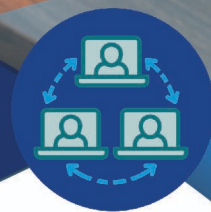


Statewide Virtual Learning and Development Series



April - July
2022



oer.ny.gov



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, creed, national origin, military status, sex, sexual orientation, gender identity or expression, disability (including pregnancy-related disability or condition), predisposing genetic characteristics, marital/familial status, status as a victim of domestic violence, or prior arrest/criminal conviction record.

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 Office of Employee Relations (OER) and the New York State Learning Alliance (NYSLA).

Self-enrollment for these courses begins March 29, 2022 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 if they miss more than 30 minutes of a full-day in-person class, or 15 minutes of a half-day in-person class, or virtual class session. 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 attending 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 space in the class. Only when the status reads "enrolled" is a participant authorized to attend.

[For questions, contact wodu@oer.ny.gov or call \(518\) 474-6772.](mailto:wodu@oer.ny.gov)



Classroom Training Postponement Policy

The Office of Employee Relations (OER) will make every effort to ensure that each class that is a part of the Learning and Development Series is held as scheduled. However, OER 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, Pilots, Train-the-Trainers, and other OER classroom offerings:

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 day before the scheduled class.

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

1. OER will send an email to all enrolled participants and their supervisors.
2. OER will post a cancellation notice on the [Statewide Learning and Development](#) page on the website.
3. OER 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 OER 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 a full-day in-person class, or 15 minutes of a half-day in-person class, or virtual class session. This includes late arrivals, early departures, or mid-day absences.

**Statewide Learning and Development Series
April through July 2022**

Emotional Intelligence in the Workplace (Virtual Classroom)

Participants will examine competencies needed to be successful in their careers. They will have an opportunity to 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

Online prerequisites: [Orientation to WebEx Training: Participant Overview](#)

Length

4 hours; may be delivered in two sessions

Emotional Intelligence in the Workplace (Virtual Classroom)

April 27

Session 1: 9:00 a.m. – 11:30 a.m.

Session 2: 1:00 p.m. – 3:30 p.m.

SLMS Class Code: [GOER_EI_V_04-27-22](#)

Application: Webex

Expectation: Participate actively using the Webex tools including having access to communicate through your audio connection either by phone or computer microphone.

**Statewide Learning and Development Series
April through July 2022**

**Emotional Intelligence in the Workplace (Virtual Classroom)
May 12**

Session 1: 9:00 a.m. – 11:30 a.m.

Session 2: 1:00 p.m. – 3:30 p.m.

SLMS Class Code: [GOER_EI_V_05-12-22](#)

Application: Webex

Expectation: Participate actively using the Webex tools including having access to communicate through your audio connection either by phone or computer microphone.

**Emotional Intelligence in the Workplace (Virtual Classroom)
June 21**

Session 1: 9:00 a.m. – 11:30 a.m.

Session 2: 1:00 p.m. – 3:30 p.m.

SLMS Class Code: [GOER_EI_V_06-21-22](#)

Application: Webex

Expectation: Participate actively using the Webex tools including having access to communicate through your audio connection either by phone or computer microphone.

**Statewide Learning and Development Series
April through July 2022**

Essentials of Supervision: Coaching for Improvement (Virtual Classroom)

Participants will practice coaching employees in various workplace scenarios.

Topics

- Coaching

Audience

All New York State supervisors or employees
preparing to become supervisors



Online prerequisites: [Orientation to WebEx Training: Participant Overview](#), [Essentials of Supervision: Performance Evaluation](#), and [Essentials of Supervision: Providing Behavior-Based Feedback Virtual Classroom](#)

Length

2 hours (please note, there is only one session to this course)

**Essentials of Supervision: Coaching for Improvement (Virtual Classroom)
May 25**

Session 1: 9:00 a.m. – 11:00 a.m.

SLMS Class Code: [GOER_ES_CFI_V_05-25-22](#)

Application: Webex

Expectation: Participate actively using the Webex tools including having access to communicate through your audio connection either by phone or computer microphone.

**Essentials of Supervision: Coaching for Improvement (Virtual Classroom)
June 15**

Session 1: 9:00 a.m. – 11:00 a.m.

SLMS Class Code: [GOER_ES_CFI_V_06-15-22](#)

Application: Webex

Expectation: Participate actively using the Webex tools including having access to communicate through your audio connection either by phone or computer microphone.

**Statewide Learning and Development Series
April through July 2022**

**Essentials of Supervision: Coaching for Improvement (Virtual Classroom)
July 13**

Session 1: 9:00 a.m. – 11:00 a.m.

SLMS Class Code: [GOER_ES_CFI_V_07-13-22](#)

Application: Webex

Expectation: Participate actively using the Webex tools including having access to communicate through your audio connection either by phone or computer microphone.

