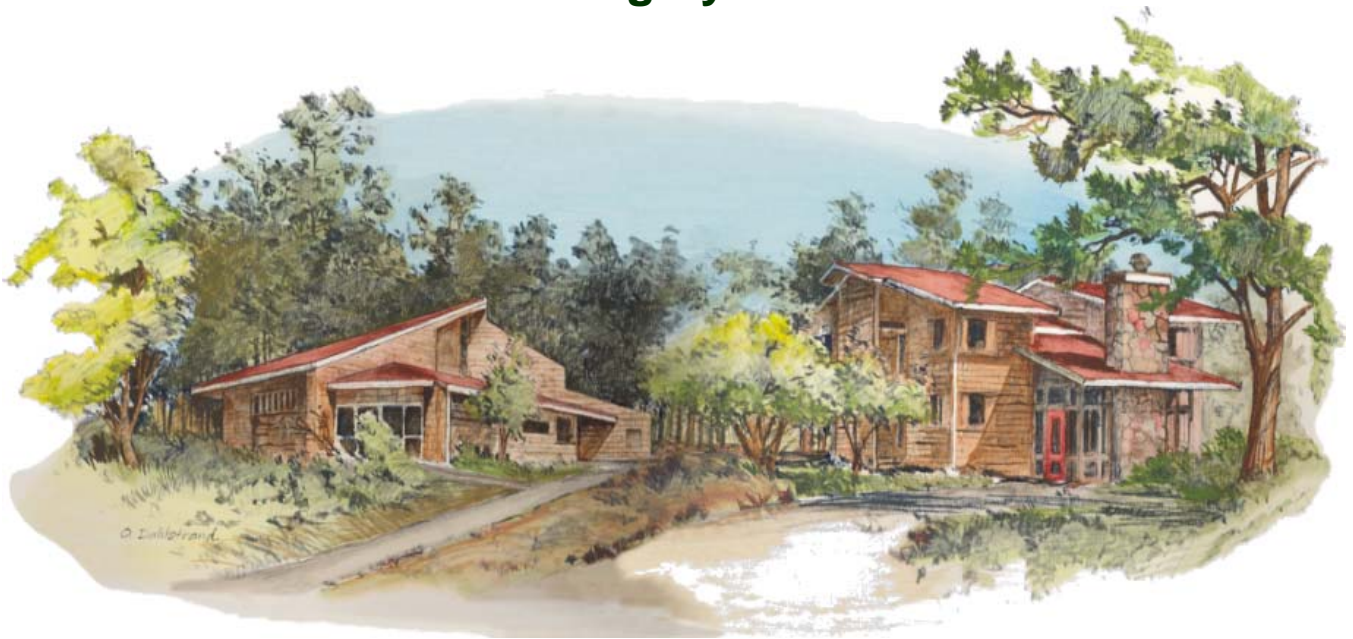


EEO Counselor

March 8-11, 2010

Training Syllabus



William Penn Mott Jr. Training Center



State Of California

Memorandum

Date: March 1, 2010

To: Supervisor

From: Department of Parks and Recreation
William Penn Mott Jr. Training Center

Subject: Employee Attendance at Formal Training

An employee from your office will soon be attending the formal training program described in the attached. Please insure that the employee is fully prepared to attend the session and that the groundwork is laid for the employee's implementation of the training upon returning to work.

You can assist with capturing the full value of the training by taking the following steps:

Prior to Training

1. Make sure that **specific** employee needs are identified and, if necessary, called immediately to the attention of the Training Coordinator.
2. Review with the employee the reason for the employee's attendance.
3. Review objectives and agenda with the employee.
4. Discuss objectives and performance expected after the training.

Immediately Following Attendance

1. Discuss what was learned and intended uses of the training.
2. Review the employee's assessment of the training program for its impact at the workplace and review the due date of the Post-Training Evaluation form.
3. Support the employee's use of the training at the work place.

