

**Governor’s Office of Employee Relations (GOER)
Learning and Development Series Activity Schedule
April through June 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.

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

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

Title: *Practical Skills for Supervisors (Albany)*

Dates: April 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 action plans to implement at their worksites.

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: Depart. of Labor, State Office Campus, Bldg. 12, Rm. A & B, Albany, NY 12240

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

Dates: April 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 worksites.

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: OMH, Hutchings PC, 545 Cedar Street, Rm. 116, Syracuse, NY 13210

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

Date: May 2, 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. – 12:30 p.m.

LOCATION: Dept. of Agriculture & Markets, 10B Airline Drive, PONY Rm., Albany, NY 12235

Title: *Respectful Communications: Understanding the Communications Process (Albany)* **Date: May 9, 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. (each day)

LOCATION: Workers' Compensation Board, 100 Broadway, Rm. 518B, Menands, NY 12241

Title: *Fundamentals of Project Management (Albany)* **Dates: May 14 – 15, 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.

LOCATION: DEC, 232 Golf Course Road, 5R, Main Conf. Rm. A, Warrensburg, NY 12885

Title: *Foundations of Dynamic Teams (Warrensburg)* **Date: May 15, 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. – 12:30 p.m.

LOCATION: Dept. of Tax & Finance, 299 Old Niskayuna Rd., Wade Rd. Facility, Rm. 2, Latham, NY 12110

Title: *Respectful Communications: Strategies for Respectful Communications (Albany)* **Date: May 16, 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: Workers' Compensation Board, 100 Broadway, Rm. 518B, Albany, NY 12241

Title: *Respectful Communications: Understanding Misunderstanding (Albany)* **Date: May 23, 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

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

LOCATION: NYCSEA Partnership, 240 Washington Ave., Ext., Suite #502, Lrg. Conf. Rm., Albany, NY 12203

Title: *Powerful Presentations (Albany)* **Dates: May 29 – 30, 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. (each day)

LOCATION: Dept. of Tax & Finance, 299 Old Niskayuna Rd., Wade Rd. Facility, Rm. 2, Latham, NY 12110

Title: *Managing Workplace Conflict (Albany)*

Dates: *May 29 – 30, 2013*

Day One – Self as Mediator

Description: This course puts the tools of the professional mediator into the hands of every employee. This skill-based course teaches employees how to manage the differences that impair teamwork, quality decision making, job motivation, and cooperation. The course is for any employee who works with others.

Topics: • Communication habits that impair effective conflict resolution • Types of conflict • The conflict and resolution cycles • A four-step self-mediation process • Putting self-mediation tools to work

Day Two – Manager as Mediator (Third Party Resolution)

Description: This course enables employees to mediate conflict between others. Recommended for supervisors and managers who are responsible for the cooperative work of others.

Topics: • Consequences of conflict • Preliminary meetings with employees • Managing the context • The three tasks of the manager-as-mediator • Contracting for agreement

TIME: 9:00 a.m. – 12:30 p.m.

LOCATION: Dept. of Tax & Finance, 299 Old Niskayuna Rd., Wade Rd. Facility, Rm. 2, Latham, NY 12110

Title: *Responding to Aggressive Behaviors (Albany)*

Date: *June 4, 2013*

Description: This half-day course is designed to engage participants in a realistic and practical dialogue about preventing 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 to 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. – 4:30 p.m.

LOCATION: OMH, Kingsboro PC, 681 Clarkson Avenue, Bldg. 20, Basement Classroom, Brooklyn, NY 11203

Title: *Fundamentals of Project Management (NYC)*

Dates: June 4 – 5, 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.

LOCATION: OTDA, Harlem Training Center, 317 Lenox Ave., New York, NY 10027

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

Date: June 6, 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. (each day)

LOCATION: OTDA, Harlem Training Center, 317 Lenox Ave., New York, NY 10027

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

Dates: June 19 – 20, 2013

Description: This course helps 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 in the workplace.

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: Dept. of Tax & Finance, 299 Old Niskayuna Rd., Wade Rd. Facility, Rm. 2, Latham, NY 12110

Title: *Practical Skills for Supervisors (Albany)*

Dates: June 25 – 27, 2013

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

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