E. Smith State Office Building 80 South Swan Street, Room 118 Albany, NY 12210 |
| SLMS Class Code: DCJS-RCITW-052218 | | |
| June 19 | 9:00 a.m. – 5:00 p.m. | Department of Environmental Conservation 232 Golf Course Road, Main Conference Room, Side A and B Warrensburg, NY 12885 |
| SLMS Class Code: GOER_RCW_06-19-2018 | | |

**Statewide Learning and Development Series
January through June 2018**

| Courses by Region | |
|--------------------------|--|
| Capital District | |
| January 17 | Essentials of Supervision: The New Supervisor – Making the Transition |
| January 17 | Essentials of Supervision: The New Supervisor – Making the Transition |
| January 18 | Essentials of Supervision: The New Supervisor – Making the Transition |
| January 23 | Essentials of Supervision: Gauging Your Supervisory Skills |
| January 30 | Respectful Communications in the Workplace |
| January 31 | Performance Evaluation: A Dynamic Tool for Supervisors |
| January 31 – February 1 | Basic Group Facilitation Skills |
| February 6 | Essentials of Supervision: The New Supervisor – Making the Transition |
| February 7 | Essentials of Supervision: Planning Performance and Giving Feedback |
| February 7 | Respectful Communications in the Workplace |
| February 14 | Essentials of Supervision: Gauging Your Supervisory Skills |
| February 21 | Essentials of Supervision: The New Supervisor – Making the Transition |
| February 21 | Emotional Intelligence in the Workplace |
| February 22 | Essentials of Supervision: Planning Performance and Giving Feedback |
| March 1 | Emotional Intelligence in the Workplace |
| March 6 | Emotional Intelligence in the Workplace |
| March 8 | Myers-Briggs Type Indicator® (MBTI®) Basic |
| March 13 | Essentials of Supervision: The New Supervisor – Making the Transition |
| March 14-15 | Powerful Presentations |
| March 21 | Essentials of Supervision: Gauging Your Supervisory Skills |
| March 21 | Navigating Transitions in the Workplace – A Guide for Managers and Supervisors |
| March 22 | Essentials of Supervision: Gauging Your Supervisory Skills |
| March 22 | Essentials of Supervision: The New Supervisor – Making the Transition |
| March 27-28 | Basic Group Facilitation Skills |
| April 10-11 | Basic Group Facilitation Skills |
| April 12 | Emotional Intelligence in the Workplace |

**Statewide Learning and Development Series
January through June 2018**

| | |
|-------------------------------|--|
| April 17 | Respectful Communications in the Workplace |
| April 24 | Essentials of Supervision: The New Supervisor – Making the Transition |
| April 26 | Foundations of Dynamic Teams |
| April 26 | Navigating Transitions in the Workplace – A Guide for Managers and Supervisors |
| May 2 | Emotional Intelligence in the Workplace |
| May 8-9 | Basic Group Facilitation Skills |
| May 15 | Myers-Briggs Type Indicator® (MBTI®) Basic |
| May 15 | Navigating Transitions in the Workplace – A Guide for Managers and Supervisors |
| May 22 | Respectful Communications in the Workplace |
| May 23 | Essentials of Supervision: Gauging Your Supervisory Skills |
| May 30 | Performance Evaluation: A Dynamic Tool for Supervisors |
| June 5 | Performance Evaluation: A Dynamic Tool for Supervisors |
| June 12-13 | Basic Group Facilitation Skills |
| June 14 | Foundations of Dynamic Teams |
| Central New York | |
| January 17 | Performance Evaluation: A Dynamic Tool for Supervisors |
| January 24 | Respectful Communications in the Workplace |
| May 23 | Performance Evaluation: A Dynamic Tool for Supervisors |
| June 5 | Essentials of Supervision: Gauging Your Supervisory Skills |
| June 6 | Emotional Intelligence in the Workplace |
| June 13 | Essentials of Supervision: The New Supervisor – Making the Transition |
| June 28 | Myers-Briggs Type Indicator® (MBTI®) Basic |
| Hudson Valley New York | |
| March 13 | Essentials of Supervision: Gauging Your Supervisory Skills |
| March 14 | Essentials of Supervision: The New Supervisor – Making the Transition |
| April 10 | Essentials of Supervision: Gauging Your Supervisory Skills |
| April 11 | Emotional Intelligence in the Workplace |

**Statewide Learning and Development Series
January through June 2018**

| | |
|---------------|---|
| April 11 | Performance Evaluation: A Dynamic Tool for Supervisors |
| Long Island | |
| March 27 | Essentials of Supervision: Gauging Your Supervisory Skills |
| April 3 | Essentials of Supervision: Gauging Your Supervisory Skills |
| April 3 | Respectful Communications in the Workplace |
| May 30 | Essentials of Supervision: The New Supervisor – Making the Transition |
| May 31 | Emotional Intelligence in the Workplace |
| June 19 | Performance Evaluation: A Dynamic Tool for Supervisors |
| New York City | |
| March 6 | Essentials of Supervision: Planning Performance and Giving Feedback |
| March 7 | Performance Evaluation: A Dynamic Tool for Supervisors |
| March 15 | Navigating Transitions in the Workplace - A Guide for Employees |
| April 12 | Myers-Briggs Type Indicator® (MBTI®) Basic |
| April 18 | Emotional Intelligence in the Workplace |
| April 25-26 | Basic Group Facilitation Skills |
| May 15 | Essentials of Supervision: Gauging Your Supervisory Skills |
| May 16 | Essentials of Supervision: The New Supervisor – Making the Transition |
| June 5 | Essentials of Supervision: Gauging Your Supervisory Skills |
| North Country | |
| May 16 | Essentials of Supervision: Gauging Your Supervisory Skills |
| May 31 | Emotional Intelligence in the Workplace |
| June 19 | Essentials of Supervision: Gauging Your Supervisory Skills |
| June 19 | Respectful Communications in the Workplace |
| June 20 | Essentials of Supervision: The New Supervisor – Making the Transition |

**Statewide Learning and Development Series
January through June 2018**

| Western New York | |
|------------------|--|
| February 8 | Respectful Communications in the Workplace |
| May 23 | Performance Evaluation: A Dynamic Tool for Supervisors |
| May 24 | Performance Evaluation: A Dynamic Tool for Supervisors |