Prior to Three Months Following Training

1. Employee, after discussion with supervisor, must login to the Employee Training Management System (ETMS) to complete the Post-Training Evaluation form.
2. Supervisor evaluates the effectiveness of the training on the employee's job performance and logs in to the ETMS to complete the Training Effectiveness Assessment form.

Thank you for your assistance in seeing that the full benefit of training is realized.



Tina L. Williams
Department Training Officer

Attachment

cc: Participant

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***Mission Statement
Training Section***

***The mission of the Training Section is to improve organizational
and individual performance through consulting, collaboration,
training and development.***

TRAINING CENTER STAFF

| | |
|-------------------------|-------------------------------|
| Tina Williams | Department Training Officer |
| Pat Bost | Office Manager |
| Joanne Danielson..... | Training Specialist |
| Chuck Combs | Training Specialist |
| Sara M. Skinner..... | Training Specialist |
| Dave Galanti..... | Training Specialist |
| Karyn Lombard | Training Specialist |
| Matt Cardinet..... | Cadet Training Officer |
| Connie Breakfield | Cadet Training Officer |
| Pamela Yaeger..... | Assistant Program Coordinator |
| Edith Alhambra | Assistant Program Coordinator |
| Bill Spencer | Assistant Program Coordinator |
| Eric Marks..... | Program Assistant |

THE MISSION

of the California Department of Parks and Recreation is to provide for the health, inspiration and education of the people of California by helping to preserve the state's extraordinary biological diversity, protecting its most valued natural and cultural resources, and creating opportunities for high quality outdoor recreation.



FORMAL TRAINING GUIDELINES

Welcome to formal training, an essential component in your career development.

Since 1969, our Department has been providing a continuously changing number of diverse training programs at its main training facility, the William Penn Mott Jr. Training Center, and other locations including Marconi Conference Center. The Department strives to enhance your learning and job performance with formal training of the highest quality.

Our Department's dedication to training is only one aspect of its commitment to you and to the public. This commitment is costly and represents an important investment in you and your career. You and the Department realize a return on that investment by your positive participation in formal training itself and post training follow-through.

The program you will be participating in is described in this training syllabus, which outlines what you can expect from this training and what is expected of you. This syllabus details what you should do before you leave for training; what to do when you arrive; what you will be doing while in training; and, importantly, what you should be able to do when you return to your work site. Specifically:

1. **SYLLABUS:** The syllabus is now accessible on the Employee Training Management System (ETMS). You should print a copy of the syllabus to bring with you to class. Your copy of this syllabus is an important part of your training experience and should be brought with you to training. Read it before you arrive and review it following the program along with material you received at training.
2. **PRE-TRAINING ASSIGNMENTS:** Your completion of pre-training assignments is essential to the success of your training. You are responsible for all reading assignments in preparation for classroom sessions. Time will be provided during working hours to accomplish any assignments which involve either individual or group efforts and resources. (Pre-training assignments are listed in the "Training Attendance Requirements" section.)

3. TRAVEL: Arrange your travel to and from the training through your District or Office. (No reimbursement for travel expense - including per diem costs - will be approved for travel not specifically authorized in advance by the District Superintendent.) Individuals may claim reimbursement for incidental expenses incurred as outlined in DAM 0410.6. The Training Center does not have the capability to provide transportation to/from Monterey Airport.

The cost of your travel (air fair, mileage, rental car, etc.) is paid by your District or Office **to** and **from** the location of the training.

4. HOUSING: Housing will be assigned to you on a shared-room basis and will be available from 3:00 p.m. on the date of arrival to 12:00 noon on the date of departure. The Department provides your room and board expenses at the Training Center only. No per diem allowance will be authorized for living off-grounds. This does not preclude living off-grounds at your own expense. Please advise the Department Training Officer no later than one week before your scheduled arrival if you plan to live off-grounds. No animals are permitted in Asilomar housing. In the event of an emergency, staff must know your room assignment, therefore, you may not switch rooms without staff approval. Overnight guests are not allowed in the buildings unless registered beforehand at the front desk in Asilomar's Administration Building. Quiet hour for lodge living areas is 10:00 p.m.
5. **HOUSING CANCELLATION POLICY: If you do not need lodging or must change or cancel your reservation, you must contact the Training Center at least 72 hours prior to your date of arrival. Lodging, registration and associated fees will be charged to the employee's District or Office if a training cancellation is received with less than 72 hours notice.**

The Training Center is committed to ensuring that the reservation that has been made for you is accurate and needed.

