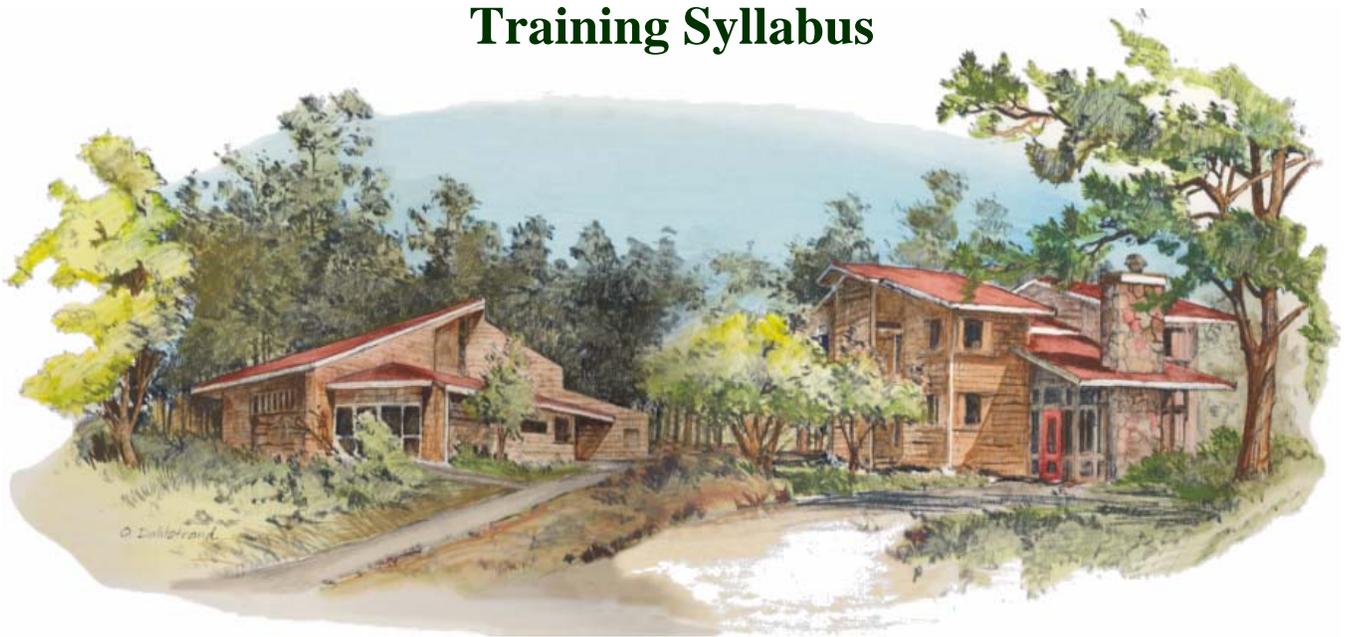


State of California . The Resources Agency . Department of Parks and Recreation

EEO Counselor

March 27-29, 2007

Training Syllabus



William Penn Mott Jr. Training Center



Memorandum

Date: February 16, 2007

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 the supervisor 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 login 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.



Michael D. Green
Acting Department Training Officer

Attachment

cc: Participant

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***Mission Statement
Training Office***

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

TRAINING CENTER STAFF

Michael Green..... Department Training Officer (Acting)
Joanne Danielson Academy Coordinator
Chuck Combs..... Training Specialist
Dave Galanti Training Specialist
Michelle Gardner Cadet Training Officer
Connie Breakfield..... Cadet Training Officer
Pat Bost Assistant Program Coordinator
Pamela Yaeger Assistant Program Coordinator
Edith Alhambra..... Assistant Program Coordinator
Bill Spencer Assistant Program Coordinator
Summer Kincaid..... Assistant Program Coordinator
Brian Petersen Assistant Program Coordinator

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 and, most recently, the Two Rivers Training Facility in Sacramento. 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. The syllabus outlines what you can expect from this training and what is expected of you. It also 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. **TRAINING LOCATION:** The training for this program will occur at the Two Rivers Training Facility located at One Capitol Mall, Suite 350, Sacramento, CA 95814. One Capitol Mall is located on Capitol Mall (a street in downtown Sacramento), immediately east of the historic Tower Bridge. A map and directions to the training facility are provided as an attachment to this syllabus. The building is immediately to the south of the Old Sacramento tourist area.
2. **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.

