

## Training & Information Program (TIP)

### January—April 2011 TIP SHEET

#### January

*Happy New Year!*

#### February

- 16 *New Member & Associate Member Orientation—Karin Thorne, Albany*  
24 *Inspiring Trust—Nadina Chavez, NYC*

#### March

- 1 *Spreadsheet Basics—Nadina Chavez, Albany*  
1 *Spreadsheet Intermediate—Nadina Chavez, Albany*  
8 *Word Processing Basics—Nadina Chavez, Albany*  
8 *Word Processing Intermediate—Nadina Chavez, Albany*  
10 *High Performance Organizations Create "Memories" by Focusing on Customers, Culture, People, Values, and Having Fun! - Andy Grosso, Albany—NEW!*  
15 *OSHA—Hazcom Compliance—Jeff Sotek, Utica*  
23 *Accountability—Harriet Rifkin, Albany*  
30-Apr 1 *Staff & Supervision Development Simulation Program—Ron House, Albany—NEW!*  
31 *Preferred Source Contracting—Karen DiBella, NYC*  
31 *Quarterly Employment Reports (QER) - Karin Thorne, NYC*

#### April

- 5 *Emotional Intelligence—PACT Training, Albany*  
7 *Civility in the Workplace: Respectful Communication—Judi Clements, Albany—NEW!*  
14 *Keeping MBTI Front & Center: Practical Strategies for Mastering & Using the MBTI in the Workplace & Beyond—Judi Clements, NYC—NEW!*  
19 *Leadership Skills for New Managers & Supervisors—Diane Lustenader, Rochester*  
27 *Employment Law Developments & What They Mean for Your Agency 2011—John Bagyi, Utica—NEW!*

*\*In conjunction with Nish*

*For more information on any of these sessions, please visit our website at [www.nysid.org](http://www.nysid.org). You can also download the TIP catalog by clicking on the "Request Information" section of the TIP website.*

#### Book of the Month

This book is available in our Lending Library; check it out today.

*"The Manager's Pocket Guide to Documenting Employee Performance"*  
*Terry Fitzwater*

This step-by-step guide will help you document and change unwanted work behaviors before they become issues leading to termination. The guide presents specific measure for accurate performance documentation that will protect your organization against discharge litigation.