



# Federal Training Course Catalog FY 2024

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# Program Administration Courses

## Anti-Harassment Program Management

### Description:

In this course, participants review anti-harassment policies and programs, the law, and case studies. Through interactive group activities, learners devise an agency anti-harassment program separate from the EEO complaint process. Participants engage in role-play to gain a better understanding of written policies and procedures for addressing harassment in the workplace. The course provides a comprehensive review of the legal and regulatory requirements, teaching participants through interactive coursework the roles and responsibilities of federal agencies for preventing harassment and avoiding liability.

### Course Objectives:

- Defining anti-harassment policy and procedures
- Distinguishing the differences between the EEO complaint process and the anti-harassment complaint process
- Understanding the elements of an effective anti-harassment policy and program
- Evaluating an anti-harassment policy and program critically
- Implementing an anti-harassment program
- Assessing leading practices and proactive prevention strategies

### Prerequisite:

None

### Duration:

2 Days (16 training hours)

## Barrier Analysis

### Description:

This course covers all aspects of the barrier analysis process, including legal and public policy foundations; analysis and interpretation of workforce statistics found in MD-715 data tables; trigger identification; barrier analysis investigation; organizing findings and preparing action plans designed to eliminate barriers; and follow-up on MD-715 reports from previous reporting cycles. The course offers hands-on simulations of situations typically encountered in preparing MD-715 reports.

### Course Objectives

- Legal and Policy Foundations of Barrier Analysis
- Trigger Identification Barrier Identification
- Action Plan Development and Follow-Up
- Analysis and Interpretation of Workforce Data Tables

**Prerequisite:**

Management Directive 715 - Basics

**Duration:**

2 days (16 contact hours)

Basics of Management Directive 715

**Description:**

This course is a hands-on introduction to EEOC Management Directive 715 (MD- 715). Participants will become familiar with the six essential elements of a model EEO program and learn to identify and eliminate program deficiencies. Participants will also be introduced to the Barrier Analysis process. This course is taught by experienced EEOC staff and provides a firm practical foundation for building and sustaining an inclusive workplace.

**Course Objectives:**

- Six Essential Elements of a Model EEO Program
- Identifying and Eliminating EEO Program Deficiencies
- Using MD-715 Parts G & H
- Introduction to the Barrier Analysis Process, including identification of triggers

**Prerequisite:**

None

**Duration:**

1 Day (8 training hours)

Disability Program Manager Basic

**Description:**

This course outlines the roles and responsibilities of the Disability Program Manager and identifies some of the challenges faced. The main objective of a Disability Program Manager is to help agency management meet its affirmative employment responsibilities to ensure employment opportunities for persons with disabilities.

**Course Objectives:**

- Roles and Responsibilities of the (Effective) Disability Program Manager
- Sections 501 and 508 of the Rehabilitation Act of 1973
- The Reasonable Accommodation Process
- EEOC Management Directive 715 (MD-715)
- Disability Data Collection – Why it's Necessary
- Emergency Evacuation Planning
- Recruiting: Interns, Vets & Schedule
- The Architectural Barriers Act (ABA)

**Prerequisite:**

None

**Duration:**

2 Days (16 training hours)

### Special Emphasis Program Manager - Basic

**Description:**

This course will teach you to design an effective Special Emphasis Program (SEP). Receive guidance on EEO and affirmative employment. Learn the foundational principles for implementing, assigning responsibility, and managing results-driven SEPs. Pinpoint workplace barriers that impede your target group's employment opportunities. Practice essential communication skills necessary to form collaborative partnerships and develop a strategic plan for your target group that is simple to use and communicates barriers to senior leadership and key stakeholders.

**Course Objectives:**

- Defining the Role of the Special Emphasis Program Manager (SEPM)
- Understanding the legal and policy framework that supports SEPs
- Learn to pinpoint barriers
- Designing campaigns to increase the visibility of SEP using effective communication and strategic partnerships
- Leverage resources

**Prerequisite:**

None

**Duration:**

1 Day (8 training hours)

### Special Emphasis Program Manager - Comprehensive

**Description:**

This course will teach you to design an effective Special Emphasis Program (SEP), advance diversity, equity, inclusion, and belonging, and detect implicit bias and microaggressions. Receive guidance on EEO and affirmative employment. Learn the foundational principles for implementing, assigning responsibility, and managing results-driven SEPs. Pinpoint workplace barriers that impede your target group's employment opportunities. Practice essential communication skills necessary to form collaborative partnerships and develop a strategic plan for your target group that is simple to use and communicates barriers to senior leadership and key stakeholders. Focused small group activities and discussions address accessibility, belonging, inclusion, diversity, and equity.

