

2019 STAFF ANALYST SERIES EXAM TRAINING

The New York City Department of Citywide Administrative Services intends to hold the next Associate Staff Analyst Exam on September 14, 2019 and the next Administrative Staff Analyst Exam beginning October 2, 2019. The filing period is open from June 5 through June 25, 2019.

You can find the Notices of Exam, the Associate and Administrative Staff Analyst job descriptions, the training schedule and all of the training materials at links on the Organization of Staff Analysts' website at www.osaunion.org on the tab for "Exams, Lists and Training."

Starting the week of July 1, 2019, OSA will be offering training classes for the two exams. The classes will be held Mondays, Tuesdays, Wednesdays, Thursdays, Fridays, Saturdays and Sundays.

If you are represented by OSA, those classes are free. To register simply download, complete and return the 2019 Staff Analyst Series Training Class Registration Form. If you are not presently represented by OSA, you can join our related professional association OSART by paying \$97.50 for a one year membership and register for the classes as well. Both forms are on the website on the tab for "Exams, Lists and Training."

TRAINING SESSIONS

The weeknight training will take place once a week (on the same night each week): Mondays, Tuesdays, Wednesdays, Thursdays and Fridays from July 1, 2019 through August 23, 2019 for the ASA training and July 1, 2019 through September 6, 2019 for the Admin SA training. Classes are held from 6pm to 9pm with registration starting at 5:30pm.

The Saturday and Sunday weekend training will be conducted from July 6th or July 7th through July 27th or July 28th for the ASA training and July 6th or July 7th through August 3th or August 4th for the Admin SA training. The weekend sessions begin at 8:30am for registration and run from 9am to 4pm. There will be a one hour lunch break from 12 noon to 1pm. Two topics will be covered each weekend day. There are several restaurants in the area or you can bring your own lunch.

You will be assigned a seat when you arrive for the first training class session. Please go to the same place each week. The desks are arranged in groups. The members of your group are your "training buddies." You should attempt to keep in contact with each other by sharing your telephone numbers, in case you need assistance or plan to study together.

Please be sure to bring your original training class registration form with you to your class sessions. It will serve as your "admission ticket."

TRAINING MATERIALS

THERE IS A MASSIVE AMOUNT OF INFORMATION AVAILABLE. YOU ARE NOT REQUIRED TO BRING ALL OF IT TO EACH OF THE TRAINING SESSIONS, JUST THE POWERPOINT SLIDES/CURRICULUM FOR EACH CLASS. IF YOU HAVE QUESTIONS ABOUT THE CLASS TOPIC, YOU MAY WANT TO BRING SOME OF THE MATERIALS FOR THAT SESSION TO THE CLASS.

The materials for the training course are available as individual PDF files which can be downloaded on the “Exams, Lists, and Training” page by clicking on each of the relevant links. Please be sure to review the introductory materials about the content of the training classes and the schedule of classes.

In addition to the in-person training classes, you can purchase DVDs and/or VHS tapes of prior training sessions. The material covered is substantially the same as what will be included in the in-person training this time around and offers you the opportunity to review material repeatedly and at your own pace. You can download a coupon to order the DVDs or tapes on the “Exams, Lists and Training” page. The extra classes for the Admin SA exam: *In-Basket Training* and *Interpersonal Relations* are not included on the DVDs but video of “In-Basket Training” can be viewed on the “Exams, Lists and Training” page of the OSA website.

The training materials include the information needed for each of the eight to ten weeknight or four to five weekend day training sessions that are part of OSA's Analyst Series exam training course.

The OSA Study Guide includes many practice tests, as well as the "Reference Booklets" given out at some of the previous exams. The remainder of the Study Guide is divided into the training topics of Management & Supervision, Personnel, Operations Research, Statistics, Budget and Contracts, Communication and Grammar, Math, Training and Test Taking Techniques for the Associate Staff Analyst training and all of those plus In-Basket Training and Employee Counseling for the Administrative Staff Analyst training.

Much of this information has been used in previous training classes and, as a result, may have page numbers on some of the articles. Please disregard the fact that the numbering may not be sequential and you may appear to be missing some pages. Some materials were no longer relevant and we have not included them.

Most topics begin with a section for the Powerpoint presentations or Curriculum the trainers will be using in the classroom, followed by questions and then individual articles.

OSA STUDY GUIDE

- OSA Study Guide Cover Sheet
- Notice Of Exam For Associate and Administrative Staff Analyst
- Associate and Administrative Staff Analyst Job Description
- List of Training Materials
- Schedule of Classes
- Executive Order 16 and Amendments
- Sample Test
- Summary Of And Questions For Personnel
- Summary Of And Questions For Management Analysis - Operational Research

- Summary Of And Questions For Budgets
- Tasks For Personnel
- Tasks For Budget
- Tasks For Operational Research
- Reference Booklet For The Staff Analyst Exam Given in 2004
- Reference Booklet For The Associate Staff Analyst Exam Given in 2001

SESSION 1. MANAGEMENT & SUPERVISION

- Management & Supervision - Section Cover Sheet
- Management & Supervision Powerpoint Slides
- Supervision Questions and Answers
- What Makes A Leader?
- A Model Of Team Effectiveness
- Team Performance Score Card - What To Observe In Groups
- An Overview Of Leadership Style Research
- Managing Organizational Change
- Redirecting Difficult Behavior - Feedback
- The Role Of The Supervisor - POSDCORB
- Supervisory/Management Theories
- Transforming The Practice Of Management
- What Is Leadership?