3. PRE-TRAINING ASSIGNMENTS: Your completion of pre-training assignments is essential to the success of your training. You are responsible for all reading and other 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.)
4. TRAVEL: Arrange your travel to and from Sacramento 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 Office does not have the capability to provide transportation to or from the Sacramento International Airport.
5. HOUSING: **The Training Office has reserved single rooms at the Hawthorn Suites for individuals who reside outside of the Sacramento region only. You will need to contact Summer Kincaid via e-mail at skincaid@parks.ca.gov or phone at (916) 319-9657 before Thursday, March 1, 2007 to secure your lodging. Please reference the EEO Counselor training to confirm your lodging request.**

Your accommodations will be paid for by the Training Office. You may choose to stay in another facility; however, securing lodging at another location will be at the participant's own expense. Housing will be available from 3:00 p.m. on the date of arrival until 12:00 noon on the date of departure. If you need to cancel or change your reservation, you must contact Summer Kincaid directly. Do not contact the hotel. When you arrive at the Hawthorn Suites, go directly to the front desk for your room key.

The hotel is located at 321 Bercut Drive, Sacramento. Directions to the hotel are included as an attachment to this syllabus.

6. MEALS: Meals are arranged at the discretion of the participant. There are numerous restaurants within walking distance of the Two Rivers Training Facility and elsewhere in the downtown Sacramento area. The Training Office will reimburse the cost of your meals at the current per diem rate. Send a Travel Expense Claim (Std. 262a) to Mott Training Center for approval and processing. (The Training Center will reimburse meals starting with dinner on the first day and ending with lunch on the last day.)
7. PARKING: There is a public lot (the Tower Bridge lot, operated by the City of Sacramento) located directly west of the One Capitol Mall building where your training will occur. Please see the attachment for exact locations and cost. You will be reimbursed for parking by the Training Center via a Travel Expense Claim (Std. 262a).

8. CLOTHING: **Field Uniforms are not required.** Professional business attire may be worn.

One Capitol Mall houses both Department offices and offices of numerous private sector organizations. As such, the image we project as State Park employees is important. The clothing you wear should be appropriate.

9. BREAK TIMES: Participants will be given break times throughout the training day to visit the first-floor coffee kiosk, make telephone calls, etc. Please be considerate of your fellow Department employees and other groups working in adjoining office spaces by not requesting from them special use of telephones, copiers, fax equipment, etc. In addition, please be considerate of your fellow employees' work schedules by limiting your visitation to other Department offices during breaks or before or after formal training. Loud conversations, laughter, etc. should not be conducted in the hallway areas at any time.
10. 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.
11. TRAINING OFFICE STAFF: Summer Kincaid (916-319-9657) is your contact while attending the course and has been assigned responsibility for your training group as well as for your training program. During the program, you may be asked to assist Training Office staff in the logistics of your training program; please work with Training Staff to help make your training experience pleasant and meaningful.
12. TRAINING MATERIALS: Training materials may be made available to you at both your unit and the Two Rivers Training Facility. 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. Bring your own pens and pencils.
13. 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.
14. 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.
15. FAX: The Two Rivers Training Facility's FAX number is (916) 319-9656.

16. TELEPHONE: Limit phone calls during classroom hours to urgent business or emergencies. Anyone wishing to contact you by telephone during working hours should call (916) 319-9657.
17. COLLEGE CREDIT: Most Training Office 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.
17. POST-TRAINING ASSIGNMENTS: In connection with formal training are to be completed under the direction of your supervisor.

**California State Parks
Two Rivers Training Facility
One Capitol Mall, Suite 350
Sacramento, CA 95814**

Directions

Downtown Sacramento streets are labeled numerically and alphabetically. The Two Rivers Training Facility is located at One Capitol Mall, Suite 350, which is a private sector office building located on Capitol Mall (a street name) immediately east of the Tower Bridge (notable for its gold paint color).

Capitol Mall (the street) extends west from the steps of the State Capitol to the Tower Bridge. Although access to the building is possible from either the west (across the bridge from West Sacramento) or east (from the Capitol and downtown Sacramento), access to the parking facility can only be gained going westbound (from downtown Sacramento and the Capitol).

Entrance to One Capitol Mall is on the south side of the building, across from the Embassy Suites hotel. Take the lobby elevators to the third floor and proceed all the way down the hallway (making a left turn as you go) to Suite 350.

