

# EEO Counseling Course (Self-Paced)

This course is designed to give Federal employees who are, or will be, EEO Counselors a basic understanding of the equal employment opportunity (EEO) counseling process: who is covered by the Federal sector discrimination complaint process, the Federal EEO discrimination complaint process itself, and the role of the EEO Counselor in the process. This course meets the 32-hour requirement for new EEO counselors outlined in MD-110.

Group classes in Live Online and onsite training is available for this course. For more information, email [onsite@graduateschool.edu](mailto:onsite@graduateschool.edu) or visit: <https://sdfm.graduateschool.edu/courses/eoo-counseling>



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## Course Outline

### Module 1: EEO Overview

- Introduction to EEO laws, regulations, and executive orders.
- Understanding discrimination in the context of employment and EEO.
- Explanation of federal anti-discrimination laws, including Title VII of the Civil Rights Act of 1964, the Age Discrimination in Employment Act, and others.
- Overview of key terms and concepts related to EEO counseling and discrimination laws.

### Module 2: Overview of the EEO Counseling Process

- Explanation of the EEO complaint process, including the stages of counseling and formal complaint procedures.
- Role of the EEO counselor and their responsibilities during the counseling process.
- Understanding Alternative Dispute Resolution (ADR) and other special procedures for resolving allegations.
- Rights and responsibilities of aggrieved individuals in the complaint process.

### Module 3: Resolution Efforts

- Steps in the EEO counseling process: preparation, conducting interviews, assessing situations, and determining resolution techniques.
- Techniques for attempting resolution through informal negotiations and ADR.
- Case study scenarios to practice resolution strategies.

### Module 4: Interviews

- Techniques for conducting effective interviews with aggrieved persons, management officials, and witnesses.
- Role of body language and space in interviews.
- Gathering accurate information through different types of questions (open-ended, reflective, etc.).

### Module 5: Terminating Counseling

- Steps for concluding the counseling process: the final interview, written reports, and briefing the EEO Officer.
- Managing unsuccessful resolution efforts and informing the aggrieved person of their rights to file a formal complaint.

- Handling Settlement Agreements in case of successful resolution.

### **Module 6: Formal Complaint**

- Procedures for filing a formal complaint if resolution was not achieved during counseling.
- Time limits and formal complaint processing by the agency.
- Understanding the rights and responsibilities of the complainant during the formal complaint process.