**Statewide Learning and Development Series
April through July 2022**

**Essentials of Supervision: Developing SMART Performance Standards
(Virtual Classroom)
July 12**

Session 1: 9:00 a.m. – 11:00 a.m.

SLMS Class Code: [GOER_ES_DSPS_V_07-12-22](#)

Application: Webex

Expectation: Participate actively using the Webex tools including having access to communicate through your audio connection either by phone or computer microphone.

**Statewide Learning and Development Series
April through July 2022**

**Essentials of Supervision: Providing Behavior-Based Feedback
(Virtual Classroom)**

Participants will practice developing and evaluating effective performance feedback.

Topics

- Behavior-based feedback

Audience

All New York State supervisors or employees interested in supervision



Online prerequisites: [Orientation to WebEx Training: Participant Overview](#), [Supervisor Accountability](#), and [Essentials of Supervision: Performance Evaluation](#)

Length

2 hours (please note, there is only one session to this course)

**Essentials of Supervision: Providing Behavior-Based Feedback
(Virtual Classroom)**

May 24

Session 1: 1:30 p.m. – 3:30 p.m.

SLMS Class Code: [GOER_ES_PBBF_V_05-24-22](#)

Application: Webex

Expectation: Participate actively using the Webex tools including having access to communicate through your audio connection either by phone or computer microphone.

**Essentials of Supervision: Providing Behavior-Based Feedback
(Virtual Classroom)**

June 14

Session 1: 1:30 p.m. – 3:30 p.m.

SLMS Class Code: [GOER_ES_PBBF_V_06-14-22](#)

Application: Webex

Expectation: Participate actively using the Webex tools including having access to communicate through your audio connection either by phone or computer microphone.

**Statewide Learning and Development Series
April through July 2022**

**Essentials of Supervision: Providing Behavior-Based Feedback
(Virtual Classroom)
July 12**

Session 1: 1:30 p.m. – 3:30 p.m.

SLMS Class Code: [GOER_ES_PBBF_V_07-12-22](#)

Application: Webex

Expectation: Participate actively using the Webex tools including having access to communicate through your audio connection either by phone or computer microphone.

**Statewide Learning and Development Series
April through July 2022**

**Essentials of Supervision: The New Supervisor – Making the Transition
(Virtual Classroom)**

Participants will examine the challenges that arise when an employee transitions from a staff member to a supervisory role. Class discussions will focus on the importance of clearly defining the new role and the new relationships that come with it.

Topics

- Defining your new role
- Organizing the work
- Establishing credibility
- Establishing new and effective relationships



Audience

All New York State supervisors or employees preparing to become supervisors

Online prerequisites: [Orientation to WebEx Training: Participant Overview](#)

Length

5 hours; may be delivered in two sessions

**Essentials of Supervision: The New Supervisor – Making the Transition
(Virtual Classroom)**

May 10

Session 1: 9:00 a.m. – 11:30 a.m.

Session 2: 1:00 p.m. – 3:30 p.m.

SLMS Class Code: [GOER_ES_NSMT_V_05-10-22](#)

Application: Webex

Expectation: Participate actively using the Webex tools including having access to communicate through your audio connection either by phone or computer microphone.

**Statewide Learning and Development Series
April through July 2022**

**Essentials of Supervision: The New Supervisor – Making the Transition
(Virtual Classroom)
June 9**

Session 1: 9:00 a.m. – 11:30 a.m.

Session 2: 1:00 p.m. – 3:30 p.m.

SLMS Class Code: [GOER_ES_NSMT_V_06-09-22](#)

Application: Webex

Expectation: Participate actively using the Webex tools including having access to communicate through your audio connection either by phone or computer microphone.

**Essentials of Supervision: The New Supervisor – Making the Transition
(Virtual Classroom)
July 7**

Session 1: 9:00 a.m. – 11:30 a.m.

Session 2: 1:00 p.m. – 3:30 p.m.

SLMS Class Code: [GOER_ES_NSMT_V_07-07-22](#)

Application: Webex

Expectation: Participate actively using the Webex tools including having access to communicate through your audio connection either by phone or computer microphone.

**Statewide Learning and Development Series
April through July 2022**

**Navigating Transitions in the Workplace- A Guide for Managers and Supervisors
(Virtual Classroom)**

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 supervisors or employees interested in supervision

Online prerequisites: [Orientation to WebEx Training: Participant Overview](#)

Length

6 hours; can be delivered in three two-hour sessions

**Navigating Transitions in the Workplace- A Guide for Managers and Supervisors
(Virtual Classroom)**

May 4-5

May 4 Session 1: 9:00 a.m. – 11:00 a.m.

May 4 Session 2: 1:30 p.m. – 3:30 p.m.

May 5 Session 3: 9:00 a.m. – 11:00 a.m.

SLMS Class Code: [GOER_NTW_MS_V_05-04-05-22](#)

Application: Webex

Expectation: Participate actively using the Webex tools including having access to communicate through your audio connection either by phone or computer microphone.

