



Federal Training Course Catalog FY 2025

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EEOC
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Program Administration Courses

The following courses are available to learners in the EEO Training Institute (national, open enrollment) and Agency Specific/Customized Training.

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 policies 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:

1 Day (8 training hours)

2 Days (16 training hours)

Cost:

1 Day (8 training hours) – Training Institute (open enrollment) \$550

1 Day (8 training hours) – Customer Specific \$ \$6000 (30 or fewer learners, \$20 per additional learner up to 40)

2 Days (16 training hours) – Customer Specific \$8500 (30 or fewer learners, \$25 per additional learner up to 40).

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)

Cost:

Training Institute (open enrollment) \$800 per learner

Customer Specific \$8500 (30 or fewer learners, \$25 per additional learner up to 40)

Basics of Management Directive 715

Description:

This course is a hands-on introduction to EEOC Management Directive 715 (MD—715). Participants will familiarize themselves with the six essential elements of a model EEO program and learn to identify and eliminate program deficiencies. They 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 a workforce.

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)

Cost:

Training Institute (open enrollment) \$550 per learner

Customer Specific \$6000 (30 or fewer learners, \$20 per additional learner up to 40)

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)

Cost:

Training Institute (open enrollment) \$800 per learner

Customer Specific \$8500 (30 or fewer learners, \$25 per additional learner up to 40)

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 employment opportunities. Practice essential communication skills necessary to form collaborative partnerships and develop a strategic plan 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 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)

Cost:

Training Institute (open enrollment) \$550 per learner

Customer Specific \$6000 (30 or fewer learners, \$20 per additional learner up to 40)

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)

Cost:

Training Institute (open enrollment) \$1600 per learner

Customer Specific \$18500 (30 or fewer learners, \$30 per additional learner up to 40)

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)

Cost:

Training Institute (open enrollment) \$550 per learner

Customer Specific \$6000 (30 or fewer learners, \$20 per additional learner up to 40)

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)

Cost:

Training Institute (open enrollment) \$1600 per learner

Customer Specific \$18500 (30 or fewer learners, \$30 per additional learner up to 40)

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 the 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)

Cost:

Training Institute (open enrollment) \$550 per learner

Customer Specific \$6000 (30 or fewer learners, \$20 per additional learner up to 40)

Legal Training Courses

Drafting Final Agency Actions

Description:

This course provides the tools 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)

Cost:

Training Institute (open enrollment) \$800 per learner

Customer Specific \$8500 (30 or fewer learners, \$25 per additional learner up to 40)

Drafting Letters of Acceptance and Dismissal Decisions

Description:

This course provides 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)

Cost:

Training Institute (open enrollment) \$800 per learner

Customer Specific \$8500 (30 or fewer learners, \$25 per additional learner up to 40)

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)

Cost:

Training Institute (open enrollment) \$300 per learner

Customer Specific \$3000 (30 or fewer learners, \$15 per additional learner up to 40)

Courses for Employees and Managers

EEO for Managers – Basic

Description:

This course is designed to help federal managers and supervisors understand their responsibilities under the governing EEOC laws, policies, and directives. Participants will learn ways to avoid making decisions 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 a respectful 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)

Cost:

Training Institute (open enrollment) \$550 per learner

Customer Specific \$6000 (30 or fewer learners, \$20 per additional learner up to 40)

EEO for Managers – Comprehensive

Description:

This course is designed to help federal managers and supervisors understand their responsibilities under the governing EEOC laws, policies, and directives. Participants will learn ways to avoid making decisions 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 a respectful 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)

Cost:

Training Institute (open enrollment) \$800 per learner

Customer Specific \$8500 (30 or fewer learners, \$25 per additional learner up to 40)

Hidden Disabilities and Reasonable Accommodation

Description:

This course provides Disability Program Managers, managers, supervisors, and other reasonable accommodation/affirmative employment professionals an understanding of the Rehabilitation Act and the specific concerns regarding the needs of individuals with non-obvious (hidden) disabilities. The training briefly overviews the Rehabilitation Act and focuses on the reasonable accommodation process, affirmative employment/recruitment, and safety/emergency response concerns specific to those with hidden disabilities. A particular focus will be placed on employees who are neurodivergent or have mental health disabilities and how this may impact their participation in the processes. This course is taught by experienced EEOC managers, administrative judges, and staff attorneys.

