
1. Empire Knowledgebank

Empire Knowledge offers thousands of online courses available through several libraries: Basic course library (IT, Desktop, and Professional Development courses); Environment, Safety & Health; Compliance; Red Vector; Care2Learn; and Mainframe libraries.

1.1. Empire Knowledgebank: Basic Course Library

Offers more than 3,000 courses in the following areas: Information Technology (networking, programming, operating systems, web development, etc), Professional Development (management, leadership, communication, customer service), and Desktop Software.

1.2. Empire Knowledgebank: Care2Learn Library

Courses offer continuing education units for Healthcare professionals; nurses, therapists, aids, counseling, dietary, administrators, etc.

1.3. Empire Knowledgebank: Compliance Library

Courses cover a variety of subjects including Human Resources, Harassment, HIPAA & Health.

1.4. Empire Knowledgebank: Environment, Safety & Health Library

Courses cover a variety of subjects including environmental and safety & health. Many are aligned with OSHA requirements.

1.5. Empire Knowledgebank: Mainframe Course Library

Courses include IBM, zOS 1.10, Operations, Application Development, CICS, COBOL, DB2, iSeries, Tandem and more.

1.6. Empire Knowledgebank: Red Vector Library

Courses offer continuing education units for Architects, Engineers, Contractors, Interior Designers, Land Surveyors, Landscape Architects, Building Inspectors and other professionals.

2. Employee Assistance Program (EAP) [for coordinators and committee members]

The Employee Assistance Program (EAP) is a peer assistance program jointly sponsored by labor and management. This category contains learning opportunities for EAP coordinators and committee members only.

3. Environment/Parks

Provides learning opportunities for environmental professionals and those who work in New York State's parks. Topics such as resource management, invasive species, tourism, and conservation can be found in this category.

4. Financial and SFS

Financial topics such as procurement, contract management, and the Statewide Financial System (SFS) are covered in this category.

4.1. Banking

Provides learning opportunities related to the New York State financial industry, affairs, and regulations.

4.2. Budget

Provides learning opportunities for employees who work with fiscal policy, as well as the administration and monitoring of expenditures authorized by the state's enacted budget.

4.3. Contract Management

Provides training for employees who perform contractual, administrative, and fiscal management services. Topics may include those such as negotiating; preparing, implementing, processing and tracking contracts; and auditing.

4.4. Insurance

Provides learning opportunities in the areas of supervision and regulation of insurance operations and businesses; training promotes learning on financial operations obligations, fraud, and other aspects of the insurance industry.

4.5. Procurement

Provides learning opportunities for employees who are focused on the development and management of cost-effective, timely, and practical contracts and programs.

4.6. Statewide Financial System

Provides learning opportunities related to the Statewide Financial System (SFS).

4.7. Tax

Taxation topics related to finance, tax collection, administration of programs, enforcement, and dispute resolution are offered.

5. General Workplace Skills

Learning opportunities on general workplace skills such as computer application training, time management, and Adult Education Basics

5.1. Administrative Support /Clerical

Provides learning opportunities for employees who assist with the efficient mission and function of the agency or organization. Topics include those related to communication and correspondence; organization; coordination; and records maintenance.

5.2. Adult Basic Education (ABE)

Adult Basic Education courses help employees improve current job-related knowledge, learn new skills for improved work performance, and enhance their learning capacity.

5.3. Career Development and Employment

Provides learning opportunities related to career planning and development. Topics such as accessing employment information, preparing resumes, and job interviewing techniques may be offered.

5.4. Communications

Communication comes in many forms and is key to an effective workplace. Provides learning opportunities on topics such as written, verbal, and cross-cultural communication.

5.4.1. Verbal Communication

Provides learning opportunities for employees to improve skills related to verbal communication.

5.4.2. Written Communication

Provides learning opportunities for employees to improve skills related to written communication.

5.5. Computer Applications Training

Provides learning opportunities on computer applications such as word processing software, databases, spreadsheets, and other programs used in the workplace.

5.6. Customer Service

Many employees provide direct customer service to internal and external customers. Provides courses intended to improve customer service skills. Topics include emotional intelligence, telephone etiquette, dealing with difficult people, and critical thinking.

