

Statewide Learning and Development Series

November 2024 - February 2025



oer.ny.gov

Governor Kathy Hochul
Director Michael N. Volforte



**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, citizenship or immigration status, 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. You may request a reasonable accommodation for training conducted by OER by contacting wodu@oer.ny.gov or by calling (518) 474-6772.

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 October 8, 2024 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.



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 11:00 a.m. on the day before the scheduled class.

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

1. OER will send an email to all enrolled participants and their supervisors.
2. 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 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 another 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
November 2024 through February 2025**

Emotional Intelligence in the Workplace

Emotional Intelligence in the Workplace examines the competencies all employees need to be successful in their careers. Participants will 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

Length

4 hours



Emotional Intelligence in the Workplace

November 7

9:00 a.m. – 1:00 p.m.

John H. Hughes State Office Building
333 East Washington St., Main Conference Room
Syracuse, NY 13202

SLMS Class Code: [OER EI 11-07-24 SYRACUSE](#)

Emotional Intelligence in the Workplace

November 12

9:00 a.m. – 1:00 p.m.

Finger Lakes DDSO
620 Westfall Rd., Room 315
Rochester, NY 14620

SLMS Class Code: [OER EI 11-12-24 ROCHESTER](#)

**Statewide Learning and Development Series
November 2024 through February 2025**

Emotional Intelligence in the Workplace

November 19

9:00 a.m. – 1:00 p.m.

Division of Homeland Security and Emergency
Services
1220 Washington Ave., First Floor Training Room
Albany, NY 12226

SLMS Class Code: [OER EI 11-19-24 ALBANY](#)

Emotional Intelligence in the Workplace

November 20

9:30 a.m. – 1:30 p.m.

Office of the Attorney General
28 Liberty St, 16th Floor Training Rooms
New York, NY 10005

SLMS Class Code: [OER EI 11-20-24 NYC](#)

Emotional Intelligence in the Workplace

November 21

9:00 a.m. – 1:00 p.m.

Professional Development Program
4 Tower Place, Room 608
Albany, NY 12203

SLMS Class Code: [OER EI 11-21-24 ALBANY](#)

Emotional Intelligence in the Workplace

November 26

9:00 a.m. – 1:00 p.m.

Perry Duryea State Office Building
250 Veterans Memorial Highway, Rooms 2-3
Hauppauge, NY 11788

SLMS Class Code: [OER EI 11-26-24 HAUPPAUGE](#)

**Statewide Learning and Development Series
November 2024 through February 2025**

**Emotional Intelligence in the Workplace
December 3
9:30 a.m. – 1:30 p.m.**

Office of the Attorney General
28 Liberty St, 16th Floor Training Rooms
New York, NY 10005

SLMS Class Code: [OER EI 12-03-24 NYC](#)

**Emotional Intelligence in the Workplace
December 10
9:00 a.m. – 1:00 p.m.**

Justice Center for the Protection of People with Special Needs
401-409 State Street
Schenectady, NY 12305

SLMS Class Code: [OER EI 12-10-24 SCHENECTADY](#)

**Statewide Learning and Development Series
November 2024 through February 2025**

Essentials of Supervision: Planning Performance and Giving Feedback

Participants will practice writing and evaluating performance standards, planning, and giving effective performance feedback, and coaching employees in various workplace scenarios.

Topics

- The Accountability Cycle
- Performance standards
- Behavior-based feedback
- Coaching

Audience

All New York State supervisors, or employees interested in supervision

Length

4 hours



**Planning Performance and Giving Feedback
November 14
9:30 a.m. – 1:30 p.m.**

Office of the Attorney General
28 Liberty St, 16th Floor Training Rooms
New York, NY 10005

SLMS Class Code: [OER ES PPGF 11-14-24 NYC](#)

**Planning Performance and Giving Feedback
November 19
9:00 a.m. – 1:00 p.m.**

Professional Development Program
4 Tower Place, Room 608
Albany, NY 12203

SLMS Class Code: [OER ES PPGF 11-19-24 ALBANY](#)

**Statewide Learning and Development Series
November 2024 through February 2025**

**Planning Performance and Giving Feedback
November 20
9:00 a.m. – 1:00 p.m.**

Finger Lakes DDSO
620 Westfall Rd., Room 315
Rochester, NY 14620

SLMS Class Code: [OER ES PPGF 11-20-24 ROCHESTER](#)

**Planning Performance and Giving Feedback
December 3
9:00 a.m. – 1:00 p.m.**

Perry Duryea State Office Building
250 Veterans Memorial Highway, Rooms 2-3
Hauppauge, NY 11788

