

MEMORANDUM

TO: Directors of Human Resources

FROM: Jeannine Morell, Co-Director | Karen Chase-Corcoran, Co-Director

DATE: February 9, 2023

SUBJECT: Online Learning Certificate Programs

Four new online learning certificate programs are now available with a focus on computer training, interpersonal communication, work management, and writing skills.

Earn a Certificate, Gain a Competitive Edge

A certificate can prepare CSEA-represented NYS employees to advance their careers or gain extra knowledge to stay competitive in their current positions.

The following certificate programs also offer an alternative to the mandatory in-person courses required for the state's Administrative Assistant Traineeship.

- *Customer Service Online Certificate Program* – Gain useful tips and strategies for working effectively with customers.
- *Microsoft Word 2016 Basics Online Certificate Program* – Build skills in this popular computer application.
- *Successful Business Writing Online Certificate Program* – Get a better understanding of grammar and the writing process to produce well-written documents.
- *The Organized Office Worker Online Certificate Program* – Learn practical ways to take control of your schedule to organize and manage work more effectively.

Eligible employees may apply between February 9, 2023, and February 8, 2024. To earn a certificate, participants must successfully complete all required courses by February 9, 2024. Supervisory approval is not required for courses taken outside of the normal workday.

Please distribute the attached flyers to your managers, supervisors, and CSEA-represented employees. Additionally, consider making an announcement on your agency intranet with a link to <https://nyscseapartnership.org/online-learning-certificate-programs>.

Space in these statewide programs is limited. Please encourage employees to apply as soon as possible. To learn more, contact us at (800) 253-4332 or learning@nyscseapartnership.org.

Attachments