

Statewide Learning and Development Series



January – June
2020

New
Classes
Added



Governor's Office
of Employee Relations

goer.ny.gov

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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.

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The Statewide Learning and Development Series is made available through a partnership between the Governor’s Office of Employee Relations (GOER) and the New York State Learning Alliance (NYSLA).

Self-enrollment for these courses begins December 10, 2019 through the Statewide Learning Management System (SLMS) at 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.

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 miss more than 30 minutes of the class. This includes late arrivals, early departures, or mid-day absences. 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.

For questions, contact wodu@goer.ny.gov or call (518) 474-6772.

Classroom Training Postponement Policy

The Governor's Office of Employee Relations (GOER) will make every effort to ensure that each class that is a part of the Learning and Development Series is held as scheduled. However, GOER recognizes that occasionally, events may make it impossible for training to continue as scheduled. The following policy applies to all Learning and Development Series classes and Train-the-Trainers:

Class registrants can assume that all classes will be held as scheduled unless they are notified of a postponement. Decisions regarding postponements will be made no later than 1:00 p.m. on the business day before the day of the scheduled training.

In the event of a postponement, GOER staff will communicate this information to participants via three different channels.

1. GOER will send an email to all enrolled participants and their supervisors.
2. GOER will post a notice on the website <https://goer.ny.gov/statewide-learning-and-development>
3. GOER will update the outgoing message to reflect the postponement on the training hotline (518) 474-6370

It is incumbent upon all class registrants to monitor their email, check our website, or call our training hotline to verify the status of their class, particularly during winter weather events.

Note: All GOER activities follow New York State closure policies. In the event of an emergency that results in the closing of New York State businesses or office buildings, classes will be postponed.

Other Impacts on Classroom Training Attendance Policy:

In the event that a class is *not* postponed, but inclement weather or other event prevents a registrant from attending the class, or arriving on time, the following clauses from our current classroom attendance policy apply:

Absence: Exceptions will be made to this policy for participants who are absent from work due to illness, or other approved, unexpected leave.

Tardiness: Regardless of circumstance, participants will not receive credit for classroom-based training if they miss more than 30 minutes of the class. This includes late arrivals, early departures, or mid-day absences.

**Statewide Learning and Development Series
January through June 2020**

Basic Group Facilitation Skills

Participants will explore essential group facilitation concepts and the steps used to prepare for effective basic group facilitation. Examples of when group facilitation would be used include conflict resolution, strategic planning, or consensus building. Throughout the course, participants will be given the opportunity to enhance their skills through group discussion and practice.

Topics

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



Audience

All New York State employees

Length

One and one-half day

Basic Group Facilitation Skills

January 9-10

Day 1: 9:00 a.m. – 5:00 p.m.

Day 2: 9:00 a.m. – 1:00 p.m.

Department of Financial Services
1 State Street
4th Floor Large Training Room - 4001
New York, NY 10004

SLMS Class Code: [DFS_BGFS_09JAN20n](#)

Basic Group Facilitation Skills

May 19-20

Day 1: 8:00 a.m. – 4:00 p.m.

Day 2: 8:00 a.m. – 12:00 p.m.

Office for People With Developmental Disabilities
Sunmount Developmental Disabilities Services Office
2445 State Route 30
Campus Community Room
Tupper Lake, NY 12986

SLMS Class Code: [SUN-BGFS-20200519](#)

**Statewide Learning and Development Series
January through June 2020**

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 explore 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

Emotional Intelligence in the Workplace

January 15

8:30 a.m. – 12:30 p.m.

Division of the Budget
One Empire State Plaza, Building One
7th Floor Training Room
Albany, NY 12223

SLMS Class Code: [DOB_EI_1-15-2020](#)

Emotional Intelligence in the Workplace

January 15

8:30 a.m. – 12:30 p.m.

Professional Development Program
4 Tower Place
4th Floor, Room 407
Albany, NY 12203

SLMS Class Code: [GOER_EI_01-15-2020](#)

**Statewide Learning and Development Series
January through June 2020**

**Emotional Intelligence in the Workplace
January 22**

8:30 a.m. – 12:30 p.m.

Professional Development Program
4 Tower Place
4th Floor, Room 407
Albany, NY 12203

SLMS Class Code: [GOER_EI_01-22-2020](#)

**Emotional Intelligence in the Workplace
March 3**

8:30 a.m. – 12:30 p.m.

Division of Criminal Justice Services
80 South Swan Street
Room 118
Albany, NY 12210

SLMS Class Code: [DCJS_EI_03-03-2020](#)

POSTPONED

**Emotional Intelligence in the Workplace
March 18**

8:30 a.m. – 12:30 p.m.