One Capitol Mall is not directly served by Sacramento's light rail system.

Driving Directions:

From **Sacramento Airport:** Drive south on Interstate 5 (towards downtown Sacramento) about nine miles to the J Street exit. Keep to the far right as you exit the freeway. Turn right on 3rd Street (which is the stoplight at the end of the exit ramp) and right again a couple of blocks later at Capitol Mall (towards San Francisco).

From points **north:** Use the Sacramento Airport directions from either southbound Interstate 5 or southbound Highway 99 (which runs into Interstate 5 north of downtown Sacramento).

From points **west:** Take Interstate 80 eastbound to Highway 50 / Business Interstate 80. Continue east to Interstate 5, head north to the J Street exit. Turn right on 3rd Street (the stoplight at the end of the exit ramp) and right again a couple of blocks later at Capitol Mall (towards San Francisco).

From points **east:** Take Interstate 80 or Highway 50 to Interstate 5 (downtown Sacramento). Head north on Interstate 5 to the J Street exit. Turn right on 3rd Street (the stoplight at

the end of the exit ramp) and right again a couple of blocks later at Capitol Mall (towards San Francisco).

From points **south**:

From northbound Highway 99, proceed to downtown Sacramento. Go west on Highway 50 to northbound Interstate 5. Head north on Interstate 5 to the J Street exit. Turn right on 3rd Street (the stoplight at the end of the exit ramp) and right again a couple of blocks later at Capitol Mall (towards San Francisco).

From northbound Interstate 5, head north to downtown Sacramento. Continue north to the J Street exit. Turn right on 3rd Street (the stoplight at the end of the exit ramp) and right again a couple of blocks later at Capitol Mall (towards San Francisco).

Parking

Parking is at the Tower Bridge lot, operated by the City of Sacramento, located directly west of One Capitol Mall. Entrance to the parking lot is off of Front Street, which is the right turn between One Capitol Mall and the Tower Bridge. Access to Front Street can only be accomplished from westbound Capitol Mall (from downtown Sacramento). Participants traveling eastbound from West Sacramento need to make a “U” turn to come back westbound to enter Front Street.

Parking cost is \$15 per day, subject to change without notice. Parking fees will be reimbursed by the Training Office using a Travel Expense Claim (Std. 262a).

PROGRAM ATTENDANCE CHECKLIST

To assist you in your preparation for formal training session at the Two Rivers Training Facility, the following checklist is provided.

- Contact Summer Kincaid by email at skincaid@parks.ca.gov or via phone at (916) 319-9657 before Thursday, March 1, 2007 to secure your lodging. Reference the EEO Counselor training when calling to secure your lodging. Securing lodging at another location will be at participant's own expense.**
- 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
 - Professional Business Attire (uniforms are not required for this program)
 - Pens and pencils

If you have questions or need assistance, contact Summer Kincaid, Assistant Program Coordinator:

Phone: 916-319-9657
Fax: 916-319-9656
Email: skincaid@parks.ca.gov

EEO COUNSELOR TRAINING AGENDA
March 27-29, 2007

Monday
March 26

1500- Registration at the Hawthorn Suites Hotel

Tuesday
March 27

0800-0900	Welcome and Orientation	Kincaid
0900-0920	Introduction, Objectives, Needs Assessment ("Parking Lot")	Sathre
0920-1000	Equal Employment Opportunity Overview	Ortiz
	Discrimination Laws and Policies	
	Protected Groups	
1000-1015	<i>Break</i>	
1015-1045	Theories of Discrimination	Ortiz
	Remedies	
1045-1100	Activity/Quiz – Establishing Prima Facie	Ortiz
1100-1130	Interviewing peace officers	Forrester
1130-1230	<i>Lunch</i>	
1230-1315	Discrimination Complaint Process	Sathre
	Departmental Informal and Formal	
	Outside Agencies – DFEH and EEOC	
1315-1345	Resolution Options and Techniques	Sathre
1345-1400	<i>Break</i>	
1400-1540	Effective Interviewing Techniques (includes video demo's)	Ortiz
	Note-taking During the Interview	
1540-1550	<i>Break</i>	
1550-1630	Game/Review; Q & A; Assign Homework	Joyce/ Lauren
	(read interview techniques)	