5.7. Diversity

Provides learning opportunities for the purpose of increasing cultural awareness, knowledge, and skills as well as focusing on the inclusion of different identity groups.

5.8. Facilitation and Meeting Skills

Meetings and presentations are a common and important part of day-to-day work. Provides learning opportunities intended to strengthen the skills needed to make presentations, run meetings, and facilitate group activities or projects.

5.9. Time/Workload Management

Knowing how to manage your workload is vital to getting work done correctly and on time. Provides courses to help you get and stay organized. Topics include managing multiple priorities, time management, and organizational skills.

5.9.1. Team Building

Team building is an important factor in the work environment. Topics may include aspects of team building such as team performance, group dynamics, organizational development, and goals.

6. Health

Provides learning opportunities related to health and the health care professions. Topics such as nursing, developmental disabilities, mental health, and health policy are covered.

6.1. Assessment of Patient

Offers courses that enhance the knowledge, skills and abilities of healthcare workforce in assessment and reassessment of patients, including physical, psychological and social assessment.

6.2. Care of Patient

Offers courses that enhance the knowledge, skills and abilities of the healthcare workforce in providing care, treatment and service to patients.

6.3. Continuum of Care

Offers courses to enhance the knowledge, skills and abilities of healthcare workforce in utilizing an integrated system of care that guides/tracks patients over time through a comprehensive range of health, mental health and wellness programs/services.

6.4. Developmental Disabilities

Provides learning opportunities for employees working with people with developmental disabilities.

6.5. Geographic Information Systems (GIS)

Provides learning opportunities for employees who use GIS systems to capture, store, manipulate, analyze, manage, and present all types of geographically referenced data.

6.6. Management of Facility Environment

Offers courses that enhance the knowledge, skills and abilities of hospital/facility workforce in areas including operations, capital projects, maintenance, life safety, emergency management and environment of care.

6.7. Mental Health

Provides learning opportunities for employees who provide or support mental health care services.

6.7.1. Sex Offender Treatment

Offers courses that develop and enhance the knowledge, skills and abilities of the mental health workforce in providing care, programs and services required by the New York State Sex Offender Management and Treatment Act.

6.8. Nursing

Provides a wide range of topics and learning opportunities for employees in the field of nursing.

6.9. Patient and Family Education

Offers courses that enhance the knowledge, skills and abilities of healthcare workforce in providing patient and family education and training based on each patient's individual needs and abilities.

6.10. Patient Rights and Ethics

Offers courses that educate the healthcare workforce regarding patient rights during the provision of care, treatment and services. Includes ethical aspects and the processes used to address ethical issues in care.

6.11. Performance Improvement

Offers courses that enhance the knowledge, skills and abilities of the workforce regarding processes and measurements for achieving desired institutional and individual results.

6.12. Policy

Provides learning opportunities for employees who work with policy as rules, guides, or decisions to achieve rational outcomes.

6.13. Therapists

Provides learning opportunities for employees working in the areas of counseling and therapy.

7. Homeland Security and Emergency Services

Delivery and support of training and exercises focused on first-responder disciplines (Fire, EMS, Emergency Management, and Law Enforcement).

7.1. Chemical, Biological, Radiological, Nuclear and Explosive materials (CBRNE)

Detect, interdict, and respond to acts of terrorism or accidents involving CBRNE materials or agents

7.2. Community and Citizen Preparedness

Comprehensive disaster planning efforts and partnering with volunteer and non-profit groups to improve community and individual preparedness for any disaster

7.3. Counter Terrorism and Law Enforcement

Improve counterterrorism operations and identifying and building specialized capabilities to address threats and acts of terrorism.

7.4. Critical Infrastructure

Improve physical protections against all threats, including terrorism, to the State's transportation and maritime systems, pipelines, chemical facilities, agricultural facilities, airports, energy generating facilities and other sectors outlined in the National Infrastructure Protection Plan

7.5. Cyber Security

Education and outreach to improve cyber security awareness and by developing capabilities to prevent, protect, respond and recover from cyber attacks or incidents

7.6. Emergency Management

Develop knowledge and skills of the emergency management professional.

