



Art of Resolution®

Creatively Integrated EEO & HR Solutions

TRAINING COURSE SYNOPSES

Equal Employment Opportunity (EEO)

EEO Counselors Certification Training

32 hours

This course, which meets EEOC's requirements for counselor training, provides potential counselors with knowledge and skills necessary to counsel Federal sector EEO complaints. The course focuses on Federal EEO discrimination complaint process, the role and responsibilities of the EEO counselor, fact-gathering techniques, interviewing techniques, and report writing.

EEO Investigator Certification

Training

32 Hours

This course, which meets EEOC's requirements for counselor training, provides potential investigators with knowledge and skills necessary to investigate Federal sector EEO complaints. The module includes an overview of the EEO discrimination complaint process, the role and responsibilities of the EEO investigator, the theories of discrimination, interviewing techniques, and report writing.

EEO Complaint Process (General)

1.5 hours

This course provides an overview of the EEO complaint process. It describes, in depth, each step of the complaint process, including timeframes for initiating complaints, and the various roles and responsibilities of each individual involved in the EEO complaint process.

EEO Complaint Process: Avoiding Costly Pitfalls

2 hours (can be expanded)

This course focuses on the Federal EEO discrimination complaint process and how to avoid pitfalls that lead to costly EEO complaints. The course explores actual case studies of pitfalls of managers and supervisors that led to EEO complaints, the rulings of the agency, EEOC, and the courts. The length of the course can be modified through the use of case studies.

EEO for Managers and Supervisors

2 hours

This course provides the manager's perspective of the EEO complaint process. It describes a manager's role, rights and responsibilities if they are identified as the Responsible Management Official (RMO) in an EEO complaint. The course also includes a discussion of common mistakes which supervisors may make and provides case studies of situations which have led to findings of discrimination.

EEO for Senior Leaders

2 hours

This course is aimed at senior executives providing the executive's perspective of the EEO complaint process and how to identify situations that have a higher likelihood of a finding of discrimination. It provides practical insights on how to manage a diverse workforce where conflict occurs.

The Rehabilitation and Americans with Disabilities Amendments Act

3 hours

This course provides information on the Rehabilitation Act of 1973 as amended and the Americans with Disabilities Act Amendments Act (ADAAA) of 2008 to supervisors and managers, including employees in Human Resources. The course focuses on the provisions of the statutes and outlines procedures for handling requests for reasonable accommodation in the workplace. Facilitators lead a discussion on the elements of reasonable accommodation and the agency's responsibility to employees and the nature of discrimination faced by individuals with physical or mental disabilities.

Preventing Retaliation in the Workplace

4 hours

Preventing Retaliation in the Workplace will help managers identify problem situations and prepare them to deal with situations in order to reduce productivity problems and legal risk that can occur when retaliation is perceived. This program can also provide a defense for your organization by demonstrating that it took reasonable steps to prevent situations involving retaliation.

Settlement Agreement Training

4 hours

This PowerPoint presentation explores the "do's and don'ts" of writing a settlement agreement to resolve an EEO complaint. This course aids participants in crafting effective settlement provisions which comply with legal requirements. During the training session, time is allotted for participants to demonstrate proficiency by crafting a settlement agreement. The objective of this training is to ensure that mediators, EEO managers, and others involved in crafting such agreements understand the regulatory requirements necessary for a legal and binding settlement agreement.

Sexual Harassment Training for Supervisors

2.5 hours

This course provides managers with the legal definition of sexual harassment and presents management's legal responsibility to take immediate and appropriate action when they learn of such allegations. It also covers a manager's liability for the sexual harassment, and includes case studies for further illustration. (Adaptable for employees.)

Overlapping HR and EEO Training

Working Collaboratively: OWCP, EEO and Employee Relations

2 hours

This dynamic course highlight issues that have implications in overlapping disciplines. Experts discuss how to handle these very complex issues through cases studies and fostering an interactive

dialogue with participants.

Balancing EEO & Employee Relations and Reasonable Accommodation

2 Hours

The ability to foster intra-disciplinary discussions of complex employee relations issues, such as reasonable accommodation, is critical to the success of EEO and HR professionals. This course focuses, through case studies, on how to begin the dialogue to bring these complicated issues to resolution.

Managing Diversity and Conflict

Managing the Multi- Generational Workforce

2 hours

This course provides information on how to manage mixed generations in the workplace and identifies the characteristics of each generation. Facilitators lead discussions on how perceptions and values vary between generations and what can be done to resolve intergenerational conflict.

From Conflict to Collaboration: The Keys to Effective Conflict Management

2 hours

Conflict is a part of our lives. Those of us who know how to work through conflict can ultimately turn it into collaboration. In this workshop, participants learn how to take the initiative to quickly resolve conflict with their co-workers and work together to find win/win solutions for common workplace disputes.

ADR Awareness

4 hours

This course provides employees, managers, and union officials with a basic understanding of conflict, the underlying causes of conflict, and how ADR can be used to resolve disputes. The course emphasizes mediation as one of the most commonly used ADR processes to address workplace disputes.

Advanced Mediation Skills

3 days

This course focuses on enhancing the skills of mediators who have conducted at least five mediations. It is designed to provide participants with the additional knowledge and skills to conduct effective mediation sessions and to assist parties in resolving disputes. The participants will learn to understand the causes of conflict, how to work with multiple parties, issues, and representatives, how to improve questioning skills, how to paraphrase and summarize, and better utilize these techniques to break an impasse.

Basic Mediation Skills

5 days

This course provides participants with the basic knowledge and skills necessary to be neutral, third party mediators. The participants learn about mediation/co-mediation and its usefulness as a problem solving technique; they also are taught how to identify and practice the steps of the mediation process, draft a written settlement agreement, and understand mediator standards of conduct.

Conflict Coaching

3 days

This course provides an introduction to the Comprehensive Conflict Coaching Model and affords the participant an opportunity to apply the principles and approaches from each stage in role play and feedback situations.

Group Facilitation

4 days

This course provides participants with the basic knowledge and skills necessary to be a neutral, third party group facilitator. The participants learn group facilitation skills including: introduction to group conflict, overview of the principles and practices of group facilitation, including neutrality and confidentiality, stages of group formation and development, techniques for identifying and assessing group conflict, designing and managing group conflict interventions, and skills and methods for intervening in group conflict.