

**Governor’s Office of Employee Relations (GOER)  
Learning and Development Series Activity Schedule  
July through September 2013**

This document provides descriptions, dates, times, and locations for the learning and development activities currently scheduled.

Register through the Statewide Learning Management System (SLMS): <https://www.nyslearn.ny.gov/>.  
If you have questions about registering, call the SLMS Help Desk (518) 473-8087 or send an email to [SLMSHelpdesk@goer.ny.gov](mailto:SLMSHelpdesk@goer.ny.gov).

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TIME: 9:00 a.m. – 4:30 p.m.

LOCATION: Department of Agriculture & Markets, 10B Airline Drive, PONY Room , Albany, NY 12235

**Title: Performance Evaluation (Albany)**

**Date: July 11, 2013**

Description: This course is for agency supervisors who are required to evaluate the performance of their employees. It focuses on both the human dynamics and the procedures involved in the performance evaluation process. At the completion of the training, supervisors will understand the value of successful performance evaluation beyond just the appraisal and how to use it as an ongoing tool for supervising a high-performing workplace. The program is highly interactive and features a state-employee job title case study.

*Topics:* • Understanding the steps of 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 and incorporating personal styles • Focusing on employee development: helping employees build on their strengths and improve job performance • Conducting effective appraisal meetings

TIME: 9:00 a.m. – 4:30 p.m. (each day)

LOCATION: Department of Agriculture & Markets, 10B Airline Drive, PONY Room , Albany, NY 12235

**Title: Fundamentals of Project Management (Albany)**

**Dates: July 16 – 17, 2013**

Description: This course develops project management knowledge and skills in current project managers, project team members, and agency employees who will serve in a significant project management capacity in the near future. A separate half-day Overview of Project Management course is being developed for individuals interested in a basic introduction to project management.

*Topics:* • Differentiating between processes and projects in the workplace • Understanding key project management terminology • Applying the five phases of the Project Management Lifecycle (Project Origination, Project Initiation, Project Planning, Project Execution and Control, Project Close-out) • Distinguishing key project roles and responsibilities

TIME: 9:00 a. m - 4:30 p.m. (each day)

LOCATION: BOCES Education Campus, 355 Harlem Road, Room A-4, West Seneca, NY 14224

**Title: Practical Skills for Supervisors (West Seneca)**

**Dates: July 16 – 18, 2013**

Description: This course is designed for first-line supervisors. It is skill-based and examines the day-to-day challenges of helping employees perform at their optimum level. Participants share best practices, learn or revisit techniques for effective supervision, and develop an action plan to implement at their worksite.

*Topics:* • Learning about generations in the workplace • Assessing personal styles • Introducing emotional intelligence • Negotiating conflict • Valuing and managing a diverse workplace • Motivating employees • Delegating appropriately • Solving problems • Managing change • Supervising at remote locations • Understanding coaching and counseling • Using on-the-job training • Creating an action plan

TIME: 9:00 a.m. – 4:30 p.m. (each day)

LOCATION: Workers' Compensation Board, 100 Broadway, Room 518B, Albany, NY 12241

**Title: *Taking the First Step to Supervision (Albany)***

**Dates: July 24 – 25, 2013**

Description: This two-day course, Taking the First Step to Supervision, is designed to help newly-promoted and "soon-to-be promoted" supervisors understand the challenges and advantages of making the transition to management. Participants assess their abilities in five critical areas, take part in exercises to practice skills, and develop action plans for continuing to cultivate these skills at their worksite.

*Topics: • Understanding the advantages and challenges of supervision • Assessing supervisory skills • Guiding the work • Organizing the work • Developing staff • Managing performance • Building good relationships • Developing personal action plans*

TIME: 9:00 a.m. – 4:30 p.m. (each day)

LOCATION: Department of Agriculture & Markets, 10B Airline Drive, PONY Room, Albany, NY 12235

**Title: *Powerful Presentations (Albany)***

**Dates: July 31 – August 1, 2013**

Description: This highly interactive two-day workshop will enable participants to learn how to feel competent and comfortable when delivering presentations or conducting training.

*Topics: • This course covers learning styles, identifying and modeling characteristics of an effective presenter, techniques for co-facilitating group discussions, using various media, basic platform skills, and dealing with participants' challenging behaviors. All participants will make a 20-minute presentation on Day 2.*

TIME: 9:00 a.m. – 4:30 p.m.

LOCATION: Workers' Compensation Board, 100 Broadway, Room 518B, Albany, NY 12241

**Title: *Respectful Communications (Full day) (Albany)***

**Date: August 8, 2013**

Description: This course is a condensed version of the three half-day programs that include various aspects of respectful communication; listening concepts and impact on being respectful; and, respectful behaviors through similarities and differences.

