



U.S. Equal Employment Opportunity Commission - San Francisco District Office

40 Hour Basic Mediation Course: EEO Focus

April 21-25, 2025 9:00 am – 5:30 pm Pacific Time

Ronald V. Dellums Federal Building
1301 Clay Street, Oakland, CA 94162

San Francisco District ADR Coordinator Juan Vaca will lead a team of experienced EEOC mediators to present this 40-hour basic mediation training program, with a special emphasis on resolving employment and EEO-related workplace disputes. Professionals who manage workplace conflict as well as attorneys representing clients in mediation will not want to miss this unique in-person course, with ample opportunity for hands-on practice, role-play and individualized feedback. Course completion includes certificate of completion of 40-hour basic mediation training. No prior training or experience required.

AGENDA

Day 1	Introduction to Mediation
Principles of ADR · Types of Mediations · Pre-Mediation · Opening Statements	
Day 2	Stages of Mediation
Past, Present, Future · Keys to Successful Communication · Positions v. Interests	
Day 3	Identifying Issues
Negotiations 101 · Reality Testing · Agreement Writing · Terms and Conditions · Mediation Ethics	
Day 4	Generating Options & Problem Solving
Brainstorming Options · Empathy · Power Dynamics · Terms and Conditions	
Day 5	Considerations: Culture, Religion, Trauma
Complete Settlements · Report Out Agreements · Debrief Expectations	



REGISTRATION FEE: \$2,125.00 per person

REGISTER HERE: [\[insert link for San Francisco In Person Workshop\]](#)

CREDITS:

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

SHRM – This program has been submitted for approval.

CLE – This program will seek credit for California.

This workshop has been approved for **Federal Counselor** or **Investigator Refresher** credits (XX hours).

We strive to host inclusive, accessible events that enable all individuals, including individuals with disabilities, to engage fully. To request an accommodation or for inquiries about accessibility by April 11, 2025), please contact the event organizer Linda Li, 650-684-0928, linda.li@eeoc.gov.



PRESENTER BIOGRAPHY	
 A professional headshot of Juan Vaca, a man with dark hair and a goatee, wearing a dark blue suit, a white shirt, and a red patterned tie.	<p>Juan Vaca, (he/him), EEOC San Francisco District Office</p> <p>Juan Vaca has served as EEOC's Mediation Program Coordinator for the San Francisco District since August 2017. He began with the agency as an investigator from May 2005 – June 2010, then became a EEOC Senior Mediator in 2010 and served as Acting ADR Coordinator in 2016. He has mediated over 1,500 cases and settled over 1,000 cases totaling more than \$25,000,000 in settlements. In addition, he has trained newly hired Federal Mediators, Judges, Attorneys and Investigators, on proper EEOC Mediation protocol and served as a Lead Trainer for the San Francisco Federal Executive Board 40 Hour Mediation Training Program. Additionally, he runs the San Francisco District's Pro Bono Mediation Panel by recruiting, training and assigning cases to pro bono staff. Vaca holds a Bachelor's degree in Political Science from UC Berkeley and served in the U.S. Coast Guard as a Rescue Crewman and Law Enforcement Officer at Station Golden Gate Bridge from October 1995–October 1999.</p>