- 7.6.1. **Advanced Professional Courses**
Development of advanced or specialized knowledge, skills and abilities of the emergency management professional including some courses from the FEMA Advanced Professional Series.
- 7.6.2. **Emergency Planning**
Enhance the knowledge, skills and abilities of emergency managers, planners and others to develop and write emergency plans.
- 7.6.3. **Exercises**
Design, development, delivery, control, facilitation, and evaluation of emergency management exercises, including the Homeland Security Exercise and Evaluation Program (HSEEP).
- 7.6.4. **General Emergency Management**
Development of knowledge, skills and abilities of the emergency management professional including those courses that comprise the FEMA Professional Development Series as well as others.
- 7.6.5. **Radiological Emergency Preparedness**
Radiological Emergency Preparedness program
- 7.7. **Fire Prevention and Control**
Advancing public safety through firefighter training, education, fire prevention, fire investigation, special operations and technical rescue programs.
 - 7.7.1. **Arson**
Fire behavior, fire investigation, fire cause determination and arson investigation
 - 7.7.2. **Command & Management**
Command of emergency incidents and preparation of fire service officers and supervisors to perform necessary duties
 - 7.7.3. **Emergency Medical Services (EMS) Field**
Emergency Medical Technician Basic, Refresher, Re-certification and Emergency Medical Services Incident command.
 - 7.7.4. **Fire Prevention**
Prevention of fire and the administration and enforcement of fire safety codes
 - 7.7.5. **Fire Safety**
Education of the general public in fire safety
 - 7.7.6. **Fire Suppression**
Suppression of fire and related operations
 - 7.7.7. **Hazardous Materials**
Hazardous materials and responses to such incidents including Weapons of Mass Destruction
 - 7.7.8. **Health & Safety**
Firefighter and emergency responder safety and health
 - 7.7.9. **Maintenance**
Inspection, maintenance, and repair of firefighting equipment and fire protection devices
 - 7.7.10. **Miscellaneous/Other**
Fire safety related courses that do not fit into other Fire Prevention and Control Categories
 - 7.7.11. **Special Programs**
Fire safety related courses which contain topics and operations that target a distinct audience or subgroup

7.7.12. Technical Rescue

Technical and specialty rescue operations

7.8. Health

Readying the State for a potential pandemic and enhancing the medical community's ability to distribute medical countermeasures on a large scale in any public health emergency and to surge resources in order to manage large numbers of sick or injured during any incident

7.9. Incident Management and Response

Implement the National Incident Management System/National Response Framework to ensure that every state, local, tribal and federal agency operating in New York State responds to a major incident using a common plan and playbook and that the capabilities exist to effectively respond to and manage incidents

7.9.1. Emergency Operation Centers (EOC) Management

Management and operation of State/Local Emergency Operations Centers (EOCs)

7.9.2. Incident Software

Software used by State/Local Emergency Operations Centers (EOCs), Incident Command Posts (ICPs), Incident Management Teams (IMTs), and other emergency service organizations

7.10. Intelligence

Information gathering, analysis and intelligence exchange through the New York State Intelligence Center. Continue supporting local intelligence fusion centers, private sector collaboration and other efforts to broaden the "all hazards" information sharing environment.

7.11. State Preparedness Training Center (SPTC)

Provide appropriate State & local officials from multiple disciplines with knowledge, skills & abilities necessary to safely and effectively prevent, prepare for, mitigate, & respond to terrorist acts & other major incidents such as natural disasters.

8. Human Resources

Provides learning opportunities related to human resources and personnel management. Learners will find courses on topics such as benefits, time and attendance, performance evaluation, and affirmative action in this category.

8.1. Affirmative Action & Equal Employment Opportunity (EEO)

Provides learning opportunities related to the Affirmative Action and Equal Employment Opportunity policies.

8.2. Benefits

Provides learning opportunities related to the management of employee benefits.

8.3. Employee Counseling

Provides learning opportunities related to employee counseling.

8.4. HRAcademy

HRAcademy prepares human resource professionals for challenging roles by using the latest technology and offering knowledge essential for effective merit system administration. The academy develops and empowers a new generation of HR professionals.

8.5. Labor Relations

Provides learning opportunities related to state and employee unions, bargaining units, and labor relations.

8.6. Performance Evaluation

Provides learning opportunities relates to employee performance evaluation.