SLMS Class Code: [OER ES PPGF 12-03-24 HAUPPAUGE](#)

**Planning Performance and Giving Feedback
December 5
9:00 a.m. – 1:00 p.m.**

Division of Homeland Security and Emergency Services 1220
Washington Ave., First Floor Training Room
Albany, NY 12226

SLMS Class Code: [OER ES PPGF 12-05-24 ALBANY](#)

**Planning Performance and Giving Feedback
December 11
9:00 a.m. – 1:00 p.m.**

Office of People with Developmental Disabilities
500 Balltown Rd., Building 3 Room 2
Schenectady NY 12304

SLMS Class Code: [OER ES PPGF 12-11-24 SCHENECTA](#)

**Statewide Learning and Development Series
November 2024 through February 2025**

Essentials of Supervision: The New Supervisor – Making the Transition

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 interested in supervision.

Length

4 hours



The New Supervisor – Making the Transition

November 13

9:00 a.m. – 1:00 p.m.

Finger Lakes DDSO
620 Westfall Rd., Room 315
Rochester, NY 14620

SLMS Class Code: [OER ES NSMT 11-13-24 ROCHESTER](#)

The New Supervisor – Making the Transition

November 13

9:00 a.m. – 1:00 p.m.

Perry Duryea State Office Building
250 Veterans Memorial Highway, Rooms 2-3
Hauppauge, NY 11788

SLMS Class Code: [OER ES NSMT 11-13-24 HAUPPAUGE](#)

**Statewide Learning and Development Series
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**The New Supervisor – Making the Transition
November 14
9:00 a.m. – 1:00 p.m.**

John H. Hughes State Office Building
333 East Washington St., Main Conference Room Syracuse,
NY 13202

SLMS Class Code: [OER ES NSMT 11-14-24 SYRACUSE](#)

**The New Supervisor – Making the Transition
November 26
9:00 a.m. – 1:00 p.m.**

Professional Development Program
4 Tower Place, Room 608
Albany, NY 12203

SLMS Class Code: [OER ES NSMT 11-26-24 ALBANY](#)

**The New Supervisor – Making the Transition
December 4
9:00 a.m. – 1:00 p.m.**

Division of Homeland Security and Emergency Services 1220
Washington Ave., 1st Floor Training Room
Albany, NY 12226

SLMS Class Code: [OER ES NSMT 12-04-24 ALBANY](#)

**The New Supervisor – Making the Transition
December 4
9:30 a.m. – 1:30 p.m.**

Office of the Attorney General
28 Liberty St, 16th Floor Training Rooms
New York, NY 10005

SLMS Class Code: [OER ES NSMT 12-04-24 NYC](#)

**Statewide Learning and Development Series
November 2024 through February 2025**

**The New Supervisor – Making the Transition
December 19
9:00 a.m. – 1:00 p.m.**

Office of People with Developmental Disabilities
500 Balltown Rd., Building 3 Room 2
Schenectady NY 12304

SLMS Class Code: [OER ES NSMT 12-19-24 SCHENECTA](#)

**Statewide Learning and Development Series
November 2024 through February 2025**

Navigating Transitions in the Workplace – A Guide for Managers and Supervisors

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

Length

6 hours



**Navigating Transitions in the Workplace – A Guide for Managers and Supervisors
November 14**

9:00 a.m. – 4:00 p.m.

Finger Lakes DDSO
620 Westfall Rd., Room 315
Rochester, NY 14620

SLMS Class Code: [OER NTW MS 11-14-24 ROCHESTER](#)

**Navigating Transitions in the Workplace – A Guide for Managers and Supervisors
November 20**

9:00 a.m. – 4:00 p.m.

Professional Development Program
4 Tower Place, Room 608
Albany, NY 12203

SLMS Class Code: [OER NTW MS 11-20-24 ALBANY](#)

**Statewide Learning and Development Series
November 2024 through February 2025**

**Navigating Transitions in the Workplace – A Guide for Managers and Supervisors
December 3
9:00 a.m. – 4:00 p.m.**

John H. Hughes State Office Building
333 East Washington St., Main Conference Room
Syracuse, NY 13202

SLMS Class Code: [OER NTW MS 12-03-24 SYRACUSE](#)

**Navigating Transitions in the Workplace – A Guide for Managers and Supervisors
December 5
9:30 a.m. – 4:30 p.m.**

Office of the Attorney General
28 Liberty St, 16th Floor Training Rooms
New York, NY 10005

