



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

And

Cultural Awareness

Thursday, November 9, 2017
Monson Town Offices
110 Main Street, Monson, MA. 01057
8:00 a.m.- 11:00 a.m

**Discrimination Prevention Best Practices: How Things Go Wrong.
How to Make Things Go Right
8:00 a.m. - 10:00 a.m.**

Presenter

Regina M. Ryan of Discrimination 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
- Examples of Public Accommodation

Recent trends at the MCAD

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



Regina Ryan is the founder of Discrimination and Harassment Solutions 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.

Cultural Awareness Training
10:00 a.m. - 11:00 a.m.

Presenter

Martha Deering of AllOne Health will conduct this training which explores the topic of cultural diversity.

We live in a world, and in a state, that's more culturally diverse than ever before. While we look to make the most of this richness, with these changes also come challenges. What does it mean to be culturally sensitive or competent today? What kinds of techniques or ways of thinking can help us embrace this new diversity? And, how do these questions show up on the daily municipal front?

Attendance at this seminar qualifies the MIIA member for 1% credit under the FY17 MIIA Rewards Program under Public Officials Liability, School Board Liability or Law Enforcement Liability categories.