

**Natural Resources Conservation Service**

**Civil Rights Division**

FY 2008 Training Catalog

United States Department of Agriculture

5601 Sunnyside Avenue, Room 1-1123, Stop 5472  
Beltsville, Maryland 20705

## Table of Contents

	<i>Page</i>
Training Plan for FY 2008 .....	3
FY 2008 Calendar of Training .....	5
Alternative Dispute Resolution .....	6
Civil Rights Compliance and Program Delivery – Title VI .....	7
Conflict Management .....	8
Disability Awareness .....	9
Effective Communication .....	10
Equal Employment Opportunity Complaints Process – Title VII (Pre-Complaint) .....	11
Equal Employment Opportunity Complaints Process – Title VII (Formal - Investigation) .....	12
Multigenerational Workforce .....	13
Preventing a Hostile Work Environment .....	14
Prevention of Sexual Harassment .....	15
Program Complaints & Appeals – Title VI .....	16
Reasonable Accommodations .....	17
Religious Discrimination in the Workplace .....	18
Special Emphasis Programs .....	19
Workforce Diversity .....	20

# **The Natural Resources Conservation Service ~ Civil Rights Division Training Plan for FY 2008**

## **Overview**

The CRD offers training workshops geared specifically for all NRCS managers, supervisors and employees. Through a variety of offerings, the CRD workshops provide participants an opportunity to gain knowledge and to learn new or enhance current skills in: Effective Communication, Preventing a Hostile Work Environment, and the Multigenerational Workforce – just to name a few. Participants will benefit from attendance at our workshops by:

- Developing essential skills in communication and conflict management to better accomplish the mission of the agency.
- Building upon their fundamental interpersonal skills to better serve our external (customers, partners, etc.) and internal customers.
- Developing a greater understanding of and appreciation for federal sector nondiscriminatory laws and policies
- Familiarize employees, supervisors, and managers with basic civil rights processes, rules and regulations.
- Instill awareness of cultural, generational, ethnic and language differences that may impact the delivery of services to minority groups or the work environment.
- Develop employees, supervisors, and managers into capable staff who respond to cultural, generational, ethnic, and/or unique needs of our co-workers, customers, and partners.

## **Objectives**

Our training workshops will assist you in understanding, preventing and correcting discrimination in employment and program administration. These workshops are designed to meet the organizational and operational needs, challenges and concerns of all NRCS managers, supervisors and employees. The knowledge and practice of nondiscriminatory laws and policies in the federal sector improves the Agency's ability to meet its organizational goals and objectives and also enhances the morale of its workforce. These workshops will include, but are not limited to the following topics:

Alternative Dispute Resolution

Civil Rights Compliance and Program Delivery - Title VI

Conflict Management

Disability Awareness

Effective Communication

EEO Complaints Process (Pre-Complaint) – Title VII

EEO Complaints Process (Formal Investigation) – Title VII

Multigenerational Workforce

Preventing a Hostile Work Environment

Prevention of Sexual Harassment

Program Complaints & Appeals – Title VI

Reasonable Accommodations

Religious Discrimination in the Workplace

Special Emphasis Programs

Workforce Diversity

**NRCS – Civil Rights Division  
FY – 08 Calendar of Training**

<i>Course Title</i>	<i>Date</i>	<i>Time</i>	<i>Place</i>
Alternative Dispute Resolution	February 21, 2008	11:30 – 12:30	GWCC- Rm. 1-1260
	February 28, 2008	11:30 – 12:30	S. Bldg. – Rm. 1160
Prevention of Sexual Harassment	March 20, 2008	11:30 – 12:30	GWCC- Rm. 2L-294
	March 27, 2008	11:30 – 12:30	S. Bldg. – Rm. 1160
Conflict Management & Effective Communication	April 10, 2008	11:30 – 12:30	GWCC- Rm. 1-1260
	April 24, 2008	11:30 – 12:30	S. Bldg. – Rm. 1160
Preventing a Hostile Work Environment	May 08, 2008	11:30 – 12:30	GWCC- Rm. 1-1260
	May 22, 2008	11:30 – 12:30	S. Bldg. – Rm. 1160
Reasonable Accommodation	June 12, 2008	11:30 – 12:30	GWCC- Rm. 1-1260
	June 26, 2008	11:30 – 12:30	S. Bldg. – Rm. 3109
Religious Discrimination in the Workplace	August 14, 2008	11:30 – 12:30	GWCC- Rm. 1-1260
	August 28, 2008	11:30 – 12:30	S. Bldg. – Rm. 3109
Civil Rights Compliance & Program Delivery	September 17, 2008	11:30 – 12:30	GWCC- Rm. 1-1260
	September 25, 2008	11:30 – 12:30	S. Bldg. – Rm. 3109
Disability Awareness	October 09, 2008	11:30 – 12:30	GWCC- Rm. 1-1260
	October 23, 2008	11:30 – 12:30	S. Bldg. – Rm. 3109
Workforce Diversity	November 13, 2008	11:30 – 12:30	GWCC- Rm. 1-1260
	November 20, 2008	11:30 – 12:30	S. Bldg. – Rm. 3109