**Course Objectives:**

- Defining the Role of the Special Emphasis Program Manager (SEPM)
- Understanding the legal and policy framework that supports SEPs
- Identifying barriers
- Designing campaigns to increase the visibility of SEP using effective communication and strategic partnerships
- Developing networks to leverage resources
- Detecting implicit bias and microaggressions
- Devising action plans and mitigation strategies
- Evaluating accessibility, belonging, inclusion, diversity, and equity

**Prerequisite:**

None

**Duration:**

2 Days (16 training hours)

# EEO Counselor Training Courses

## EEO Training for New Counselors

### Description:

This interactive course fulfills the 32-hour training requirement for new federal counselors. Participants are taught basics regarding EEO law and allowed to develop essential settlement techniques in a small group setting. Trainers also use instructive exercises to assist participants in completing counseling sessions, which include allegations of harassment and disparate treatment.

### Course Objectives:

- Defining the roles and responsibilities of an EEO Counselor
- Integrating the 1614 regulations and federal sector EEO process
- Demonstrating practical communication skills for EEO Counselors
- Applying interviewing and Counseling Techniques
- Recognizing claims of harassment
- Drafting the EEO Counselor's Reports

### Prerequisite:

None

### Duration:

5 Days (32 training hours)

## EEO Counselor Refresher Training

### Description:

This course meets the annual 8-hour requirement for federal EEO counselors. Participants will receive instruction on recent developments in the federal sector EEO and discuss how these changes affect the informal phase of the complaint process.

### Course Objectives:

- Understanding recent developments in the federal sector EEO
- Considering the legal implications of recent developments in the federal sector EEO
- Discussing how recent changes impact the informal phase of the complaint process
- Strengthening counseling skills through the application of updated knowledge
- Identifying leading practices for EEO counselors based on the latest developments in the field
- Discussing the practical application of recent EEO changes
- Developing strategies to navigate revolving challenges within the federal EEO context
- Applying acquired knowledge to case scenarios to reinforce practical understanding
- Collaborating in the learning environment to share experiences and insights
- Complying with federal EEO regulations and guidelines.

**Prerequisite:**

Completion of EEO Training for New Counselors

**Duration:**

1 Day (8 training hours)



# EEO Investigator Training Courses

## EEO Training for New Investigators

### Description:

This interactive course fulfills the 32-hour training requirement for new federal investigators. Participants are taught basics regarding EEO law and allowed to develop essential investigative techniques in a small group setting. Trainers also use instructive exercises to assist participants in completing two actual investigations, which include allegations of harassment, disparate treatment, and disability discrimination.

### Course Objectives:

- Describing the basics of EEO law and theories of discrimination
- Integrating the 1614 regulations and federal sector EEO process
- Applying models of proof in employment discrimination cases
- Identifying the elements of a disability discrimination case
- Planning for interviews using the supplied tools and techniques
- Conducting interviews
- Drafting the Investigative Report
- Writing the Investigative Summary

### Prerequisite:

None

### Duration:

5 Days (32 training hours)

## Investigator Refresher

### Description:

This course meets the annual 8-hour requirement for federal EEO Investigators. Participants will receive instruction on recent developments in federal sector EEO and discuss how these changes affect the investigation of federal employee complaints. Participants will also practice their investigative skills.

**Course Objectives:**

- Discussing recent developments in federal sector EEO relevant to the investigative process
- Summarizing the legal implications associated with recent changes in federal sector EEO
- Explaining how recent changes in federal sector EEO impact the overall process of investigating federal employee complaints
- Interpreting updated investigative techniques introduced in response to recent developments
- Applying legal knowledge gained to enhance the effectiveness of investigations into federal employee complaints
- Demonstrating enhanced investigative skills developed during the course to address cases
- Analyze the implications of recent developments for effective case management in federal sector EEO investigations.
- Develop strategies to address challenges encountered during federal sector EEO investigations.
- Evaluate Compliance with EEO Regulations
- Practice Investigative Skills

**Prerequisite:**

Completion of EEO Training for New Investigators

**Duration:**

1 Day (8 training hours)

# Legal Training Courses

## Drafting Final Agency Actions

### Description:

This course is designed to provide the tools needed to draft EEO final actions for federal agencies. Participants will first review the content and structure of final agency decisions, orders, and determinations, then analyze and draft Decisions and Orders using case file materials developed for the course. Participants will also learn to distinguish and apply various theories of discrimination (i.e., disparate treatment, harassment, disability), enhancing their ability to extrapolate only relevant and necessary facts and draft concise documents.

