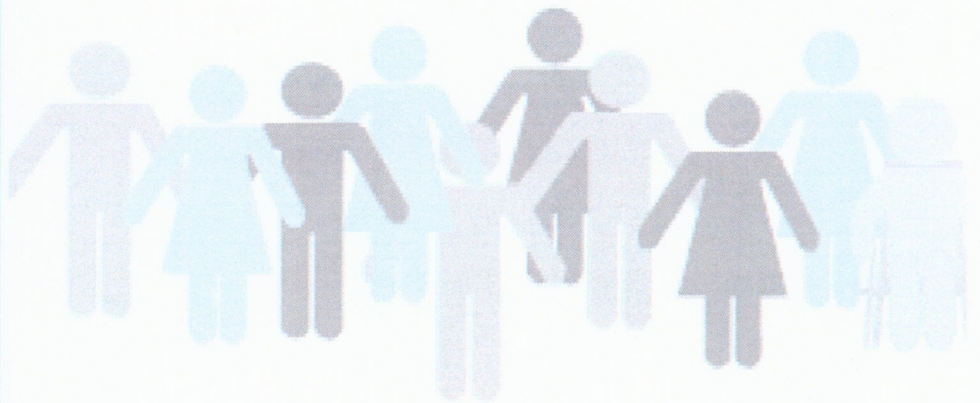


**UNITED STATES
DEPARTMENT OF
AGRICULTURE**

**OFFICE OF CIVIL
RIGHTS**

***CIVIL
RIGHTS
TRAINING
FOR
USDA***





Participant Sign-in Sheet



Pre/Post Test

Introduction to Civil Rights



INTRODUCTION TO CIVIL RIGHTS

Pre/Post Test

1. The new USDA mission statement dealing with Civil Rights declares that a condition of employment at USDA is
 - a. to be sensitive to the needs of others.
 - b. to treat every customer and co-worker with dignity and respect.
 - c. to provide customer service to all customers.
 - d. to treat every customer and co-worker fairly and equitably, with dignity and respect.

2. Which of the following is not a basis under discrimination laws?
 - a. race
 - b. political affiliation
 - c. color
 - d. reprisal

3. Title VI of the Civil Rights Act of 1964 prohibits discrimination—
 - a. in respect to employment of women and minorities.
 - b. based on age, sex, and religion in employment.
 - c. in programs with respect to race, color, and national origin.
 - d. all of the above.

Introduction to Civil Rights

A stylized illustration of a diverse group of people in various colors and sizes, representing different ages and ethnicities, positioned behind the title.

4. Title VII of the Civil Rights Act of 1964
 - a. deals with employment issues.
 - b. deals with program delivery issues.
 - c. deals with age discrimination issues.
 - d. all of the above.

5. A workplace free from discrimination of any kind
 - a. is a more productive and creative one.
 - b. is up to every individual.
 - c. is good business sense and the right thing to do.
 - d. all of the above.

6. Managing conflict is
 - a. not healthy for a diverse organization.
 - b. important only to managers.
 - c. the key to success in valuing differences in a diverse workforce.
 - d. important only when dealing with a diverse group of people.

7. Guidelines important to adhering to EEO laws include all except
 - a. apply standards equally.
 - b. choose your words carefully.
 - c. never retaliate.
 - d. show special treatment to diverse groups.

Introduction to Civil Rights



8. Diversity means
- recognizing and appreciating the unique talents and contributions of all individuals.
 - valuing and using the unique talents and contributions of all individuals.
 - both a and b
 - neither a nor b
9. Key EEO legislation includes all except
- Title VI of the Civil Rights Act of 1964.
 - Title VII of the Civil Rights Act of 1964.
 - Pregnancy Discrimination Act.
 - Americans with Disabilities Act of 1990.
10. The Age Discrimination in Employment Act of 1967 prohibits an employer from discriminating against any individual in what age group?
- 50 or over
 - 25 or over
 - 40 or over
 - 60 or over

Introduction to Civil Rights



Introduction to Civil Rights

PRE/POST TEST ANSWER SHEET

Agency _____

Location _____

Date of Training _____

Instructions: For each question on the Pre/Post Test, please shade in the appropriate circle.

Question No.	<u>PRE-TEST</u>				<u>POST-TEST</u>			
	A	B	C	D	A	B	C	D
1	0	0	0	0	0	0	0	0
2	0	0	0	0	0	0	0	0
3	0	0	0	0	0	0	0	0
4	0	0	0	0	0	0	0	0
5	0	0	0	0	0	0	0	0
6	0	0	0	0	0	0	0	0
7	0	0	0	0	0	0	0	0
8	0	0	0	0	0	0	0	0
9	0	0	0	0	0	0	0	0
10	0	0	0	0	0	0	0	0

Number Correct:

Pre-Test _____

Post-Test _____



SENSITIVITY & DIVERSITY SCENARIOS



TRANSLATION

SENSITIVITY & DIVERSITY

Scenario 2

JACQUES & GERRARD

JACQUES: Gerrard, can I have a word?

GERRARD: Not a good time Jacques, I'm up to my neck here.

JACQUES: It's important.

GERRARD: What's up?

JACQUES: Gerrard, I need a favor.
I need a few days off.

GERRARD: Have you looked at a calendar lately?
Do you know what time of year it is?
Lucy and Carl are off sick....and Joanne's still on maternity leave.
I really can't let you go right now.

JACQUES: All I need is a few days. But I need this time!

GERRARD: Tell me why.

JACQUES: Gerrard, this is very difficult for me.
My roommate's father passed away this morning.

GERRARD: What do you want me to do about it?

JACQUES: Jean - my friend, my, my roommate - he's hysterical.
I'm worried he'll ... I don't know.