Division of Criminal Justice Services
80 South Swan Street
Room 118
Albany, NY 12210

SLMS Class Code: [DCJS_EI_03-18-2020](#)

**Statewide Learning and Development Series
January through June 2020**

POSTPONED

Emotional Intelligence in the Workplace

March 19

8:30 a.m. – 12:30 p.m.

Professional Development Program
4 Tower Place
4th Floor, Room 407
Albany, NY 12203

SLMS Class Code: [GOER_EI_03-19-2020](#)

POSTPONED

Emotional Intelligence in the Workplace

April 14

1:00 p.m. – 5:00 p.m.

Office of Addiction Services and Supports
1450 Western Avenue
4th Floor Conference Room
Albany, NY 12203

SLMS Class Code: [WCB_EI_04-14-2020](#)

POSTPONED

Emotional Intelligence in the Workplace

April 22

12:30 p.m. – 4:30 p.m.

Office for People With Developmental Disabilities
249 Glenwood Road
1st Floor Training Annex
Binghamton, NY 13905

SLMS Class Code: [BRM-EI-20200422](#)

**Statewide Learning and Development Series
January through June 2020**

Emotional Intelligence in the Workplace

June 1

9:00 a.m. – 1:00 p.m.

Office for People With Developmental Disabilities
187 Northern Concourse
Regional Training Center
Syracuse, NY 13212

SLMS Class Code: [CNY-EI-20200601](#)

NEW CLASS

Emotional Intelligence in the Workplace

June 30

9:00 a.m. – 1:00 p.m.

Professional Development Program
4 Tower Place
4th Floor, Room 407
Albany, NY 12203

SLMS Class Code: [GOER_EI_06-30-2020](#)

**Statewide Learning and Development Series
January through June 2020**

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

CANCELED –

Essentials of Supervision: Gauging Your Supervisory Skills

February 6

8:30 a.m. – 4:30 p.m.

Division of the Budget
One Empire State Plaza, Building One
7th Floor Training Room
Albany, NY 12223

SLMS Class Code: [WCB_GYSS_02-06-2020](#)

Essentials of Supervision: Gauging Your Supervisory Skills

March 17

8:30 a.m. – 4:30 p.m.

Office of Addiction Services and Supports
1450 Western Avenue
4th Floor Conference Room
Albany, NY 12203

SLMS Class Code: [WCB_GYSS_03-17-2020](#)

**Statewide Learning and Development Series
January through June 2020**

Essentials of Supervision: Planning Performance and Giving Feedback

During this class, 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

Online prerequisites: [Essentials of Supervision: Performance Evaluation](#), [Attendance and Leave Benefits](#), [Trail of the Supervisor](#), and [Supervisor Accountability](#)

Length

Half-day

**Essentials of Supervision: Planning Performance and Giving Feedback
January 13**

9:00 a.m. – 1:00 p.m.

Office for People With Developmental Disabilities
8163 Gore Road
Classroom 4
Rome, NY 13440

SLMS Class Code: [CNY-PPGF-20200113](#)

**Essentials of Supervision: Planning Performance and Giving Feedback
February 12**

12:00 p.m. – 4:00 p.m.

Office of Mental Health
Rochester Psychiatric Center
1111 Elmwood Avenue
Building 60, Room G213
Rochester, NY 14620

SLMS Class Code: [OMH_ES_PPGF_02-12-2020](#)

**Statewide Learning and Development Series
January through June 2020**

CANCELED –

**Essentials of Supervision: Planning Performance and Giving Feedback
March 18**

8:30 a.m. – 12:30 p.m.

Division of the Budget
One Empire State Plaza, Building One
7th Floor Training Room
Albany, NY 12223

SLMS Class Code: [DOB_PPGF_3-18-2020](#)

POSTPONED

**Essentials of Supervision: Planning Performance and Giving Feedback
April 27**

12:30 p.m. – 4:30 p.m.

Office for People With Developmental Disabilities
249 Glenwood Road
1st Floor Training Annex
Binghamton, NY 13905

SLMS Class Code: [BRM-PPGF-20200427](#)

**Essentials of Supervision: Planning Performance and Giving Feedback
May 14**

8:00 a.m. – 12:00 p.m.

Office of Mental Health
Rochester Psychiatric Center
1111 Elmwood Avenue
Building 60, Room G213
Rochester, NY 14620

SLMS Class Code: [OMH_ES_PPGF_05-14-2020](#)

**Statewide Learning and Development Series
January through June 2020**

**Essentials of Supervision: Planning Performance and Giving Feedback
June 12**

9:00 a.m. – 1:00 p.m.

Office for People With Developmental Disabilities
187 Northern Concourse
Video Conference Room
North Syracuse, NY 13212

SLMS Class Code: [CNY-PPGF-20200612](#)

**Statewide Learning and Development Series
January through June 2020**

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

**Essentials of Supervision: The New Supervisor – Making the Transition
January 9**

8:00 a.m. – 12:00 p.m.

