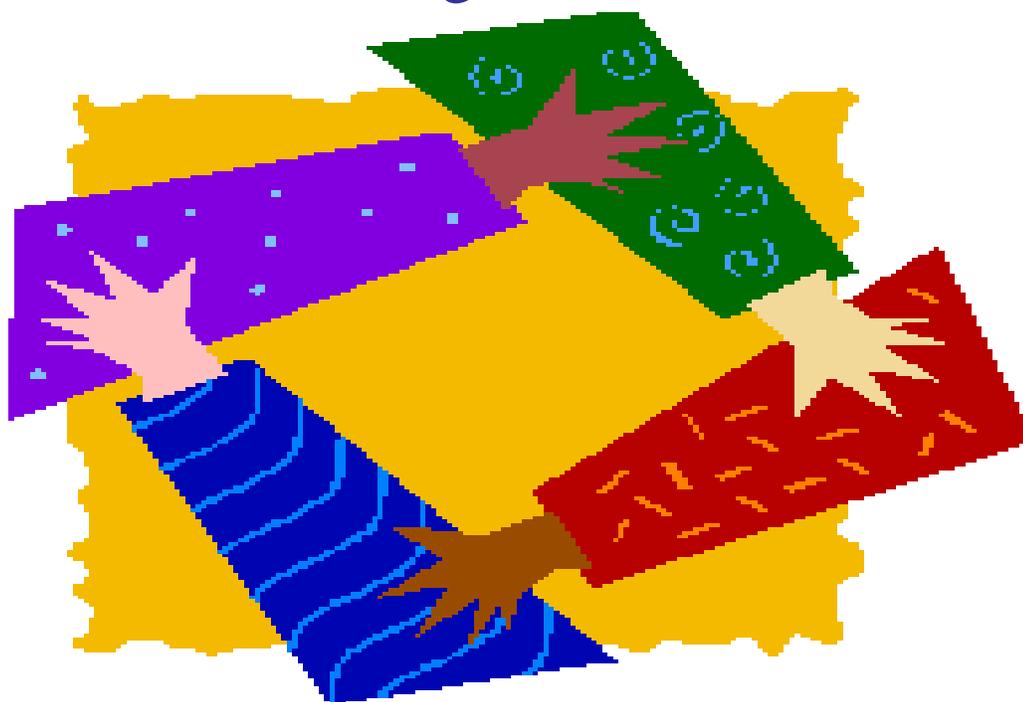




FY 2009 Training Plan

Natural Resources Conservation Service
Civil Rights Division



US Department of Agriculture
George Washington Carver Center
5601 Sunnyside Avenue, Room 1-1123
Mail Stop 5472
Beltsville, Maryland 20705

301-504-2181 (Phone) or 301-504-2175 (Fax)

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Natural Resources Conservation Service - Civil Rights Division Training Plan for FY 2009

Introduction & Overview:

The Civil Rights Division (CRD) is pleased to present the FY 2009 training plan for all NRCS managers, supervisors and employees. Through a variety of offerings, CRD training is designed to increase the participant's knowledge and awareness of Civil Rights related topics and activities.

CRD training sessions will also assist you in understanding, preventing and correcting discrimination in employment and program administration. Participants will benefit from sessions including, but not limited to the following topics: *Introduction to EEO-101; Civil Rights Impact Analysis; Limited English Proficiency (LEP); Management Directive 715 and Special Emphasis Programs*. Training offered through the CRD can also be uniquely designed and delivered to meet *YOUR* needs!

For more information, please contact the NRCS, CRD at (301) 504-2181 and refer to the [CRD Website](#).

FY 2009 Calendar of Scheduled Training

Course Title	Date	Time	Place
Introduction to EEO-101	Wednesday, January 14, 2009	11:30 - 12:30	GWCC – RM 1-1260
	Wednesday, January 28, 2009	11:30 - 12:30	S.Bldg. – TBD
Civil Rights Compliance & Program Delivery <i>Update</i>	Wednesday, February 11, 2009	11:30 - 12:30	GWCC – RM 1-1260
	Wednesday, February 25, 2009	11:30 - 12:30	S.Bldg. – TBD
Limited English Proficiency (LEP)	Wednesday, March 11, 2009	11:30 - 12:30	GWCC - 1-1260
	Wednesday, March 25, 2009	11:30 - 12:30	S.Bldg. – TBD
Learning to Listen	Wednesday, April 15, 2009	11:30 - 12:30	GWCC - 1-1260
	Wednesday, April 29, 2009	11:30 - 12:30	S.Bldg. – TBD
Special Emphasis Programs	Wednesday, May 6, 2009	11:30 - 12:30	GWCC - 1-1260
	Wednesday, May 20, 2009	11:30 - 12:30	S.Bldg. – TBD
Civil Rights Impact Analysis (CRIA)	Wednesday, June 10, 2009	11:30 - 12:30	GWCC - 1-1260
	Wednesday, June 24, 2009	11:30 - 12:30	S.Bldg. – TBD
Redirecting Highly Charged Conversations	Wednesday, August 12, 2009	11:30 - 12:30	GWCC - 1-1260
	Wednesday, August 26, 2009	11:30 - 12:30	S.Bldg. – TBD
Management Directive 715 (MD-715)	Wednesday, September 9, 2009	11:30 - 12:30	GWCC - 1-1260
	Wednesday, September 23, 2009	11:30 - 12:30	S.Bldg. – TBD
GWCC - George Washington Carver Center, 5601 Sunnyside Avenue, Beltsville, Maryland 20705 S. Bldg. - U.S. Department of Agriculture, 14th & Independence Avenue, Washington, D.C. 20250			