GERRARD: I'm sorry Jacques, but I don't see...



JACQUES Gerrard, I'm trying to explain...
That I need some time to deal with a personal problem.

GERRARD: I understand
I shouldn't be doing this, but I can let you have a couple of vacation days.

JACQUES: Gerrard, for the love of God.
It's bank policy to give people time off for family funerals.
I have to be there for Jean!

GERRARD: Sure. But it's your roommate's father.
What do you want me to do?



Scenario 4

MICHEL & WENDY

- WENDY: Can I help you?
- MICHEL: Is Mr. Huang here?
- WENDY: Mr. Huang has been transferred to another branch.
I am now looking after all of his customers.
My name is Wendy Chan.
- MICHEL: Lee, Michel Lee
Is there anybody else I could speak to about a loan today?
- WENDY: Not at the moment.
Also, as I said, I am taking over for Mr. Huang.
Now, how can I help you?
- MICHEL: That won't be necessary. Thank you
- WENDY: Mr. Lee, are you sure there isn't anything I can do for you?
- MICHEL: No, I told you already. I will wait to see your manager.



Scenario 6a

CLAIRE & ROBERT

- ROBERT: So, how are you making out finding me a new personal banking rep?
- I'd really like to get somebody in there fast. My staff are swamped.
- CLAIRE: Well I've seen a few good.
- The best was that guy who came in yesterday afternoon.
- ROBERT: In the wheelchair?
- CLAIRE: His name is Pierre. Lots of experience, really good background.
- But there's a problem. The building isn't wheelchair accessible.
- Hiring this guy means we'll have to do some renovations.
- ROBERT: How much will it cost?
- CLAIRE: To make the changes?
- I'm just getting the estimate now, but they say it will be about \$12,000.
- ROBERT: Who's "they?"
- CLAIRE: Real estate sources.
- ROBERT: Keep me posted.
- ROBERT: So, have you found the right person?
- CLAIRE: I don't know.
- ROBERT: That's not the answer I was looking for.



CLAIRE: Well, Pierre was just here this morning. I told him the job was his.

He said great, he accepted, everything went very well.

Then we started talking about hours.

He tells me he can't work on Saturdays, or after sunset on Fridays.
Religion.

ROBERT: So, if I understand correctly. We're renovating the office for
this guy.

Now we have to rearrange our schedule for him too?

CLAIRE: Our goal is, you know, that a percentage of new hires should
be disabled.

ROBERT: I know, but this is getting ridiculous.

How far will we go to respect his rights?



Scenario 6b

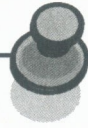
PIERRE & JOSE

- PIERRE: What's this place like we're going to?
- JOSE: Do you like Italian?
- PIERRE: Everybody likes Italian, Jose.
- JOSE: Yeah, I suppose. Anyway Luciano's is excellent.
Best caesar salad in town.
Yeah, nice guy too. And a big client.
Comes in the bank every day to make his deposits.
So, we all get to know him a little.
Each time we have a party we go to his place. He gives us a great price.
Oh, Pierre, I'm sorry.
Ok. No problem. Wait here. I'll go get Serge. He'll help me lift you in.
You'll see. It won't be complicated.
- PIERRE: You're going to help to the washroom too?
I think that it would be better if I went home.
Unless you have a better idea?





