



State of Illinois  
Department of Human Rights

# IDHR



# Institute for Training and Development

ILLINOIS DEPARTMENT OF  
 Human Rights

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 **Human Rights**

Americans with Disabilities Act

Conflict Resolution

Diversity Awareness

Four Generations  
in the Workplace

Gender Identity and  
Sexual Orientation

Harassment in the Workplace

Inter-Cultural Communication

Interpersonal Skills

Legal and Effective Interviewing

Sexual Harassment Prevention

# What Every Illinois Employer Should Know

The Illinois Department of Human Rights' (IDHR) Institute for Training and Development is able to bring valuable trainings to organizations and companies throughout Illinois designed to increase respect among diverse cultures both in the workplace and at home.

These life skills and self-assessment trainings also aim to provide timely and accurate information with respect to federal and state laws regarding fair employment practices; ways to resolve conflict; and requirements for non-discrimination. Much, if not all, of what is learned in class has practical applications in terms of how we interact and cope in our culturally diverse society.

IDHR Training Institute participants are instructed on employer obligations under the Illinois Human Rights Act, as well as applicable rules and regulations promulgated by this statute. Training participants are guided through real-life scenarios to aid in understanding the application of the law in more pragmatic terms. In addition, valuable resource materials including publications and handouts are supplied for the purposes of independent study and on-the-job reference tools.

All trainings, workshops and seminars offered by the IDHR Institute for Training and Development are interactive and appropriate for private sector, local, state and federal government employers. Our certified trainers offer a wealth of knowledge and experience in all aspects of non-discrimination. The training curricula are constantly updated to reflect the most current information and changes in the law.

# How Our Training Can Benefit Your Organization

As IDHR is the primary civil rights law enforcement agency in Illinois, there is no more appropriate place to receive training on issues of non-discrimination than with the IDHR Institute for Training and Development. IDHR receives and processes more than 4,000 charges of discrimination a year in the areas of employment, housing, public accommodations, financial credit, and sexual harassment in higher education. We believe that a workforce that is well-trained on issues of non-discrimination creates an environment where employees are likely to be more productive and take pride and ownership in the quality of work produced. Simply put, the more we know the better we do.



## TRAININGS AND SEMINARS

### **Americans with Disabilities Act**

**(How to Comply with Federal and State Disability Laws)**

*(2-hours)*

Both federal and state laws prohibit discrimination on the basis of physical or mental disability. However, in the 21st Century, persons with disabilities continue to face negative attitudes and discrimination in the workplace. This training will help participants understand the Americans with Disabilities Act (ADA) and the disabilities provisions of the Illinois Human Rights Act (IHRA). In addition, the training defines “disability”; explains who is a “qualified individual with a disability”; explains the employer’s obligation to provide reasonable accommodations; defenses for failing to do so; and provides guidance on pre-employment inquiries regarding disabilities.

### **Conflict Resolution: Take the Win/Win Approach**

*(Half-day)*

Conflict is a natural part of life and an inevitable result of social interaction. How conflict is resolved can make the difference between a productive and nonproductive workplace. Utilizing a series of interactive exercises, participants learn how to identify sources of conflict and determine the steps necessary for resolution through collaboration. Learning how to effectively handle conflict can benefit all parties and provide a more open and positive exchange in the workplace.

### **Diversity Awareness: It's About Respect**

*(Half-day)*

Workforce diversity is a reality in the workplace of the 21st century. This training identifies the on-going process of recognition, understanding and acceptance of the variety and complexity of people with whom we must interact. It gives participants an opportunity to explore diversity issues from both personal and professional perspectives through lecture, group interaction, open dialogue and short exercises.



## **Gender Identity and Sexual Orientation in the Workplace: Can't We All Just Get Along?**

*(Half-day)*

Employers have a responsibility to maintain a work environment that is free from discrimination and harassment for all employees. This training seeks to bridge the gap between myth and fact regarding issues pertaining to gender identity and sexual orientation in the workplace. Typically, discriminatory behaviors and attitudes are rooted in fear and lack of knowledge. During this workshop/seminar, participants will explore why we fear that which is different and look at alternatives to fear and intolerance by engaging in meaningful dialogue and activities designed to dispel myths of people who are perceived differently.

## **Harassment in the Workplace: What Every Employee Should Know**

*(Half-day, new March 2009)*

Harassment represents one of the most destructive workplace issues faced by public and private employers today. In addition to sexual harassment, there are liability issues based on race, color, national origin, religion, gender, disability, age and others. Harassment can manifest in jokes, negative stereotyping, hostile acts or simple thoughtless comments, but the ultimate outcome is the same: legal liability, profound emotional stress, lower employee morale and reduced productivity. Now more than ever, it's important to train all personnel to recognize the various forms of harassment and eliminate it in your organization.

## **Inter-Cultural Communication: How to Overcome Cultural Barriers and Avoid Translation Disasters**

*(Half-day)*

In order to succeed in today's society we must be able to communicate across cultural lines. Lack of cultural competency can cause increased frustration among employees which will lead to conflict that inevitably impacts productivity and your bottom line. This training looks at race, ethnicity, language and religion as workplace issues and explores how dialogue can be used to open communication, break down stereotypes and facilitate more productive relationships.

## **Interpersonal Skills:**

### **Harnessing the Power of Emotional Intelligence**

*(Half-day)*

Emotional Intelligence (EQ) is a very important part of our daily lives. EQ is considered by some to mean only “people skills.” Instead, emotional intelligence involves the ability to choose words, emotions and actions to interact with and react to other people on a deeper level. This workshop will explore factors that affect the communication process, including participants' listening aptitude and behavioral style. By the end of the training, you will learn practical strategies for building EQ. Understanding EQ can expand your self-awareness and enable you to use emotions to your advantage. Any professional interested in taking their interpersonal skills to the next level by increasing their understanding of self should take this training.