6. OFF-GROUNDS ACCOMMODATIONS: When authorized to stay off-grounds by the Department Training Officer, the Training Center will pickup the cost of your room and meals at the current DPR Asilomar rate. If you stay off grounds and have meals on grounds, the Training Center will authorize only what the Department pays Asilomar for lodging.
7. MEALS: Meals will be provided, semi-cafeteria style, from dinner on the date of arrival through lunch on the date of departure. Meals will be served at 7:15 a.m. for breakfast, 12:00 noon for lunch, and 6:00 p.m. for dinner. Hot or box lunches may be provided on some days. If you require a special diet, notify the Asilomar Chef at 831-372-8016 no later than one week before your scheduled arrival.

In order to assist participants with limited mobility, Asilomar provides a shuttle to and from the dining hall. Please contact either Asilomar staff upon check in, or Training Center staff upon your arrival, for instructions on arranging a transport.

8. CLOTHING: Field uniforms as found in "Description of Required Field Uniforms", DOM Chapter 2300, Uniform Handbooks, not including optional items, will be worn daily by all uniformed employees during formal training sessions **unless otherwise specified in the Program Attendance Checklist**. Non-uniformed employees shall wear professional business attire.

Because we are on the conference grounds with many other groups, and the image we project as State Park employees is important not only during working hours but off duty hours as well, your informal sportswear should be appropriate.

9. ROOM SAFES: Two safes have been installed in each of the lodge rooms used by the Training Center (Live Oak, Tree Tops, and Deer Lodge). These safes are a type that allows the user to input their own combination of numbers to facilitate opening and closing. The Training Center has a master key for emergency entry. Safes are to be left in the open position when checking out of your room.
10. WEAPONS: Weapons are permitted in rooms under the following conditions. Authorized firearms and magazines stored while at the Training Center shall be in a safe condition and stored in one of the following locations: your room safe in Live Oak, Tree Tops, or Deer Lodge, one of the Training Center's safes in the Whitehead Room or secured in your vehicle.
11. ALCOHOLIC BEVERAGES: Participants shall not possess or consume alcoholic beverages in common areas (living room) while on the Asilomar Conference Grounds unless provided and hosted by Concessionaire ARAMARK.
12. SMOKING: Smoking is not permitted in the Training Center or in any lodge or guest room on the Asilomar Conference Grounds.
13. TRAINING CENTER: The Training Center is located on Asilomar Conference Grounds, part of Asilomar State Beach. The Conference Grounds are operated for our Department by a concessionaire, and all lodging and food services are provided to us by employees of the concessionaire. Constant efforts are made to maintain a sound, harmonious working relationship between the Department and concessionaire. None of us can expect preferential treatment for any reason and, as a departmental employee, you will be expected to join in our continuing effort toward an effective relationship with each Asilomar concession staff member. On occasion, non-departmental groups may be staying in the same lodges. It is imperative that you represent the Department well on and off duty.
14. REGISTRATION: When you arrive at Asilomar Conference Grounds, go directly to the front desk at the Asilomar Administration Building for your room key and dining

room ticket. If you require vegetarian meals, notify the front desk representative and your meal ticket will be marked accordingly.

