



U.S. ARMY INSTALLATION
MANAGEMENT COMMAND

IN THIS ISSUE:

- Barriers to Communication
- Picatinny EEO Office

- CAP.Mil

- Overview of the EEO Complaint Process



Picatinny Arsenal

AUGUST

Women's Equality Day



EEO Quote:

“I’ve learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel.”

Maya Angelou

The observance recognizing Women's Equality Day was established by Joint Resolution of Congress in 1971. **August 26, 2020** marks the 100th anniversary of the Women's Suffrage Movement's GREATEST victory—women achieving full voting rights following the ratification of the 19th Amendment to the U.S. Constitution.

Barriers to Communication

Barriers to communication exist in every workplace. These barriers can occur due to sudden deadlines, emergency conditions, and a host of other situational factors. To be proactive in eliminating some of the barriers there are several steps that can be taken prior to the inevitable emergency factors that occur so that action plans and sudden shifts in priorities can be easily engaged and in some cases seamless transitions can occur due to previously established communication practices. Here are some suggestions to help defeat the barriers:

Clarify Ideas before Communication:

The person sending the communication should be very clear in his mind about what he wants to say. He should know the objective of his message and, therefore, he should arrange his thoughts in a proper order.

Communicate According to the Need of the Receiver:

The sender of the communication should prepare the structure of the message not according to his own level or ability but he should keep in mind the level, understanding or the environment of the receiver.

Consult Others before Communication:

At the time of planning the communication, suggestions should be invited from all the persons concerned. Its main advantage will be that all those people who are consulted at the time of preparing the communication plan will contribute to the success of the communication system.

Be Aware of Language, Tone and Content of Message:

The sender should take care of the fact that the message should be framed in clear and beautiful language. The tone of the message should not injure the feelings of the receiver. As far as possible the contents of the message should be brief and excessive use of technical words should be avoided.

Convey Things of Help and Value to the Listener:

The subject matter of the message should be helpful to the receiver. The need and interest of the receiver should specially be kept in mind. Communication is more effective in such a situation.

Ensure Proper Feedback:

The purpose of feedback is to find out whether the receiver has properly understood the meaning of the information received. In the face-to-face communication, the reaction on the face of the receiver can be understood.

But in case of written communication or some other sort of communications some proper method of feedback should be adopted by the sender.

Be a Good Listener:

It is the essence of communication that both the sender and the receiver should be good listeners. Both should listen to the each other's point of view with attention, patience and positive attitude. A sender can receive much relevant information by being a good listener.

For more information please contact the Picatinny Arsenal EEO Office at (973) 724-5963/6368/6953.

Picatinny EEO Office

EEO History

EEO was created by the Civil Rights Act of 1964 to ensure a workplace free from discrimination based on race, color, gender, or national origin. The Department of the Army instituted its EEO Program shortly after.

EEO Model

Essential Elements of a Model EEO Program



- ◆ Demonstrated commitment from agency leadership
- ◆ Integration of EEO into the agency's strategic mission
- ◆ Management and program accountability
- ◆ Proactive prevention of unlawful discrimination
- ◆ Efficiency
- ◆ Responsiveness and legal compliance

7

The above model is exactly how the Picatinny EEO Office operates, EEO Directors' and Specialists' are invested in the processes to make the program effective for all employees that utilize them. There are a multitude of solutions we offer to achieve resolution at the lowest level possible so that all can enjoy a workplace free from discrimination and harassment. We also offer alternate avenues of redress when needed for matters that are not necessarily EEO related. On behalf of the Director Clint Haskell and myself we wanted the Picatinny community at large to know we are dedicated to being proactive with education and training offering and using innovative methods to reach all employees so that the workplace is better than it was yesterday and showing that when all of us are working in tandem we can have a truly excellent work environment.