Participant Agreement

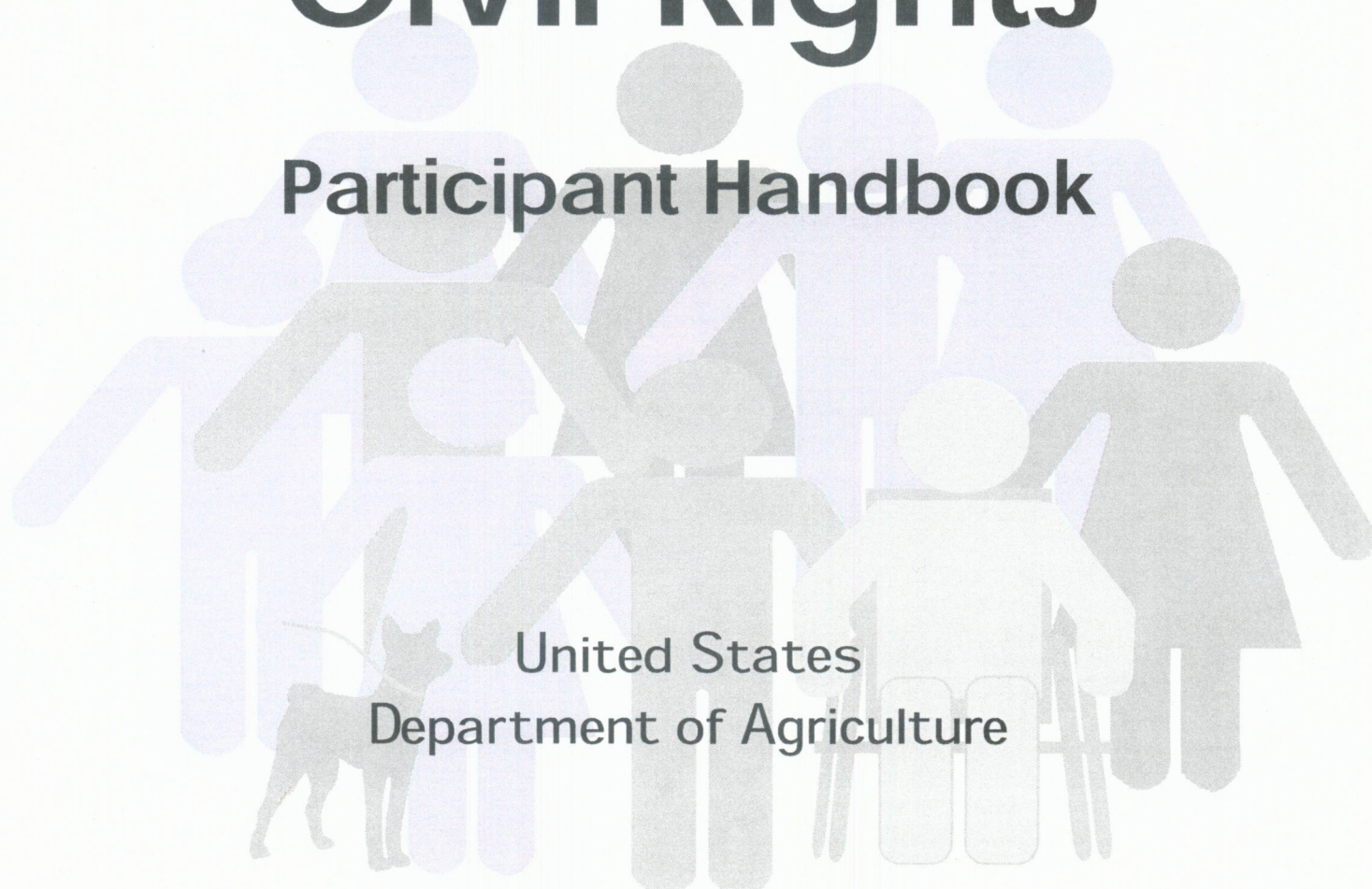


Participant Agreement

- Let others express their views; don't interrupt
- Everyone is entitled to their personal opinions
- Take risks; this is a learning opportunity
- Give and receive feedback in a thoughtful, non-defensive and respectful way
- Listen for content and emotions
- There are no right or wrong feelings, just feelings
- Be honest
- Confidentiality is critical; what is said in the room stays in the room
- Honor breaks

Introduction to Civil Rights

Participant Handbook

A collection of stylized human figures in various colors (purple, blue, green, yellow, grey) and a dog silhouette, arranged in a group. The figures are simple, rounded shapes representing people of different ages and abilities, including one in a wheelchair and one with a dog.

United States
Department of Agriculture

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The United States Department of Agriculture (USDA) prohibits discrimination in its programs on the basis of race, color, national origin, sex, religion, age, disability, political beliefs, sexual orientation, and marital or familial status. (Not all prohibited bases apply to all programs.) Persons with disabilities who require alternative means for communication of program information (Braille, large print, audiotope, etc.) should contact the USDA Office of Communications at (202) 720-2791.

To file a complaint, write the Secretary of Agriculture, U.S. Department of Agriculture, Washington, D.C. 20250 or call 1-800-245-6340 (voice) or (202) 720-1127 (TDD). USDA is an equal opportunity employer.

"Making the Department of Agriculture a place where our customers and our employees are treated fairly and with decency is more important to me than any farm program that we've got on the books.

That has got to be the basis by which we are judged, is how we treat our customers and how we treat our employees. And, it's taken far too long, but we are doing our best to change the culture of USDA, and to build an organization that both reflects and respects our nation's diversity".



Introduction to Civil Rights (Participant Handbook)

Introduction

This handbook is an adjunct to the training you are about to see. It introduces the program and offers pertinent civil rights information that will serve as a reference later. During this training, you will be given opportunities to discuss civil rights topics within your local groups. Discussion scenarios and note taking spaces are provided.

Purpose

To provide a basic awareness of the laws and policies of Civil Rights and to provide an understanding of the needs and behaviors required to successfully interact with a diverse workforce.

Objectives

At the end of the broadcast, you will:

- Be aware of key Federal EEO legislation and understand your responsibilities under the law, and
- Understand the needs and behaviors required to treat all customers and employees fairly and equitably, with dignity and respect.



Introduction to Civil Rights

Welcome to the broadcast.

Moderator:

Agenda

- | | |
|--|------------------|
| 1. Setting the Stage | Facilitator |
| 2. Today's Challenge | |
| 3. Introduction and Background | Moderator |
| 4. Topic 1—Sensitivity and Diversity | Moderator |
| - Diversity in Action | Video |
| Scenario 1 | Local discussion |
| Scenario 2 | Local discussion |
| Scenario 3 | Local discussion |
| Scenario 4 | Local discussion |
| Scenario 5 | Local discussion |
| Scenario 6 | Local discussion |
| Break | |
| 5. Topic 2—Civil Rights and EEO Laws and Regulations | Moderator |
| - EEO Compliance for Supervisors and Managers | Video |
| Scenario 1 | Local discussion |
| Scenario 2 | Local discussion |
| Scenario 3 | Local discussion |
| Scenario 4 | Local discussion |
| Scenario 5 | Local discussion |
| 6. Closing | |
| 7. Application of Broadcast Information | Local discussion |
| 8. Wrap-Up | Facilitator |



APR 4 2006

United States
Department of
Agriculture

Farm and
Foreign
Agricultural
Services

Foreign
Agricultural
Service

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Independence
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Stop 1001
Washington, DC
20250-1001

**FOREIGN AGRICULTURAL SERVICE
CIVIL RIGHTS ACCOUNTABILITY POLICY
AND PROCEDURES STATEMENT**


The Foreign Agricultural Service (FAS) is fully committed to the Federal goal of equal opportunity in employment for all employees and applicants regardless of race, color, national origin, sex, religion, age, disability, sexual orientation, marital or family status, political beliefs, parental status, or protected genetic information.



FAS must reflect an environment that is free of discrimination and harassment of any kind. This means that Agency officials, managers, supervisors, and other employees will be held accountable for civil rights and misconduct violations. The Department's Office of Civil Rights (CR) has published Departmental Regulation (DR) 4300-010, "Civil Rights Accountability Policy and Procedures" to strengthen existing civil rights policies within the United States Department of Agriculture (USDA) and to encourage resolution of complaints at the earliest possible opportunity.