Course Objectives:

- Understanding the Rehabilitation Act as applied to disparate treatment, reasonable accommodation, and unlawful disclosure
- Recognizing common limitations associated with mental health and neurodivergent diagnoses

- Distinguishing a reasonable accommodation request from mere workplace communication
- Identifying barriers to disclosure from individuals with hidden disabilities to employers
- Evaluating the relevance of job selection tools for individuals with hidden disabilities
- Creating appropriate interview structure and content for individuals with mental health and neurodivergent-related impairments
- Determining effective accommodations for common work-related limitations due to hidden disabilities
- Developing safety plans for individuals with hidden disabilities

Prerequisite:

None

Duration:

0.5 Days (4 training hours)

Cost:

Training Institute (open enrollment) \$300 per learner

Customer Specific \$3000 (30 or fewer learners, \$15 per additional learner up to 40)

Psychological Safety: The Authentic Self in the Workplace

Description:

You've hired an excellent team, set lofty but realistic goals, and implemented efficient processes—so why aren't your employees reaching their full potential? It could be that they're afraid to make mistakes or contribute new ideas. Psychological safety impacts the authenticity of leadership and mission-related effects if employees feel unsafe speaking up or identifying issues. This course will teach basics about psychological safety and how to create a safe space to encourage it in your workforce.

Course Objectives:

- Describe what psychological safety is as a concept.
- Define psychological safety in the federal workplace.
- Evaluate methods to build psychological safety in the workplace.
- Deconstruct the four quadrants of safety: learner safety, collaborative safety, challenger safety, and belonging safety.
- Demonstrate the benefits of psychological safety.
- Creating a customized checklist for use
- Developing a customized outline for a psychologically safe team

Prerequisites:

None

Duration:

0.5 Days (4 training hours)

Cost:

Training Institute (open enrollment) \$300 per learner

Customer Specific \$3000 (30 or fewer learners, \$15 per additional learner up to 40)

Customer-Specific Training Courses

The following courses are offered only through organization-specific training sessions. To request the following sessions or 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 ten or more learners, you may benefit from a CST instead of a national training course.

Contact FederalTrainingandOutreach@eoc.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 workplace harassment allegations. 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)

Cost:

Customer Specific \$3000 (30 or fewer learners, \$15 per additional learner up to 40)

Special Emphasis Program Manager - Comprehensive

Description:

This course will teach you to design an effective Special Emphasis Program (SEP). Receive guidance on EEO . 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 that is simple to use and communicates barriers to senior leadership and key stakeholders. Focused small group activities and discussions focus on best practices.

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
- Devising action plans and mitigation strategies

Prerequisite:

None

Duration:

2 Days (16 training hours)

Cost:

Customer Specific \$8500 (30 or fewer learners, \$25 per additional learner up to 40)

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 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

Prerequisite:

None

Duration:

Half Day (4 training hours)

Cost:

Customer Specific \$3000 (30 or fewer learners, \$15 per additional learner up to 40)

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 respect, 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
- Evaluating a workplace or organization
- Developing action plans based on that evaluation

Prerequisite:

None

Duration:

Half Day (4 training hours)

Cost:

Customer Specific \$3000 (30 or fewer learners, \$15 per additional learner up to 40)

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 professionalism. This course goes beyond conventional leadership training by strongly emphasizing understanding the dynamics of 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)

Cost:

Customer Specific \$3000 (30 or fewer learners, \$15 per additional learner up to 40)

Respectful Workplace for Employees

Description:

The EEOC Respectful Workplace Program is a comprehensive training initiative designed to instill a culture of respect 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 employees' experiences and perspectives, 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)

Cost:

Customer Specific \$3000 (30 or fewer learners, \$15 per additional learner up to 40)