Office of Mental Health
Rochester Psychiatric Center
1111 Elmwood Avenue
Building 60, Room G213
Rochester, NY 14620

SLMS Class Code: [OMH_ES-NSMT_01-09-2020](#)

**Essentials of Supervision: The New Supervisor – Making the Transition
February 19**

8:30 a.m. – 12:30 p.m.

Division of the Budget
One Empire State Plaza, Building One
7th Floor Training Room
Albany, NY 12223

SLMS Class Code: [DOB_NSMT_2-19-2020](#)

**Statewide Learning and Development Series
January through June 2020**

**Essentials of Supervision: The New Supervisor – Making the Transition
March 6**

9:00 a.m. – 1:00 p.m.

Office for People With Developmental Disabilities
187 Northern Concourse
Regional Training Center
Syracuse, NY 13212

SLMS Class Code: [CNY-NSMT-20200306](#)

**Essentials of Supervision: The New Supervisor – Making the Transition
March 10**

9:00 a.m. – 1:00 p.m.

Department of Financial Services
One Commerce Plaza, 18th Floor (Lunchroom-1801)
Albany, NY 12257

SLMS Class Code: [DFS_NSMT_10MAR20a](#)

POSTPONED

**Essentials of Supervision: The New Supervisor – Making the Transition
March 26**

9:00 a.m. – 1:00 p.m.

Higher Education Services Corporation
99 Washington Avenue
13th Floor
Albany, NY 12255

SLMS Class Code: [HESC-GOER_ES_NSMT](#)

POSTPONED

**Essentials of Supervision: The New Supervisor – Making the Transition
April 7**

8:00 a.m. – 12:00 p.m.

Office of Mental Health
Rochester Psychiatric Center
1111 Elmwood Avenue
Building 60, Room G213
Rochester, NY 14620

SLMS Class Code: [OMH_ES-NSMT_04-07-2020](#)

**Statewide Learning and Development Series
January through June 2020**

POSTPONED

**Essentials of Supervision: The New Supervisor – Making the Transition
April 21**

8:30 a.m. – 12:30 p.m.

Professional Development Program
4 Tower Place
4th Floor, Room 407
Albany, NY 12203

SLMS Class Code: [GOER_NSMT_04-21-2020](#)

POSTPONED

**Essentials of Supervision: The New Supervisor – Making the Transition
April 28**

8:30 a.m. – 12:30 p.m.

Professional Development Program
4 Tower Place
4th Floor, Room 407
Albany, NY 12203

SLMS Class Code: [GOER_NSMT_04-28-2020](#)

**Essentials of Supervision: The New Supervisor – Making the Transition
May 1**

12:30 p.m. – 4:30 p.m.

Office for People With Developmental Disabilities
249 Glenwood Road
1st Floor Training Annex
Binghamton, NY 13905

SLMS Class Code: [BRM-NSMT-20200501](#)

**Statewide Learning and Development Series
January through June 2020**

NEW CLASS

**Essentials of Supervision: The New Supervisor – Making the Transition
June 5**

9:00 a.m. – 1:00 p.m.

Professional Development Program
4 Tower Place
6th Floor, Room 610
Albany, NY 12203

SLMS Class Code: [GOER_NSMT_06-05-2020](#)

NEW CLASS

**Essentials of Supervision: The New Supervisor – Making the Transition
June 19**

9:00 a.m. – 1:00 p.m.

Professional Development Program
4 Tower Place
6th Floor, Room 610
Albany, NY 12203

SLMS Class Code: [GOER_NSMT_06-19-2020](#)

**Statewide Learning and Development Series
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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

Powerful Presentations

March 10-11

Day 1 and Day 2: 8:30 a.m. – 4:30 p.m.

Justice Center for the Protection of People With Special Needs
401 State Street
Training Room A-B
Schenectady, NY 12305

SLMS Class Code: [WCB_PP_03-10-11-2020](#)

**Statewide Learning and Development Series
January through June 2020**

Respectful Communications in the Workplace

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
- Strategies for 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

**Respectful Communications in the Workplace
February 13**

8:30 a.m. – 4:30 p.m.

Professional Development Program
4 Tower Place
4th Floor, Room 407
Albany, NY 12203

SLMS Class Code: [GOER_RCW_02-13-2020](#)

**Respectful Communications in the Workplace
February 26**

8:30 a.m. – 4:30 p.m.

Professional Development Program
4 Tower Place
4th Floor, Room 407
Albany, NY 12203

SLMS Class Code: [GOER_RCW_02-26-2020](#)

**Statewide Learning and Development Series
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Respectful Communications in the Workplace

March 4

8:30 a.m. – 4:30 p.m.