The USDA Office of Civil Rights has required all agencies to provide this notice to each employee. This DR is available at <http://www.ocio.usda.gov/directives/files/dr/DR4300-010.pdf>. Upon receipt of this policy notice managers/supervisors must distribute it to all employees under their supervision.

Publication: This policy should be posted in conspicuous locations throughout the workplace.


Michael W. Yost
Administrator



**OFFICE OF THE SECRETARY
WASHINGTON, D.C. 20250**

Civil Rights Policy Statement

As Secretary of Agriculture, I am firmly committed to ensuring the civil rights of all of USDA's customers and employees. Each person shall be treated with respect, dignity and equality. It is a standard I will continue to follow, and I expect each USDA employee to embrace this important commitment.

All employees and customers of USDA shall be free from reprisal or discrimination based on race, color, national origin, sex, religion, age, disability, sexual orientation, marital or familial status, political beliefs, parental status, receipt of public assistance, or protected genetic information.

By our words and actions, each of us must demonstrate a commitment to equal opportunity for all individuals. We must strive for a workplace that respects differences and embraces diversity. Our programs and services must be accessible and delivered to all of our customers fairly and with dignity. There can be no exceptions or excuses. Together, we will continue to make the "People's Department" truly worthy of Abraham Lincoln's great vision.

/s/
Mike Johanns
Secretary

AN EQUAL OPPORTUNITY EMPLOYER

Introduction to Civil Rights



Notes

An illustration of a diverse group of people, including men and women of various ethnicities, standing together. The figures are stylized and semi-transparent, appearing to be part of a larger background image.

Introduction to Civil Rights

Topic 1 Sensitivity and Diversity

Objectives

- Identify needs of a diverse population and behaviors required to successfully interact with that diverse workforce.
- Recognize the impacts and benefits of an increasing diverse workforce on an organization's business.

Introduction

In a recent statement made by Jesse Jackson before the World Affairs Council of Los Angeles, he noted the following:

“One half of the world is Asian and one half of that is Chinese. One eighth of the world is African and one fourth of that is Nigerian. There are 700 million Indians—more than the populations of the former Soviet Union and the United States combined. There are 400 million Latin Americans.

“Most people of the world are yellow, black, and brown, poor, female and non-Christian, and don't speak English. Our future is in expanding our culture, our trade, our communication, with our co-venturers on this earth. This is the ethical imperative of our day: in the year 2000, the twenty largest cities in the world will have one thing in common—none will be in Europe or the United States.”

In January 1997, in an effort to address long standing civil rights problems, Secretary Glickman appointed a team of USDA leaders to take a hard look at the issue of lack of sensitivity to cultural diversity and make strong recommendations for change.

The Civil Rights Action team report defined Workforce Diversity as an integral part of USDA's mission. It means making every effort to find and use the rich human talent and diversity of the Nation. More than just an idea and a goal, it is a way of looking at ourselves and each other; an openness to difference and innovation; a realization that, as Secretary Glickman has said, “America's strength is in our differences.”

Our Changing Workforce

The United States Department of Labor's report, "Workforce 2000," listed the following major changes in the workforce of the future:

- The numbers of available workers will fall. By the year 2000, there will be slower growth in the population and workforce than at any time since the 1930s. Population growth, which was climbing at almost 1.9 percent in the 1950s, will slump to only 0.7 percent annually in the 1990s.
- The average age of the population and the workforce will rise. The average age of the workforce will increase from 36 to 39 by the year 2000. This aging of the workforce is caused by the significant number of baby boomers in the workforce.
- The pool of young workers entering the labor market will shrink. The number of workers age 16 to 24 will drop by almost 2 million or 8 percent.
- More women will enter the workforce. About three-fifths of the new entrants into the workforce between now and the year 2000 will be women. Sixty-one percent of all women of working age are expected to have jobs by the year 2000.
- Minorities will be a larger share of new entrants into the labor force. Nonwhites will make up a majority of the new entrants into the labor force between 1985 and the year 2000. That is twice the current representation in the workforce.
- Immigrants will represent the largest share of the increase in the population and the workforce since the first World War. It is projected that there will be a total of 800,000 legal and illegal immigrants per year entering the United States throughout the balance of the century. Typically, two-thirds or more of those immigrants are of working age and are likely to join the workforce.
- Skills gap. The number of less educated people in the workplace is increasing. Approximately 20 million people have not mastered basic skills well enough to meet individual goals and societal demands such as holding a good job, balancing a checkbook, and understanding a newspaper (Chrisman & Associates, 1990).
- High technology workplace will be the major paradigm thrust for the year 2000. If today's workers are to meet the high technology challenges, they must change their mind sets and behaviors and increase their education.

Introduction to Civil Rights

Workforce Diversity

Workforce Diversity is:

....a commitment to provide training and career development opportunities to all USDA employees, so that their potential is fully used. It's what the "People's Department" is, or should be, all about—fair and equal treatment for all USDA employees and customers.

Workforce diversity is not:

....giving preferential treatment in violation of merit system principles. It is not denying opportunity to one group to hire, train, or promote another group, and it is not a quota program, which is neither legal nor advocated.

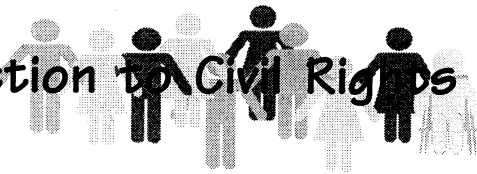
(See the documents—Merit System Principles and Prohibited Personnel Practices shown in the reference pages at the end of this handbook.)



