

# Keynote Speaker Bios

**Monday, April 14, 2008**  
**Keynote Address**



## **Dr. Richard E. Lapchick**

Endowed Chair and Director of the Devos Sport Business Management Program, University of Central Florida and Director Emeritus, Center for the Study of Sport in Society at Northeastern University

Human rights activist, pioneer for racial equality, internationally recognized expert on sports issues, scholar and author Richard E. Lapchick is often described as “the racial conscience of sport.” He brought his commitment to equality and his belief that sport can be an effective instrument of positive social change to the University of Central Florida where he accepted an endowed chair in August 2001. In five years it was named one of the nation’s top five programs by the *Wall Street Journal*, the *Sports Business Journal* and *ESPN The Magazine*. Lapchick is a regular columnist for *The Sports Business Journal* and *ESPN.com*, has written 13 books, more than 450 articles and given more than 2,700 public speeches.

Lapchick is founder and president of the National Consortium for Academics and Sport made up of 225 colleges and universities that have helped more than 27,000 former student-athletes return to get their degrees while helping more than 15.3 million young people in the NCAS community service program.

Named Florida’s 2006 Public Citizen of the Year, Lapchick is the recipient 8 honorary degrees and numerous humanitarian awards including the Arthur Ashe Voice of Conscience Award, Women’s Sports Foundation Presidents Award, and the Ralph Bunche International Peace Award. He was one of 200 guests personally invited by Nelson Mandela to his inauguration and was inducted into the Sports Hall of Fame of the Commonwealth Nations in the category of Humanitarian along with Arthur Ashe and Nelson Mandela.

**Tuesday, April 15, 2008**  
**Keynote Address**



## **Ambassador**

### **Harriet L. Elam-Thomas**

Director, Diplomacy Program at the University of Central Florida and Former U.S. Ambassador to the Republic of Senegal and Chief of Mission to Guinea-Bissau

From 2003-2005, Ambassador Elam-Thomas served as Diplomat-in-Residence under the auspices of a national U.S. Department of State program. In that capacity, she was the U.S. Department of State’s official liaison in Central Florida, conducting workshops, providing information on careers, connecting students to internship and scholarship opportunities, and speaking on policy matters. Until the fall of 2005, she was a Senior Foreign Service Officer with the rank of Career Minister. Previously she served as U.S. Ambassador to Senegal from 1999-2003; Acting Deputy Director of The United States Information Agency; Public Affairs Counselor, American Embassy, Brussels; Cultural Attaché, Athens; Director of the American Press and Cultural Center, Istanbul, Turkey. Her numerous awards include the Director General’s Cup for the Foreign Service, the U.S. Government’s Superior Honor Award, the Lois Roth Award and a Group Superior Honor Award for her work in connection with the first Persian Gulf War. She holds a B.S. in International Business from Simmons College in Boston and an M.A. in Public Diplomacy from the Fletcher School of Law and Diplomacy at Tufts University and is the recipient of four honorary doctorates. She speaks French, Greek and Turkish. She resides in Orlando, Florida with her husband Wilfred. J. Thomas.

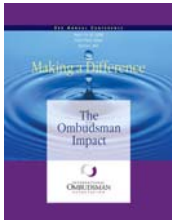
**Wednesday, April 16, 2008**  
**Keynote Address**



## **Dr. Paul Barreira**

Associate Professor of Psychiatry at Harvard Medical School and the Director of University Counseling, Academic Support, and Mental Health Services at Harvard University

Dr. Barreira is Associate Professor of Psychiatry at Harvard Medical School. Currently Dr. Barreira is Director, Behavioral Health and Academic Counseling at Harvard University Health Services. The Department of Behavioral Health and Academic Counseling oversees the mental health, academic counseling, alcohol/drug services, the wellness center, and the office of sexual assault prevention and response for Harvard University. Prior to assuming his position at Harvard University, Dr. Barreira served as Director of Community Clinical Services and Director of Education at Mclean Hospital. Earlier in his career, Dr. Barreira was the Deputy Commissioner and Medical Director for the Massachusetts Department of Mental Health, Residency Training Director at University of Massachusetts Medical Center, and Director of Worcester State Hospital.



## Speaker Bios by Last name

**Janet Park Balanoff**, Director, Equal Opportunity and Affirmative Action Programs, University of Central Florida, Orlando, FL

**Plenary Presentation: "How Ombudsman Offices Get Started and Work Collaboratively"**

Janet Park Balanoff leads the University of Central Florida's programs supporting equal opportunity and affirmative action. Ending discrimination and diversifying the faculty, staff, and student enrollment are the office's primary goals. Ms. Balanoff holds an M.S. in Public Administration (Florida State University) and a Bachelor's in Journalism (University of Florida).

**Sean A. Banks**, Director & Company Ombuds, Shell Oil Company, RESOLVE, Houston, TX

**08. "Ombudsman Accountability"**

Sean Banks is the Director of RESOLVE and Company Ombuds for the Shell Oil Company. He joined Shell and RESOLVE on September 1, 2005, after a 17-year career in higher education administration and conflict resolution services. Under his leadership RESOLVE serves as a confidential, independent, informal and neutral resource for the entire Shell Community; providing dispute and conflict resolution services, communication facilitation, and recommendations and feedback on equity and fairness issues related to company policy, procedures and practices. Sean's Ombuds experience before coming to Shell includes serving as Director of Ombuds Services and Campus Ombudsperson for UCLA, and University Ombudsman for California Polytechnic State University. Sean has extensive experience in mediation and facilitation, counseling and coaching, developing and implementing organizational diversity and inclusiveness enhancing programs and services, and analyzing and interpreting governmental and organizational policies, procedures and regulations.