Persons needing an accommodation to participate in this training, please contact NRCS, CRD, at (301) 504-2181 or (301) 504-3439 TTY or (301) 504-2175 FAX. Please allow sufficient time for accommodations to be arranged.

At the conclusion of each session, you will be asked to complete a [Training Evaluation Form](#) (please refer to page 16). Our goal is to provide valuable quality services to all NRCS employees. Your comments will assist us in ensuring that quality.

NRCS Civil Rights Division Training - Topics

If you are interested in requesting training conducted by the Civil Rights Division (CRD) for your staff or in conjunction with your future all employees meeting, please contact the NRCS, CRD at (301) 504-2181. You may also submit your requests for training by completing the [Training Request Form](#) on *Page 15* of the FY 2009 CRD Training Plan. Your submission may be mailed, e-mailed or faxed to CRD. For additional information, please refer to the CRD Website at: <http://www.nrcs.usda.gov/about/civilrights/>

Introduction to EEO-101:

This introductory workshop is designed to give participants an overview of the Equal Employment Opportunity (EEO) Process and NRCS Civil Rights Division. Participants will also increase their knowledge of new EEO regulations that affect *you* as a Federal employee.

Civil Rights Compliance and Program Delivery *Update*:

This workshop will provide an update on how various Civil Rights laws, rules, and regulations interface to form the foundation for equal access in compliance and program delivery. It will facilitate discussion on how to interact, and communicate effectively with partners, program recipients, and stakeholders. It also will provide opportunities for participants to understand what it means to have accessibility in the workplace.

Civil Rights Impact Analysis (CRIA):

The Civil Rights Impact Analysis (CRIA) training is designed to create employees' awareness in regards to the purpose of a CRIA and the different theories used in evaluating the impact of the proposed change in regulation; or office structure, as well as what information is required to be contained in a CRIA. A CRIA is a document/management tool required by law and Departmental Regulation to be included for every proposed change in program implementation; administration and changes to participation criteria or benefit (Title VII). This also includes proposed actions under Presidential Management requirements contract competitions for outsourcing personnel positions or functions.

Limited English Proficiency (LEP):

This workshop is designed to increase the participant's awareness of Limited English Proficiency (LEP) and the four general standards set forth in the LEP Guidance document in which an agency should consider when developing their respective plan.

Learning to Listen:

Statistics show that people remember only half of what they hear, even moments after they've heard it. The fact is that although most of us like to think we're good listeners, almost everyone needs to improve their listening skills. This training session offers a fresh approach to this common problem in the workplace.

Management Directive (MD) 715:

The purpose of this workshop is to address the required elements of MD-715, including establishing and maintaining an effective affirmative employment program under Title VII of the Civil Rights Act of 1964, as amended, 42 U.S.C. 2000e et seq. and Section 501 of the Rehabilitation Act of 1973, as amended, 29 U.S.C 791 et seq., and employment barrier identification and elimination.

Redirecting Highly Charged Conversations:

Almost everyone, at some point, has found him or herself in a conversation that takes an unfortunate adversarial turn. This training will focus on the six tips that will help you transform a tense and potentially explosive encounter into a more pleasant and even productive interaction in the workplace.

Special Emphasis Programs:

This workshop is designed to give participants an understanding of the Agency's Special Emphasis Programs (SEP) wherein their purpose and activities are an integral part of the Civil Rights/EEO program. Within their respective programs, Special Emphasis Program Managers (SEPM) assist with ensuring that equal opportunity is present in all aspects of NRCS programs and services.

Introduction to EEO-101

1 Hour

Target Audience:

All Employees
Supervisors and Managers

General Description:

This introductory workshop is designed to give participants an overview of the Equal Employment Opportunity (EEO) Process and NRCS Civil Rights Division. Participants will also increase their knowledge of EEO Laws and Regulations that affect **you** as a Federal employee.

Course Objectives:

- Purpose of the Civil Rights Division
- What is Discrimination?
- Identify governing laws and regulations
- Overview of the Pre-Complaint and Formal Process

Civil Rights Compliance & Program Delivery Update

1 Hour

Target Audience:

All Employees
Supervisors and Managers

General Description:

This workshop will provide an update on how various Civil Rights laws, rules, and regulations interface to form the foundation for equal access in compliance and program delivery. The session will also include discussion on how to interact, and communicate effectively with partners, program recipients, and stakeholders.

