

Institutional Services Certificate Program

This online self-paced program was developed by the NYS & CSEA Partnership for Education and Training for CSEA-represented New York State employees in the Institutional Services Unit (ISU/04). It was designed around the critical job-related knowledge, skills, and abilities necessary for employees working in institutional settings to succeed in their careers. Participants are required to successfully complete eight core courses, two elective courses, and achieve a passing grade of 70% or higher in each course.

Required Courses

Americans with Disabilities Act-1.0 hour

This course explains the concepts, requirements, and practical application of the Americans with Disabilities Act of 1990 (ADA). The ADA makes it unlawful to discriminate in employment against a qualified individual with a disability.

How to Work with Negative People and Procrastinators-1.0 hour

This course helps you recognize benefits of coping effectively with negative people and people who procrastinate in the workplace.

Increasing Emotional Intelligence-2.0 hours

This course will provide you with the skills to increase your emotional intelligence so that you can become an effective contributor in the work force.

Enhancing Listening Skills-3.0 hours

This course will help you to improve your ability to listen to others. You will learn the skills you need to understand what people say, read their unconscious nonverbal messages, and get others to want to listen to you. You will also learn how to apply these skills in a variety of business situations such as interviews, business meetings, and negotiations.

Introduction to Work Force Generations-2.5 hours

This course will explain why people seem so different in what they value, how they live, and how they behave at work. There are four generations interacting in the work world of today. The differences among these four generations can cause major differences in behavior and perspective.

Workplace Diversity-1.0 hour

This course covers how to respond to a diverse workforce by explaining workplace dynamics and how they affect the workplace.

Back Safety and Injury Prevention-.05 hour

This course is designed to bring awareness into the work environment and help eliminate preventable back injuries. It will provide information regarding job-specific hazards, safe work practices, and ergonomics.

Business Writing: How to write clearly and concisely-1.0 hour

This course teaches you how to write clearly and concisely. Clear writing entails organizing content logically and appropriately for the subject and reader.

Elective courses taken:

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