



## Equal Employment Opportunity Counselor Course (EEOCC)

### Resident

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**Purpose:** To introduce students to EEO counseling and help them develop techniques through lecture, discussion, and interactive role plays that will allow them to 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 have been apportioned to online and in-resident environments. Students selected for the Counselors course must complete all online modules prior to attending DEOMI in-residence training. Basic knowledge about a subject is provided using both Advance Distributed Learning (ADL) and traditional lectures given in-residence. The online and in-resident portion of the training is a major strategy for expanding knowledge of basic subject matter in the cognitive domain of learning. Skills and attitudinal learning associated with higher level learning objectives are implemented in a small group (in-residence) 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 organizational 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 and Practitioners at the entry level. Studies focus on the statutory/legal, 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; communication and interviewing skills; writing and briefing skills; documenting EEO inquiries; and resolving EEO complaints including alternate dispute resolution.

Online Learning (Phase I)

Phase I online training consists of six online modules.

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

### In-Resident Training (Phase II)

Phase II consists of one week of in-resident training, including small-group activities designed to reinforce concepts learned during EEOCC Phase I.

Phase II curriculum includes the lessons:

1. ADR
2. Role of the EEO Counselor
3. Socialization
4. Fundamentals of EEO
5. Framing the claim
6. Communication and interviewing skills
7. Personnel Procedures
8. Briefing Techniques
9. Documenting EEO Inquiries
10. Evaluating EEO Data
11. Writing EEO Reports
12. 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 or words) and principles communicate relationships among concepts. Generalizations are relationships between/among concepts expressed at a higher level of abstraction than a principle. DEOMI lectures are created to allow students to see the relationship or organization of new ideas. Lectures tend to present a concept (one idea) by first defining it and then giving many concrete examples of the concept.

This course is awarded lower-division associate/baccalaureate degree credit from the American Council on Education (ACE).

### Learning Outcomes:

Students will learn the following:

1. The fundamentals and evolution of EEO
2. The roles and responsibilities of an EEO counselor
3. The EEO complaints process as it pertains to the EEO counselor
4. How to properly frame a claim
5. How to conduct an EEO inquiry
6. The fundamental roles and responsibilities of the Civilian Personnel Office
7. How to write an EEO counselor's report
8. The fundamentals of resolving complaints within the Federal EEO complaints processing system
9. How workplace harassment impacts the organization
10. How the communication process can impact mission effectiveness
11. The definition of ADR, the purpose of the ADR Act of 1996, the advantages and core principles of ADR, and several ADR processes with focus on mediation

### **Target Audience:**

EEOCC target audience includes collateral-duty and full-time EEO Counselors, EEO Assistants, and other newly assigned Federal civilian employees such as EEO and Civilian Personnel/Human Resource Management/Equal Opportunity Advisor personnel. While grade and series should not be the exclusive determinant of eligibility for the course, the typical attendee can be at the GS-5 to the GS-12 grade levels or equivalent.

**Specialty/Skill Identifier Awarded:**

None

**Prerequisites:**

There is no requirement for participants to have attended a previous civilian or military courses.

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

**Methods of Instruction:**

Online training, Small-group, Case study, Discussions, Reading, Research, Exercises/activities

**Instructional Medium:**

Web-based training, classroom instructor, traditional audiovisual devices, printed materials

**Duration:**

Phase I – Twelve hours of online seat time

Phase II – Five academic days (40 hours)

**Frequency:**

Five times per year

**Students per class:**

Approximately 36 students

**Admissions Policy:**

Admission to any Program or Course offered at the Defense Equal Opportunity Management Institute (DEOMI) is based on allocations granted by the Commandant and set forth in each Services' school admissions policy. Criteria for selection are disseminated to each DoD component's Equal Opportunity/Equal Employment Opportunity (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: military officers, enlisted, international military members, and Federal Government civilian employees. All DoD employees are admitted 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:**

Student Services at DSN 854-5874/5653 or Commercial (321) 494-5874/5653. The FAX number for Student Services is DSN 854-3108 or Commercial (321) 494-3108 and the FAX number for the EEO Directorate is DSN 854-3294 or Commercial (321) 494-3294. 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.