Video—Making Differences Work

This video is intended to encourage employees to talk about how being a member of a diverse workforce affects relationships as well as productivity and dealing with customers. Watching and discussing the video will create an awareness of our own way of acting and behaving in the workplace.

The video you are about to see is award winning. Information about the producers, Royal Bank, is shown in the reference pages.



Video Scenarios

The video features six everyday workplace scenarios. They are based on real-life events, and are designed to create dialogue and open discussion amongst you and your colleagues relative to the specific behaviors shown in each scene. As you watch the video, think about the questions listed for each scenario, and take notes to aid the discussions.



Scenario 1—Jim's Retirement Party

1. What is your reaction to the scene?
2. What are the issues here?
3. Do you think something should have happened at the party or after the party to rectify the situation?



Introduction to Civil Rights

Scenario 2—Jacque’s Request for Bereavement Leave

1. What are the real issues here?
2. How could this manager have handled the situation better?
3. If Gerald gives this leave to Jacque, does he have to do it for everyone?



Scenario 3—Chief Rivers/Ms. Miller

1. What are the real issues here?
2. What could have been done to avoid this situation?
3. What, if anything, can be done to rectify the situation?

A graphic illustration of a diverse group of people in various poses and colors (shades of grey, black, and white) standing behind a horizontal line. The text "Introduction to Civil Rights" is centered over this line.

Introduction to Civil Rights

Scenario 4—Michael Lee/Wendy Chan

1. What are the real issues here?
2. Should the manager make special provisions for Mr Lee?
3. How could the manager handle this situation?



Scenario 5—Janet and Lou

1. What are the real issues here?
2. How can similar situations be avoided?
3. Do managers have to treat every employee the same?



Introduction to Civil Rights

Scenario 6—Claire/Robert

Part A

1. What is the issue?
2. How could this situation have been avoided?

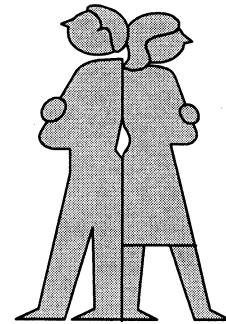
Part B

1. What are the issues here?
2. How could this situation have been avoided?



Conflict Management

As you have seen here today, we must treat all employees equitably and fairly, with dignity and respect. We must also change our approach to handling conflict. Conflict does not always mean discrimination, and employees should not feel compelled to make the EEO complaint process “fit” their problem because they see that process as the only viable avenue of redress. For this reason, the Secretary has emphasized the importance of having an effective approach to managing conflict at USDA.



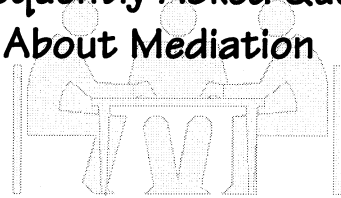
Effective conflict management means addressing conflict early and proactively. We can all bring to mind some USDA managers who are adept at handling difficult workplace issues and others who are not. Also, some employees feel free to discuss workplace situations with the appropriate person within their organization, while others do not. A combination of good conflict management skills and an environment that encourages communication can lead to great improvement in how we at USDA deal with workplace conflict.

The provision of Alternative Dispute Resolution (ADR) services is an essential component of an effective conflict management program. For those not familiar with the term, ADR refers to processes that are informal, not adversarial, and voluntary that can assist parties in resolving conflicts. Initially, an ADR process called “mediation” will be made available to all USDA employees through a cadre of professional conflict resolution specialists who can assist in achieving informal resolution of workplace disputes. Look for more information on conflict management in your organization in the near future.

We would like to provide a handout for you today that will address some basic questions you may have regarding mediation.



Most Frequently Asked Questions About Mediation



What is mediation?

Mediation is a process whereby a trained neutral mediator assists the parties in resolving a dispute in a manner that is acceptable to both sides.

Mediation is different from traditional dispute resolution processes, like litigation, in that it is informal, the rules of evidence do not apply, testimony is not taken, and the mediator does not decide the dispute. It is also different from traditional negotiations in that a third party facilitates the discussions, sometimes with both disputants together and sometimes with each side private.

The mediator creates a forum where the disputants can candidly discuss their conflict and concerns. The mediator will not reveal anything from private discussions which one side does not want revealed to the other. Thus, the mediator often will have more information, and a more complete picture of the problem, than either party alone. By virtue of this unique position, the mediator can often find options for agreement which were not evident before.

Why request mediation?

Disputes often arise out of communication problems or misunderstandings. Traditional avenues of redress available to Federal employees, such as EEO complaint process or negotiated and administrative grievance processes, are not well suited to addressing these problems. To the contrary, the formal processes can exacerbate disputes, harden positions, and result in win/lose situations and sometimes lengthy litigation.

Introduction to Civil Rights



Mediators are trained in communication skills, and a session with a mediator can facilitate a constructive exchange of views and develop previous unseen alternatives. Mediation may resolve the dispute or narrow or clarify issues. Mediation also allows you to control the outcome of the dispute by allowing you to resolve the problem rather than having a judge or some other official decide it for you. Mediation can also be a cost effective alternative to more traditional avenues of redress.

Who are the mediators?

Mediators are professionals with special training in problem solving, negotiations and media techniques. Many have substantial experience. Depending on your Agency, mediators may be collateral-duty or full-time, and if serving a collateral-duty, may be any of the vast employment occupations within the Department. Some Federal employees serve as mediators for disputes outside their agency through a shared neutral program.

Does mediation equal compromise?

Requesting mediation does not mean you have to compromise. It means you are interested in talking with the other side to find out if the problem can be resolved informally. You need not agree to anything which you believe is not in your best interests. A compromise is one possible result of mediation.



