



Equal Employment Advisory Council's
Responding to Charges of Employment Discrimination

AGENDA

Day 1

8:00 a.m.

REGISTRATION & CONTINENTAL BREAKFAST

8:30 a.m.

INTRODUCTION

- Objectives
- Agenda
- Review of Materials

OVERVIEW OF CHARGE PROCESSING PROCEDURES

- The EEOC
- Stages in EEO Charge Processing
- Charge Filing
- Initial Assessment of Charge

Training Exercise #1 – Analysis of Discrimination Charge

COMPANY'S INITIAL RESPONSE TO A CHARGE

- Notification to Management
- Securing and Preserving Legal Privileges
- Contact EEOC Investigator
- Company Representative's Roles

COMPANY'S INTERNAL INVESTIGATION

- Develop a Plan
- Sources of Information

Training Exercise #2 – Developing an Investigation Plan

- Witness Interviews

Video – Conducting an Effective Interview

VOLUNTARY RESOLUTION OF CHARGES

- Determining the Company's Position – The "Fight or Settle" Decision
- Predetermination Settlements
- Conciliation

THE MEDIATION OPTION

4:30 p.m.

ADJOURN

Day 2

8:00 a.m.

CONTINENTAL BREAKFAST

8:30 a.m.

THE EEOC's INVESTIGATION

WRITTEN POSITION STATEMENT

- What It Is
 - Why Companies Submit Them
 - How They Are Used
- First Steps in Preparing to Respond
 - First Steps
 - Deadlines and Extensions
- Writing the Position Statement
 - Goals
 - Writing for Your Audience
 - Structure and Format
 - Adopting the Right Tone

Training Exercise #3 – Review of First Draft

- The Introduction

Training Exercise #4 – Writing the Introduction

- Providing Background

Training Exercise #5 – Writing the Background

- Responding to Charge Allegations
- Which Allegations To Respond to
- Qualities of a Good Response
- Legal Authority

Training Exercise #6 – Planning Your Defense

- Writing Clearly, Accurately, Persuasively
- Credibility
- The Conclusion

Training Exercise #7 – Responding to the Allegations

Training Exercise #8 – Responding to the Allegations

- Use of Exhibits

Training Exercise #9 – Choosing Exhibits

- Dealing with Bad Facts
 - Common “Bad Fact” Scenarios
 - How to Approach

Training Exercise #10 – Bad Facts

HANDLING REQUESTS FOR INFORMATION

- Types of Requests
- Your Objectives
- EEOC’s Subpoena Authority
- Safeguarding Confidential Information
- Objecting to Requests
- Format
- Statistics/Raw Data

Training Exercise #11 – Responding to Requests for Information

MANAGING THE ON-SITE INVESTIGATION

4:30 p.m.

ADJOURN



This program has been approved for 13.00 recertification credit hours toward PHR and SPHR recertification through the Human Resource Certification Institute (HRCI). The use of this seal is not an endorsement by HRCI of the quality of the program. It means that this program has met HRCI's criteria to be pre-approved for recertification credit.