## **Legal and Effective Interviewing: To Ask or Not to Ask**

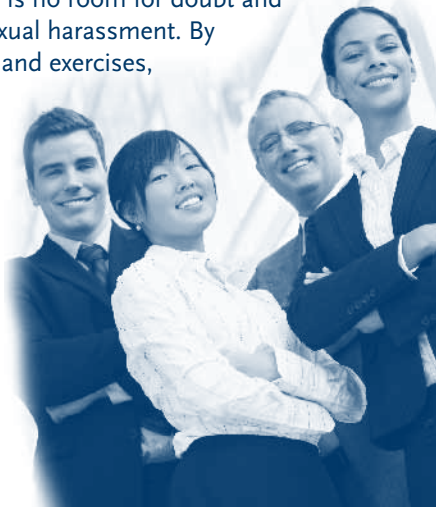
*(2-hours)*

This seminar addresses best business practices for conducting lawful employment interviews. It identifies federal and state laws that regulate the employment interview; “do’s and don’ts” for interviewing questions; and proper documentation/recordkeeping required by the appropriate enforcement agencies. This workshop is a must for human resource personnel, management staff and all other employees involved in the employment selection process. Training material is based on relevant case law and provides specific examples for interviewing teams.

## **Sexual Harassment Prevention: Is It or Isn't It?**

*(2.5-hours)*

Many people have preconceived ideas about what constitutes sexual harassment in the workplace. In today’s society there is no room for doubt and employees need to know for certain what is sexual harassment. By engaging in a series of thoughtful discussions and exercises, employees learn that the perception of what sexual harassment is varies from person to person. By the end of the training, employees will be able to identify, stop and prevent quid pro quo and hostile work environment sexual harassment, and employ several precautionary measures to avoid misunderstandings and accusations of sexual harassment in the workplace.



## Sexual Harassment Prevention: What Every Manager Should Know

*(2.5-hours)*

Sexual Harassment has a negative effect on an organization and can be a costly expenditure. This training delves into the issues that confront supervisors and managers when dealing with allegations of sexual harassment. Managers will learn how to recognize behaviors that constitute sexual harassment as well as how to properly address the situation. Ultimately, managers will learn about the behaviors that constitute sexual harassment, gain an understanding of the legal problems it can cause, and receive guidance on enforcing your company's sexual harassment policy.

## Younger Boss, Older Worker: Bridging the Gap between Four Generations in the Workplace

*(Half-day)*

The concept of generation gaps is nothing new, however for the first time the workplace is filled with employees representing four (4) different generations. From the Matures to Gen Y, this seminar is designed to reduce workplace conflict and stimulate positive interaction across generational lines. If the goal is to work in harmony, learning how to communicate, motivate and evaluate employees in part based on their generational preference is key. Participants will take a look at the characteristics of each generation and gain insight into how to successfully coexist with older and younger colleagues. It will also provide managers and supervisors with strategies for recruiting, retaining, and motivating by using the generational differences in a positive way.





## PARTIAL CLIENT LIST

- Aronson Furniture
- Beacon Hill Retirement Community
- Calumet City Police Department
- Catholic Charities
- Cook County Recorder of Deeds Office
- F.I.M. Store
- First Northern Credit Union
- Four Seasons
- Hillsboro Area Hospital
- Illinois Department of Agriculture
- Illinois Department of Employment Security
- Illinois Department of Transportation
- Illinois Medical District Commission
- Illinois State Board of Education
- Kankakee Community College
- Lincoln National Home
- Mayor's Office of Workforce Development
- Metropolitan Pier and Exposition Authority
- Pepsico Americas
- QSS Group – Rock Island Arsenal
- Ritz Carlton
- Sesser-Valier School District #196
- The Marcus Evans Group

### REASONABLE ACCOMMODATION

INDIVIDUALS WITH DISABILITIES WHO REQUIRE REASONABLE ACCOMMODATION TO PARTICIPATE IN AN ILLINOIS DEPARTMENT OF HUMAN RIGHTS- SPONSORED TRAINING ACTIVITY SHOULD MAKE SUCH REQUEST BY CONTACTING THE INSTITUTE IN ADVANCE.

ILLINOIS DEPARTMENT OF  
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**For more information or to schedule a training contact:**

The Illinois Department of Human Rights Institute for Training and Development at (312) 814-2477 or via email at [idhr.training@illinois.gov](mailto:idhr.training@illinois.gov)

**For general information about the  
Illinois Department of Human Rights contact:**

**Website:** [www.state.il.us/dhr](http://www.state.il.us/dhr)

**In Chicago:**

The Illinois Department of Human Rights

*Office Hours: Monday through Friday 8:30 a.m. to 5:00 p.m.*

*(No intake interviews are conducted on Fridays.)*

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(312) 814-6200 or (800) 662-3942

(312) 263-1579 (TTY)

**In Springfield:**

222 South College St., 1st Floor

Springfield, IL 62704

(217) 785-5100

(217) 785 -5125 (TTY)

**In Marion:**

2309 W. Main St.

Marion, IL 62959

(618) 993-7463

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In compliance with the Americans with Disabilities Act, Section 504 of the Rehabilitation Act of 1973, and the Illinois Human Rights Act, the Department of Human Rights will ensure that all programs are readily accessible to and usable by qualified individuals with disabilities. The ADA Coordinator can provide additional information about compliance requirements, at (217)785-5119 (Voice) or (217)785-5125 (TTY).