SESSION 2. PERSONNEL

- Personnel - Section Cover Sheet
- Personnel Powerpoint Slides
- Personnel Questions
- Definitions of Rules and Regulations
- Recruitment
- Planned Action Reports
- Counseling Sessions
- Managing Conflict
- Separate Relationship Issues
- Citywide Absence Control Plan
- Fair Labor Standards Act (FLSA)
- Executive Order 16
- Executive Order 41
- Executive Order 50
- Executive Order 21
- Right To Know - Workplace Safety/Health Related Issues
- Employee Personnel Files
- Equal Employment Opportunity
- Americans With Disabilities Act and Questions & Answers
- Sexual Harassment
- Guide to Labor Relations In NYC

SESSION 3. OPERATIONS RESEARCH

- Operations Research - Section Cover Sheet
- Operations Research Powerpoint Slides Part One
- Operations Research Powerpoint Slides Part Two
- Operations Research Questions
- Job Analysis
- Systems Analysis
- Work Simplification
- Planned Change And Organizational Development
- Introduction to PERT/GANTT
- Flow Chart Symbols
- Systems
- Planning and Organizing
- Quantitative Methods
- Glossary

SESSION 4. STATISTICS

- Statistics - Section Cover Sheet
- Statistics Powerpoint Slides Part 1
- Statistics Powerpoint Slides Part 2
- Statistics Questions
- Statistical Methodologies
- The Basic Concept of Statistics

SESSION 5. BUDGET & CONTRACTS

- Budget and Contracts - Section Cover Sheet
- Budget Powerpoint Slides
- Contracts Powerpoint Slides
- Budget Questions
- Budgeting
- New York City Budget Process
- Capital Projects And Budget
- Glossary Of Budget Terms
- NYC Organizational Structure
- PASSPORT - Replacement of Vendex
- General Provisions
- Methods of Source Selection

SESSION 6. COMMUNICATION AND GRAMMAR

COMMUNICATION

- Communication - Section Cover Sheet
- Communication Powerpoint Slides
- Communication Questions
- Communicating
- Communication Skills
- Three Ways of Communicating
- Oral Communication/Feedback
- Negotiation
- 7 Keys to Successful Employment Selection Decisions
- Interviewing Techniques
- Written Communication
- Active Listening

GRAMMAR

- Grammar - Section Cover Sheet
- Grammar Curriculum
- Grammar Hint Of The Week
- Punctuation Pointers
- Rules of Usage

SESSION 7. MATH

- Math - Section Cover Sheet
- Basic Math Powerpoint Slides
- Basic Math Tips
- Examples With Questions
- Mathematics Chart
- Supplementary Materials (Whole Numbers & Their Basic Properties/Decimals, Whole Numbers & Exponents/ Fractions/Integers/Percent & Probability/Positive & Negative Numbers/ Introduction To Algebra)

SESSION 8. TRAINING & TEST TAKING TECHNIQUES

TRAINING

- Training - Section Cover Sheet
- Training Curriculum

TEST TAKING TECHNIQUES

- Test Taking Techniques - Section Cover Sheet
- Sample Questions Related To Video (Bring This To The Class)
- Test Taking Tips And Strategies
- Test Taking Tips
- How to Handle Multiple Choice Questions
- Don't Get Jittery

SESSION 9. INTERPERSONAL SKILLS & CONFLICT MANAGEMENT

- Interpersonal Skills & Conflict Management - Cover Sheet
- Interpersonal Skills & Conflict Management - Powerpoint Slides
- How To Improve Interpersonal Skills At Every Level
- The Importance of Interpersonal Skills in the Workplace
- Interacting With Employees
- How To Build Healthy Interpersonal Relationships
- What Is Interpersonal Relationship?

SESSION 10. IN-BASKET ORIENTATION

- In Basket Orientation - Section Cover Sheet
- In-Basket Orientation Curriculum
- Administrative Staff Analyst Notice of Exam
- In-Basket Notes
- You and In-Basket
- Test Taking Strategies for In-Basket Tests
- The Time Management Matrix
- Home Study Material for Managerial Examinations
- Problems in Supervision - An In-Basket Training Exercise IN BASKET 1
- Problems in Supervision – An In-Basket Training Exercise IN BASKET 2
- In-Basket Orientation TRAINING VIDEO To view the video, click on the image on the “Exams, Lists and Training” page.

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