Introduction to Civil Rights

Is Mediation Confidential?

Mediators are strictly prohibited from discussing mediation sessions with anyone outside the mediation process, including management officials, the EEOC, and Administrative Law Judges. This is designed to assure that the parties feel free to talk honestly with the mediator about the concerns at hand for the purpose of reaching an agreement between the parties.

How do I know if my agency has a mediation program?

All USDA agencies or mission areas will have a mediation program, if they do not already. These programs may be placed in various organizations, depending on your Agency. You can check with your union, human resources office, EEO or Civil Rights Office, or agency head for more information regarding mediation and ADR in your Agency.



Introduction to Civil Rights



Topic 2 Civil Rights and EEO Laws and Regulations

Objectives

Upon completion of this training you will be able to:

- Identify key federal EEO legislation and describe your responsibilities under the law.
- Define civil rights.
- Differentiate between Title VI and Title VII.

Introduction

The term Civil Rights at USDA encompasses all USDA employees and applicants for employment and all customers of USDA and USDA funded programs.

Title VI of the Civil Rights Act of 1964 ensure nondiscrimination on the basis of race, color, or national origin in the delivery of any program, service, or activity funded by the Federal Government. Any recipient of USDA funds must not discriminate in the services they provide. (An example is the Food Stamp Program which is administered through state agencies.)

Title VI
USDA programs, services, or activities

USDA holds itself to the same standard when delivering any USDA services, programs, or activities directly to beneficiaries. (An example is direct farm or natural resources services to farmers. Reference—Fair Loan Regulations.)

Title VII of the Civil Rights Act of 1964, as amended, applies to employees and applicants for employment. Title VII prohibits discrimination on the basis of race, color, national origin, sex, age, disability, and religion.

Title VII
USDA employees and application for employment

Introduction to Civil Rights



Video—EEO Compliance for Supervisors and Managers

This video discusses key EEO Legislation.

- Title VII, Civil Rights Act of 1964, as amended
- Civil Rights Act of 1991
- Age Discrimination in Employment Act (ADEA)
- The Rehabilitation Act of 1973
- Americans with Disabilities Act of 1990
- Equal Pay Act
- Pregnancy Discrimination Act (PDA)

EEO LAWS AND POLICIES

Background

Equal Employment Opportunity (EEO) laws and USDA policy require you to make employment decisions without regard to race, color, sex, age, national origin, religion, marital status, sexual orientation, disability, or reprisal for previous EEO activity. Such laws protect against discrimination. It is not necessary to understand every aspect of these laws and policies; however, it is necessary to become familiar with several major parts of them to ensure compliance.

Introduction to Civil Rights



Description

This provides an overview of EEO laws and policies to ensure all customers and employees are treated fairly and equitably, with dignity and respect.

Topic:

Title VII—Civil Rights Act of 1964 prohibits discrimination on the basis of color, race, religion, sex, national origin, or reprisal for previous EEO activity. All employment decisions including hiring, placement, training, promotion, termination, and layoff are covered in this section. Title VII, as amended, established the EEOC (Equal Employment Opportunity Commission) to enforce law.

Civil Rights Act of 1991 reversed certain Supreme Court rulings concerning affirmative action. Explicitly prohibits quotas except under certain consent decree provisions. Provides for compensatory damages to be awarded for pecuniary losses, emotional pain, suffering, inconvenience, mental anguish, and loss of enjoyment of life. Allows for jury trial if the complaining party seeks compensation. Shifts the burden of proof to the employer in Disparate Impact Cases.

Age Discrimination in Employment Act (ADEA) bans employment discrimination based on age for anyone forty years of age or older.

The Rehabilitation Act of 1973 and The Americans with Disabilities Act of 1990 prohibit employers from discriminating against any qualified employee or applicant for employment because of a physical or mental disability. In addition, it requires employers to make reasonable accommodations for qualified individuals with disabilities unless doing so would impose an undue hardship.



Introduction to Civil Rights

Equal Pay Act of 1963, as amended, forbids pay differentials for substantially equal work, requiring equal skill, effort and responsibility, under similar working conditions within the same organization based on sex.

Pregnancy Discrimination Act (PDA)—A 1978 amendment to Title VII of the 1964 Civil Rights Act, makes it unlawful for an employer to discriminate on the basis of sex for pregnancy, childbirth, or childbirth related matters. The Act is enforced by the Equal Employment Opportunity Commission.



The video provides five guidelines and questions.

- Choose your words carefully. How would I feel if my comments were printed in the local newspaper?
- Be consistent in your treatment of employees. Is this action consistent with my past actions and agency policy?
- Apply standards equally. Do I only consider factors that are job related?
- Never retaliate. Would I treat an employee who had not complained the same way?
- Keep fair and accurate records. Do my records reflect factual information rather than assumptions and opinions?



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Scenario 1—Choose your words carefully

1. Do you think Fred will win his case?

2. What are some words that might signal age discrimination to a court?

3. Why are the words we choose so important in the workplace?



Scenario 2—Be consistent in your treatment of employees

1. How do you think the case turned out?

2. What could Doug, the supervisor, have done differently?

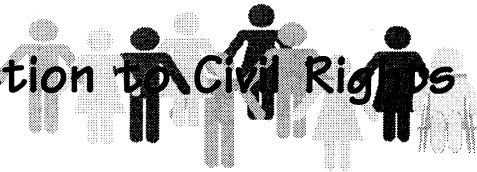
An illustration of a diverse group of people, including men and women of various ethnicities, standing together. The text "Introduction to Civil Rights" is overlaid on the illustration.

