



# EEOC

## TRAINING INSTITUTE

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

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



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**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](mailto:linda.li@eeoc.gov).



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PRESENTER BIOGRAPHY	
	<p><b>Juan Vaca, (he/him), EEOC San Francisco District Office</b></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>