### Course Objectives:

- Applying the elements, formats, and resources for Drafting Final Agency Actions
- Distinguish the various theories of discrimination applied to Final Agency Actions
- Integrating Administrative Judges' Decisions for Final Agency Actions

### Prerequisite:

None

### Duration:

2 Days (16 training hours)

## Drafting Letters of Acceptance and Dismissal Decisions

### Description:

This course is designed to provide tools and techniques for drafting acceptance letters and dismissal decisions on federal agency EEO cases. Learn to apply the appropriate criteria to determine whether a case should be accepted or dismissed under the nine dismissal regulations. Participants will gain practical experience drafting documents for this part of the EEO process using scenarios and exercises based on EEO cases. Get the basics or refine your knowledge of all the nuances of dismissal decisions with the assistance of experienced EEOC attorneys.

### Course Objectives:

- Summarizing the EEO Process
- Distinguishing claims
- Writing the Acceptance Letter
- Applying the elements of a decision
- Formatting the Final Agency Dismissal
- Integrating the application of the dismissal regulations for EEO Complaints
- Drafting the Dismissal Decision

**Prerequisite:**

None

**Duration:**

2 Days (16 training hours)

### EEO Legal Update

**Description:**

Participants will discuss and analyze recent and applicable Supreme Court decisions and federal sector EEO legislation, policy, regulations, and decisions.

**Course Objectives:**

- Discussing recent and applicable Supreme Court decisions
- Interpreting and integrating contemporary federal sector EEO legislation, policy, regulations, and decisions into existing legal framework

**Prerequisite:**

None

**Duration:**

Half Day (4 training hours)

# Courses for Employees and Managers

## EEO for Managers – Basic

### Description:

This course is designed to give federal managers and supervisors an understanding of their responsibilities under the governing EEOC laws, policies, and directives. Participants will learn ways to avoid decision-making that may lead to discrimination complaints and enhance their ability to lead an inclusive workforce. This course is taught by experienced EEOC managers, administrative judges, and staff attorneys.

### Course Objectives:

- Understanding EEO Laws
- Discussing the responsibilities of managers in promoting equal employment opportunity
- Distinguishing forms of workplace discrimination
- Practicing prevention of discrimination
- Creating an inclusive work environment
- Understanding the EEO Complaint Process
- Considering responses to EEO complaints
- Understanding alternative dispute resolution (ADR)
- Assessing a case and making a decision
- Preventing harassment in the workplace
- Understanding retaliation concepts

### Prerequisite:

None

### Duration:

1 Day (8 training hours)

## EEO for Managers – Comprehensive

### Description:

This course is designed to give federal managers and supervisors an understanding of their responsibilities under the governing EEOC laws, policies, and directives. Participants will learn ways to avoid decision-making that may lead to discrimination complaints and enhance their ability to lead an inclusive workforce. This course is taught by experienced EEOC managers, administrative judges, and staff attorneys.

**Course Objectives:**

- Understanding EEO Laws
- Discussing the responsibilities of managers in promoting equal employment opportunity
- Distinguishing forms of workplace discrimination
- Practicing prevention of discrimination
- Creating an inclusive work environment
- Understanding the EEO Complaint Process
- Considering responses to EEO complaints
- Understanding alternative dispute resolution (ADR)
- Assessing a case and making a decision
- Preventing harassment in the workplace
- Understanding retaliation concepts
- Analyzing case examples
- Considering the Rehabilitation Act and Reasonable Accommodation issues

**Prerequisite:**

None

**Duration:**

2 Days (16 training hours)

# Customer-Specific Training Courses

The following courses are offered only through organization-specific training sessions. To request the following sessions or other courses in this catalog as customer-specific training (CST), complete a [Training and Outreach Request](https://forms.office.com/g/tSWkFzZ7kW) (<https://forms.office.com/g/tSWkFzZ7kW>). If you have 10 or more learners, you may benefit from a CST instead of a national training course.