If you would like to know more about this subject, please contact the Picatinny Arsenal EEO Office at (973) 724-6953/6368

CAP.Mil

The Computer/Electronic Accommodations Program (CAP). They provide electronic accommodations for individuals with disabilities/impairments in the workplace at no cost to the individual or the agency. I felt this information relevant considering there are a number of people that are working remotely, and may have a need for assistive technology at their home to perform the essential functions of their position. I spoke with CAP recently, and they are authorizing shipments directly to an employee's home or alternative worksite. They would just need a supervisor's approval, which is the same process as with any accommodation an employee might request. Take into consideration, however, that COVID19 is expected to cause delivery disruptions/delays, but CAP is working diligently to mitigate those issues. If you have any further questions or concerns, please do not hesitate to reach out to the EEO Office.

"Recognizing the potential of its workforce, the Department of Defense (DoD) established the Computer/Electronic Accommodations Program (CAP) to eliminate employment barriers for people with disabilities. CAP's mission, since its inception in 1990, is to provide assistive technology and accommodations to ensure people with disabilities and wounded, ill and injured Services members have equal access to the information environment and opportunities in the DoD and throughout the Federal Government.

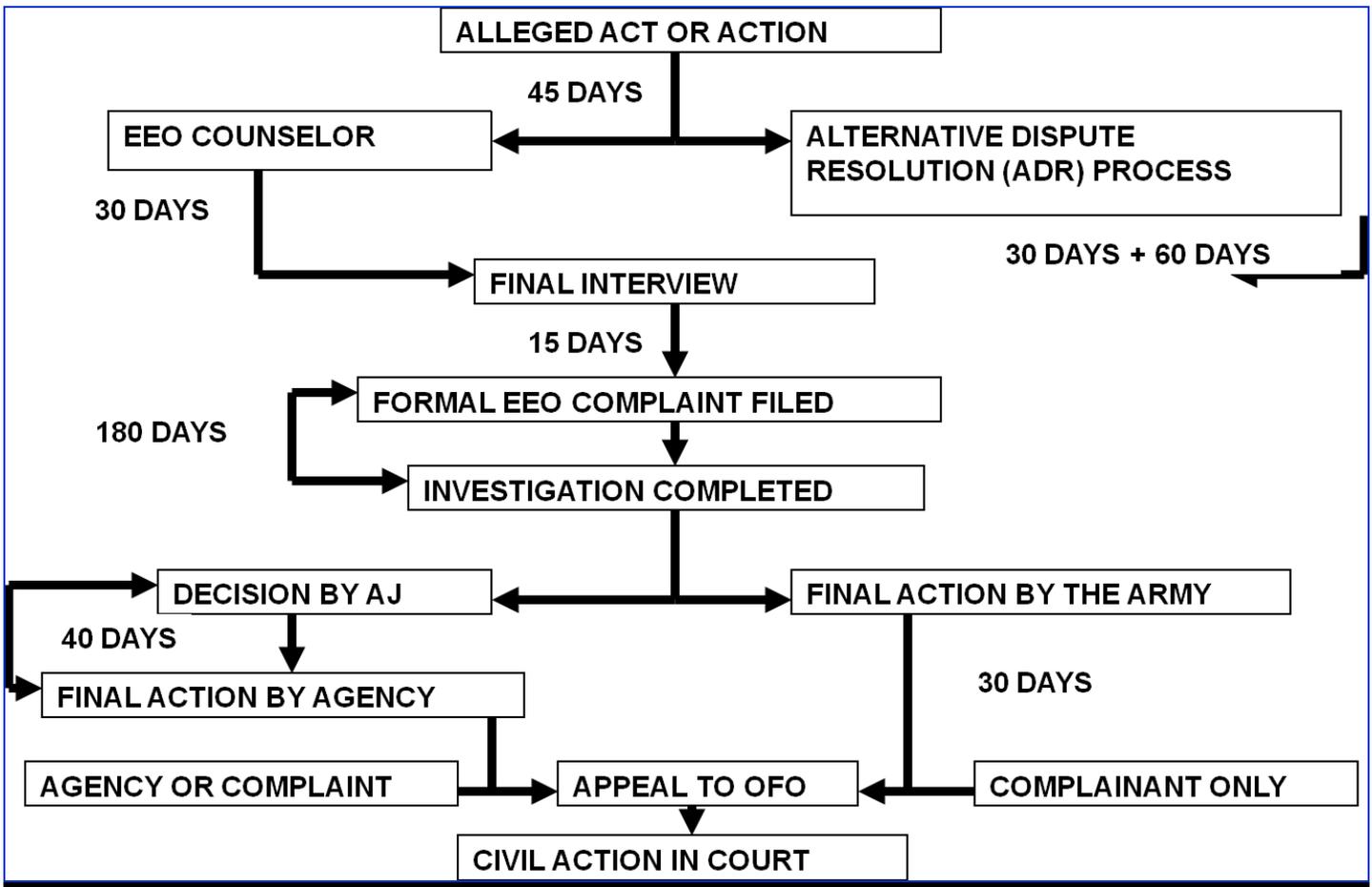
CAP does this by paying for and providing a wide variety of assistive technology for people with hearing, vision, dexterity, cognitive, and communication disabilities. While CAP mainly focuses on purchasing assistive technology for employees with disabilities, it also supports federal employees throughout the employment lifecycle including; coming to work, staying at work, and returning to work to help ensure the Federal Government is the model employer of people with disabilities and Service members with functional limitations. Frequently requested accommodation solutions include video-phones, personal amplification devices, screen magnification software, screen readers, cueing/memory aids, literacy software, alternative keyboards, pointing devices, and speech recognition software.