8.7. Time, Attendance, and Leave

Provides learning opportunities related to employee time, attendance, and leave policies and procedures.

9. Information Technology

Provides learning opportunities on information technology (IT) topics. Learners can find courses for both IT and non-IT professionals on topics such as cyber security, web development, computer hardware, and business analysis.

9.1. .Net Programming

Provides learning opportunities related to the .NET platform.

9.2. Business Analysis

Provides learning opportunities related to the identification of business needs and the determination of solutions to business processes. Systems development, process improvement, organizational change, and strategic planning are topics that may be offered.

9.3. Computer Applications Training

Provides learning opportunities on computer applications such as word processing software, databases, spreadsheets, and other programs used in the workplace.

9.4. Cyber Security

Cyber security topics are related to the protection of computer security and protecting information, as well as preventing corruption, tampering, and unwanted computer behavior.

9.5. Desktop Applications

Provides learning opportunities related to application software designed to help the user to perform singular or multiple related specific tasks.

9.5.1.1. Microsoft Office Products

Provides learning opportunities on the Microsoft Office Products.

9.6. Geographic Information Systems (GIS)

Provides learning opportunities for employees who use GIS systems to capture, store, manipulate, analyze, manage, and present all types of geographically referenced data.

9.7. Hardware

Provides learning opportunities for employees who work with the physical components of a computer system in the form of computer hardware.

9.8. Java

Provides learning opportunities related to the programming language, Java.

9.9. Online Learning Development

Provides training on topics related to online or e-learning content development.

9.10. Project Management

Provides learning opportunities related to the discipline of planning, organizing, securing, and managing resources to bring about the successful completion of specific project goals and objectives.

9.11. Web Development

Provides learning opportunities related to the work involved in developing a web site for the Internet. Topics may include web design and web content development.

10. Labor/Economic Development

Provides learning opportunities for employees who work in the fields of economic development and workforce development.

11. Mandated Training (Fed, State, and Local Policies)

Provides required training such as workplace violence prevention, infection control, and sexual harassment prevention.

11.1. Cyber Security

Cyber security topics are related to the protection of computer security including protecting information, and preventing corruption, tampering, and unwanted computer behavior.

11.2. Diversity

Provides learning opportunities for the purpose of increasing cultural awareness, knowledge, and skills as well as focusing on the inclusion of different identity groups.

11.2.1. Minority and Women Owned Business (MWBE)

This category contains learning opportunities about minority and women owned business enterprises (MWBE) and related policies.

11.3. Domestic Violence

Provides learning opportunities related to domestic violence and the awareness, prevention, screening, safety, and accountability issues involved.

11.4. Employee Orientation

Provides employee orientation training opportunities.

11.5. Equal Employment Opportunity (EEO)

Provides courses on Equal Opportunity Employment (EEO) and its related laws and procedures.

11.6. Ethics

Provides learning opportunities to all employees in the area of ethics.

11.7. Hazardous Materials

Hazardous materials and responses to such incidents including Weapons of Mass Destruction

11.8. Health Insurance Portability and Accountability Act (HIPAA)

Provides learning opportunities related to the Health Insurance Portability and Accountability Act (HIPAA).

11.9. Infection Control

Provides learning opportunities on the prevention of infection. Topics may include factors related to the spread of infections, methods of prevention, monitoring/investigation of suspected spread of infection, and the management of outbreaks.

11.10. Internal Controls

Provides learning opportunities for employees who work with internal control systems and the professional standards relating to internal auditing.

11.11. Labor Relations

Provides learning opportunities related to state and employee unions, bargaining units, and labor relations.

11.12. National Incident Management System (NIMS) and Incident Command System (ICS) Training

Provides training related to the National Incident Management System and Incident Command System.

Topics may include command and management; preparedness; resource management, communications and information management; and supporting technologies.