**John S. Barkat, Ph.D., United Nations Ombudsman, New York, NY**

**08. "Ombudsman Accountability"**

**17. "The Global Ombudsman: Breaking Through the Cultural Divide"**

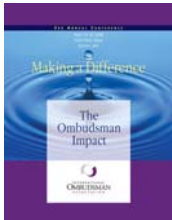
In March 2008, John Barkat was appointed by the UN Secretary-General to head the Office of the United Nations Ombudsman comprised of a talented team of dedicated Ombudsmen, Mediators and Conflict Resolution experts who serve the UN and its Funds and Programs around the world. He is the former Ombudsman for Pace University where he was recently appointed as a distinguished visiting professor of management in the Lubin Graduate School of Business. He is the former director of the Institute for Collaborative Engagement which applies collaborative strategies to social and organizational problems and which runs the Collaboration at Work program on ethics, justice and dispute resolution. John claims to have honed his conflict resolution skills by living with his wife and two daughters in a house with only one bathroom.

**Wayne Blair**, University Ombuds, University of North Carolina at Chapel Hill, Chapel Hill, NC

**11. "The Impact of Administrative Support Personnel on the Ombudsman Program"**

**14. "The Impact of Ombudsing on the Ombudsman: The Ombudsman as Student"**

Wayne Blair is one of two University Ombuds at the University of North Carolina at Chapel Hill and has served as ombuds since the office opened in 2005. He led the creation of the program and has primary responsibility for its operation. Prior to coming to Chapel Hill, Wayne served as the Associate University Ombuds Officer at Columbia University in New York. Throughout his career, Wayne has worked extensively with various university constituents in different capacities. He did his mediation training with the New York State Bar Association.



## Speaker Bios by Last name

**Ross Brinkert**, Assistant Professor, Penn State University- Abington, Abington, PA

**Full-Day Pre-Conference Course: “Conflict Coaching: Enhancing the Ombudsman Process with an Innovative**

**1. “Emotion as Insight: Understanding Emotion as a Key to Conflict Management”**

Ross Brinkert, Ph.D. is Assistant Professor of Corporate Communication at Penn State, Abington. He has over 10 years of experience as a conflict communication professional in for-profit and not-for-profit settings. Ross helped pioneer conflict coaching while completing graduate studies and co-leading the CERT Program at Temple University from 1998-2001. In 2006, he introduced the first comprehensive peer-reviewed model of conflict coaching in Conflict Resolution Quarterly. Ross is co-author of Conflict Coaching: Conflict Management Strategies and Skills for the Individual (Sage, 2008). He is involved in ongoing projects to introduce and research conflict coaching in different organizational settings.

**Judy Bruner**, Director & Campus Ombudsperson, University of California, San Diego, La Jolla, CA

**08. “Ombudsman Accountability”**

**21. " Legal Issues for Ombuds Programs Q & A"**

Judy Bruner is the Director of the UCSD Ombuds Office and established the office in 2002. Judy has spent her career working in law, higher education and dispute resolution. Prior to joining UCSD, Judy was the Assistant Dean for Graduate Programs and Academic Planning for the University of San Diego School of Law, where she lead the LL.M. and other academic programs for the Law School. Before that, Judy practiced employment and labor law in Los Angeles with Ballard, Rosenberg & Golper and was a manager in the International Programs Office at Boston University. As an experienced mediator and trainer, Judy has provided training programs for scientists, faculty, staff and students and recently developed a new training program for junior Medical School faculty. Judy currently serves on the IOA Board of Directors and is the Co-Chair of the Legal and Legislative Affairs Committee. Judy was one of the negotiators on behalf of TOA & UCOA regarding the 2004 ABA Standards and contributed to drafting the IOA Guidance document regarding the Standards. During her first year of service on the Board, Judy worked with a small team to re-draft and advocate for ombuds privilege legislation in Texas. She has a Bachelor's Degree from Boston University and a J.D. from the University of San Diego School of Law.

**Isabel D. Calderon**, Ombudsman- Americas Region, Mars, Inc., Hackettstown, NJ

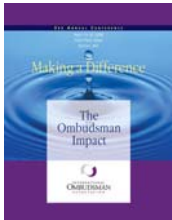
**2. “Ombudsing From a Distance”**

Americas Region Ombudsman for MARS, Inc. Ombudsman Countries supported include: Canada, USA, Mexico, Argentina, Brazil and Colombia. Client group consists of 12,000+ associates in over 65 sites. Appointed Ombudsman 2 years ago. Prior work experience at MARS, Inc. has been in Human Resources supporting multi-functional areas including Supply, Sales, Research & Development, Marketing, Service & Finance and Information Technology/Services. Most recent MARS assignment included accountability for HR in the Americas and Australia. Global work experience and remote management experience has been beneficial in having to be the Ombudsman for a highly dispersed client group, managing diversity and managing and resolving conflict from afar. Born in Lima, Peru and bilingual (English/Spanish). Member of Mid-Atlantic Ombudsman Group and a Certified Employee Benefit Specialist.