The process for customers to identify and request accommodations from CAP is simple. Customers that already know what accommodations they need can request them through our online request form, available at www.cap.mil

For more information regarding the CAP.mil process, please contact the Picatinny Arsenal EEO Office at (973) 724-6953/6368 or usarmy.pica.usag.mbx.eeo@mail.mil.

Overview of the EEO Complaint Process

* Days reflected are Calendar Days NOT Business Days



Picatinny Arsenal EEO Office

EEO Officer: Mr. Clint Haskell

Specialist-Mr. Edward McBroon

IMPI-EE

3225 Main Road

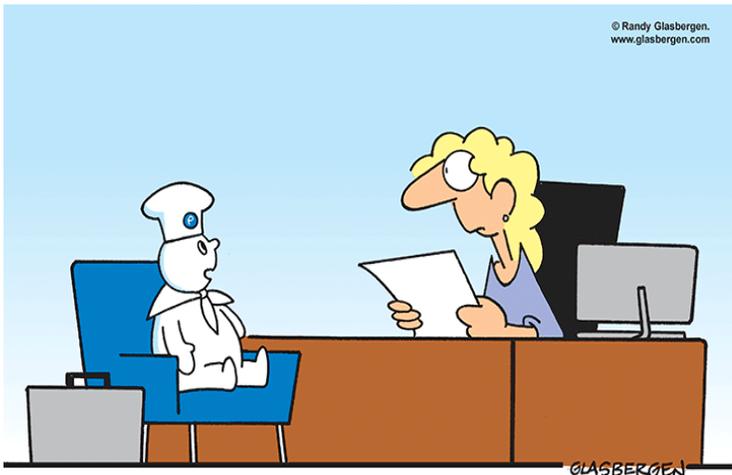
Picatinny Arsenal, NJ 07806

Phone: (973) 724-6953/6368



NEXT ISSUE: National Hispanic Heritage Month
and more.....

On a Lighter Note



"I don't know what sort of salary you're offering, but on my last job I made a lot of dough!"



"Your office may be virtual, but unfortunately, those doughnuts aren't."

We welcome your comments on this Newsletter or any EEO services you may have received please go to www.pica.army.mil and select the logo below.