**GWCC – George Washington Carver Center, 5601 Sunnyside Avenue, Beltsville, Maryland 20705**

**S. Bldg. – U.S. Department of Agriculture, 14<sup>th</sup> & Independence Avenue, Washington DC. 20250**

## **Alternative Dispute Resolution (CRD-01)**

1 Hour

### **Target Audience:**

All Employees  
Supervisors and Managers  
Resolving Officials

### **General Description:**

This workshop is designed to give participants an understanding of Alternative Dispute Resolution (e.g. Mediation), which is based on the theory that a mediator (neutral third party), can assist disputing parties in negotiating a resolution, maintain productive work relationships, re-establish trust and respect. The participant will review the areas in which mediation can be used; EEO Complaints, Administrative Grievances; Workplace Conflict.

### **Course Objective:**

- Define Alternative Dispute Resolution (ADR)
- Define the techniques used in ADR and offered by NRCS
- Understand what mediation is about
- Understand the roles of participants in mediation
- Understand the extent of confidentiality in mediation

## **Civil Rights Compliance and Program Delivery (CRD-02)**

1 Hour

### **Target Audience:**

All Employees  
Supervisors and Managers

### **General Description:**

This workshop will provide general information on how various Civil Rights laws, rules, and regulations interface to form the foundation for equal access in compliance and program delivery. It will cite civil rights laws and regulations to identify responsible employees regarding program delivery; diversity and cross-cultural communication; program outreach; use of management tools; representation on boards; accessibility; and the program assessment process. 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.

### **Course Objective:**

- Understand the basis for civil rights compliance in program delivery
- Provide overview of NRCS board/council role and functions
- Provide ideas for effective outreach program delivery
- Provide an understanding for compliance in accessibility
- Facilitate discussion on social and cultural characteristics that influence program delivery

## **Conflict Management (CRD-03)**

1 Hour

### **Target Audience:**

All Employees  
Supervisors and Managers

### **General Description:**

Conflict is only natural, but in this workshop you can learn to make it work to your advantage. You will learn how to deal with conflict when it erupts in the workplace and manage disagreements positively and proactively. You will review five conflict management styles and learn how to turn conflict into collaboration. You will recognize the causes of interpersonal conflict, become aware of your emotional triggers to prevent explosive situations, learn new strategies of conflict management that will improve your communication performance.

### **Course Objective:**

- Gain understanding of conflict
- Identify the five (5) different ways people deal with conflict
- Understand your conflict style
- Understand the basic conflict style and the most effective use for each style
- Define conflict and collaboration
- Gain insight in how to resolve or best deal with difficult people and situations
- Improve your listening and communication skills

## **Disability Awareness (CRD-04)**

1 Hour

### **Target Audience:**

All Employees  
Supervisors and Managers

### **General Description:**

This workshop is designed to familiarize the participant with what is involved in assisting an employee with a disability in obtaining reasonable accommodation. This training will help employees develop awareness of disabilities that will assist them in their interactions with coworkers with disabilities and foster an environment free of discrimination.

### **Course Objective:**

- Define Disability
- Familiarize employees with the Rehabilitation Act of 1973
- Dispel myths and stereotypes concerning individuals with disabilities
- Provide examples of effective communication pertaining to people with disabilities
- Define reasonable accommodations and provide examples
- Distinguish between acceptable and not acceptable terminology
- Describe situations where offering assistance to an individual with a disability is and is not appropriate
- Discuss ways of interacting more effectively with individuals with different types of disabilities.

## **Effective Communication (CRD-05)**

1 Hour

### **Target Audience:**

All Employees  
Supervisors and Managers

### **General Description:**

Effective communication skills are necessary for a more productive interaction with other people. They can be your family, friends, colleagues or even strangers. Communication is simply engaging in some type of exchange with another person. This workshop is designed to help participants learn how to enhance their communication skills in order to effectively communicate with one another.