**Karen Campbell**, Ombudsman for Europe, Middle East & Africa, American Express Company, London, UK

**17. “The Global Ombudsman: Breaking Through The Cultural Divide”**

Karen Campbell has been with American Express since 1989 in a variety of roles in both the UK and New York. In March 2004, she assumed the role of Regional Ombudsperson for EMEA. Her Region covers 22 countries and some 15,000 employees. The Office’s unique position allows all employees to seek guidance about work related issues informally and without fear of retribution.



## Speaker Bios by Last name

**Doris C. Campos-Infantino**, Ombudsperson, Inter-American Development Bank, Washington, DC

### **22. “Conflict Resolution Challenges for the Ombuds in Multi-Cultural Contexts”**

Doris is the Ombudsperson for the Inter-American Development Bank, a multi-lateral, international civil service organization. Previously, Doris served as the Deputy Ombudsman of the U.S. Department of Health and Human Service’s National Institutes of Health. Doris has worked her entire career in dispute resolution and organization development and is especially known for her work as a facilitator and organizational consultant.

**David Carver**, Ph.D. Student Ombudsperson and Director of Counseling and Student Development, University of Nebraska Medical Center, Omaha, NE

### **AM 2 Half-Day Pre-Conference Course: “Essential Questioning and Interviewing Skills for Ombudsmen”**

#### **16. “Medicine and Science: Conversations on Working with Post Docs, Fellows, Residents, Trainees”**

David Carver, Ph.D., is the Student Ombudsperson and Director of Counseling and Student Development at the University of Nebraska Medical Center where he has worked since 1987. He has served as a university ombuds since 1996. Dr. Carver is also a licensed psychologist with a private practice in Omaha. Recently he was named vice chair of the Nebraska Board of Psychologists. He teaches interviewing skills to first and second year medical students.

**Susan Casino**, Ombudsman, Apollo Group, Inc., Phoenix, AZ

### **08. “Ombudsman Accountability”**

#### **13. “Increase The Peace-A Training Tool For Your Organization”**

A recognized authority in communication and mediation, Susan holds an MBA from the University of Phoenix and a BA in Psychology from Southeastern University. Susan has been effecting mediations for the Maricopa County Justice Courts Mediation Program for over 4 years. Prior to her current election into the Ombudsman role for Apollo Group, Susan managed the development and delivery of the Leadership and Communication Curriculum for the University of Phoenix. In her role as Ombudsman, Susan teaches what she is most passionate about, that is effective communication and dispute resolution. Susan also has 10 years of experience in the field of social work, spanning both private and non-profit sectors.

**Mary Chavez Rudolph**, Associate Director, University of Colorado At Denver and Health Sciences Center Denver, CO

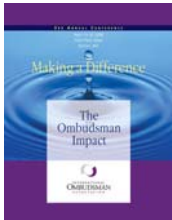
### **15. “Uncivil Behavior: The Graduate Student Experience”**

Mary Chavez Rudolph, Ph.D. has been an Ombuds since 1999 and is currently the Associate Director of the Ombuds Office at the University of Colorado Denver. She has served as the President of the University and College Ombuds Association and on the Inaugural Board of Directors of the International Ombudsman Association. Dr. Chavez has made numerous presentations on conflict and collaboration at regional and national conferences. She earned her undergraduate degree from the University of Colorado at Boulder. She obtained a Masters Degree in Counseling Psychology and Counselor Education and a Doctorate in Educational Leadership and Innovation from the University of Colorado at Denver.

**Steven Cordery**, Ombudsman for Europe, Middle East & Africa, United Technologies Corporation, United Kingdom

### **17. “The Global Ombudsman: Breaking Through the Cultural Divide”**

Steve works for United Technologies Corporation (UTC) as their corporate ombudsman for Europe, the Middle East and Africa (EMEA). In his role, he is available to all employees, customers, suppliers and shareholders who wish to raise business-related issues in confidence. Within EMEA, UTC has approximately 232 companies and 80,000 employees. The diverse cultures in this particular part of the world provide opportunities to understand the various values and belief systems, and in particular, how best to work with people to facilitate positive outcomes. One of his key responsibilities is the introduction of the program into newly acquired



## Speaker Bios by Last name

companies. Steve's past experience extends to the areas of Customer Service, Sales, Engineering, General Management and, the acquisition and integration of companies. He has an MBA, is a trained mediator, and holds a number of memberships. Steve is married with 3 children and lives in the UK.

**Beatriz B. Dale**, LA&C Regional Ombudsperson, American Express Company, Hialeah, FL

### **23. "Comparing Apples-to-Apples, Part II"**

Beatriz Dale has been a Regional Ombudsperson at American Express Co. for 11 years and covers Latin America and parts of the US. She has been with Amex for 28 years and held various positions in Finance before being selected to be an Ombudsperson. Beatriz has a B.A. degree in Mathematics from the University of Miami and an MBA in Finance from Indiana University.

**Lani M. De Benedictis**, Ethics Officer, Jet Propulsion Laboratory, Pasadena, CA

### **Plenary Presentation: "How Ombudsman Offices Get Started and Work Collaboratively"**

Lani De Benedictis is the Ethics Officer for the Jet Propulsion Laboratory (JPL), NASA's federally funded research and development center, managed by the California Institute of Technology located in Pasadena, California. Lani is responsible for leading the Laboratory's Ethics and Business Conduct Program, which include processes whereby employees may identify ethical issues, seek assistance, make suggestions or raise concerns in strict confidence, and the development of ethics communications, training and awareness programs. Prior to joining JPL, from 1997 to 2003 Lani directed the Ethics and Business Conduct Program for Boeing's Integrated Defense Systems business segments of Expendable Launch Systems, Homeland Security and Services, and Space and Intelligence Systems headquartered in Seal Beach and Huntington Beach, California.

