



EEO Professional "Entry" Course (EPS-E)

Purpose: This training introduces students to EEO counseling and helps develop the knowledge, skills, and attitudes essential to the EEO occupation. DEOMI bases curriculum upon lectures, discussions, and interactive role-plays that help the EEO professional succeed in the Federal sector. The EEO professional serves as the liaison between the employee and management in the complaint processing stage.

Program/Course Description: This course uses a hybrid approach to learning, meaning that learning events occur in both online and in-resident environments. DEOMI provides basic knowledge about a subject using both ADL and traditional lectures given in resident. Students selected for the Entry course must complete all online modules prior to attending the in-resident training. It is critical that students comprehend the online training material prior to attending in-resident training. Doing so will ensure the student is fully prepared to meet in-resident learning objectives.

The Institute 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. In the small group, instructors will provide information to assist students in understanding lesson content and applying their experiences. Lectures and discussions will center on major issues and concerns pertinent to the civil servant occupational environment and the competencies needed to become a successful EEO professional (Counselor).

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, resolving EEO complaints, and the ADR process.

Phase I training consists of 12 online modules (approximately 26 hours seat time):

1. *Current EEO Laws, Regulations, and Directives*
2. *Personnel Procedures*
3. *Foundation of Disability Programs*
4. *Introduction to Management Directive (MD)-715*
5. *Counselor Roles and Responsibilities*
6. *Special Emphasis Program Manager*
7. *EEO Counseling Process*
8. *ADR*
9. *Discrimination and Harassment in the Workplace*

- 10. Complaint Resolution
- 11. Counselor's Report
- 12. Fundamental Presentations Skills

Phase II consists of one week (approximately 40 hours) of resident training, including small-group activities to reinforce concepts learned during Phase I. Additionally, Phase II curriculum includes lessons on topics such as *The EEO Professional (Counselor/Investigator) Occupation (Overview)*, *Framing the Claim in EEO Complaints*, *Conducting the Initial Interview*, and *Writing the Counselor's Report*.

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
- Recall the fundamentals of the MD-715 Self-Assessment Checklist
- Define the impact of diversity in the workplace

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.

ACE College Credit: Under evaluation

Target Audience: New EEO practitioners (primarily 201, 260, 360 series); GS-7 through GS-11

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

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

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

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

Duration: 26 hours (seat time) online instruction; five academic days (40 hours) in-residence

Frequency: Two times per year

Students per class: 48

Admissions Policy: Allocations granted by the Commandant and those set forth in each military Service's school admissions policy serve as the basis for admission to any program or course 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. DEOMI's student body consists of four distinct student populations: U.S. military officers, enlisted, international military members, and Federal Government civilian employees. DEOMI admits all DoD employees through their Services' selection/assignment processes.

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