Contact [FederalTrainingandOutreach@eeoc.gov](mailto:FederalTrainingandOutreach@eeoc.gov) if you have questions or require additional information to complete the Training Request form.

## Anti-Harassment

### Investigating Harassment in the Workplace

**Description:**

The Investigating Harassment in the Workplace course is an in-depth training program designed to equip Equal Employment Opportunity (EEO) investigators with the knowledge, skills, and best practices required to conduct thorough and effective investigations into allegations of workplace harassment. This course is tailored for HR professionals, managers, supervisors, and individuals responsible for conducting impartial and legally compliant workplace harassment investigations.

**Course Objectives:**

- Summarizing elements of an effective investigation
- Conducting an impartial and legally compliant interview and investigation
- Creating an investigative plan
- Intervening in harassment activities in the workplace
- Preventing workplace harassment

**Prerequisite:**

None

**Duration:**

Half Day (4 training hours)

### Preventing Harassment in the Workplace

**Description:**

The Preventing Harassment in the Workplace course is a comprehensive Equal Employment Opportunity (EEO) training program designed to foster a culture of respect, inclusion, and harassment prevention within organizations. This course empowers participants with the knowledge and skills necessary to recognize, address, and prevent harassment in the workplace, ensuring legal compliance and a safe work environment.

**Course Objectives:**

- Describing harassment in the workplace
- Recognizing harassment in the workplace
- Intervening in harassment activities in the workplace
- Preventing workplace harassment
- Fostering a culture of respect and inclusion

**Prerequisite:**

None

**Duration:**

Half Day (4 training hours)

Preventing Harassment for Managers**Description:**

This course is a comprehensive Equal Employment Opportunity (EEO) training program for leaders. Skills and practical exercises address fostering a culture of respect, leading with inclusion, and harassment prevention within organizations. This course empowers participants with the knowledge and skills necessary to recognize, address, and prevent harassment in the workplace, ensuring legal compliance and a safe work environment.

**Course Objectives:**

- Describing harassment in the workplace
- Recognizing harassment in the workplace
- Intervening in harassment activities in the workplace
- Preventing workplace harassment
- Fostering a culture of respect and inclusion
- Evaluating a workplace or organization
- Developing action plans based on that evaluation

**Prerequisite:**

None

**Duration:**

Half Day (4 training hours)



# Respectful Workplace

## Leading for Respect

### **Description:**

The Leading for Respect course is an integral component of the EEOC's Respectful Workplace Program, designed to empower leaders with the knowledge and skills to cultivate a workplace culture rooted in respect, dignity, and inclusivity. This course goes beyond conventional leadership training by placing a strong emphasis on understanding the dynamics of diversity and inclusion, and their profound impact on workplace relationships.

### **Course Objectives:**

- Describing a shared and specific understanding of respectful words and behavior
- Understanding the organizational imperative for respect
- Identifying specific activities that promote and sustain respect
- Understanding of forms of conduct that derail respect
- Recognizing the organization's policy
- Demonstrating clarity on reporting expectations
- Applying the psychology of employee complaints
- Practicing complaint handling
- Intervening in harassment activities in the workplace
- Preventing workplace harassment

### **Prerequisite:**

None

### **Duration:**

Half Day (4 training hours)

## Respectful Workplace for Employees

### **Description:**

The EEOC Respectful Workplace Program is a comprehensive training initiative designed to instill a culture of respect, inclusivity, and equity within organizational environments. This program is thoughtfully tailored for employees, offering a unique opportunity for every team member to contribute to and benefit from a workplace culture grounded in respect. It is designed to resonate with the experiences and perspectives of employees, fostering a collective commitment to building a positive and inclusive organizational environment.

**Course Objectives:**

- Describing a shared and specific understanding of respectful words and behavior
- Understanding the organizational imperative for respect
- Identifying specific activities that promote and sustain respect
- Understanding of forms of conduct that derail respect
- Recognizing the organization's policy
- Demonstrating clarity on reporting expectations
- Intervening in harassment activities in the workplace
- Preventing workplace harassment

**Prerequisite:**

None

**Duration:**

Half Day (4 training hours)