**Joyce DeMoss**, Ombudsman, Transportation Security Administration, Arlington, VA

### **20. "What Do My Visitors Think? Measuring and Using Client Feedback"**

Joyce DeMoss was appointed the Ombudsman for the Transportation Security Administration (TSA) in July 2006. The TSA Office of the Ombudsman serves over 45,000 federal employees located at over 450 locations worldwide. Joyce joined the TSA in January 2005 after 20 years of private and government sector work in the federally-supported student loan programs. She was part of the U.S. Department of Education's Office of the Ombudsman from July 1999 until January 2005 when she became TSA's Deputy Ombudsman. Joyce is a firm believer in the Ombudsman's role as an advocate for fair processes, programs, and procedures. It's not about who's right; it's about doing the right thing. Joyce holds a Bachelor's of Science degree in Social Studies Education from Ball State University. In 2005 she successfully completed the Council for Excellence in Government Fellows Program.

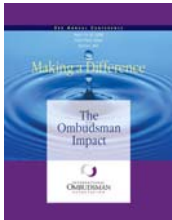
**Nicholas Diehl**, Associate Ombuds, National Institutes of Health, Bethesda, MD

### **Plenary Presentation: "How Ombudsman Offices Get Started and Work Collaboratively"**

#### **15. "Uncivil Behavior: The Graduate Student Experience"**

#### **19. "Ombuds as Mediator: Providing Effective Mediation Services."**

Nicholas Diehl joined the NIH as an Associate Ombudsman in 2007. Prior to his work with NIH he served as the Associate Ombuds Officer for Princeton University and worked in the Pace University Ombuds Office. Diehl has also worked as a mediator in the New York City Unified Court System and did community mediation work at the Brooklyn Safe Horizon Mediation Center. Diehl holds a Master's Degree in Conflict Analysis and Resolution from the University of North Carolina and was trained as a mediator through the Brooklyn Law School Mediation Clinic. Diehl co-chairs the IOA Communications Committee and is a co-editor of IOA's quarterly newsletter, The Independent Voice.



## Speaker Bios by Last name

**Danielle Fischer-Lebailly**, Europe and Middle East Ombudsman, Mars Inc., Strasbourg, France

**17. “The Global Ombudsman: Breaking Through the Cultural Divide”**

**22. “Conflict Resolution Challenges for the Ombuds in Multi-Cultural Contexts”**

Since 2003, D. Fischer-Lebailly is one of the four Corporate Ombudsmen of Mars Incorporated. She covers part of Europe (West and South) and Middle-East/North Africa. Danielle is half French/half Italian. Prior to becoming a Mars Ombudsman, Danielle developed her career in various business positions in Market Research, Marketing, Sales and Human Resource across countries. As International Ombudsman, her solid business and people management experience is a tremendous help in dealing with a large variety of populations, cultures and languages across regions. Danielle is an active member of the IOA : she is one of the International Trainers and has delivered the Ombudsman IO1 course in Italy and Tunisia recently ; she has participated to develop and to deliver the course “Ombudsing in the Field”. She is also a member of the European Ombudsman Group and of the International Ombudsman Committee.

**Frank Fowlie**, MACAM, Ombudsman, Internet Corporation for Assigned Names and Numbers (ICANN), Marina Del Rey, CA

**4. “Evaluating Ombudsmen Offices”**

Frank is the inaugural ICANN Ombudsman. He has been the Ombudsman since November 2004. Frank is an alumnus of the University of Manitoba, University of Regina, and Royal Roads University where he earned a Master of Arts in Conflict Analysis and Management. Frank has taken training as a negotiation instructor at the Program on Negotiation at Harvard Law School. Frank is an associate faculty member of Royal Roads University, and is a Fellow with the Centre for Information Technology and Dispute Resolution at the University of Massachusetts - Amherst. Frank is a candidate for a Doctor of Laws in Conflict Resolution at La Trobe University, Melbourne. As the Ombudsman, Frank is a member of the International Ombudsman Association, the Forum of Canadian Ombudsman, the International Ombudsman Institute and the United States Ombudsman Association.

**Wendy Friede**, Consulting Ombuds, Friede Consulting Services, Minneapolis, MN

**5. “Legal and Practical Considerations for the Contract Ombudsman”**

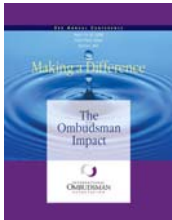
Wendy Friede is currently Principal of Friede Consulting Services, LLC where she is helping organizations establish and grow their Ombuds functions, evaluate their internal issue resolution systems and working with teams and individuals in the midst of change or conflict. Wendy previously was the Corporate Ombudsperson for American Express. She was a member of the American Express Ombudsperson Office since its inception in 1995 until 2007. Wendy is based in Minnesota where she had been a member of the American Express Human Resource Group for 11 years prior to becoming an Ombudsperson. Wendy served as a member of the IOA Board of Directors for two terms, served on the Merger Team for the UCOA/TOA merger and has headed the Curriculum Development Committee for the past eight years. She has been an instructor in the Ombuds 101 course, 101 Plus, and co-facilitated the specialized courses “Facilitating with Finesse,” “Coaching Strategies,” “The Ombuds Support Role,” and “Dealing with Stakeholders.” Wendy has presented at several TOA/IOA conferences on topics of legal issues, international ombudsing, and Ombuds effectiveness.

