

## Diversity Means Opportunity for Growth

An increasingly diverse workplace requires that people become more flexible in their communication styles and abilities. Differences of opinion as well as conflicts are natural when people of various backgrounds come together. This should be viewed as an opportunity for growth. Research indicates that the organizations that proactively seek different ideas and opinions stand to benefit from such a resource-gathering process.

Resource: *Costal Human Resources*

## UNIVERSAL SYMBOLS



### WHEELCHAIR ACCESS

The wheelchair access icon is the most commonly recognized universal symbol. This icon indicates access for individuals with limited mobility and wheelchair users. A few things to remember about wheelchair access is that a ramped entrance is not completely accessible if there are not curb cuts. In addition, an elevator is not accessible if it can only be reached via steps.

Resource: [www.graphicartistsguild.org](http://www.graphicartistsguild.org)



## Matkowsky Minutes

The Equal Employment Opportunity Commission's basic goal when dealing with discrimination, accommodation (religious & disability) and hostile work environment claims is to educate the workforce and not to punish. However, situations do arise when the discipline of an employee or supervisor for unlawful Title VII issues requires non-Title VII actions. Discipline is considered to be different from punishment both in consequences and its intent. Many times it is referred to as positive discipline or "guidance".

The major components of positive discipline consist of:

1. Guiding and teaching
2. Time, understanding and patience
3. Problem solving techniques and building a positive self-image in the employee
4. Developing long-term cooperation and self-control within the employee and in turn with the workforce

In contrast, punishment consists of:

1. Control by fear, coercion and power
2. Producing guilt, anger, aggression, resentment and deceit in the employee
3. Stopping unwanted behavior for a temporary period, but exhibiting it in another form or action
4. Disruption of communication and building of employee-supervisor relations.

The ultimate goal of positive discipline is to have employees and supervisors take responsibility for their own actions.

As we deal with workforce issues, let us take a moment to reflect on which course of action in disciplining an individual is most productive. Positive discipline techniques may hold the answer.

-Steven Matkowsky, USAG Stuttgart, EEO Manager

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### Celebrate

## Asian-Pacific American Heritage Month

May is Asian-Pacific American Heritage Month—a month to celebrate and pay tribute to the contributions generations of Asian and Pacific Islanders has made and continue to make to American history, society and culture.

Asian-Pacific American Heritage Month originated in 1978 when Congress passed Pub. L. 95-419. This law directed the President to issue a proclamation designating the week beginning on May 4, 1979 as Asian-Pacific American Heritage Week. On March 28, 1979, President Carter issued Presidential Proclamation 4650. In this proclamation, President Carter spoke of the significant role Asian Americans and Pacific Islanders have played in the creation of a dynamic and pluralistic American society with their contributions to the sciences, arts, history, government and commerce.

Years later, President George H.W. Bush signed an extension making the week-long celebration into a month-long celebration.

For more information visit: [asianpacificheritage.gov](http://asianpacificheritage.gov)

Resource: [www.loc.gov](http://www.loc.gov)



USAG Stuttgart  
EEO OFFICE

## Did you know...?

Providing real solutions for real needs is the mission of the Computer/Electronic Accommodations Program (CAP) to ensure people with disabilities and wounded service members have equal access to the information environment and opportunities in the Federal government. CAP is working to remove barriers to federal government opportunities by eliminating the costs of assistive technology.

If you have a disability and are employed by a component of the Department of Defense (DoD), or one of the federal agencies that has a partnership with CAP, you are eligible for CAP services.

CAP provides:

- Assistive technology to increase access to the computer and telecommunications environment
- Individualized needs assessments
- Demonstration and evaluation of assistive technology
- Installation, integration and training
- Disability education and awareness
- Section 508 training

Managers and supervisors can learn how assistive technology enables people with disabilities to become or remain valuable employees.

To learn more visit:  
[www.tricare.mil/cap](http://www.tricare.mil/cap)

Resource: [www.tricare.mil/cap](http://www.tricare.mil/cap)



## A Recipe for Diversity from Kraft

By Deanna Hartley  
*Diversity Executive Magazine*

A special combination of ingredients has become the key to formulating a successful diversity brand at Kraft Foods. "It's really important for us to have a vision of the kind of organization we want to be as it relates to diversity - bringing people from diverse experiences, backgrounds and perspectives together to drive shareholder value. Then we have specific strategies and specific actions to make that happen. All of that together creates the brand", said Jim Norman, Vice President of Diversity at Kraft Foods

The diversity brand can be the result of a number of factors, but it really comes to life when key individuals are added to the mix.

