

**Governor's Office of Employee Relations (GOER)/Training and Development Advisory Committee (TDAC)
Learning and Development Series Activity Schedule
January through March 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.

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

Title: *Facilitating and Leading Workgroups or Teams (Albany)*

Date: *January 8, 2013*

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

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

LOCATION: DASNY, One Penn Plaza, 52 Floor, New York, NY 10119

Title: *Managing Workplace Conflict (New York City)*

Date: *January 9 and 10, 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. – 4:30 p.m.

LOCATION: Dept. of Motor Vehicles, 6 Empire State Plaza, Swan Street Bldg., Core 3, Room 137, Albany, NY

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

Date: *January 15, 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. 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: Dept. of Agriculture and Markets, 10B Airline Drive, Albany, NY 12235

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

Date: *January 28, 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. – 12:30 p.m.

LOCATION: Dept. of Agriculture and Markets, 10B Airline Drive, Albany, NY 12235

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

Date: *February 4, 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. – 4:30 p.m. (each day)

LOCATION: Office of Mental Health, 44 Holland Avenue, 8 Floor Conference Room, Albany, NY 12229

Title: *Fundamentals of Project Management (Albany)*

Date: *February 5 and 6, 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: DASNY, One Penn Plaza, 52 Floor, New York, NY 10119

Title: *Performance Evaluation: A Dynamic Tool for Supervisors (New York City)*

Date: *February 6, 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. 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: Dept. of Agriculture and Markets, 10B Airline Drive, Albany, NY 12235

Title: *Respectful Communications: Understanding Misunderstanding (Albany)*
Communicating with Respect Across Differences

Date: *February 11, 2013*

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

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

Date: *February 13 and 14, 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 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: **Day 1** – 1:00 p.m. – 4:30 p.m. / **Day 2** – 9:00 a.m. – 4:30 p.m.

LOCATION: Office of Mental Health, Hutchings P.C., 545 Cedar St., Room 116 (Library), Syracuse, NY 13210

Title: *Managing Workplace Conflict (Syracuse)*

Date: *February 14 and 15, 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. – 4:30 p.m.

LOCATION: Dept. of Environmental Conservation, 232 Golf Course Rd., 5R Main Conf. Room A,
Warrensburg, NY 12885

Title: Foundations of Dynamic Teams (Warrensburg)

Date: February 19, 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: **Day 1** – 9:00 a.m. – 4:30 p.m. **Day 2** – 9:00 a.m. – 12:30 p.m.

LOCATION: Dept. of Taxation and Finance, Wade Rd. Facility, 299 Old Niskayuna Rd., Room 2, Latham, NY 12110

Title: Managing Workplace Conflict (Albany)

Date: February 20 and 21, 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. – 4:30 p.m. (each day)

LOCATION: OASAS, 1450 Western Ave., 4 Floor Conference Room, Albany, NY 12203

Title: *Practical Skills for Supervisors (Albany)*

Date: February 26, 27, and 28, 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 an action plan 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: Dept. of Agriculture and Markets, 10B Airline Drive, Albany, NY 12235

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

Date: March 5 and 6, 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: 1:00 p.m. – 4:30 p.m.

LOCATION: Office of Mental Health, Hutchings PC, 545 Cedar Street, Room 116 (Library) Syracuse, NY 13210

Title: *Workplace Violence Prevention: Responding to Aggressive Behaviors in the Workplace (Syracuse)*

March 7, 2013

Description: This course engages 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: Dept. of Agriculture and Markets, 10B Airline Drive, Albany, NY 12235

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

Date: March 19, 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. 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: OPWDD, OD Heck, Building 3, Room 5, Balltown Rd., Schenectady, NY

Title: Fundamentals of Project Management (Albany)

Date: March 20 and 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. – 12:30 p.m.

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

Title: Workplace Violence Prevention: Responding to Aggressive Behaviors in the Workplace (Albany)

March 21, 2013

Description: This course engages 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