**Howard Gadlin** Ph.D, Ombudsman, National Institutes of Health, Rockville, MD

**PM 1 Half-Day Pre-Conference Course: "Challenges to Informality and Other Standards"**

**08. “Ombudsman Accountability”**

Howard Gadlin has been Ombudsman and Director of the Center for Cooperative Resolution at the National Institutes of Health since the beginning of 1999. From 1992 through 1998 he was University Ombudsperson at UCLA. He was also director of the UCLA Conflict Mediation Program and co-director of the Center for the Study and Resolution of Interethnic/Interracial Conflict. Dr. Gadlin is past President of the University and College Ombuds Association (UCOA) and of The Ombudsman Association (TOA). For three years, he was



## Speaker Bios by Last name

chair of the Ethics Committee of the Society of Professionals in Dispute Resolution. He also served 5 years as Chair of the Coalition of Federal Ombudsmen.

**Mim Gaetano**, Asia Pacific / AIME Ombudsman, Mars, Inc., Ballarat, Australia

**Plenary Presentation: “The Crystal Ball”**

Appointed Ombudsman 6 years ago. Prior work experience at MARS, Inc. has primarily been procurement in Commercial, business planning in Finance and quality management in R&D. Mim has a bachelor of science and is currently halfway through a post graduate diploma in Conflict Resolution. Previous to Mars, Mim worked with a global cosmetics company looking after the quality and technical affairs for the Asia-Pacific subsidiaries. Born in Australia of immigrant Italian parents and bilingual (English/Italian).

**Nora Galer**, Director, Ombudsmen's Office, United Nations, New York, NY

**22. “Conflict Resolution Challenges for the Ombuds in Multi-Cultural Contexts”**

Nora Galer is the Director of the Office of the UN Ombudsman. Pending appointment of a new UN Ombudsman she has been the Officer-in-Charge providing leadership during the negotiations about the expansion of the Office, recently adopted by the General Assembly, which includes a Mediation Division and five regional branches. Nora Galer has been with the UN since 1987: for UNIFEM and UNICEF; and as Senior and also Principle Advisor to the Secretary-General and the General Assembly. She holds a Social Sciences advanced degree, received certification as a mediator and extensive training in ADR. She speaks English, French and Spanish.

**Rosa Garner**, Ombuds, University of Wisconsin School of Medicine and Public Health, Madison, WI

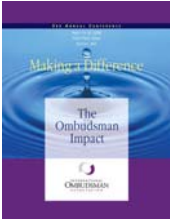
**16. “Medicine and Science: Conversations on Working with Post Docs, Fellows, Residents, Trainees”**

Rosa Garner has served as ombuds for the University of Wisconsin School of Medicine & Public Health in Madison since 1998. Ms. Garner was appointed deputy ombudsman for the State of Alaska from 1988-1992 and ombudsman for the City of Anchorage from 1992-1996. During her twenty years of practice and commitment to ombuds service and principles, she has been a mentor for colleagues and contributed to professional activities through the United States Ombudsman Association, where she served as president from 1995-1996, the University and College Ombuds Association, and most recently as an active member of the Academic Sector of the International Ombudsman Association. Ms. Garner received her JD from the University of Denver Law School and a BA from North Carolina State University.

**Dorothy Graham**, University Ombuds and Professor, Kennesaw State University, Kennesaw, GA

**AM 1 Half-Day Pre-Conference Course: “IOA Standards of Practice and Code of Ethics: Understanding the Core”**

Dorothy Graham has served as Ombuds at Kennesaw State University, near Atlanta, Georgia, for the past twelve years. She also has been an involved member of ombuds and conflict resolution organizations over that span and has served as an Associate Member on the Board of the International Ombudsman Association during the last two years. Further work in professional ombuds organizations includes a position as editor of the University and College Ombuds Association’s national newsletter for two years and as an Associate Board Member in that organization for five years, work on committees overseeing communications and conference planning, peer review of articles for IOA’s new journal, and participation in ombuds presentations and workshops nationally, regionally, and locally. She also coaches mediation training and mediates in the University System of Georgia’s conflict resolution program. In addition to her Ombuds work, she teaches American literature and Film Studies classes, as part of interdisciplinary programming in American Studies and Gender and Women’s Studies, at KSU.



## Speaker Bios by Last name

**Tim Griffin**, Ombudsman, Northern Illinois University, De Kalb, IL

**AM 1 Half-Day Pre-Conference Course: "IOA Standards of Practice and Code of Ethics: Understanding the Core"**

Tim Griffin began his service in the profession during the 1980-81 academic year when he was an intern in the Ombuds Office at Western Michigan University. He has served as a faculty member and/or administrator at eight different institutions of higher education, and as university ombudsman at Northern Illinois University since 1991. He has also served as a member of the joint TOA/UCOA Standards of Practice Committee, co-chaired the joint TOA/UCOA Ethics Committee, and chaired the joint TOA/UCOA Research Committee. He has coordinated, presented, and/or facilitated at thirteen UCOA and IOA preconference sessions designed specifically to assist new ombudspersons to become oriented to the profession, and a similar number of regular conference presentations. He is widely published in the field and has hosted the annual Midwest summer meeting of College and University Ombudspersons for five of the last six years.

