



Pre-Conference Speakers

FULL DAY COURSE
*A Primer to
Ombudsing for
New Organizational
Ombuds*

Dolores Gomez-Moran, Ombudsman / Student Academic Affairs, George Mason University, Fairfax, VA

Dolores Gomez-Moran, has over 15 years in higher education; the past seven as Ombudsman at GMU. Active member of TOA, UCOA, and IOA. Certified in conflict resolution processes, a trained mediator, former session chair at the European Network of Ombudsmen in Higher Education in Vienna, Austria. She holds a Master's Degree in Counseling Psychology & Organizational Studies.

Tim D. Griffin, University Ombudsman, Northern Illinois University, DeKalb, IL

Tim D. Griffin, Ph.D., is serving as NIU Ombudsman, active UCOA member since 1991. Served two terms on the UCOA Board. Published extensively, including in the *Asilomar Journal*. Chaired/served on committees in UCOA, TOA, and IOA; presented/coordinated numerous workshops, including UCOA New Ombuds Workshop. Co-chaired TOA/UCOA Ethics and chaired TOA/UCOA Research Committees, on IOA Ethics & Standards Committee.

Toni P. Robinson, M.S., J.D., Ombudsperson, Massachusetts Institute of Technology, Cambridge, MA

Toni P. Robinson, M.S., J.D., has over 20 years in conflict resolution systems design, ombudsmanry, management, mediation, and ADR training for academic, corporate, and government organizations. An Ombudsperson for over 15 years, 7 ? at MIT. Served on Boards and committees of UCOA and TOA. Designed, taught and/or coordinated a host of courses for both organizations, including the UCOA New Ombuds Workshop.

David Talbot, Ombudsman, Coca-Cola Enterprises, Inc., Atlanta, GA

David Talbot, M.D.R., J.D., has been a CCE Ombudsman since 2003, working with 65,000 employees across North America. Member of IOA Ombuds 101 teaching team, on IOA Legal and Legislative Affairs Committee and IOA Ethics and Standards of Practice Task Force. Conflict resolution professional/trainer for the past 10 years, e.g., Community Mediation Services; and Director, Academy of Mediation Professionals.

**AM 1
HALF-DAY COURSE**
*Working with
High Conflict
Personalities*

William A. Eddy, LCSW, Esq., Senior Family Mediator, National Conflict Resolution Center, San Diego, CA

William Eddy, LCSW, JD is Senior Family Mediator at the National Conflict Resolution Center in San Diego, California. He has 13 years experience as an attorney and 12 years as a psychotherapist. He taught "Negotiation and Mediation" for six years at the University of San Diego School of Law. He is an author of several books, including *HIGH CONFLICT PEOPLE IN LEGAL DISPUTES (2006)*. In 2005 he provided seminars to attorneys, mediators, judges, ombuds and therapists in 8 states, Canada and France.



Pre-Conference Speakers

**AM 2
HALF-DAY COURSE**
*The Legal
Implications of an
Everyday Ombuds
Practice*

Judith C. Bruner, Campus Ombudsperson, University of California, San Diego, La Jolla, CA

Judy Bruner has spent her career working in law, higher education and dispute resolution and established the UCSD Ombuds Office in 2002. She received her undergraduate degree in Political Science from Boston University and earned her Juris Doctorate from the University of San Diego School of Law.

Kevin L. Jessar, J.D., Ph.D., Associate Ombudsman, National Institutes of Health, Bethesda, MD

I have worked nearly six years at the National Institutes of Health, and been active in TOA/IOA during that time. I co-chair the Legal and Legislative Affairs Committee to address IOA's interests in emerging legal issues. In October 2005 I published "The Ombuds Perspective: A Critical Analysis of the 2004 ABA Standards" in The Dispute Resolution Journal.

**PM 1
HALF-DAY COURSE**
*A Field Guide to
Good Decisions:
Values in Action*

Mark Bennett, J.D., President, Decision Resources, Inc., Santa Fe, NM

Mark Bennett, J.D., Decision Resources, Inc., is an organizational consultant, professional mediator, and trainer with over 25 years of experience working with people who face challenging situations with limited time to make important decisions. He is adjunct professor at the University of New Mexico School of Law and the author of the Art of Mediation and A Field Guide to Good Decisions: Values in Action.

**PM 2
HALF-DAY COURSE**
*Leadership from
Where You're Anchored:
Keeping the Promise
of the Ombuds*

Gary Insley, Ombudsman, Camosun College, Victoria, BC, Canada

Gary Insley is the Ombudsman for Camosun College, located in Victoria, British Columbia. In 1988 Gary was one of many Canadian Peacekeepers awarded the Nobel Peace Prize. Gary has a MA in Organizational Leadership and is committed to the sustainability of the Ombuds concept, through education and leadership.

Martine Conway, Ombudsperson, University of Victoria, Victoria, BC, Canada

Martine Conway is the ombudsperson at the University of Victoria, Canada. She holds an MA in English from the University of Chambéry, France, and has a background in adult education and mediation. Her experience extends to community, workplace and restorative justice settings. Her interests include language and its use in shaping ombuds work.

Susan L. Neff, Assistant Ombudsman, University of Washington, Seattle, WA

Susan Neff, M.Ed., brings over 25 years of experience in higher education to her work as the Assistant Ombudsman for the University of Washington tri-campus system. Her interests include the history of ombudsing, the unique role of ombuds in academic settings, and stewardship of the ombuds institution across practice sectors.