15. **COURSE LEADERS:** The formal training you will attend is developed and, for the most part, conducted by experienced State Park employees in field and staff positions. Some courses will be conducted by qualified instructors from other agencies and educational institutions. Your course leaders have proven their ability and knowledge in their profession, and provide a level of expertise difficult to match.
16. **TRAINING CENTER STAFF:** A Training Center staff member has been assigned responsibility for your training group as well as for your training program. That staff member usually serves as a Course Leader as well as a Coordinator. During the program, you may be asked to assist Training Center staff in the logistics of your training program (organizing field trip transportation, supervising classroom breaks, etc.). Center staff will do all within their power to make your training experience pleasant and meaningful.
17. **TRAINING MATERIALS:** May be made available to you at both your unit and the Training Center. Handout materials issued at your unit should be brought to training for possible use. A conference binder or notebook will be issued to you at the training session for note taking and convenience in handling materials. Copies of DAM and DOM will be available to you for self-study. Bring your own pens and pencils.
18. **ATTENDANCE:** Regular attendance is a critical course requirement and your participation is important to the success of this training. All absences, except those of an emergency nature, must be approved in advance by the Training Specialist.
19. **COLLEGE CREDIT:** Most training programs are accredited by Monterey Peninsula College for lower division credit. If you successfully complete an accredited program, you will receive either a letter grade or a credit/no-credit designation.
20. **MPC STUDENT ID:** If you have filled out an MPC application before, you have already been issued a student ID number to use in lieu of your SSN on future applications. You can obtain your MPC ID number by going to their secure website and providing your SSN number (no name required) and birthdate.

<https://autobahn.mpc.edu/scripts/autobahn.exe/Execute?Application=WebReq&Program=REPORT-SR-FIND-SSN>

Newcomers to training will still need to provide their SSN on the first MPC application only, after which a student ID number will be assigned and available at the web address above within a few weeks of the program's

conclusion. You can store your MPC ID numbers in your ETMS Profile for future reference.

21. VEHICLES: All vehicles should be parked in the lots adjacent to the Training Center. Any questions regarding use of a State vehicle while at the Training Center should be discussed with your supervisor prior to your departure for training, or with your Program Coordinator while at the Training Center.
22. BICYCLES: If you bring your bicycle, store it in the bicycle shed next to the Training Center. Bicycles may not be brought into any building nor chained to lamp posts, trees, etc. The Training Center has a limited number of bicycles available for your use. Prior to your use, you are required to complete a safety inspection and sign a waiver which is posted in the bicycle shed.
23. MAIL: Mail forwarded to you during your time at the Center should be addressed to you in care of:

Department of Parks and Recreation
WILLIAM PENN MOTT JR. TRAINING CENTER
P. O. Box 699, Pacific Grove, CA 93950
24. CELL PHONES: As a courtesy to your fellow participants and course leaders ensure that your cell phone is turned off during classes. Participants should not be receiving or making cell phone calls during class time. Please limit those calls to your breaks.
25. FAX: The Training Center's FAX number is (831) 649-2824.
26. TELEPHONE: Limit phone calls during classroom hours to urgent business or emergencies. Anyone wishing to contact you by telephone during working hours should call the Center at (831) 649-2954. Calls after 5:00 p.m. or during weekends should be made to (831) 372-8016, Asilomar Conference Grounds, and the caller should tell the switchboard operator you are with a Department of Parks and Recreations training group. **Please Note: There are no longer pay telephones outside of the Training Center. There are pay telephones located at the Asilomar Administration Building.**
27. LAUNDRY AND DRY CLEANING: May be taken care of by you at one of several local establishments.
28. RECREATION: Facilities available on grounds include a heated swimming pool, ping-pong and pool tables, and a volleyball court. The Monterey area offers horseback riding, golf, tennis, racquetball, deep sea fishing, and many historical landmarks and scenic sights to explore.

29. POST-TRAINING ASSIGNMENTS: In connection with formal training are to be completed under the direction of your supervisor. See "Program Attendance Requirements" in this syllabus.
30. COFFEE BREAK REFRESHMENTS: Will be available throughout each session at the Center. You will be asked to contribute to the "Hospitality Fund" to defray expenses. Please bring your own coffee cup.

PROGRAM ATTENDANCE CHECKLIST

To assist you in your preparation for formal training session at the Redwood Training Room, the following checklist is provided.

- Housing is prearranged at Asilomar or a motel nearby.**

- Be sure you have read and understand the EEO Counselor Program Syllabus prior to the first scheduled session.

