



Equal Employment Opportunity Commission
EXCEL Conference 2009

Developing an MD 715 Business Plan



Presented by:
Blaine Markuson
Manager, Army Reserve
Equal Employment Opportunity



Army Reserve EEO: Striving for Excellence, Achieving Results



Introduction

- Back to the Basics
- EEOC's Six Essential Elements
- Crafting Tasks and Creating an EEO Strategic Initiatives Program
- Developing Action Plans
- Achieving and Marketing Your Results

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Back to the Basics

- Keep it simple
- Focus on results
- Be creative
- Use the talent of your team and colleagues
- Tracking, tracking, tracking

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What Does EEO Do?



Examples:

- Complaints Processing
- Alternative Dispute Resolution
- Special Emphasis Programs
- Disabled Veterans Affirmative Action Plan
- Hispanic 9-Point Plan
- Minority College Relations Program

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Group Exercise!

ASSIGNMENT

- Break into 4 groups and brainstorm on the major functions of an EEO Program (10 Minutes)



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Creating Tasks

Less Like

Programs

- Alternative Dispute Resolution (ADR)
- Disability
- Special Emphasis Programs (SEP)
- Complaints Processing

More Like

Specific Tasks

- ADR Policy Letter
- Disability Brochure
- SEP Demographic Summaries
- Reasonable Accommodation Training Course

A task is a specific, achievable assignment that results in a tangible work product. It usually has 4-12 steps.

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Group Exercise!

ASSIGNMENT

- Break into 4 groups and come up with at least 12 tasks (15 Minutes)



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Creating Tasks

Less Like

Programs

- Alternative Dispute Resolution (ADR)
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More Like

Specific Tasks

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Six Essential Elements

- Demonstrated **commitment** from agency leadership
- **Integration** of EEO into the agency's strategic mission
- Management and program **accountability**
- **Proactive prevention** of unlawful discrimination
- **Efficiency** by improving business practices and procedures
- **Responsiveness** and legal compliance

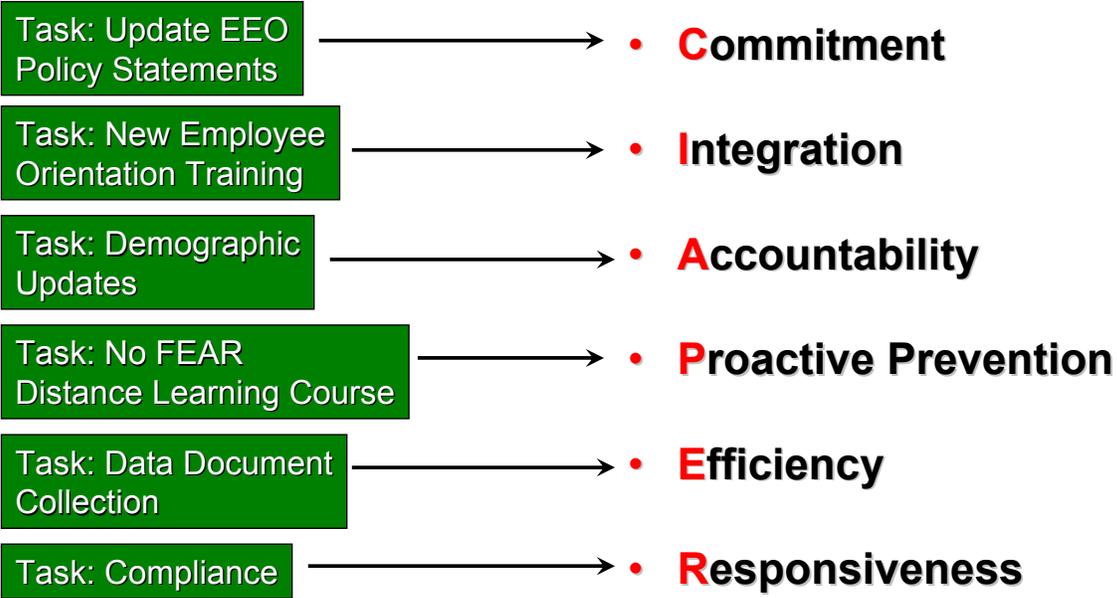
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Building Your Business Plan

Tasks

Six Essential Elements



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Group Exercise!

ASSIGNMENT

Break into groups and apply
CIAPER to your tasks
(5 Minutes)



- Demonstrated **commitment** from agency leadership
- **Integration** of EEO into the agency's strategic mission
- Management and program **accountability**
- **Proactive prevention** of unlawful discrimination
- **Efficiency** by improving business practices and procedures
- **Responsiveness** and legal compliance

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MD 715 STRATEGIC INITIATIVES 2008-2012

Commitment

- Task C1:
- Task C2:
- Task C3:
- Task C4:

Integration

- Task I1:
- Task I2:
- Task I3:
- Task I4:

Accountability

- Task A1:
- Task A2:
- Task A3:
- Task A4:

Proactive Prevention

- Task P1:
- Task P2:
- Task P3:
- Task P4:

Efficiency

- Task E1:
- Task E2:
- Task E3:
- Task E4:

Responsiveness

- Task R1:
- Task R2:
- Task R3:
- Task R4:

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MD 715 STRATEGIC INITIATIVES 2008-2012

Commitment

- Task C1: Update EEO policy statements
- Task C2: EEO Training & Education Policy
- Task C3: EEO Command policy dist
- Task C4: Website development & outreach
- Task C5: New AR ADR Command policy
- Task C6: EEO and National Security
- Task C7: New AR Reasonable Accom policy

Integration

- Task I1: Conduct staff assist. visits
- Task I2: New Employee Orientation Training
- Task I3: Senior Leader Training
- Task I4: EEO/CPAC/Legal Partnership
- Task I5: Disabled veterans initiative
- Task I6: Supervisory welcome letters
- Task I7: EEO/EO Partnership
- Task I8: Disability employment outreach
- Task I9: Diversity Initiative
- Task I10: EEO Award/Recognition Program

Accountability

- Task A1: AR SEP-Command demo sums
- Task A2: Training review and update
- Task A3: Command analysis – findings
- Task A4: Exceed performance standards for internal bus proc (Lean Six Sigma)
- Task A5: Complete hist/trend analysis

Proactive Prevention

- Task P1: Professional development tracking & analysis (ATTRS)
- Task P2: McCoy Specialist
- Task P3: Intro to EEO – DL
- Task P4: ADR – DL
- Task P5: ADR Program
- Task P6: POSH – DL
- Task P7: No FEAR – DL
- Task P8: Dix Specialist
- Task P9: Minority college relations program
- Task P10: AR reasonable accom procedures
- Task P11: Disability training course – DL

Efficiency

- Task E1: IRD priority processing
- Task E2: Case File Check List
- Task E3: Electronic documents
- Task E4: Complete MD 715
- Task E5: Data Document Collection
- Task E6: Complaint Accuracy & Analysis
- Task E7: Specialist reference sheets
- Task E8: Counselor program/outreach
- Task E9: AKO knowledge centers
- Task E10: ADR Neutral Evaluation Program

Responsiveness

- Task R1: Improve Complaints Processing
- Task R2: Table of Penalties
- Task R3: Compliance
- Task R4: Barrier Identification/Analysis
- Task R5: Reprisal Prevention Program
- Task R6: EEO Readiness Portfolios
- Task R7: Support Commanders' EEO programs
- Task R8: Paperless Processing
- Task R9: Exceed performance standards for external orgs (Lean Six Sigma)

Legend
 Green = Strategic Initiative Tasks 2008
 Black = Future Strategic Initiative Tasks



Creating Action Plans

Constructs in Paradigm

Examples

EEO Program



“Army Reserve EEO”



Essential Element



“Commitment”



Tasks



“Website Development”



Action Plans



“Step-by-Step Plan”

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Action Plans

- An action plan is a projection of the step-by-step work assignments that need to be accomplished to complete a task
- It serves as the “roadmap” for achieving a specific task
- It may need to be modified or adjusted based on changing mission requirements or unforeseen circumstances

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Sample Action Plan

Show who is responsible

Task P4: ADR – Distance Learning (DL)



Team Leader: Josephine Smith
Team Members: John Davis, Patty Hernandez

Show current progress



Action Plan Progress:

Show step-by-step accomplishments



1. Brainstorm ADR steps to be completed & complete draft action plan (c: 10/02/07)
2. Contact 84th TNG CMD regarding DL course feasibility (c: 10/5/07)
3. Prepare tasker for Army Reserve to 84th Training Command (c: 10/14/07)
4. Research and review current ADR materials/publications (c: 10/31/07)
5. Create ADR-Distance Learning course outline (c: 11/15/07)
6. Write rough draft of text for online course (c: 02/14/08)
7. Edit course text with team members (c: 04/15/08)
8. Forward draft content for editing by EEO Manager (c: 04/25/08)
9. Make corrections and resubmit through chain (c: 05/02/08)
10. Submit to EEO Director for editorial approval (c: 05/05/08)
11. Coordinate with Civilian personnel for review/comments (c: 05/10/08)
12. Coordinate with Legal for review/comments (c: 05/16/08)
13. Make revisions if necessary (c: 05/20/08)
14. Meet with 84th TNG CMD to submit text and initiate design of course (05/21/08)
15. Monitor course development (in progress)
16. Post course on Virtual University (suspense: 07/31/08)
17. Advertise/market course to workforce
18. Track usage and report to Head of Agency

Show current status and future projections



Show notes



Notes:

Patty met with Neil from 84th do discuss voice-over work and listen to first recording. Currently, Patty and Josephine are scheduled to redo voice work for slides 4, 6, 12, 18, and 34 because of audio/technical inconsistencies. Voice rerecording scheduled for 06/15/08. John is developing brochures for marketing.

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Group Exercise!

ASSIGNMENT

Break into groups and create
a sample EEO Action Plan
(5-10 minutes)



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Marketing and Tracking

- Submit action plans with MD 715
- Present business plan to senior leaders
- Use to document performance and accomplishments for rating period
- Useful for manpower studies
- Ensures trackable results

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Conclusion

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Contact Information

Army Reserve EEO
2187 South J Street
Fort McCoy, WI 54656
Telephone: 1-888-838-4499
E-Mail: usar-eeo@usar.army.mil

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