SLMS Class Code: [OER NTW MS 12-05-24 NYC](#)

**Navigating Transitions in the Workplace – A Guide for Managers and Supervisors
December 10
9:00 a.m. – 4:00 p.m.**

Division of Homeland Security and Emergency Services
1220 Washington Ave., First Floor Training Room
Albany, NY 12226

SLMS Class Code: [OER NTW MS 12-10-24 ALBANY](#)

**Navigating Transitions in the Workplace – A Guide for Managers and Supervisors
December 12
9:00 a.m. – 4:00 p.m.**

Justice Center for the Protection of People with Special Needs
401-409 State Street
Schenectady, NY 12305

SLMS Class Code: [OER NTW MS 12-12-24 SCHENECTAD](#)

**Statewide Learning and Development Series
November 2024 through February 2025**

Respectful Communications in the Workplace

Participants are provided with tools and techniques for improving communication in the workplace. Case studies, small group discussions, and listening skill building activities are included.

Topics

- Interpersonal communication
- Personal responsibility
- Keys to effective communication
- Disrespect in the workplace
- Self-respect/assertive behaviors
- Responding with respect to workplace clashes



Audience

All New York State employees

Length

One day

Respectful Communications in the Workplace

November 19

9:30 a.m. – 5:00 p.m.

Office of the Attorney General
28 Liberty St, 16th Floor Training Rooms
New York, NY 10005

SLMS Class Code: [OER RCW 11-19-24 NYC](#)

Respectful Communications in the Workplace

November 21

9:00 a.m. – 4:30 p.m.

Professional Development Program
4 Tower Place, Room 407
Albany, NY 12203

SLMS Class Code: [OER RCW 11-21-24 ALBANY](#)

**Statewide Learning and Development Series
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**Respectful Communications in the Workplace
November 21
9:30 a.m. – 5:00 p.m.**

Office of the Attorney General
28 Liberty St, 16th Floor Training Rooms
New York, NY 10005

SLMS Class Code: [OER RCW 11-21-24 NYC](#)

**Respectful Communications in the Workplace
November 26
9:00 a.m. – 4:30 p.m.**

Professional Development Program
4 Tower Place, Room 407
Albany, NY 12203

SLMS Class Code: [OER RCW 11-26-24 ALBANY](#)

**Respectful Communications in the Workplace
December 10
9:00 a.m. – 4:30 p.m.**

John H. Hughes State Office Building
333 East Washington St., Main Conference Room
Syracuse, NY 13202

SLMS Class Code: [OER RCW 12-10-24 SYRACUSE](#)

**Respectful Communications in the Workplace
December 11
9:00 a.m. – 4:30 p.m.**

Justice Center for the Protection of People with Special Needs
401-409 State Street
Schenectady, NY 12305

SLMS Class Code: [OER RCW 12-11-24 SCHENECTADY](#)

**Statewide Learning and Development Series
November 2024 through February 2025**

Successful Supervision in a Remote Environment

Virtual

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

Length

4.5 hours



**Successful Supervision in a Remote Environment
January 14** (*Attendance is required at both sessions*)
9:00 a.m. – 11:30 a.m. and 1:00 p.m. – 3:00 p.m.

Virtual via Webex

SLMS Class Code: [OER SSRE V 01-14-25 VIRTUAL](#)

**Successful Supervision in a Remote Environment
January 15** (*Attendance is required at both sessions*)
9:00 a.m. – 11:30 a.m. and 1:00 p.m. – 3:00 p.m.

Virtual via Webex

SLMS Class Code: [OER SSRE V 01-15-25 VIRTUAL](#)

**Statewide Learning and Development Series
November 2024 through February 2025**

Successful Supervision in a Remote Environment
January 22 (*Attendance is required at both sessions*)
9:00 a.m. – 11:30 a.m. and 1:00 p.m. – 3:00 p.m.

Virtual via Webex

SLMS Class Code: [OER SSRE V 01-22-25 VIRTUAL](#)

Successful Supervision in a Remote Environment
January 29 (*Attendance is required at both sessions*)
9:00 a.m. – 11:30 a.m. and 1:00 p.m. – 3:00 p.m.

Virtual via Webex

SLMS Class Code: [OER SSRE V 01-29-25 VIRTUAL](#)

Successful Supervision in a Remote Environment
February 5 (*Attendance is required at both sessions*)
9:00 a.m. – 11:30 a.m. and 1:00 p.m. – 3:00 p.m.

Virtual via Webex

SLMS Class Code: [OER SSRE V 02-05-25 VIRTUAL](#)