

## Learning and Development Series

## Learning and Development Series Activity Schedule September through December 2012

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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## Learning and Development Series

TIME: 9:00 a.m. – 4:30 p.m.

LOCATION: Dept. of Taxation and Finance, Wade Road Facility Room 5, 299 Old Niskayuna Rd., Latham, NY

***An Inclusive NYS: Leveraging the Power of Difference (Albany)******September 10, 2012***

This one-day course is designed to provide a sound understanding of the importance of diversity and inclusion to the success of New York State.

*Topics: • Defining diversity • The business case for diversity and inclusion in New York State • The power of inclusion • Insight into culture • Values and generational differences • Tools for defeating bias in the workplace*

TIME: 9:00 a.m. – 4:30 p.m.

LOCATION: OMH Buffalo PC, 400 Forest Ave., Building 62 Annex, Room 2046, Buffalo, NY 14213

***Practical Skills for Supervisors (Buffalo)******September 11, 12, 13, 2012***

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.

LOCATION: Dept. of Taxation and Finance, Wade Road Facility Room 2, 299 Old Niskayuna Rd., Latham, NY

***Fundamentals of Project Management (Albany)******September 19 and 20, 2012***

Fundamentals of Project Management is a two-day course designed to develop 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*

## Learning and Development Series

TIME: 9:00 a.m. – 12:30 p.m.

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

***Responding to Aggressive Behaviors in the Workplace (Albany)******September 20, 2012***

This half-day training is designed to engage participants in a realistic and practical dialogue about the prevention of workplace violence. This course will explore several approaches and techniques that can be used effectively in the workplace.

*Topics: • Communication as an exchange between two or more people • Understanding the concept of a "critical moment" • Introduction of managing a critical moment • Managing a critical moment: first do no harm • Managing a critical moment: create a soft landing*

TIME: 9:00 a.m. – 12:30 p.m.

LOCATION: Dept. of Taxation and Finance, Wade Road Facility Room 5, 299 Old Niskayuna Rd., Latham, NY

***Sexual Harassment Prevention (Albany)******September 27, 2012***

This half-day course is designed to educate all employees on how to recognize and prevent incidents of sexual harassment in the workplace.

*Topics: • Defining sexual harassment • Recognizing actions that could be considered sexual harassment • Understanding sexual harassment • Preventing sexual harassment in your agency*

TIME: 9:00 a.m. – 4:30 p.m.

LOCATION: OMH, Hutchings PC, Education and Training Bldg., Room 116, 545 Cedar St., Syracuse, NY 13201

***Facilitating and Leading Workgroups or Teams (Syracuse)******October 18, 2012***

State agencies increasingly rely on work groups or teams. Participants will learn to articulate the appropriate mission and vision to their team, recognize the stages of team development, and build successful teams in their workplace.

*Topics: • Relating leadership to team development • Becoming a facilitative leader • Learning the 10 essentials of teamwork • Understanding the team development process • Exploring team membership characteristics and responsibilities • Assessing teams • Developing an action plan*

## Learning and Development Series

TIME: 9:00 a.m. – 4:30 p.m.

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

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

***October 30 and 31, 2012***

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.

LOCATION: Dept. of Taxation and Finance, Wade Road Facility Room 5, 299 Old Niskayuna Rd., Latham, NY

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

***November 7 and 8, 2012***

Fundamentals of Project Management is a two-day course designed to develop 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. – 12:30 p.m.

LOCATION: OASAS, 1450 Western Avenue, 4<sup>th</sup> Floor, Albany, NY

***Responding to Aggressive Behaviors in the Workplace (Albany)***

***November 14, 2012***

This half-day training is designed to engage participants in a realistic and practical dialogue about the prevention of workplace violence. This course will explore several approaches and techniques that can be used effectively in the workplace.

*Topics: • Communication as an exchange between two or more people • Understanding the concept of a “critical moment” • Introduction of managing a critical moment • Managing a critical moment: first do no harm • Managing a critical moment: create a soft landing*

## Learning and Development Series

TDAC

TIME: 9:00 a.m. – 4:30 p.m.

LOCATION: Dept. of Taxation and Finance, Wade Road Facility Room 5, 299 Old Niskayuna Rd., Latham, NY

***Performance Evaluation: A Dynamic Tool for Supervisors (Albany)***

***November 27, 2012***

This course is designed 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.

LOCATION: OASAS, 1450 Western Avenue, 4<sup>th</sup> Floor, Albany, NY

***Basics of Leadership and Empowerment (Albany)***

***December 11, 2012***

This highly interactive and experiential course explores the linkages between becoming a strong leader and building strong and empowered employees. Participants explore the various approaches to leadership, power, and influence, learn principles and techniques to empower and develop others, identify power and influence strategies, and assess their own base of power and influence. At the conclusion of the course they develop an action plan for implementation at their worksite.

*Topics: Understanding the dynamics of leadership • Fostering organizational alignment • Empowering employees • Exploring the factors of influence and power • Building networking skills • Creating an action plan*

TIME: 9:00 a.m. – 4:30 p.m.

LOCATION: DASNY, One Penn Plaza, 52<sup>nd</sup> Floor, New York, NY 10119

***Practical Skills for Supervisors (New York)***

***December 11, 12, 13, 2012***

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*