**Statewide Learning and Development Series
April through July 2022**

**Navigating Transitions in the Workplace- A Guide for Managers and Supervisors
(Virtual Classroom)
June 1-2**

June 1 Session 1: 9:00 a.m. – 11:00 a.m.

June 1 Session 2: 1:30 p.m. – 3:30 p.m.

June 2 Session 3: 9:00 a.m. – 11:00 a.m.

SLMS Class Code: [GOER_NTW_MS_V_06-01-02-22](#)

Application: Webex

Expectation: Participate actively using the Webex tools including having access to communicate through your audio connection either by phone or computer microphone.

**Navigating Transitions in the Workplace- A Guide for Managers and Supervisors
(Virtual Classroom)
June 28-29**

June 28 Session 1: 9:00 a.m. – 11:00 a.m.

June 28 Session 2: 1:30 p.m. – 3:30 p.m.

June 29 Session 3: 9:00 a.m. – 11:00 a.m.

SLMS Class Code: [GOER_NTW_MS_V_06-28-29-22](#)

Application: Webex

Expectation: Participate actively using the Webex tools including having access to communicate through your audio connection either by phone or computer microphone.

**Statewide Learning and Development Series
April through July 2022**

Respectful Communications in the Workplace (Virtual Classroom)

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

Online prerequisites: [Orientation to WebEx Training: Participant Overview](#)

Length

6 hours; may be offered in three two-hour sessions

**Respectful Communications in the Workplace (Virtual Classroom)
May 17-18**

May 17 Session 1: 9:00 a.m. – 11:00 a.m.

May 17 Session 2: 1:30 p.m. – 3:30 p.m.

May 18 Session 3: 9:00 a.m. – 11:00 a.m.

SLMS Class Code: [GOER_RCW_V_05-17-18-22](#)

Application: Webex

Expectation: Participate actively using the Webex tools including having access to communicate through your audio connection either by phone or computer microphone.

**Statewide Learning and Development Series
April through July 2022**

**Respectful Communications in the Workplace (Virtual Classroom)
June 22-23**

June 22 Session 1: 9:00 a.m. – 11:00 a.m.

June 22 Session 2: 1:30 p.m. – 3:30 p.m.

June 23 Session 3: 9:00 a.m. – 11:00 a.m.

SLMS Class Code: [GOER_RCW_V_06-22-23-22](#)

Application: Webex

Expectation: Participate actively using the Webex tools including having access to communicate through your audio connection either by phone or computer microphone.

**Respectful Communications in the Workplace (Virtual Classroom)
July 27-28**

July 27 Session 1: 9:00 a.m. – 11:00 a.m.

July 27 Session 2: 1:30 p.m. – 3:30 p.m.

July 28 Session 3: 9:00 a.m. – 11:00 a.m.

SLMS Class Code: [GOER_RCW_V_07-27-28-22](#)

Application: Webex

Expectation: Participate actively using the Webex tools including having access to communicate through your audio connection either by phone or computer microphone.

**Statewide Learning and Development Series
April through July 2022**

Successful Supervision in a Remote Environment (Virtual Classroom)

Participants will learn best practices in remote supervision and management and strategies to ensure that teams are cohesive and productive. Participants will identify and practice the skills needed to overcome challenges and help teams meet their goals successfully.

Topics

- Identifying tools needed for successful remote supervision
- Establishing trust and strong communication
- Maintaining ongoing trust and communication
- Identifying and overcoming common challenges in remote supervision



Audience

All New York State supervisors of remotely stationed staff, or those interested in supervising in a remote setting

Online prerequisites: [Orientation to WebEx Training: Participant Overview](#)

Length

4.5 hours; may be delivered in two sessions

**Successful Supervision in a Remote Environment (Virtual Classroom)
April 28**

Session 1: 9:00 a.m. – 11:30 a.m.

Session 2: 1:30 p.m. – 3:30 p.m.

SLMS Class Code: [GOER_SSRE_V_04-28-22](#)

Application: Webex

Expectation: Participate actively using the Webex tools including having access to communicate through your audio connection either by phone or computer microphone.

**Statewide Learning and Development Series
April through July 2022**

**Successful Supervision in a Remote Environment (Virtual Classroom)
June 8**

Session 1: 9:00 a.m. – 11:30 a.m.

Session 2: 1:30 p.m. – 3:30 p.m.

SLMS Class Code: [GOER_SSRE_V_06-08-22](#)

Application: Webex

Expectation: Participate actively using the Webex tools including having access to communicate through your audio connection either by phone or computer microphone.

**Successful Supervision in a Remote Environment (Virtual Classroom)
July 20**

Session 1: 9:00 a.m. – 11:30 a.m.

Session 2: 1:30 p.m. – 3:30 p.m.

SLMS Class Code: [GOER_SSRE_V_07-20-22](#)

Application: Webex

Expectation: Participate actively using the Webex tools including having access to communicate through your audio connection either by phone or computer microphone.