



Leveraging iComplaints to Manage Your EEO Program

PRESENTED BY:

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COURSE OBJECTIVES

Demonstrate how to use MicroPact iComplaints data to attain “buy-in” from Senior Leadership to develop a model EEO Program. Specifically, how to get senior leadership to

ACT:

Acknowledge their ownership of the EEO Program

Commit to providing the necessary resources for the EEO Program

Take only proven steps to develop a proactive EEO program

Act is doing something that leads to movement in the desired direction that leads to measurable results.

LEVERAGE

Leadership

Education

Visibility

Efficiency

Responsiveness and legal compliance

Accountability

Goals

Evidence



Leverage is defined as the mechanical advantage... the power to act effectively. The ability to organize to gain greater professional, economic and political change.

LEADERSHIP



Getting “buy-in” from the senior leadership of the Agency:

- **O**btain from those with power (authority) to effect change in the agency.
- **K**een (intense) agreement to serve as a channel for ... change.

*“The basis of **leadership** is the capacity to change the mindset, the framework of the other person”*
Warren Bennis



EDUCATION

- **S**hows “the good, the bad and the ugly” to the appropriate audience

- **E**nlightens the targeted audience
 - Senior Leadership
 - SES
 - Supervisor/Managers
 - Subordinate staff

- **E**mpowers individuals to take ownership

Education is defined as the process of imparting knowledge that addresses the agency’s existing challenges.

VISIBILITY

Using a matrix that showcases success in resolving areas of concern.

The matrix should:

- **V**aluate the successes not failures
- **A**ssure measurable outcomes (\$\$\$)
- **L**ink the outcomes to the mission of the Agency
- **U**ncover the need for added resources
- **E**stablish greater credibility for the EEO Program



MicroPact iComplaints provides an awesome matrix and is an extraordinary tool to provide **visibility**.

EFFICIENCY



MD-715 defines EEO efficiency (in part) as having :

- **E**stablished effective systems for evaluating the impact of the EEO programs.
- **F**air alternative dispute resolution (ADR) and impartial complaint resolution processes.
- **F**ull separation of the investigation and adjudication function of the complaint resolution process from the legal defense arm of the agency or other agency offices with conflicting or competing interests.
- **I**Complaints to analyze complaint activity and identify trends. possible as a priority.
- **C**onsistent resolution at the lowest level.

Efficiency is defined as acting with a minimum of waste and effort.

EFFICIENCY (CONT.)



MD-715 defines efficiency (in part) as having :

- **I**mplemented a system to monitor and report significant trends reflected in complaint processing activity.
- **E**xisting proven processes that ensure timely and complete compliance with EEOC orders and the provisions of settlement/resolution agreements.
- **N**ecessary system in place that collects and maintains accurate information on the race, national origin, sex and disability status of agency employees.
- **C**reated a tracking system of recruitment activities to permit analyses of these efforts in any examination of potential barriers to equality of opportunity.
- **Y**early reports that identify and disseminate proven workplace practices.

Efficiency is defined as acting with a minimum of waste and effort.



RESPONSIVENESS

MD-715 defines responsiveness and legal compliance for Federal agencies as the ability to:

- **Y**early ensure that the Agency is in full compliance with the law, including EEOC regulations, orders and other written instructions.
- **E**nsure that management fully and timely complies with final EEOC orders for corrective action and relief in EEO matters.
- **S**ystematically report agency program efforts and accomplishments to EEOC and respond to EEOC directives and orders in accordance with EEOC instructions and time frames.

Responsiveness is promptly reacting and providing requisite information.

ACCOUNTABILITY



To hold the leadership, managers, supervisors, EEO, HR and IT practitioners responsible for the efficient implementation and management of the agency's EEO program.

Accountability is an obligation or willingness to accept responsibility for one's actions

GOALS



Establishing attainable goals and timelines that will ensure continued improvement.

- **M**easurable
- **E**xecutable and realistic
- **T**ie in with the accomplishment of the Agency's mission

Goal is the result or achievement toward which effort is directed.

EVIDENCE



- **P**rovides senior leadership with visible and tangible improvement of the EEO program.
- **R**eturn on investment
- **O**vertime continues to provide desired results.
- **O**ffers a defensible argument for additional resources
- **F**ulfills the agency's requirement to establish a Model EEO Program

Evidence are measurable facts or signs on which a conclusion can be based.

QUESTIONS?



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