**Wilbur Hicks**, Ombudsperson, International Monetary Fund, Washington, DC

**PM 1 Half-Day Pre-Conference Course: "Challenges to Informality and Other Standards"**

Wilbur Hicks is the sixth ombudsperson in the history of the International Monetary Fund in Washington, D.C. Hicks is assigned to the Office of the Managing Director and is the designated neutral to resolve conflict at the IMF. Prior to his current appointment, he was the Corporate Ombudsman and Director, Shell RESOLVE, the conflict resolution program at Shell Oil Company (Shell US) in Houston, Texas. At Shell, his primary responsibilities were to help employees and management resolve workplace disputes and to introduce collaborative problem-solving approaches. He also designed and delivered courses in conflict management and resolution. Other experience includes service at Princeton University where he established and directed the first Office of the University Ombudsman. At Princeton, Hicks led the campus effort to create conflict resolution processes and to enhance campus climate efforts that included training faculty and staff in teaching and managing in an increasingly diverse campus.

**Charles L. Howard**, Partner, Shipman & Goodwin LLP, Hartford, CT

**PM 2 Half-Day Pre-Conference Course: "Current Legal Issues for Ombudsmen Programs"**

**5. "Legal and Practical Considerations for the Contract Ombudsman"**

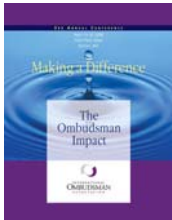
Charles L. Howard, Partner, Shipman & Goodwin LLP, Hartford, CT, Former Chair, Litigation Department, over 30 years civil litigation experience - state, and federal, trial and appellate. Represents numerous corporate, research facility, university ombudsmen. Has presented programs on ombuds legal issues at numerous, national conferences. Served on Advisory Group of USSC for recommendations to organizational guidelines. Recognized as a Connecticut Super Lawyer® in intellectual property litigation and by Best Lawyers in America® in commercial litigation. Graduate of Princeton's Woodrow Wilson School and University of Virginia Law School.

**Kevin L. Jessar**, Associate Ombudsman, National Institutes of Health, Bethesda, MD

**08. "Ombudsman Accountability"**

**21. "Legal Issues for Ombuds Programs Q & A"**

Kevin L. Jessar has 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.



## Speaker Bios by Last name

**Tricia S. Jones**, Ph.D., Professor, Dept. of Psychological Studies in Education, Temple University, Philadelphia, PA

**Full-Day Pre-Conference Course: “Conflict Coaching: Enhancing the Ombudsman Process with an Innovative**

**1. “Emotion as Insight: Understanding Emotion as a Key to Conflict Management”**

Tricia S. Jones, Ph. D. is Professor of Psychological Studies in Education at Temple University. She has authored five books (including Conflict Coaching: Conflict Management Strategies and Skills for the Individual, Sage, 2008) and 50 chapters/articles on conflict management, and has presented 100+ papers at national or international conferences. Prof. Jones served as editor-in-chief for Conflict Resolution Quarterly (2001-2007). She received the Jeffrey Z. Rubin Theory-to-Practice Award from the International Association for Conflict Management (2004). Her research in conflict has been funded for over 2 million dollars by: William and Flora Hewlett Foundation, United States Information Agency, United States Department of Education, State Justice Institute, Surdna Foundation, Packard Foundation, and George Gund Foundation. She consults with a variety of national and international corporations and non-profit organizations on conflict processes and dispute resolution.

**Cynthia Joyce**, University Ombudsperson, University of Iowa, Iowa City, IA

**19. “Ombuds as Mediator: Providing Effective Mediation Services.”**

Cynthia Joyce is a University Ombudsperson at the University of Iowa. Before joining the University, she was an administrator in a non-profit community mediation program in Connecticut for 12 years. She has been a mediator for 18 years, including serving as a contractor in the United States Postal Service REDRESS program for seven years. In addition, she is an experienced facilitator and a conflict resolution and diversity trainer.

**Thomas A. Kosakowski**, Associate Ombudsperson, UCLA, Los Angeles, CA

**PM 2 Half-Day Course: "Current Legal Issues for Ombudsmen Programs"**

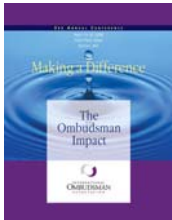
**Plenary Presentation: “The Crystal Ball”**

Tom Kosakowski is the Ombudsperson for the Center for Health Sciences at the University of California Los Angeles. He established the Ombuds Office at Claremont Graduate University and served as the interim Ombudsperson for the University of California at Riverside. Before becoming an ombuds, Tom worked as an economist, attorney and mediator in Los Angeles. He currently serves on the IOA Legal & Legislative Affairs Committee and the editorial board of the Journal of IOA. Tom is president-elect of the Occidental College Board of Governors. Tom also publishes the Ombuds Blog (an independent news source, not related to IOA).

**Sharon Lanier**, RN, BS, MA, Ombudsman, Munroe Regional Medical Center, Ocala, FL

**09. “The Ombudsman in Healthcare: Conflicts Among Healthcare Providers”**

Sharon Lanier is a Registered Nurse with 30 years experience in the healthcare industry. Her background includes Staff nursing, ICU nursing, Nurse Manager, Clinical Educator, Student Development and Training Liaison. Lanier's valuable experience as a county and family trained mediator brings an added wealth of knowledge and expertise to her current appointed position as hospital Ombudsman of a 421-bed acute care medical center in Ocala, Florida that employs 2500 associates. Sharon holds a BS and an MA in Counseling.