Course Objectives:

- Understand the basis for civil rights compliance in program delivery
- Provide ideas for effective outreach program delivery
- Social and cultural characteristics that influence program delivery

Limited English Proficiency (LEP)

1 Hour

Target Audience:

All Employees
Supervisors and Managers

General Description:

This workshop is designed to increase employee's awareness of Limited English Proficiency (LEP) and the four general standards set forth in the LEP Guidance document that an agency should consider when developing their respective plan.

Course Objectives:

- The purpose of LEP
- Identify with the size and scope of the programs that serve LEP persons
- Consideration of the frequency of contacts wherein LEP persons initiate
- Identify resources available for the LEP program

Learning to Listen (1 Hour)

Target Audience:

All Employees
Supervisors and Managers

General Description:

Statistics show that people remember only half of what they hear, even moments after they've heard it. Although most of us like to think we are good listeners, almost everyone needs to improve their listening skills. This training session offers a fresh approach to a very common problem in the workplace.

Course Objectives:

- Determine listening effectiveness in 3 dimensions
- Explore how both visible & invisible aspects of listening affect interaction
- Learn what it takes — physically and mentally — to listen carefully
- Create an action plan that puts new skills into immediate action

Special Emphasis Programs

1 Hour

Target Audience:

All Employees
Supervisors and Managers

General Description:

This workshop is designed to give participants an understanding of the Agency's Special Emphasis Programs (SEP) wherein their purpose and activities are an integral part of the Civil Rights/EEO program.

Within their respective programs, Special Emphasis Program Managers assist with ensuring that equal opportunity is present in all aspects of NRCS programs and services. This includes assisting with identifying under representation and providing advice and assistance to management officials in order to help them meet civil rights program goals and objectives.

Course Objectives:

- Identify and define Special Emphasis Programs (SEP)
- Define the role of Special Emphasis Program Managers (SEPMs)
- Explain the importance of the Agency's SEPs

Civil Rights Impact Analysis

1 Hour

Target Audience:

All Employees
Supervisors and Managers

General Description:

A Civil Rights Impact Analysis (CRIA) is a document/management tool required by law and Departmental Regulation to be included for every proposed change in program implementation, administration and changes to participation criteria or benefit (Title VI).

This training is designed to create employees' awareness in regards to the purpose of a CRIA and the different theories used in evaluating the impact of the proposed change in regulation; or office structure, as well as information that is required to be contained in a CRIA.

Course Objectives:

- Purpose of a CRIA
- Identify proposed actions/changes that require a CRIA
- Briefing on the process and function of parties involved in the preparation of a CRIA

Redirecting Highly Charged Conversations

1 Hour

Target Audience:

All Employees
Supervisors and Managers

General Description:

Almost everyone has found him or herself in a conversation that takes an unfortunate adversarial turn. This training will focus on the six tips that will help you transform a tense and potentially explosive encounter into a more pleasant and even productive interaction in the workplace.

Course Objectives:

- Identify the six tips to redirect a highly charged conversation
- How to transform a tense encounter into a productive interaction
- Participate in a role play exercise that puts your new skills into action

Management Directive – 715 (MD-715)

1 Hour

Target Audience:

All Employees
Supervisors and Managers

General Description:

The purpose of this workshop is to address the required elements of MD-715, including establishing and maintaining an effective affirmative employment program under Title VII of the Civil Rights Act of 1964, as amended, 42 U.S.C. 2000e et seq. and Section 501 of the Rehabilitation Act of 1973, as amended, 29 U.S.C 791 et seq., and employment barrier identification and elimination.

Course Objectives:

- Provide basic overview of MD-715
- Identify six essential elements of a Model EEO Program
- Define employment program deficiencies; triggers; and barriers
- Identify reporting requirements and form completion



Training Request Form

Please Print Clearly and Mail, Email or Fax Request

Today's Date: _____

Contact Name: _____

Address: _____

City: _____

State: _____ Zip: _____

Phone: _____ Fax: _____

Email: _____

Training Course(s) Requested:

(1) _____

(2) _____

Target Audience: _____

Number of Participants: _____

Preferred Date for Training: _____

Address/Room Location for Training: _____

(Please Use a Separate Sheet for Additional Comments)

MAIL

NRCS-CRD
5601 Sunnyside Avenue
Room 1-1123-A, Stop 5472
Beltsville, MD 20705-5471

PHONE/FAX

(301) 504-2181 (Phone)
(301) 504-2175 (Fax)
TOLL FREE: (866) 672-7395
VOICE/TTY: (301) 504-3439
RELAY SERVICE: (866) 672-7395



CIVIL RIGHTS DIVISION
LUNCH AND LEARN TRAINING SERIES
TRAINING EVALUATION FORM

TRAINING TITLE: _____

TRAINER: _____ DATE: _____

We appreciate your participation in this training and thank you for completing this evaluation. Our goal is to provide valuable quality services to all NRCS employees. Your comments assist us in ensuring that quality.

	Outstanding	Excellent	Good	Marginal	Poor
Content					
Relevance of Topic					
Method of Presentation					
Overall Quality					

Comments:

Overall Training Experience:

What did you like Most? _____

What did you like Least? _____

How will you use this training in your current position? _____

Would you recommend this training to others? Why or Why not? _____

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