Wednesday
March 28

0830-0845	Review (Koosh Ball)	Sathre
0845-1130	Work Group Scenarios (include break)	Sathre
1130-1230	<i>Lunch</i>	
1230-1300	Debrief - Work Group Scenarios	Sathre
1300-1330	Video: "A Policy is Not Enough"	Ortiz
1330-1600	Writing the Counselor's Summary Report (include break)	Ortiz
	Reviewing the Facts of the Case	
	Remedy Sought by Complainant	
	Efforts to Resolve Complaint Informally	
1600-1630	Q & A; Assign Homework (read sample summary)	Ortiz

EEO COUNSELOR TRAINING AGENDA
March 27-29, 2007

Thursday
March 29th

0830-0845	Review (Koosh Ball)	Sathre
0845-0915	Activity – Writing the Counselor’s Report	Ortiz
0915-0930	Presentation of Counselor’s Reports	Ortiz
0930-0945	<i>Break</i>	
0945-1030	Concluding the EEO Counselor’s Role	Ortiz
1030-1130	Perfecting the Complaint for the Formal Process Determining if the Complaint Meets Prima Facie	Ortiz
1130-1200	Game/Review Major Concepts; Homework; Conclusion	Ortiz
1200-1230	Wrap Up and Evaluations	Kincaid

PROGRAM OUTLINE

<u>Topic</u>	<u>Hours</u>
<u>DEFINING EQUAL EMPLOYMENT OPPORTUNITY</u>	1.5
EEO Overview.....	
EEO Laws and Policies.....	
Discrimination and Other Unlawful Employment Practices.....	
Protected Groups Categories.....	
Theories of Discrimination.....	
Remedies.....	
<u>DISCRIMINATION COMPLAINT PROCESS</u>	1.5
Informal.....	
Formal.....	
Filing with Outside Agencies.....	
<u>INTERVIEWING COMPLAINTANTS</u>	2.5
Interviewing Peace Officers/POBAR.....	
Effective Interviewing Techniques.....	
Note-Taking during the Interview.....	
<u>COMPLAINT RESOLUTION</u>	1.5
<u>GROUP SCENARIOS</u>	5.5
Role Playing.....	
Video “A Policy Is Not Enough”.....	
<u>WRITING THE COUNSELOR’S SUMMARY REPORT</u>	5
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
<u>INTRODUCTION/REVIEW/WRAP UP AND EVALUATION</u>	2
TOTAL HOURS	21

EEO COUNSELOR REFRESHER

DEFINING EQUAL EMPLOYMENT OPPORTUNITY

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

Performance Objectives: By the close of this session participants will

1. Understand EEO laws, regulations, and executive orders,
2. Know the definition of discrimination and other unlawful employment practices.
3. Be aware of remedies for EEO violations.

DISCRIMINATION COMPLAINT PROCESSES

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

Performance Objectives: By the close of this session participants will

1. Know the formal and informal complaint process through the CSP Human Rights Office.
2. Be aware of alternative complaint methods.
3. Become knowledgeable of 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 this session participants will

1. Know the rights and responsibilities of a complainant.
2. Know the role and duties of an EEO Counselor.

INTERVIEWING COMPLAINANTS

Purpose: To develop effective techniques for interviewing EEO Complainants.

Performance Objectives: By the close of this session participants will

1. Know how to inform complainants about the discrimination complaint process.
2. Learn 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 participants will

1. Know informal resolution of discrimination complaints.
2. Know 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 participants will

1. Understand the importance of reviewing the facts of the case.
2. Understand clarification of the remedy sought by complainants
3. Know the necessity of detailing efforts to resolve the complaint informally.
4. Realize the necessity of describing efforts to resolve informally.
5. Know the necessity of stating the result informal or formal resolution.

CONCLUDING THE EEO COUNSELOR'S ROLE

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

Performance Objectives: By the close of this session participants will

1. Know when to provide CSP and complainant with copies of Counselor's Summary.
2. Know when to provide the complainant with information necessary to pursue a formal complaint.

PERFECTING THE COMPLAINT FOR FORMAL PROCESSING

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

Performance Objectives: By the close of this session participants will

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

FORMAL COMPLAINT RESOLUTION PROCESS

Purpose: To introduce specific knowledge of the formal complaint resolution process.

Performance Objectives: By the close of this session participants will

1. Know the rights and responsibilities of a complaint.
2. Know the role and duties of an EEO Investigator.