## Speaker Bios by Last name

**Elaine M. Lutkitz**, Ed.D., EAP Coord & Ombuds Consult, Kaiser Foundation Health Plan, Inc., San Rafael, CA

**07. “An Ombudsman as A Leader: Developing and Communicating Our Vision of Leadership.”**

Elaine M. Lutkitz, Ed.D., MFT, CEAP, Independent Ombuds Consultant; Employee and Physician Assistance Coordinator, Kaiser San Rafael Medical Center; and Adjunct Faculty Member, University of San Francisco. Dr. Lutkitz served as Corporate Ombudsman at the Federal Reserve Bank of San Francisco from 1994 to 2005. She is one of the founding members of the San Francisco Bay Area Ombuds Forum. In her role as a licensed Marriage and Family Therapist and Certified Employee Assistance Professional, Elaine currently manages the Employee and Physician Assistance Program (EAP) at Kaiser Medical Center in San Rafael, CA. In addition, she is a part-time faculty member at the University of San Francisco, School of Education, Department of Organization and Leadership.

**Mark R. Manley**, Chief Compliance Officer and Associate General Counsel, Alliance Bernstein, LLP

**Plenary Presentation: “How Ombudsman Offices Get Started and Work Collaboratively**

Mr. Manley joined AllianceBernstein in 1984 and currently serves as Senior Vice President, Deputy General Counsel and Chief Compliance Officer of AB Corp. Mr. Manley served as Acting General Counsel from July 2003 through July 2004 and has served as the firm’s Chief Compliance Officer since 1988. From February 1998 through June 2003, Mr. Manley was Senior Vice President and Assistant General Counsel. From February 1992 through February 1998, he was Vice President and Counsel. Mr. Manley is admitted to the Bar in the State of New York.

**Pamela V. Martin**, Organizational Ombuds, Menlo Park, CA

**18. “Don’t Do as I Say, Do as I Do – How to Work Effectively With HR (Human Resources)”**

Pamela Martin is a private Organizational Ombuds and mediator for the San Mateo County, CA Small Claims Court and the Office of Civilian Complaints in San Francisco, CA. In addition, she coaches mediation training. Prior to Ombuds works, Ms. Martin single-handedly managed a legal non-profit HR Department. Earlier in her career, she supervised a court appointed pretrial release program. As a licensed private investigator, Ms. Martin is concentrating on workplace issues. Her specialized training includes: “Detecting Deception in Interviewing”; “Behavior Analysis Investigative Interviewing Techniques”; “Cognitive Interviewing and Forensic Statement Analysis Techniques” and “The Psychology of Effective Mediation.”

**Laurie L. Mesibov**, University Ombuds, University of North Carolina at Chapel Hill, Chapel Hill, NC

**11. “The Impact of Administrative Support Personnel on the Ombudsman Program”**

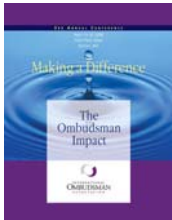
**14. “The Impact of Ombudsing on the Ombudsman: The Ombudsman as Student”**

Laurie Mesibov is one of two University Ombuds at the University of North Carolina at Chapel Hill and has served as ombuds since the office opened in 2005. She is a member of the Journal of the IOA editorial board. She is also a Professor of Public Law and Government at the UNC School of Government where she specializes in school law. Laurie has had a wide range of responsibilities at UNC, including serving as Assistant Provost and adviser to all staff grievance panels.

**David Miller**, Staff Ombudsman, World Health Organization, Geneva, Switzerland

**23. “Comparing Apples-to-Apples, Part II”**

Dr. David Miller has been the Ombudsman for the World Health Organisation (WHO), The Joint United Nations Programme on HIV/AIDS (UNAIDS), The Global Fund to Fight AIDS, TB and Malaria, and 7 other UN programmes and offices administered by WHO from 2004-2008. David is a New Zealander who holds post-graduate degrees in Clinical Psychology and Public Health Medicine and Epidemiology. Previously, David was the head of UNAIDS in India and has taught and implemented HIV/AIDS counselling and psychosocial training, and HIV/AIDS policy and service development, in more than 40 countries. He has published nine



## Speaker Bios by Last name

books on HIV/AIDS clinical management and policy development, work stress and burnout. David is a member of the European training faculty for IOA, and an Editorial Board member for the IOA Journal, as well as a member of the Reporting Categories Task Force. He has very recently left WHO to return to sheep farming in New Zealand!

**Francine Montemurro**, University Ombudsman, Binghamton University (State University of New York at Binghamton)

### **08. “Ombudsman Accountability”**

Francine Montemurro founded the Binghamton University Ombuds Office in 1997. She has been a member of the IOA Board of Directors since 2007, and is a member of several IOA Standing Committees including, Legislative and Legal Affairs Committee, Committee on Ethics, Standards, and Best Practices, the Professional Development Committee. Ms. Montemurro holds a JD from Syracuse University College of Law and a Bachelor’s Degree from Binghamton University.

**Sandra Morrison**, Staff Ombudsman, Scotiabank, Toronto, Ontario, Canada

### **23. “Comparing Apples-to-Apples, Part II”**

Sandra Morrison joined Scotiabank in January of 2004 after spending 17 years as a senior HR Generalist in the automotive manufacturing industry. Sandra became the Staff Ombudsman for Scotiabank in April 2007, after leading a team in the Employee Relations department. She leads a team of three Assistant to the Ombudsmans as well as an Assistant Manager. Sandra grew up in Saskatchewan, Canada and ventured east to attend Queen's University in Kingston, Ontario, Canada. She graduated with an honours BA in psychology and has her CHRP (Certified Human Resources Professional) designation. Sandra is also a member of the International Ombudsman Association (IOA) and is active as a volunteer in her community and with Scotia's United Way campaign.