### **Course Objectives:**

- Understand the basic foundations of communication
- How to develop and enhance effective communication skills with others
- Determine your communication style for a more effective and productive interaction with others

**Equal Employment Opportunity Complaints Process – Title VII  
(Pre-Complaint)  
(CRD-06)**

1 Hour

**Target Audience:**

All Employees  
Supervisors and Managers

**General Description:**

This workshop is designed to familiarize the employee with:

The EEO pre-complaint process; the fundamentals of discrimination, protected groups, sexual harassment, EEO laws and legal considerations, and the rights and responsibilities of employees and management in the process, the evolutionary flow of EEO law and knowledge and understanding of the EEO Complaint process

**Course Objective:**

- What is Discrimination?
- Governing laws, policy, and regulations for the Pre-Complaint process
- Who can file a complaint (protective classes included)
- Timeframe for filing an EEO complaint
- The Employee's Rights and Responsibilities during the Pre-Complaint process
- Managers responsibilities during the Pre-Complaint process
- The EEO counselor's responsibilities
- Traditional Counseling vs. ADR
- Resolution vs. No Resolution of a Pre-Complaint

**Equal Employment Opportunity Complaints Process – Title VII  
(Formal - Investigation)  
(CRD-07)**

1 Hour

**Target Audience:**

All Employees  
Supervisors and Managers

**General Description:**

When an allegation of workplace harassment or discrimination goes into the formal EEO process, an investigation may be launched and a Report of Investigation will be written. Learn through an overview of the EEO investigation process, how investigations are conducted, what records may be reviewed, and who can be interviewed.

**Course Objective:**

- Understand the investigative process
- What are the Civil Rights Division's responsibilities?
- What are management's responsibilities?
- What are the Complainant's responsibilities?

## **Multigenerational Workforce (CRD-08)**

1 Hour

### **Target Audience:**

All Employees  
Supervisors and Managers

### **General Description:**

For the first time in history, four generations are employed side by side in the workplace. They consist of the *Matures or Traditionalist*, *Baby Boomers*, *Generation X* and *Generation Y*. What makes each generation unique are distinct values in which they share during their formative years? In order to work effectively in a multi-generational workforce, this workshop is designed to increase the participant's knowledge of each generation's history and their general characteristics.

### **Course Objectives:**

- Identify the four generations in today's workforce including your own
- Address the typical characteristics of each generation
- Identify the generational characteristics in the workplace vignettes

## **Preventing a Hostile Work Environment (CRD-09)**

1 Hour

### **Target Audience:**

All Employees  
Supervisors and Managers

### **General Description:**

The hostile work environment is one of the most litigious EEO issue in the judicial system. In addition, this often undetected, unaddressed, and misunderstood issue often results in high absenteeism and personnel turnover, a reduction in productivity, and a general decline in employee morale.

This workshop is designed to more clearly define the term “Hostile Work Environment (HWE)”. The participant will understand how harassment, speech or conduct can create a “hostile or abusive work environment” based on race, religion, sex, national origin, age, disability, color, and reprisal.

### **Course Objective:**

- Identify what is a hostile work environment.
- Identify how harassment contributes to a HWE
- Recognize behaviors and situations that may constitute harassment
- How do I report a hostile work environment? Or harassment?
- Discuss what specific factors can elevate an issue to create a hostile work environment.

## **Prevention of Sexual Harassment (CRD-10)**

1 Hour

### **Target Audience:**

All Employees  
Supervisors and Managers

### **General Description:**

This workshop is designed to make employees aware of what Harassment is, and whether or not they are engaging in a harassing behavior or being harassed themselves, and what their limits and their rights are. You will learn how to prevent harassment in the workplace, and understand employer liability, according to EEOC guidelines. This training explains the ways a victim of sexual harassment or non-sexual harassment can report the harassment to a manager, and document the harassing incidents by keeping a journal, identifying a witness, and confiding in a co-worker.

### **Course Objective:**

- Identifying the types of Harassment (Sexual and Non-Sexual)
- Defining Sexual Harassment and Non-Sexual Harassment
- Facts About Sexual Harassment
- Facts About Non-Sexual Harassment
- How to report Sexual Harassment.
- Roles and responsibilities of employees and managers in maintaining a work environment that is free from Sexual Harassment.