- 11.13. **OTETA (Omnibus Transportation Employees Testing Act) Training**
Provides learning opportunities for employees on the rules and procedures enacted in the Omnibus Transportation Employees Testing Act.
- 11.14. **Reasonable Accommodations/Americans with Disabilities Act (ADA)**
Provides learning opportunities for employees on the specific regulations set forth in the Americans with Disabilities Act and the guidelines set forth within Title I, Reasonable Accommodations.
- 11.15. **Sexual Harassment Prevention**
Provides learning opportunities on sexual harassment prevention in the workplace.
- 11.16. **Tenant Safety Training, including Fire Safety**
Provides learning opportunities for employees on tenant safety, including fire safety.
- 11.17. **Transportation Security Awareness Training**
Provides learning opportunities for employees on transportation security awareness.
- 11.18. **Workplace Violence**
Provides learning opportunities for employees on violence and conflict in the workplace. Topics may include categorizing violence, conflict resolution, and communication techniques.

12. NYS & CSEA Partnership for Education and Training

This joint labor-management organization provides education and training to NYS agencies and CSEA-represented employees. It is funded through the agreements between the State of New York and the Civil Service Employees Association.

- 12.1. **Adult Education Basics**
The Adult Education Basics courses use an exciting immersion approach to help employees improve current job-related knowledge, learn new skills for improved work performance, and enhance their learning capacity.
- 12.2. **Applied Skilled Trades Program (ASTP)**
A two-year training and development program that provides employees with focused, up-to-date classroom and hands-on training in the following trades: Carpenter, Electrician, Mason and Plasterer, Plumber and Steamfitter, and Refrigeration Mechanic.
- 12.3. **Labor-Management**
Labor-Management services work to foster cooperation between CSEA leaders and agency managers through interactive training, customized consultation services, and meeting facilitation.
- 12.4. **Online Learning**
Over 2,600 SkillSoft courses in categories such as Business, Communication, Safety and Health, IT, and Desktop Computer Skills. Two labor-management courses are also available: Working with the Contract and Labor-Management Committee Basics.
 - 12.4.1. **SkillSoft**
Over 2,600 self-paced online courses that help participants learn new skills in categories such as Business, Communication, Safety and Health, IT, and Desktop Computer Skills. Most courses require one hour to complete.

12.5. Safety & Health (CSEA Partnership)

Safety and Health courses develop the knowledge and skills needed to promote a safe and healthy work environment. The courses focus on OSHA and PESH standards and regulations with an emphasis on the general and construction industries.

12.6. Skills for Success

Skills for Success Courses respond to the needs of the state's workforce by offering a range of job-related and individual development training topics. With supervisory approval, employees can apply for courses scheduled in their geographic area.

12.6.1. Individual Development

Provides employees with the knowledge and skills they need to help improve their work and personal lives. Employees will have the opportunity to learn about a variety of subjects, depending on their individual needs and interests.

12.6.2. Interpersonal Communication

Provides employees with the skills they need to communicate effectively in the workplace. Participants will have the opportunity to exchange information in a variety of ways including verbal, written, and non-verbal communications.

12.6.3. Language Skills

Provides employees with basic foreign language conversation skills or improve English language skills to enhance workplace interactions.

12.6.4. Math Skills

Provides employees with fundamental computation skills or refresh existing math skills. All courses maximize skill building through extensive practice time with the various concepts and terminology.

12.6.5. Trades, Operations, and Maintenance

Helps operations and maintenance employees improve their current skills and learn new ones. These courses offer hands on, practical instruction that reflects the everyday challenges employees encounter in the workplace.

12.6.6. Work Management

Helps employees build the skills required to organize their work, deal effectively with the public and co-workers, and organize their thought processes to meet workplace challenges and situations.

12.6.7. Writing Skills

Provides a complete range of written communication skills: from basic grammar and punctuation, to organizing thoughts, to constructing paragraphs and simple reports.

13. Occupational/Professional Development

Provides learning opportunities based on a learner's occupation. Select a sub category to find course offerings.

13.1. Accounting/Auditing/Financial Administration

Provides learning opportunities for employees who deal with the financial and budgetary aspects of New York State.

13.2. Administration/ Office Support /Clerical

Provides learning opportunities for employees who manage the administration of the State. Titles range from clerical to professional levels.