- Arrange your travel through your District/Section Office.

- Bring the following with you to training:
 - EEO Counselor Program Syllabus

 - Casual Business Attire

 - Pens and pencils

POST-TRAINING ASSIGNMENT

Prior to ninety days after the completion of this program, the employee and his/her supervisor should sit down and discuss the impact and assess the effectiveness this program has had on the employee. Then both the supervisor and employee should login to the Employee Training Management System (ETMS) and complete the Post-Training Evaluation form (an email will be sent to both employee and supervisor notifying them that the evaluation needs to be completed).

The post-training evaluation process is intended to provide a bridge between classroom instruction and the on-the-job application of training. The information obtained through this process will assist the training participant, supervisor, and Training Center in providing a return on the investment the Department has on training.

EEO COUNSELOR GROUP 11 - AGENDA
March 8-11, 2010

Monday
March 8

1500- Check-in at the Asilomar Registration Building

Tuesday
March 9

| | | |
|-----------|--|--|
| 0800-0830 | Welcome and Orientation | Lombard |
| 0830-0900 | Introduction, Objectives, Needs Assessment | Sathre |
| 0900-1000 | Equal Employment Opportunity Overview Discrimination Laws and Policies Protected Groups Activity | Human Rights Office |
| 1000-1100 | Theories of Discrimination Remedies Activity | Human Rights Office |
| 1100-1200 | Discrimination Complaint Process Departmental Informal and Formal Outside Agencies – Department of Fair Employment and Housing and Equal Employment Opportunity Commission | Human Rights Office |
| 1200-1300 | Lunch | |
| 1300-1330 | Game – Review Major Concepts | Human Rights Office |
| 1330-1400 | Interviewing Peace Officers | Law Enforcement and Emergency Services |
| 1400-1430 | Resolution Options and Techniques | Human Rights Office |
| 1430-1600 | Effective Interviewing Techniques Note-taking During the Interview Role Play (3-volunteers needed) | Human Rights Office |
| 1600-1630 | Review, Q & A, Wrap Up | Human Rights Office |

EEO COUNSELOR GROUP 11 - AGENDA
March 8-11, 2010

Wednesday
March 10

| | | |
|-----------|--|---------------------|
| 0830-0845 | Review | Human Rights Office |
| 0845-1200 | Work Group Scenarios | ALL |
| 1200-1300 | Lunch | |
| 1300-1330 | Debrief – Work Group Scenarios | ALL |
| 1330-1350 | Video: “A Policy is Not Enough” | Human Rights Office |
| 1350-1500 | Writing the Counselor’s Summary Report Reviewing the Facts of the Case Remedy Sought by Complainant Efforts to Resolve Complaint Informally | Human Rights Office |
| 1500-1600 | Activity - Writing the Counselor’s Report | ALL |
| 1600-1630 | Review, Q & A, Wrap Up | Human Rights Office |

Thursday
March 11

| | | |
|-----------|---|---------------------|
| 0830-0845 | Review | Human Rights Office |
| 0845-0930 | Presentation of Counselor’s Report | Human Rights Office |
| 0930-1000 | Concluding the EEO Counselor Role | Human Rights Office |
| 1000-1100 | Perfecting the Complaint for the Formal Process Determining if the Complaint Meets Prima Facie | Human Rights Office |
| 1100-1130 | Review/Questions/Conclusion | Human Rights Office |
| 1130-1200 | Wrap Up and Evaluations | Lombard |