## **Program Complaints & Appeals – Title VI (CRD-11)**

1 Hour

### **Target Audience:**

All Employees  
Supervisors and Managers

### **General Description:**

NRCS cannot, on the bases of race, color, national origin or sex, either directly or through contractual means:

- Deny program services, aids or benefits;
- Provide a different service, aid or benefit, or provide them in a manner different than what is provided to others;
- Segregate or separately treat individuals in any manner related to the receipt of any service, aid, or benefit.

This workshop will provide information on NRCS Civil Rights Division's Title VI Program. Who is responsible for providing leadership, direction and policy to ensure compliance with Title VI and to ensure that social impacts to communities and people are recognized and considered throughout the NRCS planning and decision-making process.

### **Course Objective:**

- What is Title VI of the Civil Rights Act of 1964?
- Define Prohibited Discrimination
- Who can file?
- How to file a Title VI complaint
- Conducting internal and external compliance reviews
- Conducting Title VI Program implementation training
- Developing Title VI compliance information for internal and external dissemination
- Processing the disposition of Title VI complaints received
- What is the Appeals Process?

## **Reasonable Accommodations (CRD-12)**

1 Hour

### **Target Audience:**

All Employees  
Supervisors and Managers

### **General Description:**

This workshop is designed to help the participant understand what Reasonable Accommodations are and the workplace barriers that may exist that may keep some individuals from performing jobs which they could do with some form of accommodation. These barriers may be physical obstacles (such as inaccessible facilities or equipment), or they may be procedures or rules (such as rules concerning when work is performed, when breaks are taken, or how job tasks are performed). The participant will learn how Reasonable Accommodations removes workplace barriers for individuals with disabilities.

### **Course Objective:**

- To familiarize participants with the Americans with Disabilities Act of 1990 (ADA)
- To discuss procedures for processing requests for Reasonable Accommodation
- To discuss selected disabilities and examples of actions that can be taken as Reasonable Accommodations.

## **Religious Discrimination in the Workplace (CRD-13)**

1 Hour

### **Target Audience:**

All Employees  
Supervisors and Managers

### **General Description:**

The law prohibits employers from discriminating against individuals because of their religion in all aspects of their employment. This workshop will guide the participant in learning about what treatment or behaviors are acceptable and what are not. The participants will also learn about the requirements pertaining to religious accommodation.

### **Course Objective:**

- Understand the facets of Title VII as it applies to religious discrimination
- Prevent discrimination based on religion
- Learn what is reasonable accommodation and what are the employer's responsibilities pertaining to religious accommodation
- Be prepared by finding out how to solve problems before they occur
- Learn what to do if you are being harassed or treated unfairly due to your religious beliefs

## **Special Emphasis Programs (CRD-14)**

1 Hour

### **Target Audience:**

All Employees  
Supervisors and Managers

### **General Description:**

Special Emphasis Program (SEP) areas deal with Title VI and VII issues. SEPs are tasked to identify discriminatory practices and to ensure that targeted groups are appropriately represented throughout the workforce. SEPs are also responsible for ensuring equal access to all NRCS programs for our customers.

SEPs are an integral part of the NRCS Equal Employment Opportunity (EEO) program. Major factors are considered in developing a Special Emphasis Program. These include the percentage of official time spent on the program, scope of responsibility, participation in SEP activities and analysis of the SEP area. The duties of Special Emphasis Program Managers may include assisting in the development of the Civil Rights Division business plan and serving as a resource person to the Civil Rights Committee in the State office, area or center.

### **Course Objective:**

- Understand the Civil Rights laws governing Special Emphasis Programs
- Overview of the Special Emphasis Programs of NRCS
- How Special Emphasis Programs are managed
- The role of the Special Emphasis Program Manager in employment retention and recruitment activities.
- The role of the Special Emphasis Program Manager in the complaint process.

## **Workforce Diversity**

**(CRD-15)**

1 Hour

### **Target Audience:**

All Employees

Supervisors and Managers

### **General Description:**

This workshop is designed to increase understanding of the effects of cultural diversity in the workplace. You will learn to identify the impact of individual differences in communications, expectations, and interactions. Participants will also develop and practice strategies for maximizing efforts and results towards creating a positive climate for diversity in the workplace.

### **Course Objective:**

- Understand the meaning of diversity
- Generational types and characteristics of types
- Common fears and barriers to diversity
- Avoiding stereotypes and bias
- Understand how we interpret situations, develop different perspectives for our human experience and How can we learn to become more culturally aware and competent in working with people who are different from us.
- Explore the benefits of cultural diversity



# Training Request Form

Please Print Clearly and Mail, Email or Fax Request

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

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 Attachment for Additional Comments)

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

FAX  
(301) 504-2175