- 13.3. **Agriculture**
Provides learning opportunities for employees who work in areas such as farming, food production, and inspection.
- 13.4. **Architecture**
Provides learning opportunities for employees who work in the areas of architecture and landscape design.
- 13.5. **Automotive Licensure & Traffic Safety**
Provides learning opportunities for employees whose jobs deal areas such as driver licensing, vehicle inspection, and traffic analysis and safety.
- 13.6. **Child or Adult Care Worker**
Provides learning opportunities for employees who provide child and adult care services.
- 13.7. **Code Enforcement Official**
Provides learning opportunities for employees who work with the administration or enforcement of existing codes and regulations.
- 13.8. **Counseling**
Provides various counseling methods and interventions, and skills and techniques for assisting with mental health and developmental disorders. Successful communication and behavior modification skills may also be emphasized.
- 13.9. **Economic Development**
Provides learning opportunities for employees working within an economic development program.
- 13.10. **Education, Archives & Records Management**
Provides learning opportunities for employees who work in educational services, archiving, and records management.
- 13.11. **Engineering**
Provides skills and knowledge in civil and environmental engineering and other related fields. Focus is on design, maintenance, and oversight of man-made infrastructures, as well as the study and conservation of the natural environment.
- 13.12. **Equipment Operator Instruction**
Provides learning opportunities for employees working with equipment operation.
- 13.13. **Information Technology Professionals**
Provides learning opportunities for information technology professionals on topics including computer programming and systems support.
- 13.14. **Insurance Administration & Underwriting**
Provides learning opportunities for employees whose jobs deal with include claims processing, adjudication, agency compliance, and underwriting.
- 13.15. **Investigations**
Provides learning opportunities for employees involved in conducting investigations, gathering or verifying information, surveillance, questioning, or reviewing regulations.
 - 13.15.1. **eJusticeNY**
Provides skills and knowledge in the obtaining, searching, requesting, access, and review of NYS criminal history information and data using the eJusticeNY system.

- 13.15.2. **National Incident Management System (NIMS)**
Provides training related to the National Incident Management System and Incident Command System. Topics may include command and management; preparedness; resource management, communications and information management; and supporting technologies.
- 13.15.3. **Use of Deadly Force**
Provides training related to the force used that causes death or serious bodily harm.
- 13.16. **Land Surveyor**
Provides learning opportunities for employees in the field of land surveying.
- 13.17. **Landscape Architecture**
Provides learning opportunities for employees in the field of landscape architecture.
- 13.18. **Lawyers and Judges**
Provides learning opportunities in the areas of law, litigation, investigation, trial practice, and case management for lawyers and judges.
- 13.19. **Maintenance & Operations**
Provides learning opportunities for employees in the field of maintenance and operations.
- 13.20. **Military**
Provides learning opportunities related to military affairs, veterans, and personnel.
- 13.21. **Nursing**
Provides a wide range of topics and learning opportunities for employees in the field of nursing.
- 13.22. **Occupational Safety & Health Administration (OSHA)**
Provides content related to the Occupational Safety & Health Administration's national training and education policies and procedures.
- 13.23. **Pastoral Services**
Provides learning opportunities for employees who work to foster, guide, and support religious services and ministries.
- 13.24. **Physicians & Dentists**
Provides medical and dental learning opportunities for physicians and dentists.
- 13.25. **Planning & Analysis & Research**
Provides training in all areas related to planning, analysis, and research practices.
- 13.26. **Project Management Professional**
Provides learning opportunities related to the Project Management Professional (PMP) credential, the industry-recognized certification for project managers.
- 13.27. **Real Estate**
Provides learning opportunities for employees who work in the field of real estate and real property services.
- 13.28. **Scientists & Researchers**
Provides learning opportunities for employees working within the science and research fields.
- 13.29. **Security, Corrections & Criminal Justice**
Provides learning opportunities related to security, corrections, and criminal justice.
- 13.30. **Supervision, Leadership, and Management**
Provides learning opportunities in the areas of supervision, leadership, and management.

13.31. Trades (Electricians/Plumbers/Carpenters, etc.)

Provides skills and knowledge for employees working in the electrical, plumbing, and carpentry fields.

13.32. Transportation Maintenance

Provides learning opportunities in the area of transportation maintenance. Topics may include preserving, repairing, and safe operations of the state's highway and bridge infrastructure.

13.33. Workforce Development Professionals

Provides learning opportunities for professionals assisting in the guidance, support, and training in the area of workforce development.

14. Personal Development

Provides learning opportunities in the areas of work and family, childcare, finances, retirement, substance abuse prevention, and work life services.