"We've got values; we've got an employee relations philosophy; we have a vision of who we want to be as a global, open and inclusive organization; we have actions that we take; and we're clear about articulating and communicating that internally and externally because we want those who align to our values and align to our vision to step forward in helping us create [the diversity brand]

- be it internal or external," he said. "The 'who we want to be as an organization' is what's really important to us—it also allows others to determine if it's something they want to be a part of."

Taking specific actions in three fundamental areas ensures Kraft Foods continually reinforces its diversity brand. First, the global consumer products company adds a healthy dose of culture; then it stirs in strategic partnerships; and it finishes off with a substantial measure of accountability.

While culture is built through communication and training, accountability means that Kraft employees, managers and leaders are responsible for creating an open and inclusive culture.

[Initiatives] include internal partnerships with employees through the company's 10 employee councils as well as external partnerships with "key constituent groups and stakeholders that represent

sent our consumers, serve as a source of talent and offer resources for us to develop and nurture our current talent," Norman said. Perhaps more important, the organization has seen measurable improvements to its talent pool as a result of its strong diversity brand. "We're seeing increased representation of women and [minorities] at higher levels in our organization," Norman

said. "We're seeing other dimensions of diversity—such as ethnicity, country of origin, varied business and industry experiences—

across our leadership and management."

"It was our values and our vision that drove our leadership to invest in diversity during the recession, so while other companies may have maintained or lost ground, we have moved forward because the values were there, the vision was there, and the values and the vision form our long-term commitment to diversity and inclusion"

**"We have a vision of who we want to be as a open...inclusive organization"**



## In the EEO Spotlight

### The 3rd Annual Women's Leadership Forum

The US Army Garrison Stuttgart EEO Office hosted the 3<sup>rd</sup> Annual Women's Leadership Forum on March 24, 2011 to enrich, educate and foster aspirations of leadership among women in the local community.

Forum participants gained knowledge and practical tools in the areas of leadership, finance, mentoring, delegation and confidence. Participants also received the opportunity to network with professionals at all career levels during the event.

This year's forum had well over 100 attendees which included military personnel, federal government civilians, defense contractors, family members and high school students. Most notable this year was the increase of male participants in the forum.

New to the forum this year was the Q &

A Session with Senior Leaders. The distinguished senior leaders included: *Rear Admiral Norman Hayes* (Director, Intelligence Headquarters, EUCOM), *Ambassador Katherine H. Caravan* (Civilian Deputy to the Commander and Foreign Policy Advisor, EUCOM), *Brig. Gen. Barbara J. Faulkenberry* (Deputy Director for Operations and Logistics, AFRICOM) and *Ms. Jane Dickerson* (Director, NGA Support Team, EUCOM).

Many participants noted that the Q & A Session was one of their favorite features of the event.

Another forum favorite was the two dynamic keynote speakers: COL Elizabeth Bierden (Commander of DISA Europe Command Field Office) and Ms. Vonda Kenion (Director, Civilian Personnel Center, Stuttgart). Both speakers shared their personal journeys as it

relates to their careers and inspired participants to strive for excellence and success.

Last, but not least, the forum highlighted workshops from four outstanding panel members that included:

Ms. Sherry Bowdin-Quimby – Intelligence Lead Exercise Planner, EUCOM, Col Patricia Hoffman – Deputy Foreign Policy Advisor, EUCOM, Ms. Patricia Maxwell – Accountant, United Services Organization, Ms. Louie A. Cordero – Management Analyst, AFRICOM.

The 2011 Women's Leadership Forum was a great venture that provided participants with the tools needed to increase their skills and knowledge for advance in the federal workforce.

*-By Eshe Faulcon, EEO Specialist*

## KNOW YOUR RIGHTS Anonymity

You have the right to remain anonymous during the pre-complaint counseling stage.

The counselor will refrain from revealing your identity except by your authorization. If you elect to participate in mediation (if offered) and/or the EEO formal process, your right to anonymity is waived.