*Topics: • Understanding the communication process • The seven barriers to communication • Recognizing five keys to effective communication • Creating an awareness of how self-perception influences communication • Learning skills to improve interpersonal communication • Identifying ways people feel respected • Learning how respect influences productivity • Understanding how self-respect influences behavior • Identifying examples of disrespect at work • Learning assertive behavior techniques • Using strategies and skills learned to practice problem solving in the workplace : • Examining respectful communication through the lens of differences and similarities • Exploring the impact of diverse perspectives to understand misunderstanding • Building skills for diffusing tension while improving relationships with respectful communications • Developing personal action plans to improve communications with others*

TIME: 9:00 a.m. – 4:30 p.m.

LOCATION: Office of Parks, Recreation & Historic Preservation 7900 Green Lakes Road, (Clubhouse)  
Fayetteville, NY 13066

**Title: Foundations of Dynamic Teams (Syracuse area)**

**Date: August 13, 2013**

Description: This course increases the working knowledge and development of skills required for working successfully as a team. The topics covered include stages of team development, optimizing individual member contributions, managing difficult team situations, and decision-making processes. The course provides both self-assessment and 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*

TIME: 9:00 a.m. – 4:30 p.m. (each day)

LOCATION: Workers' Compensation Board, 100 Broadway, Room 518B, Albany, NY 12241

**Title: Fundamentals of Project Management (Albany)**

**Dates: August 20 – 21, 2013**

Description: This course develops project management knowledge and skills in current project managers, project team members, and agency employees who will serve in a significant project management capacity in the near future. A separate half-day Overview of Project Management course is being developed for individuals interested in a basic introduction to project management.

*Topics: • Differentiating between processes and projects in the workplace • Understanding key project management terminology • Applying the five phases of the Project Management Lifecycle (Project Origination, Project Initiation, Project Planning, Project Execution and Control, Project Close-out) • Distinguishing key project roles and responsibilities*

TIME: 9:00 a.m. – 4:30 p.m. (each day)

LOCATION: NYS Dormitory Authority, One Penn Plaza, 52<sup>nd</sup> Fl., New York, NY 10119-

**Title: Powerful Presentations (NYC)**

**Dates: August 20 – August 21, 2013**

Description: This highly interactive two-day workshop will enable participants to learn how to feel competent and comfortable when delivering presentations or conducting training.

*Topics: • This course covers learning styles, identifying and modeling characteristics of an effective presenter, techniques for co-facilitating group discussions, using various media, basic platform skills, and dealing with participants' challenging behaviors. All participants will make a 20-minute presentation on Day 2.*

TIME: 9:00 a.m. – 12:30p.m.

LOCATION: Division of the Budget, Agency Building 1, 7<sup>th</sup> Floor Training Room, Albany, NY

**Title: *Respectful Communications: Understanding the (Albany) Communications Process***

**Date: September 5, 2013**

Description: This interactive course provides an understanding of the communication process through the elimination of barriers and recognition of keys to effective communication.

*Topics: • Understanding the communication process • The seven barriers to communication • Recognizing five keys to effective communication • Creating an awareness of how self-perception influences communication • Learning skills to improve interpersonal communication*

TIME: 9:00 a.m. – 4:30 p.m.

LOCATION: Department of Agriculture & Markets, 10B Airline Drive, PONY Room, Albany, NY 12235

**Title: *Performance Evaluation (Albany)***

**Date: September 10, 2013**

Description: This course is for agency supervisors who are required to evaluate the performance of their employees. It focuses on both the human dynamics and the procedures involved in the performance evaluation process. At the completion of the training, supervisors will understand the value of successful performance evaluation beyond just the appraisal and how to use it as an ongoing tool for supervising a high-performing workplace. The program is highly interactive and features a state-employee job title case study.

*Topics: • Understanding the steps of 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 and incorporating personal styles • Focusing on employee development: helping employees build on their strengths and improve job performance • Conducting effective appraisal meetings*

TIME: 9:00 a.m. – 12:30 p.m.

LOCATION: Division of the Budget, Agency Building 1, 7<sup>th</sup> Floor Training Room, Albany, NY

**Title: *Respectful Communications: Strategies for Respectful (Albany) Communications***

**Date: September 12, 2013**

Description: Participants will learn how respect influences productivity, understand how self-respect influences behavior, and learn assertive behavior techniques, as well as strategies to solve issues of respect in the workplace.

*Topics: • Identifying ways people feel respected • Learning how respect influences productivity • Understanding how self-respect influences behavior • Identifying examples of disrespect at work • Learning assertive behavior techniques • Using strategies and skills learned to practice problem solving in the workplace*

TIME: 9:00 a.m. – 12:30 p.m.

LOCATION: Division of the Budget, Agency Building 1, 7<sup>th</sup> Floor Training Room, Albany, NY

**Title: *Respectful Communications: Understanding Misunderstanding (Albany)***      **Date: September 26, 2013**  
***Communicating with Respect Across Differences***

Description: Participants will examine respectful communication through the lens of differences and similarities, explore the impact of diverse perspectives, and build skills for diffusing tension while improving relationships.

*Topics:* • Examining respectful communication through the lens of differences and similarities • Exploring the impact of diverse perspectives to understand misunderstanding • Building skills for diffusing tension while improving relationships with respectful communications • Developing personal action plans to improve communications with others