14.1. Balancing Work and Family

Provides learning opportunities based on the need to manage the commitments to family with the responsibilities on the job. Topics may include time management, planning, and stress management.

14.2. Child Care

Provides learning opportunities for employees interested in quality child care and parenting resources.

14.3. Retirement

Provides learning opportunities on retirement. Topics may include planning and benefits.

14.4. Substance Abuse Prevention

Provides learning opportunities in the areas of substance abuse and substance abuse prevention.

14.5. Work Life Services

Provides learning opportunities in the area of work, home, and life issues. Topics may include budgeting/finances, child care, health issues, and elder care.

15. Public Service Workshops Program (PSWP)

PSWP is a statewide professional development program that provides non-credit education and training workshops to NYS employees who are in Professional, Scientific, and Technical positions represented by the Public Employees Federation (AFL-CIO).

15.1. Accounting/Auditing

Provides employees with skills, expertise, and continuing education on accounting and auditing, regulations, reporting, and fraud. Course content includes fiscal analysis, banking, insurance, tax issues, etc.

15.2. Counseling and Social Work

Provides various counseling methods and interventions, and skills and techniques for assisting with mental health and developmental disorders. Successful communication and behavior modification skills are also emphasized.

15.3. Education

Provides employees with various topics within the educational services and research fields. They focus on a broad range of teaching, research, behavioral, communication, and relational skills.

15.4. Engineering

Provides skills and knowledge in civil and environmental engineering and other related fields. Focus is on design, maintenance, and oversight of man-made infrastructures, as well as the study and conservation of the natural environment.

15.5. **General (PSWP)**

General PSWP courses serve those employees in occupations that transverse job titles and state agencies. They provide more general topics covering fundamental skills in a broad range of content areas.

15.6. **Health Care**

Develops the knowledge and skills needed to promote high-quality care and improved health outcomes. Courses are focused on maintaining certifications, direct care, cultural competencies, communication, and team building.

15.7. **Information Technology**

Information technology courses provide employees with a wide range of topics focused on storing, protecting, processing, securing, transmitting, receiving, and retrieving information.

15.8. **Law/Criminal Justice**

Provides employees with both legal and investigatory content. The focus of these courses is on legal issues for attorneys, as well as skills and techniques needed by investigators and inspectors.

16. Safety and Health

Provides training in fire prevention, building codes, property maintenance, construction, and hazardous materials.

16.1. **Fire Prevention and Building Codes**

Fire prevention, code enforcement, property maintenance, and construction.

16.1.1. **Basic Training**

Certification as a Code Enforcement Official requires the successful completion of basic training courses.

16.1.2. **In Service Training**

To maintain certification as a Code Enforcement Official, approved in-service training is required each calendar year (January 1 to December 31).

16.1.2.1. **Building Construction**

Courses covering topics found in the Building Code.

16.1.2.2. **Conferences**

Courses being offered at conferences and seminars

16.1.2.3. **Division of Code Enforcement Training**

In Service courses offered by DOS DCEA.

16.1.2.4. **Energy**

Courses covering the Energy Conservation Construction Code and green construction.

16.1.2.5. **Fire Safety**

Courses offered covering topics found in the Fire Code.

16.1.2.6. **ICC 24 Hour Certification**

The following ICC certifications will be accepted in lieu of the annual 24 hours of in-service training required to maintain New York State Code Enforcement Certification.

16.1.2.7. **Plumbing, Mechanical & Fuel Gas**

Courses covering topics found in the Plumbing, Mechanical and Fuel Gas Code in both residential and commercial construction.

16.1.2.8. **Property Maintenance**

Courses covering the topics found in the Property Maintenance Code.

16.1.2.9. Residential Construction

Courses covering topics found in the Residential Code.

16.2. Hazardous Materials

Hazardous materials and responses to such incidents including Weapons of Mass Destruction

16.3. Investigations

Provides learning opportunities for employees involved in conducting investigations, gathering or verifying information, surveillance, questioning, or reviewing regulations.

16.4. Lead Awareness

Provides training on the awareness of exposure to lead. The focus of topics may include the history, hazards, and measures to eliminate or reduce lead exposure.

