COURSE SYLLABUS

EEO in the Federal Government Course (Self-Paced)

Understand the key provisions of EEO laws as they affect federal employment. Learn about prohibited forms of discrimination; the federal EEO complaint process; and techniques for identifying and avoiding workplace discrimination, harassment, and retaliation. In addition, learn about the court systems, legal burdens of proof, and types of judicial relief related to discrimination against federal employees.

> Group classes (Live Online) and onsite training are available for this course. For more information, email onsite@graduateschool.edu or visit: https://www.graduateschool.edu/courses/eeo-in-the-federal-government-course-self-paced



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Course Outline

Module 1: The Counselor's Role and Refresher Overview

- Revisit the EEO Counselor's responsibilities and limitations
- Review the informal complaint process and recent regulatory changes
- Discuss confidentiality, neutrality, and ethics in counseling

Module 2: EEO Legal Update

- Examine recent case law and EEOC decisions impacting counseling
- Revisit Title VII, ADEA, ADA, Equal Pay Act, and other key statutes
- Understand emerging legal issues such as retaliation and intersectional claims

Module 3: Counseling Techniques Refresher

- Reinforce skills in active listening, empathy, and neutral questioning
- Explore strategies for managing challenging counseling sessions
- Practice framing issues clearly and factually

Module 4: ADR and Resolution Options

- Review procedures and best practices for referring complaints to ADR
- Discuss the counselor's role in facilitating early resolution
- Identify resolution opportunities in complex or sensitive cases

Module 5: Reporting Refresher

- Ensure understanding of the Counselor's Report format and requirements
- Review common documentation errors and how to avoid them

- Practice writing clear, concise, and timely reports using sample scenarios