



## Department of Civil Rights

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### Training Programs Offered by the City of Madison Equal Opportunities Division

The Madison Equal Opportunities Division has been providing training through a series of workshops to companies and organizations located in the City of Madison for many years. These workshops can be generic or customized to the specific needs of a particular company or organization. We now have the ability to present the information in both English and Spanish. Trainings Include:

#### **WELCOMING DIVERSITY**

The faces of the workforce continually change. Employees with different values, styles, perspectives and cultures bring new ideas to the workplace. These differences may interfere with clear communication. This training prepares employers, as well as, employees at all levels to understand, accept and appreciate differences in customs, ethnicity, race, sex or other characteristics to increase productivity within a workforce. Diversity and ethnicity are defined and discussed. This training includes a variety of exercises, role-playing, and/or videos to explore assumptions, patterns of thinking, stereotypes and differences. Basic information on discrimination is presented.

#### **FAIR EMPLOYMENT PRACTICES: HIRING THROUGH TERMINATION**

Discrimination claims disrupt the entire workplace. Learn how to avoid or minimize these disruptions, in order to maintain productivity. This workshop aids in complying with equal employment opportunities laws in the City of Madison. Definitions and theories of discrimination are briefly presented, including examples. Discussion may include: hiring, advertising and recruitment, applications, selection and interviewing, terms and conditions of employment, promotion, demotion, benefits, harassment, different treatment, discipline, constructive discharge, and termination.

#### **PREVENTING HARASSMENT IN THE WORKPLACE**

Harassment claims can devastate not only the individuals involved, but also the entire workplace. This workshop helps the employer meet its responsibility to maintain a harassment free work environment, as well as giving employees tools for handling these difficult situations. Participants will learn to identify harassment and sexual harassment and how they negatively impact the work environment. Potential liability for supervisors and managers and coverage of co-workers and non-employees is covered. The workshop explores attitudes, experiences, beliefs and opinions regarding this important subject. Vignettes, personal experiences, films or videos are used to encourage discussion.

## **HOUSING DISCRIMINATION**

Do you believe that you didn't get an apartment that was available? Were you not shown a house that was listed for sale? Were you denied a mortgage loan? Did you leave wondering what happened or why? Are you a housing provider or realtor and want to make sure that you are adhering to City of Madison fair housing laws and regulations? Then attend our housing discrimination workshop. This workshop defines who is covered under the City's Ordinance; what is housing discrimination and outlines the rights and responsibilities for housing providers, agents, tenants and potential owners, financial institutions and insurance providers. Also learn about restrictions on: limiting occupancy, requesting a social security number, and housing for individuals 55 or older, not renting because of an arrest record or conviction record. Know your rights and obligations with regard to disabilities; what are reasonable accommodations and how can a tenant obtain an accommodation.

## **PUBLIC ACCOMMODATIONS: WHERE CAN I PLAY WHILE IN MADISON?**

Everyone should be free to live, work and enjoy their time in the City of Madison. Having equal opportunity to enjoy all forms of recreational or social activities, be it at a restaurant, hotel, mall or anyplace else that is open to the public is a right under the law. This workshop discusses common practices that may hinder equal access. This workshop can be tailored to consumers or to establishment owners and their employees. How do I train my employees to provide responsive and fair customer service? What are my rights as a consumer? What kind of services do I need to provide to my customers with a disability? Schedule a workshop to answer these and other questions.

## **HOW TO AVOID RETAIL RACIAL PROFILING**

Newspapers today discuss profiling in terms of traffic stops, airport searches and shopping in a mall. Legally what can a retailer do to protect its property from theft? Are your policies clear with regards to discrimination? What is racial profiling? Who is being stopped? Focusing on demonstrated behaviors rather than on a particular characteristic of individuals is essential to any theft prevention program. Learn what NOT to do in protecting your merchandise and your company from unwanted and expensive lawsuits.

## **YOUTH AT WORK**

Youth@Work Program is designed to teach young people about their rights and responsibilities in the workplace. The information is geared towards the young workers and those who supervise them in hopes to prevent discrimination affecting the younger employee.