



Discrimination Prevention Best Practices and Discrimination Complaint Investigation Process

Wednesday, April 4, 2018
Hanover Town Hall (First Floor Hearing Room)
550 Hanover St. Hanover, MA 02339
9:00 a.m.- 11:30 a.m

Discrimination Prevention Best Practices: How Things Go Wrong. How to Make Things Go Right

Presenter

Regina M. Ryan of Discrimination and Harassment Solutions, LLC will conduct this training to provide supervisors with tools to recognize and avoid discrimination in the workplace.

Topics addressed will include:

Overview of Protected Classes

- Examples of each with actual cases

Recent trends at the MCAD

Discrimination Complaint Investigation Process

This hands-on training reviews applicable laws regarding civil rights in the workplace; explores employers' responsibilities to prevent and address discrimination harassment and retaliation; reviews effective methods for conducting a comprehensive investigation; and gives participants the opportunity to practice investigation skills using realistic case scenarios. It is an interactive class with a lot of attendee participation.

This training is intended for: Town Managers, Assistant Managers, Human Resource Directors, Department Managers, and compliance officers who are responsible for overseeing or handling discrimination claims.



Regina Ryan is the founder of *Discrimination and Harassment Solutions, LLC* and is a Principal at the law firm Louison, Costello, Condon & Pfaff. Ms. Ryan provides interactive and specialized training sessions for employees and she conducts independent internal investigations to assist in resolving employee disputes.

To enhance her expertise in this area, she has completed the Massachusetts Commission Against Discrimination (MCAD) certified training programs for harassment and discrimination and for conducting effective internal investigations in the workplace.