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Scenario 3—Apply standards equally

1. If Ken selects the man, do you think the female employee would have a case for sex discrimination?

2. How could Ken have handled this differently?



Scenario 4—Never retaliate

1. Do you think the retaliation charge will stick?

2. What are some other supervisory actions that could be interpreted as retaliation for filing charges?

An illustration of a diverse group of people in various colors and styles, standing together. The title "Introduction to Civil Rights" is written across the middle of the group.

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Scenario 5—Keep fair and accurate records

1. What do you think Jennifer's chances are of winning a sex discrimination case if she isn't hired and files charges?

2. Can you think of other examples of stereotype thinking?

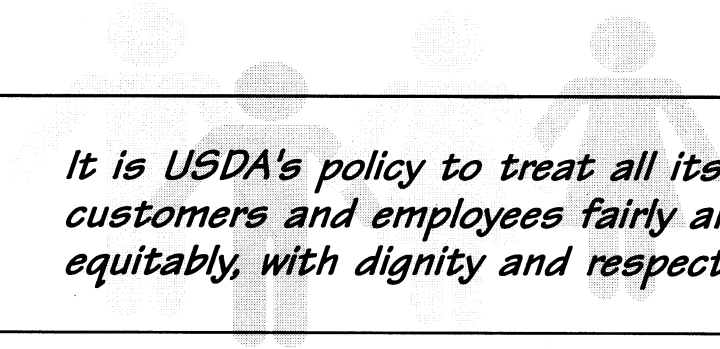


Notes

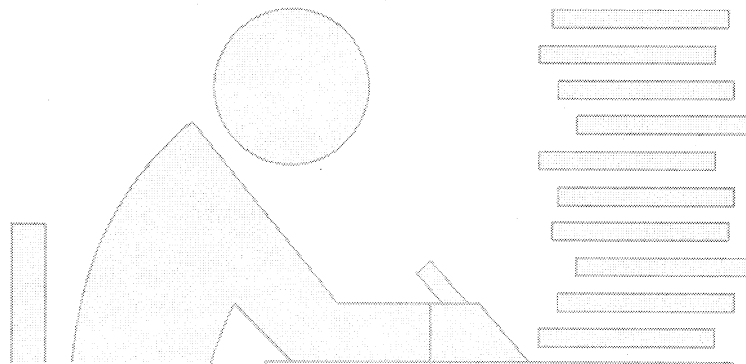
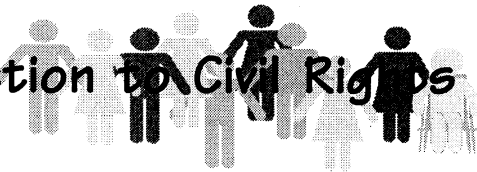
Area with multiple horizontal lines for writing notes.

A group of stylized human silhouettes in various colors (black, grey, white) representing diversity, positioned behind the title.

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A larger, faded version of the diverse human silhouettes graphic, serving as a background for the central text box.

It is USDA's policy to treat all its customers and employees fairly and equitably, with dignity and respect.



DISCRIMINATION IN EMPLOYMENT IS ILLEGAL!

If you believe you have been discriminated against because of your race, color, sex (including sexual harassment), religion, age (if over 40), national origin, disability, marital status, sexual orientation, or retaliation for equal employment activities, in an employment matter, or in the workplace, and wish to initiate an EEO complaint, you must contact an EEO Counselor within 45 days of the alleged discrimination action.

Employees and applicants for employment are to contact the appropriate office listed on the following pages:



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References



The Merit System Principle

(adapted from Section 2301 of Title 5, United States Code)

1. Recruit from appropriate sources representing all segments of society.
2. Select and advance only (a) qualified individuals, (b) someone on their relative ability, and (c) after fair and open competition that assures equal opportunity.
3. Treat employees and applicants fairly.
4. Manage employees efficiently and effectively.
5. Educate and train employees when it will result in better organizational or individual performance.
6. Correct inadequate employee performance.
7. Separate those employees who cannot or will not meet performance expectations.
8. Protect employees against arbitrary action, favoritism, and reprisal.
9. Prohibit employees from using their official authority or influence to interfere with or affect the result of an election.
10. Compensate employees on the basis of equal pay for work of equal value.
11. Provide appropriate incentives and recognition for excellence in performance.
12. Maintain high standards of integrity, conduct, and concern for the public interest.

Prohibited Personnel Practices

(adapted from Section 2302 of Title 5, United States Code)

Employees who have the authority to take, direct others to take, recommend, or approve personnel actions shall not:

1. Discriminate on the basis of race, color, religion, sex, national origin, age, handicapping condition, marital status or political affiliation.
2. Solicit or consider any personnel recommendation or statement not based on personal knowledge or records of performance, ability, aptitude, general qualifications, character, loyalty, or suitability.
3. Coerce an employee's political activity.
4. Deceive or obstruct any person with respect to such person's right to compete for employment.
5. Influence a person to withdraw from competition.
6. Grant any preference or advantage not authorized by law, regulation, or rule.
7. Employ or promote a relative.
8. Retaliate against a whistleblower, whether an employee or an applicant.
9. Retaliate against employees or applicants who exercise their appeal rights, testify or cooperate with an Inspector General or the Special Counsel, or refuse to break a law.
10. Discriminate based on actions not adversely affecting performance.
11. Violate any law, rule or regulation implementing or directly concerning the merit principles.



**ROYAL BANK WINS NEW YORK FESTIVAL AWARD
FOR DIVERSITY IN ACTION VIDEO**

TORONTO, January 17, 1997—Royal Bank's video on diversity, *Making the Differences Work Diversity In Action*, received the bronze award at the 38th Annual International Non-Broadcast awards competition of the New York Festival held last night in New Orleans.

The video, which won in the non-broadcast, multicultural education category, was produced in 1995 with a leader's guide. *Diversity in Action* also won the Excellence in Video Award in March, 1996 through the International TV and Video Association of Canada.