16.5. Occupational Safety & Health Administration (OSHA)

Provides content related to the Occupational Safety & Health Association's national training and education policies and procedures.

16.6. Tenant Safety Organizations (TSOB)

Provides learning opportunities for employees involved in the evacuation procedures and drills necessary for emergency evacuation of a building.

17. Social Services

Provides learning opportunities for those who work in the field of social services. Learners will find training on temporary assistance, child welfare, foster care, and other social service topics.

18. Supervision, Management, and Leadership Development

Provides learning opportunities that enhance skills and knowledge in the areas of supervision, management, and leadership development.

18.1. Budgeting and Financial Management

Provides learning opportunities related to budgeting and financial management topics.

18.2. Business Process Management/Business Analysis

Provides training related to the identification of business needs and the determination of solutions to business processes. Systems development, process improvement, process management, and strategic planning are topics that may be offered.

18.3. Coaching

Provides learning opportunities for employees who support others for a specific professional result. Topics may include professional development, mentoring, and individual performance management.

18.4. Communication

Provides learning opportunities that support excellence and accuracy of expression in communication. Interpersonal communication, listening skills, speaking skills, analyzing, and evaluating data may be topics provided.

18.5. Delegation

Provides learning opportunities related to the assignment of responsibility to another person in the workplace. Topics may include management, motivation, and communication skills.

18.6. **Diversity**

Provides learning opportunities for the purpose of increasing cultural awareness, knowledge, and skills as well as focusing on the inclusion of different identity groups.

18.7. **Emotional Intelligence**

Provides learning opportunities related to personal leadership and self-awareness, emotional management, and emotional connection with other.

18.8. **Employee Counseling**

Provides learning opportunities for employees who are involved with employee counseling.

18.9. **Human Resource Management**

Provides learning opportunities to human resource professionals.

18.10. **Labor Relations**

Provides learning opportunities related to state and employee unions, bargaining units, and labor relations.

18.11. **Leadership Development**

Provides learning opportunities for employees who want to focus on developing leadership abilities and attitudes. Topics may include interpersonal relationships, social influence, and team dynamics.

18.12. **Management Development**

Provides learning opportunities for new and existing managers to learn and improve their management skills.

18.13. **Motivation**

Provides learning opportunities for employees related to strategies and techniques used to enhance motivation in the workplace.

18.14. **Myers-Briggs Type Indicator (MBTI)**

Provides learning opportunities related to the Meyers-Briggs Type Indicator, an assessment used to measure psychological preferences in how people perceive the world and make decisions.

18.15. **Organizational Development**

Provides learning opportunities related to the improvement of the organization's productivity, morale, and quality of work life.

18.16. **Performance Management**

Provides learning opportunities related to activities that ensure that work goals are consistently being met in an effective and efficient manner.

18.17. **Planning and Strategic Management**

Provides learning opportunities related to decisions and actions that guide an organization, and the strategic initiatives involved in creating mission statements, values, goals, and objectives of the organization.

18.18. **Project Management**

Provides learning opportunities related to the discipline of planning, organizing, securing, and managing resources to bring about the successful completion of specific project goals and objectives.

18.19. **Supervisor Development**

Provides learning opportunities related to the knowledge, skills, and abilities that successful supervisors need.

19. Trainer Development

Provides learning opportunities for training professionals and covers topics such as platform skills and Train-the-Trainer programs.

19.1. **Platform Skills**

Provides skills for delivering training and presentations. Courses cover topics such as communicating your message, engaging your audience, creating presentation outlines, and dealing with difficult groups.

19.2. **Train-the-Trainer**

Provides Train-the-Trainer (TTT) programs for training professionals. TTTs prepare trainers to deliver content on their own to internal and external audiences. TTTs may involve an application or other requirements.

20. Transportation

Provides learning opportunities for transportation infrastructure issues.

20.1. **Bridges**

Provides learning opportunities related to the NYS system of bridges.

20.2. **Engineering**

Provides skills and knowledge in civil and environmental engineering and other related fields. Focus is on design, maintenance, and oversight of man-made infrastructures, as well as the study and conservation of the natural environment.

20.3. **Highways**

Provides learning opportunities related to the NYS system of roads and highways.

20.4. **Rail**

Provides learning opportunities related to the NYS rail system.