EEO COUNSELOR

20 HOURS

PROGRAM OUTLINE

| | |
|---|------------|
| <u>DEFINING EQUAL EMPLOYMENT OPPORTUNITY</u> | 3.5 |
| EEO Overview..... | |
| EEO Laws and Policies..... | |
| Discrimination and Other Unlawful Employment Practices..... | |
| Protected Group Categories..... | |
| Theories of Discrimination..... | |
| Remedies..... | |
| <u>DISCRIMINATION COMPLIANT PROCESS</u> | 1.5 |
| Informal..... | |
| Formal..... | |
| Filing with Outside Agencies..... | |
| <u>INTERVIEWING COMPLAINANTS</u> | 2.5 |
| Interviewing Peace Officers/Peace Officer Bill of Rights (POBAR)..... | |
| Effective Interviewing Techniques..... | |
| Note-Taking During the Interview..... | |
| <u>COMPLAINT RESOLUTION</u> | 1.5 |
| <u>GROUP SCENARIOS</u> | 5.0 |
| Video “A Policy Is Not Enough”..... | |
| <u>WRITING THE COUNSELOR’S SUMMARY REPORT</u> | 3.0 |
| Reviewing the Facts of the Case..... | |
| Remedy Sought by Complainant..... | |
| Efforts to Resolve Complaint Informally..... | |
| Presentation of Counselor’s Report..... | |
| <u>CONCLUDING THE EEO COUNSELOR’S ROLE</u> | .5 |
| <u>PERFECTING THE COMPLAINT FOR THE FORMAL PROCESS</u> | 1.0 |
| Determining if the Complaint Meets Prima Facie..... | |
| <u>INTRODUCTION/REVIEW/WRAP UP AND EVALUATION</u> | 1.5 |
| TOTAL HOURS | 20 |

EEO COUNSELOR TRAINING

DEFINING EQUAL EMPLOYMENT OPPORTUNITY

Purpose: To develop a clear understanding and common basis for a discussion of EEO issues.

Performance Objectives: By the close of the session the participants will

1. Define EEO laws and policies.
2. Describe the definitions of discrimination and harassment and how to identify harassing behavior.
3. Discuss remedies for EEO violations.

DISCRIMINATION COMPLAINT PROCESS

Purpose: To develop a thorough knowledge of the discrimination complaint process.

Performance Objectives: By the close of the session the participants will

1. Describe the informal and formal complaint processes.
2. Identify alternative complaint methods.
3. Describe factors associated with complaint processing.

INFORMAL COMPLAINT RESOLUTION PROCESS

Purpose: To introduce specific knowledge of the informal complaint process.

Performance Objectives: By the close of the session the participants will

1. Discuss and understand the rights and responsibilities of complainants.
2. Discuss and understand the role and duties of an EEO Counselor.

INTERVIEWING COMPLAINANTS

Purpose: Learn to develop effective techniques for interviewing EEO Complainants.

Performance Objectives: By the close of this session the participants will

1. Demonstrate how to inform complainants about the discrimination complaint process.
2. Practice effective interviewing techniques, note taking techniques and availability of supplementary materials.

COMPLAINT RESOLUTION

Purpose: To understand techniques and methods for complaint resolution.

Performance Objectives: By the close of this session the participants will

1. Describe informal resolution of discrimination complaints.
2. Identify communication and dispute resolution techniques.

WRITING THE COUNSELOR'S SUMMARY REPORT

Purpose: To understand the components of a complete summary report.

Performance Objectives: By the close of this session the participants will

1. Discuss the importance of reviewing the facts of the case.
2. Identify the importance of clarifying the remedy sought by the complainant.
3. Discuss the necessity of detailing efforts to resolve the complaint informally.
4. Describe the necessity of stating the result of the resolution effort.

CONCLUDING THE EEO COUNSELOR'S ROLE

Purpose: To describe the conclusion of an EEO Counselor's function in an informal complaint process.

Performance Objectives: By the close of the session the participants will

1. Describe how to refine a complaint for processing.
2. Identify whether a complaint meets prima facie requirements.

PERFECTING THE COMPLAINT FOR THE FORMAL PROCESS

Purpose: To describe the details necessary to move forward with a complaint.

Performance Objectives: By the close of the session the participants will

1. Describe the rights and responsibilities of the parties to a complaint.
2. Describe the roles and duties of an EEO Counselor.

location map for
WILLIAM PENN MOTT JR. TRAINING CENTER
837 ASILOMAR BLVD.
PACIFIC GROVE, CALIFORNIA 93950

