



Equal Employment Opportunity Counselor Course (EEOCC) Resident

Purpose: The purpose of this training is to introduce students to EEO counseling and help EEO Counselors develop techniques through lecture, discussion, and interactive role-plays that help the EEO Counselor succeed in the Federal sector. The EEO Counselor serves as liaison between the employee and management in the informal complaint processing stage.

Program/Course Description: This course utilizes a hybrid approach to learning, which means that learning events occur in both online and in-resident environments. Students selected for the EEOCC must complete all online modules prior to attending DEOMI in-residence training. Both ADL and traditional lectures given in resident provide basic knowledge about a subject. The online and on-ground (in-resident) portion of the training is a major strategy for expanding knowledge of basic subject matter in the cognitive domain of learning. DEOMI implements skills and attitude learning associated with higher level learning objectives in a small-group (in-resident) format in order to allow the student to meet both cognitive and affective learning objectives. Instructors will provide information that will assist students to understanding lesson content and how to apply their experiences while in the small group. Lectures and discussions will center on the major issues and concerns pertinent to military readiness and the competencies needed to become successful EEO Counselors.

This course develops a base of knowledge and skills that allows graduates to serve as effective EEO Counselors or Practitioners at the entry level. Studies focus on the statutory/legal as well as intra/interpersonal and organizational aspects of EEO. Training progresses through understanding the causes and effects of discrimination, EEO programs for Federal employees/applicants for employment, civilian personnel/human resource management, the roles and responsibilities of EEO Counselors/Assistants/Specialists, communication and interviewing skills, staff procedures, writing and briefing skills, documenting EEO inquiries, and resolving EEO complaints (including ADR).

Phase I training consists of six online modules:

1. *Socialization*
2. *Ethics*
3. *Perceptions*
4. *Individual Diversity*
5. *Religious Diversity and Accommodation*
6. *Communicating Across Differences*

Phase II consists of one week of resident training, including small-group activities designed to reinforce concepts learned during Phase I. Additionally, Phase II curriculum includes lessons on *Alternate Dispute Resolution (ADR)*, *Role of the EEO Counselor*, *Socialization*, *Fundamentals of EEO*, *Framing the Claim*, *Communication and Interviewing Skills*, *Staff Procedures*, *Briefing Techniques*, *Documenting EEO Inquiries*, *Evaluating EEO Data*, *Writing EEO Reports*, and other organizational aspects of EEO.

While in resident, students receive lectures that build upon knowledge received during online prerequisite learning. These lectures will increase the comprehension of facts, concepts, principles, and generalizations. Concepts represent a class of terms (an idea usually expressed in a word/s), and principles communicate relationships among concepts. Generalizations are relationships between/among concepts expressed at a higher level of abstraction than a principle. DEOMI creates lectures to allow students to see the relationship or organization of the new ideas. Lectures tend to present a concept (one idea) by first defining it and then giving many concrete examples of the concept.

The ACE awards lower-division associate/baccalaureate degree credit for this course.

Learning Outcomes:

- Know the fundamentals and evolution of Civil Rights and EEO
- Know the roles and responsibilities of an EEO Counselor
- Know the fundamental roles and responsibilities of the Civilian Personnel Office
- Know how workplace harassment can impact an organization
- Know the EEO complaints process as it pertains to the EEO Counselor
- Know how to properly frame a claim of discrimination or harassment
- Know how to conduct an EEO complaint inquiry
- Know the fundamentals of resolving complaints within the Federal EEO complaints processing system
- Know how to write an EEO Counselor's report
- Comprehend how the communication process can impact mission effectiveness

Target Audience: Collateral-duty and full-time EEO Counselors, EEO Assistants, and other newly assigned EEO/civilian personnel/human resource management/EOA personnel. While grade and series should not be the exclusive determinant of eligibility for the course, the typical attendee is at the GS 5 – 12 grade level or equivalent.

Specialty/Skill Identifier Awarded: None associated with this program.

Prerequisite: There is no requirement for participants to have attended a previous civilian or military DEOMI course of program.

Students are required to complete five modules of online learning prior to attending the in-residence portion of the course.

Method of Instruction: Online ADL small group, case study, discussions, reading, research, and exercises/activities.

Instructional Medium: WBT, classroom instructor, traditional audiovisual devices, printed materials, etc.

Duration: 12 hours (seat time) online instruction; five academic days (40 hours)

Frequency: Six times per year in residence

Admissions Policy: Allocations granted by the Commandant and set forth in each Service's school admissions policy serve as the basis for admission to courses and seminars offered at DEOMI. The Institute disseminates criteria for selection to each DoD component's EO/EEO proponent (i.e., headquarters office). The Air Force's education and training course announcement Web page (<https://etca.randolph.af.mil/>) has valuable information concerning DEOMI courses with links to

other military Service training announcement sites. DEOMI's admissions policy supports the mission and purpose of the Institute and reflects the needs of the warfighter. The DEOMI student body consists of four distinct student populations: U.S. military officers, enlisted, international military members, and Federal Government civilian employees. The Services' selection/assignment process admits all DoD employees.

Once admitted to the program, DEOMI expects each student to attend and participate in the lessons associated with the program. To be successful, each student must meet the lesson objectives.

Contact: For the resident course, contact the Student Service at DSN: 854-5874/4617/5214, commercial: (321) 494-5874/4617/5214. DoD civilians should direct their requests for quotas through their respective Training Offices to their Major Commands. If other than Army, Air Force, or National Guard, please send the first two pages of a completed SF-182 directly to our office.

Internet Address: www.defenseculture.mil or www.deomi.org