If you believe you have been subject to discrimination on the basis of race, color, religion, sex, age (over 40), national origin, disability (physical or mental), genetic information or reprisal, please contact the USAG Stuttgart EEO Office to initiate EEO counseling:

DSN: 314-430-5312/2068  
CIV: 49 (0) 711-680-5213/  
2068

## ON THE WEB Visit our website

For more information regarding your rights and responsibilities, the EEO complaints process, EEO events and much more, please visit our website 24/7 at:



[www.stuttgart.army.mil/sites/installation/eoo.asp](http://www.stuttgart.army.mil/sites/installation/eoo.asp)

## This Quarter's EEO Q&A

**Q: Doesn't the EEO complaint system favor management?**

**A:** The EEO complaint system is designed to favor neither management nor complainants, but rather to make it possible for the facts to be established and equitable solutions reached. Beyond legal obligations to implement EEO laws and regulations, the Command has a vested interest in maintaining high morale and productivity, both of which are adversely affected by discrimination. The various levels of appeal in the system work to ensure against possible abuse.



## EEO Staff

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SFC Chrysti Lassiter-Jones  
Equal Opportunity Advisor

## Upcoming Events

- **Asian Pacific Heritage Month (May 2011)**

*\*Look for announcements regarding special events and activities in the USAG Stuttgart Military Community commemorating Asian Pacific Heritage Month!*

- **Yom Hashoah Days of Remembrance (May 1-8, 2011)**

*\*For more information regarding the Holocaust Days of Remembrance, visit [www.ushmm.org/remembrance](http://www.ushmm.org/remembrance)*

- **EEO Lunch & Learn Session (May 19, 2011)**

**\*Topics: What the ADAAA Means for the Federal Workforce & Reasonable Accommodation**

*Learn how the final ADAAA regulations will affect people with disabilities, managers & supervisors and the workplace on a daily basis.*

*Everyone is welcomed to attend! \*Recommended for Managers & Supervisors.*

*(Panzer Kaserne, Building 2915, Room 222 - 11:50am - 1:00pm)*

*To register, please send an email to [usagstuttgarteeo@eur.army.mil](mailto:usagstuttgarteeo@eur.army.mil)*



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EEO OFFICE

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[www.stuttgart.army.mil/sites/installation/eoo.asp](http://www.stuttgart.army.mil/sites/installation/eoo.asp)

### NEWSLETTER TEAM

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## 2nd Quarter EEO Training

### EEO Refresher (R) Training and Initial (I) (Comprehensive) Training\* CALENDAR YEAR 2010 (CY 10)

#### April (R)

Wednesday, 06 Apr 11; Time: 1030-1200 – Employees

Wednesday, 06 Apr 11; Time: 0830-1000 – Managers/  
Supervisors

Location: Digital Training Facility, Bldg. 2931  
Panzer Kaserne – across from the Elementary / Middle  
School

Wednesday, 20 Apr 11; Time: 1030-1200 – Managers/  
Supervisors

Wednesday, 20 Apr 11; Time: 0830-1000 – Employees  
Location: Patch Chapel (new building attached to the  
chapel) -Washington Square  
Patch Barracks

#### May (R)

Wednesday, 11 May 11; Time: 1030-1200 – Managers/  
Supervisors

Wednesday, 11 May 11; Time: 0830-1000 – Employees  
Location: Digital Training Facility, Bldg. 2931  
Panzer Kaserne – across from the Elementary / Middle  
School

Wednesday, 18 May 11; Time: 1030-1200 – Employees  
Wednesday, 18 May 11; Time: 0830-1000 – Managers/  
Supervisors

Location: Patch Chapel (new building attached to the  
chapel) -Washington Square  
Patch Barracks

#### June (I)

Wednesday, 08 Jun 11; Time: 1030-1200 – Employees

Wednesday, 08 Jun 11; Time: 0830-1000 – Managers/  
Supervisors

Location: Digital Training Facility, Bldg. 2931  
Panzer Kaserne – across from the Elementary / Middle  
School

Wednesday, 15 Jun 11; Time: 1030-1200 – Managers/  
Supervisors

Wednesday, 15 Jun 11; Time: 0830-1000 – Employees  
Location: Patch Chapel (new building attached to the  
chapel) -Washington Square  
Patch Barracks

**\* Initial (I) Training is for individuals who did not attend the EEO Comprehensive Training during CY 09 (Jan-Dec 09)**

**\*Registration is required. To register, please send an email to [usagstuttgarteeo@eur.army.mil](mailto:usagstuttgarteeo@eur.army.mil).**

**If you have any questions about EEO training, please contact the EEO Office via email at [usagstuttgarteeo@eur.army.mil](mailto:usagstuttgarteeo@eur.army.mil).**