The video and print package is used to encourage employees to talk about how being a member of a diverse work force affects relationships as well as productivity and dealing with clients. It's been viewed by most of Royal Bank's 55,000 employees and is available to shareholders as well as the general public at no cost. Many individuals and organizations outside the Bank have requested copies. The videos are available in English and French.

The video features six everyday work place scenarios. The scenarios, based on real-life events, show employees dealing with such issues as race, religion, sexism and sexual orientation.

"Leveraging diversity is about being a good corporate citizen but it's also good business. It's about valuing our differences and similarities, in the work place, in the marketplace, and in the way our businesses are structured" says Lynda White, Manager, Employment Equity and Diversity at Royal Bank Financial Group. "Our organization is taking a leading role in leveraging diversity because we feel it will help us grow in many ways."

The New York Festival awards were presented as the gala cap to the National Association of Television Program Executives conference in New Orleans attended by 20,000 TV and film professionals. Entries are screened by panels of judges comprised of New York area non-broadcast and television media professionals as well as panels in TV stations and companies throughout the United States.

Royal Bank is actively involved in a number of leading initiatives in the areas of employment equity and diversity, including the publishing of a booklet called *Closing the Gender Gap—What We Can Do*, ground breaking research on Men and Women Working as Partners in partnership with Carleton University, and is now working with the Internal Diversity Business Council who are recommending ways to leverage diversity throughout the organization.

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Val Schlosser, Employment Equity & Diversity,
Royal Bank, Toronto, (416) 974-4395

For Immediate Release

**ROYAL BANK WINS INTERNATIONAL AWARD FOR
WORK ON CLOSING THE GENDER GAP**

Washington, D.C., May 21, 1997—Royal Bank has been internationally recognized for progress it has made in “Closing the Gender Gap” with the presentation of an award from the prestigious American Society of Training and Development (ASTD). The Valuing Differences Award on diversity initiatives was presented to the bank at the ASTD annual awards presentation in Washington on Monday.

ASTD is the world’s premier professional association in the field of workplace learning and performance, with membership of more than 65,000 individuals and organizations in more than 100 countries.

Royal Bank’s “Closing the Gender Gap” was launched in 1994 with plans to undertake a number of action steps, including commitments to recruit and train both men and women who best meet the bank’s business requirements; achieve more equitable representation of men in entry-level and women in senior management positions and to help provide a more responsive environment for both men and women with a balance between work, family and life.

Since beginning work on “Closing the Gender Gap” the bank has achieved an increase in productivity due to flexible work arrangements, an increase in gender sensitivity in advertising, marketing and training, and an increase in the number of women in executive positions, currently representing 22.5 per cent of this population.

“Royal Bank won the award because the ‘Closing the Gender Gap’ initiative showed a clear commitment to bring about real change,” said Gwynnen Evans, ASTD staff liaison to the judging panel of diversity experts from the U.S. “with the end result being tangible changes in practice and performance.”

The winning team is comprised of Royal Bank’s Employment Equity and Diversity Group, the *Closing the Gender Gap* Action Council and Field Advisory Boards, and external consultant, Julie O’Mara of O’Mara and Associates.

“*Closing the Gender Gap* has become an integral part of RBFG culture as we work to create an environment in which all people can reach their fullest potential,” said Royal Bank Vice Chair Bob Sutherland

Media contact:

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ANITA PEREZ FERGUSON

Anita Perez Ferguson was reelected to her second term as the ninth president and first Hispanic head of the National Women's Political Caucus (NWPC) in 1997.

Prior to joining NWPC, Perez Ferguson served as White House Liaison to the U.S. Department of Transportation, and National Director of Training and Education at the Democratic National Committee. Perez Ferguson has provided leadership and political skills training to women in the United States, Latin America, Africa, and Europe.

Perez Ferguson has been active in politics for over 15 years. She was twice the Democratic nominee for the U.S. House of Representatives from California. Her 1990 bid marked the first time a Hispanic woman ran for the U.S. House from California. Her other public service positions include Planning Commissioner, Affirmative Action Commissioner and Chair of the Ethnic Advisory Board for Education in California.

A frequently quoted news source on subjects including women in politics, political strategy, election reform, and minority issues, Perez Ferguson was named one of the Roll Call Newspaper's *Politics Fabulous 50*, and one of the *100 Most Influential Hispanics in the United States* by Hispanic Business Magazine. A weekly commentator on *National Public Radio*, Perez Ferguson has been certified by Toastmasters International, and is a graduate of the Gallup Leadership Institute for CEO's. Perez Ferguson has been a featured speaker/participant for organizations including the International Platform Association, the American Political Science Association, the American Enterprise Institute, and the International Women's Leadership Conference at the JFK School of Government, Harvard University.

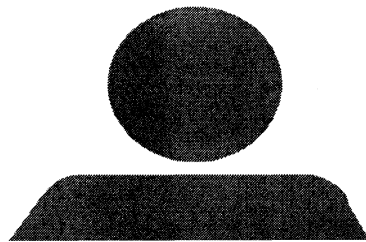
The National Women's Political Caucus is the only multi-partisan, national, grassroots, membership organization dedicated to identifying, recruiting, training, and supporting women for elected and appointed office at all levels of government. NWPC is nationally recognized for its high quality campaign and political skills training, and has trained over 20,000 women since its founding in 1971. Through its Leadership Development, Education, Research Fund, the Caucus has also produced crucial research about women in the political process.

Perez Ferguson has a B.A. in Communications from Westmont College (CA), an M.A. in Counseling Psychology from the University of Santa Clara (CA), and an M.A. in Management from the University of Redlands (CA).



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NOTES:



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Civil Rights Staff***

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