



# EEOC

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## TRAINING INSTITUTE

# Federal Sector Course Descriptions

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## **Barrier Analysis**

Description: This course covers all aspects of the barrier analysis process to include: legal and public policy foundations; analysis and interpretation of workforce statistics found in MD-715 data tables; trigger identification; barrier analysis investigation; organizing findings and preparing action plans designed to eliminate barriers; and follow-up on MD-715 reports from previous reporting cycles. The course offers hands-on simulations of actual situations typically encountered in preparing MD-715 reports.

Course Topics Include:   Legal and Policy Foundations of Barrier Analysis  
                                  Trigger Identification  
                                  Barrier Identification  
                                  Action Plan Development and Follow-Up  
                                  Analysis and Interpretation of Workforce Data Tables

**Prerequisite: Basics of Management Directive 715**

Class:   Two Days, 8:30 a.m. - 5:00 p.m.

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## **Basics of Management Directive 715**

Description: This writing course is a hands-on introduction to EEOC Management Directive 715 (MD- 715). Participants will become familiar with the six essential elements of a model EEO program and learn to identify and eliminate program deficiencies. Participants will also be introduced to the Barrier Analysis process. This course is taught by experienced EEOC staff and provides a firm practical foundation for building and sustaining an inclusive workplace.

Course Topics Include:   Six Essential Elements of a Model EEO Program  
                                  Identifying and Eliminating EEO Program Deficiencies  
                                  Using MD-715 Parts G & H  
                                  Introduction to the Barrier Analysis Process including):  
                                  Tigger Identification

Class:   One Day, 8:30 a.m. - 5:00 p.m.

## **Counselor Refresher**

Description: This course meets the annual 8-hour requirement for federal EEO counselors. Participants will receive instruction on recent developments in federal sector EEO and discuss how these changes affect the informal phase of the complaint process.

Class: One Day, 8:30 a.m. - 5:00 p.m.

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## **Disability Program Manager Basics**

Description: The main objective of a Disability Program Manager is to help agency management meet its affirmative employment responsibilities to ensure employment opportunities for persons with disabilities. This course outlines the roles and responsibilities of the Disability Program Manager and identifies some of the challenges faced.

Course Topics Include: Roles and Responsibilities of the (Effective) Disability Program Manager  
Sections 501 and 508 of the Rehabilitation Act of 1973  
The Reasonable Accommodation Process  
EEOC Management Directive 715 (MD-715)  
Disability Data Collection – Why it's Necessary  
Emergency Evacuation Planning  
Recruiting: Interns, Vets & Schedule  
The Architectural Barriers Act (ABA)

Class: Two Days, 8:30 a.m. - 5:00 p.m.

## **Drafting Final Agency Actions**

Description: Our skilled staff trainers deliver this writing course, designed to provide the tools needed to draft EEO final actions for federal agencies. Participants will write final agency decisions, final orders and final determinations utilizing case file materials developed for the course. Participants will also learn to distinguish the various theories of discrimination (i.e., disparate treatment, harassment, disability) and therefore enhance their ability to extrapolate only facts which are relevant and necessary.

Course Topics Include: Elements, Formats and Resources for Drafting Final Agency Actions  
Final Actions for the Various Theories of Discrimination  
Final Actions for Noncompliance/Settlement Agreement Cases  
Final Actions from Administrative Judges' Decisions  
Streamlining Final Agency Actions

Class: Three days, 8:30 a.m. - 5:00 p.m.

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## **Drafting Letters of Acceptance and Dismissal Decisions**

Description: This writing course is designed to provide tools and techniques for drafting acceptance letters and dismissal decisions on federal agency EEO cases. Our skilled staff trainers instruct you on the appropriate criteria for identifying cases for acceptance. Participants will gain practical experience in providing this part of the EEO process for your agency using scenarios and exercises based on actual EEO cases. Refine your knowledge and practice your writing skills with the assistance of experienced EEOC attorneys.

Course Topics Include: Review of the EEO Process  
Identifying Claims  
The Acceptance Letter  
Elements and Formatting of Final Agency Dismissal Decision  
Authority for Dismissing EEO Complaints

Class: Two Days, 8:30 a.m. - 5:00 p.m.

## EEO for Managers

Description: This course is designed to provide federal managers and supervisors with an understanding of their responsibilities with respect to the governing EEOC laws, policies and directives. Participants will learn ways to avoid decision-making which may lead to discrimination complaints and enhance their ability to lead an inclusive workforce. This course is taught by experienced EEOC managers, administrative judges, and staff attorneys.

