



EEOC
TRAINING INSTITUTE

U.S. Equal Employment Opportunity Commission
Chicago District Office

Investigative Interviewing Techniques: General Principles, Adapting for Trauma, and Intercultural Communication

Level: Beginner and Intermediate

May 7, 2024

9:00 am – 1:50 pm Central
10:00 am – 2:50 pm Eastern

AGENDA

Time	Presentation
8:30 am	Virtual Environment Opens
9:00 am	Opening Remarks Amrith Kaur Aakre, District Director, EEOC Chicago District Office
9:05 am	Get it Right the First Time: General Principles for Effective Investigative Interviews Alison Fisher, Outreach and Education Coordinator, EEOC Chicago District Office <p>Investigations are only as good as the people conducting them. Understanding the various investigative interviewing techniques available, what's appropriate in specific situations, and how best to implement those techniques will prevent well-meaning investigators from inserting their own biases into the investigative process. This session will focus on utilizing the appropriate tools to ensure best practices throughout the investigative process. Attendees will understand when to ask certain questions and how to get the relevant information the first time.</p>
10:25 am	Break

Alison Fisher
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Time Presentation

10:35 am **Trauma-Informed Interviewing: Striking a Balance between Critical Thinking and Empathy**

Nanisa S. Pereles, Acting Deputy Director, EEOC Chicago District Office

Conducting investigations in today's workplaces requires a balance of critical thinking and empathy. It is essential that factfinders be prepared to encounter difficult, sensitive, or challenging scenarios. Often, a person subjected to trauma may have difficulty recalling events, may be afraid to share information, or may not appear to be credible. Because trauma affects everyone differently, there is no one-size-fits-all answer. This session will provide practical tools for navigating those interactions while maintaining a trauma-informed mindset.

11:55 pm **Break**

12:25 pm **Intercultural Communication**

Kori N. Clemons, Trainer, Institute for Training and Development, Illinois Department of Human Rights (IDHR)

To succeed in today's society, we must be able to communicate across cultural lines. Lack of cultural competency can cause increased frustration among employees, which will lead to conflict that inevitably impacts productivity and your bottom line. This session looks at race, ethnicity, language, and religion as workplace tissues and explores how dialogue can be used to open communication, break down stereotypes and facilitate more productive relationships.

1:45 pm **Closing Remarks**

Amrith Kaur Aakre, District Director, EEOC Chicago District Office

1:50 pm **Adjourn**

REGISTRATION FEE: \$350.00 per person

REGISTER HERE: [Chicago Virtual Workshop](#)

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This program has been approved for 4.0 PDCs.

The U.S. EEOC is recognized by SHRM to offer Professional Development Credits (PDCs) for SHRM-CP® or SHRM-SCP® recertification activities.

CLE – seeking credits for IA, MN, ND, and WI; not eligible for IL credit.

Federal Counselor or Investigator Refresher Credits have been approved (4 hours).

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PRESENTER BIOGRAPHIES

Amrith Kaur Aakre, District Director, EEOC Chicago District Office



Amrith Kaur Aakre, a dedicated public servant and national civil rights leader, serves as the Director for the U.S. Equal Employment Opportunity Commission's Chicago District. Under Amrith's leadership, the Chicago District enforces the agency's mission across 6 states to ensure that workers who seek the EEOC's help in remedying employment discrimination obtain relief. As a Senior Executive Service member, she also works with the highest levels of federal government to shape and implement civil rights policies, develop litigation, and build relationships with vulnerable communities and stakeholders in preventing and combating workplace discrimination.

Prior to this role, Amrith served as the Legal Director for the Sikh Coalition where she led high-impact litigation matters while managing initiatives to protect the civil rights of all Americans in areas such as employment and school discrimination, hate crimes, racial profiling, and bias-based policy issues. Prior to joining the Sikh Coalition, Amrith served as a prosecutor in Chicago's Cook County State's Attorneys' Office for over 11 years, during which time she led transformative efforts to create and expand access to restorative justice and rehabilitative courts. A proud Chicagoan, she also coaches volleyball and track and field for the Chicago Public Schools.

Kori N. Clemons, Trainer, Institute for Training and Development, Illinois Department of Human Rights (IDHR)



Kori N. Clemons joined the Illinois Department of Human Rights September 2018 as a Trainer with the Institute for Training and Development. Kori came to IDHR with four years of training experience with Illinois Department of Human Services, Office of Human Resources. At BSDT, she developed and facilitated trainings for all levels of staff, including Executive Staff, and trained a variety of curricula including leadership, critical skills, and policy. Kori began with the State of Illinois in 1999, serving as a Human Service Caseworker at DHS for several years. She was committed to the agency's Mission and used them to guide her work as she served the people of Illinois.

Kori joined Department of Human Rights Institute for Training and Development to further advance her service to the people of Illinois. She agrees with IDHR's vision that everyone has the right to live free from discrimination. Kori's passion for service and empowerment, along with her position as a trainer with IDHR, allows her the opportunity to impart information that ensures that Human Rights are not just something we speak on in the State of Illinois, but also something that we act on.

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Alison Fisher, Outreach and Education Coordinator, EEOC Chicago District Office

Ali Fisher began with EEOC in 2010 and was an Investigator for 13 years before stepping into the role of Outreach and Education Coordinator. Prior to EEOC, Ali worked for a workforce development and education not-for-profit called SER for Central States. Before settling in Chicago, Ali served as a Peace Corps Volunteer for 2 years in Peru, working with young survivors of sexual assault. She met her future husband there at the US embassy during a game of ultimate frisbee.

She is a graduate of University of California, Davis and holds a BA in International Relations, with an emphasis on peoples and cultures. She is also a volunteer leader for her alumni network in Chicago. As the mom of a 3-year-old and another baby on the way, Ali still amazingly finds time to pursue her interests of fitness, travel, food, and flowers.



Nanisa S. Pereles, Acting Deputy District Director, EEOC Chicago District Office

Nanisa S. Pereles is a Program Analyst at EEOC currently acting as the Deputy Director in the Chicago District Office. During her tenure with EEOC, Nanisa has served as Supervisory Investigator coaching teams of investigators involved in all types of employment discrimination cases. She has trained and mentored EEO Investigators from coast to coast. In addition, she has been selected to train both internal and external customers on EEOC's statutes, and she and has been part of national development teams for investigative training and compliance materials. She has led teams of investigators for over a decade with a focus on partnership, empathy, and efficiency. Those efforts led to strong results including millions of dollars in relief for affected parties. Nanisa is a graduate of the Partnership for Public Service Leadership Program.

Prior to Nanisa's work at EEOC, she was an Immigration Officer and a High School Teacher. She received a Bachelor of Science in Communications from Southwestern Oklahoma State University and a Master of Arts in Communications from Oklahoma State University.

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