Division of the Budget
One Empire State Plaza, Building One
7th Floor Training Room
Albany, NY 12223

SLMS Class Code: [DOB_RCIW_3-4-2020](#)

CANCELED –

Respectful Communications in the Workplace

March 9

9:00 a.m. – 5:00 p.m.

Department of Financial Services
One Commerce Plaza, 18th Floor (Lunchrom-1801)
Albany, NY 12257

SLMS Class Code: [DFS_RCTW_09MAR20a](#)

POSTPONED

Respectful Communications in the Workplace

March 26

8:30 a.m. – 4:30 p.m.

Justice Center for the Protection of People With Special Needs
401 State Street
Training Room A-B
Schenectady, NY 12305

SLMS Class Code: [WCB_RCW_03-26-2020](#)

POSTPONED

Respectful Communications in the Workplace

April 21

8:00 a.m. – 4:00 p.m.

Office for People With Developmental Disabilities
249 Glenwood Road
1st Floor Training Annex
Binghamton, NY 13905

SLMS Class Code: [BRM-RCW-20200421](#)

**Statewide Learning and Development Series
January through June 2020**

POSTPONED

Respectful Communications in the Workplace

April 22

8:00 a.m. – 4:00 p.m.

Office for People With Developmental Disabilities
Sunmount Developmental Disabilities Services Office
2445 State Route 30
Campus Community Room
Tupper Lake, NY 12986

SLMS Class Code: [SUN-RCW-20200422](#)

Respectful Communications in the Workplace

May 15

8:30 a.m. – 4:30 p.m.

Office for People With Developmental Disabilities
8163 Gore Road
Classroom 4
Rome, NY 13440

SLMS Class Code: [CNY-RCW-20200515](#)

NEW CLASS

Respectful Communications in the Workplace

June 10

8:30 a.m. – 4:30 p.m.

Professional Development Program
4 Tower Place
6th Floor, Room 610
Albany, NY 12203

SLMS Class Code: [GOER_RCW_06-10-2020](#)

**Statewide Learning and Development Series
January through June 2020**

Courses by Region

Capital District

January 15	Emotional Intelligence in the Workplace
January 22	Emotional Intelligence in the Workplace
February 6	CANCELED - Essentials of Supervision: Gauging Your Supervisory Skills
February 13	Respectful Communications in the Workplace
February 19	Essentials of Supervision: The New Supervisor – Making the Transition
February 26	Respectful Communications in the Workplace
March 3	Emotional Intelligence in the Workplace
March 4	Respectful Communications in the Workplace
March 9	Respectful Communications in the Workplace
March 10	Essentials of Supervision: The New Supervisor – Making the Transition
March 10-11	Powerful Presentations
March 17	Essentials of Supervision: Gauging Your Supervisory Skills
March 18	CANCELED - Essentials of Supervision: Planning Performance and Giving Feedback
March 18	POSTPONED - Emotional Intelligence in the Workplace
March 19	POSTPONED - Emotional Intelligence in the Workplace
March 26	POSTPONED - Respectful Communications in the Workplace
March 26	POSTPONED - Essentials of Supervision: The New Supervisor – Making the Transition
April 14	POSTPONED - Emotional Intelligence in the Workplace
April 21	POSTPONED - Essentials of Supervision: The New Supervisor – Making the Transition

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April 28	POSTPONED - Essentials of Supervision: The New Supervisor – Making the Transition
June 5	Essentials of Supervision: The New Supervisor – Making the Transition
June 10	Respectful Communications in the Workplace
June 19	Essentials of Supervision: The New Supervisor – Making the Transition
June 30	Emotional Intelligence in the Workplace

Central New York

January 13	Essentials of Supervision: Planning Performance and Giving Feedback
March 6	Essentials of Supervision: The New Supervisor – Making the Transition
April 21	POSTPONED - Respectful Communications in the Workplace
April 22	POSTPONED - Emotional Intelligence in the Workplace
April 27	POSTPONED - Essentials of Supervision: Planning Performance and Giving Feedback
May 1	Essentials of Supervision: The New Supervisor – Making the Transition
May 15	Respectful Communications in the Workplace
June 1	Emotional Intelligence in the Workplace
June 12	Essentials of Supervision: Planning Performance and Giving Feedback

New York City

January 9-10	Basic Group Facilitation Skills
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Finger Lakes

January 9 Essentials of Supervision: The New Supervisor – Making the Transition

February 12 Essentials of Supervision: Planning Performance and Giving Feedback

April 7 **POSTPONED** - Essentials of Supervision: The New Supervisor – Making the Transition

May 14 Essentials of Supervision: Planning Performance and Giving Feedback

Western Adirondacks

April 22 **POSTPONED** - Respectful Communications in the Workplace

May 19-20 Basic Group Facilitation Skills