



# EEOC

## TRAINING INSTITUTE

U.S. Equal Employment Opportunity Commission  
Indianapolis District Office

## EEO Investigations 101: Who? What? When? How?

June 11, 2024

8:00am – 12:20pm Eastern

Virtual Workshop

### AGENDA

- | Time     | Presentation   |
|----------|--|
| 7:30 am  | Virtual Environment Opens  |
| 8:00 am  | <b>Welcoming Remarks</b><br>Alessandra Rosa, Esq., Lead, Outreach and Education Coordinator, EEOC Indianapolis District Office   |
| 8:05 am  | <b>Conducting an Effective EEO Investigation</b><br>Alessandra Rosa, Esq., Lead Outreach and Education Coordinator, EEOC Indianapolis District Office<br>Samuel Bills, Outreach and Education Coordinator, EEOC Detroit Field Office<br>An employee presents a claim of discrimination. This single action can trigger legal troubles if an employer does not have an action plan in place to navigate the investigation process. This session provides a comprehensive overview of what triggers an internal investigation, how to determine an investigation's proper scope, and how to avoid common pitfalls. |
| 10:05 am | Break  |
| 10:10 am | <b>Top 10 Mistakes Employers Make in Conducting Workplace Investigations</b><br>Susan Hartmus Hiser, Calzone Hiser, PLLC<br>Workplace investigations are becoming increasingly prevalent as a way of managing disputes, maintaining a positive workplace culture, and as a defense to litigation. This session addresses the top 10 mistakes employers make in conducting workplace investigations and provides tips on best practices for the next investigation you face.  |
| 11:10 am | Break  |

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### **Time Presentation**

11:15 am **Finetuning Your Witness Interviewing Skills**

Kathleen Bensberg, Trial Attorney, EEOC Indianapolis District Office

The process of interviewing complainants and witnesses can seem more intimidating than it really is. Learn different interviewing and questioning techniques to effectively obtain the information that you need to conduct a successful investigation.

12:15 pm **Closing Remarks**

Alessandra Rosa, Lead, Outreach and Education Coordinator, EEOC Indianapolis District Office

12:20 pm **Adjourn**

**REGISTRATION FEE: \$350.00 per person**

**REGISTER HERE: [Indianapolis Virtual Workshop](#)**

### **CREDITS:**

HRCI – This program has been submitted to the HR Certification Institute for review.

SHRM – submitted for approval.

CLE – seeking credits for IN, KY, and OH.

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

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#### **Kathleen Bensberg, Trial Attorney, EEOC Indianapolis District Office**

Kathleen Bensberg is a Trial Attorney with the Indianapolis District of the U.S. Equal Employment Opportunity Commission where she advises Commission investigators and litigates individual and class cases throughout Kentucky, Ohio, and Indiana. Prior to joining the Commission, Ms. Bensberg was in private practice in New York City, where she focused on plaintiff-side employment discrimination and constitutional litigation. Most recently before joining the Commission, Ms. Bensberg was the Director of the LGBT Project at Indiana Legal Services, where she litigated for LGBTQ+ equality at the state and federal levels.



#### **Samuel R. Bills, Outreach and Education Coordinator, Detroit Field Office**

Samuel Bills is the Outreach and Education Coordinator for the U.S. Equal Employment Opportunity Commission, Detroit Field Office. Since joining the EEOC in 2018, he has served as a Federal Investigator. Before joining the EEOC, Samuel served as a Department of the Army Civilian – Human Resources Manager and in the U.S. Army, retiring after 22 years of service, where he served as an Equal Employment Opportunity Advisor and trainer.



#### **Susan Harmus Hiser, Calzone Hiser, PLLC**

Susan Hiser is a Principal with Calzone Hiser, PLLC, serving as a neutral workplace investigator, mediator, and Title IX hearing officer. She has more than 30 years of experience as an attorney practicing in the areas of employment litigation defense, employer counseling, and workplace investigations. Susan is a member of the American Bar Association Labor & Employment Law Section's Employment Rights and Responsibilities Committee and has served as a Program Co-Chair, Administrative Co-Chair, Workplace Investigations Subcommittee Co-Chair, and ERR Gives Back Community Service Initiative Co-Chair. She is a Fellow of the College of Labor and Employment Lawyers and the Michigan State Bar Foundation. She is also a member of the State Bar of Michigan's Labor and Employment Law Section and served on its governing Council from 2009-2018 and as Chair from 2016-2017. Susan has been a featured speaker on a variety of employment law topics for the Institute for Continuing Legal Education and the Labor and Employment Law Sections of the American Bar Association and the State Bar of Michigan, with a concentration on workplace investigations.

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#### **Alessandra Rosa, Esq., Lead Outreach and Education Coordinator, EEOC Indianapolis District Office**

Alessandra Rosa is the Lead, Outreach and Education Coordinator for the U.S. Equal Employment Opportunity Commission, Indianapolis District Office.

Prior to becoming the Lead OEC, Ms. Rosa was a Trial Attorney for the Indianapolis Legal Unit until 2021, when she was named Administrative Judge for the Federal Hearings Unit.

As an Administrative Judge, Ms. Rosa received the Commission's Chair Emerging Leader Award for her outstanding contributions and exceptional performance directly related to fulfilling the agency's mission. Ms. Rosa frequently provides education on the Pregnant Workers Fairness Act, Title VII of the Civil Rights Act, the American with Disabilities Act, the Equal Pay Act, and the Age Discrimination in Employment Act. Ms. Rosa also provides training and education on hiring best practices, maintaining a respectful workplace, leading with respect, and properly investigating discrimination and harassment claims, among others.

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