Course Topics Include: Overview of EEO Laws  
Overview of EEO Complaint Process  
Alternate Dispute Resolution  
Creating a Model Workplace  
Hiring, Employing and Advancing Individuals with Disabilities  
Identifying and Preventing Workplace Harassment  
Preventing Retaliation

Class: One or Two Days, 8:30 a.m. - 5:00 p.m.

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## EEO Training for New Counselors

Description: Skilled EEOC personnel deliver this interactive course that fulfills the requisite 32-hour training requirement for new federal counselors. Participants are taught basics regarding EEO law and provided the opportunity to develop essential settlement techniques in a small group setting. Trainers also use instructive exercises to assist participants in completing counseling sessions, which include allegations of harassment and disparate treatment.

Course Topics Include: Roles and responsibilities of an EEO Counselor  
The 1614 regulations and federal sector EEO process  
Effective communication skills for EEO Counselors  
Interviewing and Counseling Techniques Recognizing  
Claims of Harassment  
Drafting the EEO Counselor's Reports

Class: **Four Days**, 8:30 a.m. - 5:00 p.m.  
**Half Day**, 8:30 a.m. – 12:00 p.m. Noon

## **EEO Training for New Investigators**

Description: Skilled EEOC personnel deliver this interactive course that fulfills the requisite 32-hour training requirement for new federal investigators. Participants are taught basics regarding EEO law and provided with the opportunity to develop essential investigative techniques in a small group setting. Trainers also use instructive exercises to assist participants in completing two actual investigations, which include allegations of harassment, disparate treatment and disability discrimination.

Course Topics Include: Basics of EEO law and theories of discrimination  
The 1614 regulations and federal sector EEO process  
Models of proof in employment discrimination cases  
Elements of a disability discrimination case  
Tools and techniques for planning and conducting interviews  
The Investigative Report and Investigative Summary

Class: **Four Days**, 8:30 a.m. - 5:00 p.m.  
**Half Day**, 8:30 a.m. - 12:00 Noon

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## **EEO Legal Update**

Description: Participants will receive updates on recent developments in federal sector EEO laws.

Class: Half Day, 8:30 a.m. - 12:30 p.m.

## **Investigator Refresher**

Description: This course meets the annual 8-hour requirement for federal EEO Investigators. Participants will receive instruction on recent developments in federal sector EEO and discuss how these changes affect investigation of complaints filed by federal employees. Participants will also practice their investigative skills.

Class: One Day, 8:30 a.m. - 5:00 p.m.

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## **Special Emphasis Program Manager**

Description: This course will teach you to design an effective Special Emphasis Program (SEP). Receive guidance on EEO and affirmative employment. Learn the foundational principles for implementing, assigning responsibility and managing results driven SEP's. Pinpoint workplace barriers that impede your target group's employment opportunities. Practice essential communication skills necessary to form collaborative partnerships and develop a strategic plan for your target group that is simple to use and communicates barriers to senior leadership and key stakeholders.

Course Topics Include: Define the Role of the Special Emphasis Program Manager (SEPM)  
Understand the legal and policy framework that support SEPs  
Learn to pinpoint barriers  
Increase visibility of SEP through effective communication and strategic partnerships

Leverage resources Prerequisite: None

Class: Two Days, 8:30 a.m. - 5:00 p.m.

## **Anti-Harassment Program Management**

Description: Following the U.S. Supreme Court's decisions in *Burlington Industries v. Ellerth*, 524 U.S. 742 (1998) and *Faragher v. City of Boca Raton*, 524 U.S. 775 (1998), the EEOC issued its "Enforcement Guidance on Vicarious Employer Liability for Unlawful Harassment by Supervisors," (June 18, 1999). Today, many agencies' anti-harassment programs are not in full compliance with EEOC regulations. In this course participants review anti-harassment policies and programs, and through interactive group activities devise an agency anti-harassment program that is separate from the EEO complaint process. Participants engage in role-play in order to gain a better understanding of written policies and procedures for addressing harassment in the workplace. The course provides a comprehensive review of the legal and regulatory requirements teaching participants through interactive coursework the roles and responsibilities of federal agencies for preventing harassment and avoiding liability.

Course Topics Include:

- Define anti-harassment policy and procedures
- Distinguish the differences between EEO complaint process and Anti-harassment complaint process
- Understand the elements of an effective anti-harassment policy and program
- Learn how to critically evaluate an anti-harassment policy and program
- Implement an anti-harassment program
- Review and assess industry-wide best practices and proactive prevention strategies

Class: Two Days, 8:30 a.m. - 5:00 p.m.