**Janet C. Morse**, Ombudsman and Director Student Conflict Resolution Ctr., (SCRC) University of Minnesota, Minneapolis, MN

### **08. “Ombudsman Accountability”**

#### **15. “Uncivil Behavior: The Graduate Student Experience”**

Jan Morse has been the director of SCRC since 1992. She works primarily with graduate, professional, and post-doctoral students, and teaches conflict resolution skills through several graduate and professional programs at the University. She serves as a panel member at the Mpls. Restorative Justice Community program. She is a past editor of the UCOA newsletter, has served as a member of the Effectiveness Task Force since 2005, and is looking forward to joining the IOA Board this year.

**Thomas Neal**, Corporate Ombudsman, United Technologies Corporation, Hartford, CT

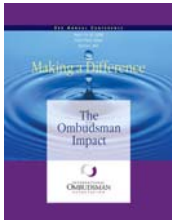
### **2. “Ombudsing from a Distance”**

Tom was appointed as Ombudsman at Hamilton (Standard) Sundstrand, a division of United Technologies Corporation in 1995. In 2000 Tom joined another UTC business unit, Carrier, as their Ombudsman. In 2003 UTC regionalized their Ombudsman program and Tom became the Corporate Ombudsman for all of UTC's businesses in Australasia and the Asia Pacific Operations. Tom has an undergraduate degree in Personnel Management and a Masters Degree in Human Resource Development.

**Lisa Neale**, Associate Ombuds, University of Colorado Denver, Denver, CO

### **12. “Establishing Best Practices for Assessing and Responding to Imminent Risk”**

Lisa Neale is the Associate Ombuds at the University of Colorado Denver and has been with the University since 2003. Prior to working as an Ombuds, she was a public school teacher for 11 years in Colorado and Texas. She is currently completing her Master’s in Women’s Studies and will graduate this spring.



## Speaker Bios by Last name

**Mary Newhart**, Web and Digital Projects Manager, Cornell University, Ithaca, NY

### **3. “Research Findings: The Ombudsman Role in Higher Education”**

Mary J. Newhart received a B.S. in May 2001 and a M.S. in August 2007 from the ILR School at Cornell University. Her thesis examined the historical role of ombudsmen in institutions of higher education in the U.S. and explored whether the rise of alternative dispute resolution had significantly affected the role they play in managing conflict and disputes. Mary is the Web and Digital Project Manger for the Catherwood Library in the ILR School. She is also a certified employment law mediator and is on the national roster of workplace neutrals for Cornell’s Scheinman Institute on Conflict Resolution.

**Don Noack**, Corporate Ombuds, Sandia National Laboratories, Albuquerque, NM

### **10. “Helping People Manage Polarities”**

Don has served in the Corporate Ombuds Office at Sandia and been a member of IOA since 1996. He is committed as an Ombuds to helping people in his corporate community enhance their conflict management skills, become more aware of constructive options in difficult situations and make better decisions that maintain respect and dignity for everyone involved. A 30-year member of Sandia’s culture, he sees how critical elements like effective listening and preventive conflict management help people accomplish important corporate and personal missions and improve their quality of work life.

**Carolyn Noorbakhsh**, Ombuds, National Renewable Energy Laboratory, Golden, CO

### **Plenary Presentation: “Certification Planning”**

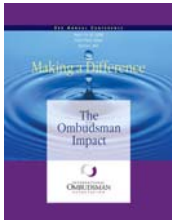
### **15. “Uncivil Behavior: The Graduate Student Experience”**

Carolyn’s undergraduate degree is from the University of Northern Colorado where she received a Bachelor’s in Communications/Human Relations. She went on to attend the University of Illinois, Chicago Circle Campus, and obtained a Master’s Degree in Social Work. Carolyn worked for a number of years in a community mental health and family service agency, where she provided counseling to individuals, families and groups. She also served as a community educator on a variety of mental health topics. Her career in mental health evolved into providing Employee Assistance services as both an external and internal EAP provider. Coors Brewing Company hired Carolyn for their internal EAP, and from there, she became Coors’ first Ombudsman. She also served as Associate Ombuds for the University of Colorado at Boulder. Carolyn is currently serving as the first Ombuds for the National Renewable Energy Laboratory. She has extensive training in conflict management and mediation. Additionally, Carolyn serves on the Board of Directors for IOA, and has been active on a number of TOA/IOA committees. She coordinates and teaches the Intermediate and Advanced IOA courses, and is also an instructor for 101.

**Susan Kee-Young Park**, Ombuds Officer, University of Hawaii at Manoa, Honolulu, HI

### **PM 2 Half-Day Pre-Conference Course: "Current Legal Issues for Ombudsmen Programs"**

Susan Park has been an Ombuds Officer at the University of Hawaii at Manoa Ombuds Office since the Office’s August 2006 inception. Prior to coming to ombuds work, she practiced business bankruptcy and commercial litigation in Hawaii and New York, and served as Insurance Commissioner for the State of Hawaii, a Per Diem Judge for the District Court, State of Hawaii, and as Senior Administrative Hearings Officer for the Department of Commerce & Consumer Affairs, State of Hawaii. She has a B.A. in Psychology from the University of Hawaii, a J.D. from the University of Hawaii School of Law, and an LL.M from Yale Law School. Susan has taught law, and has published in the law as well as in the creative arts. She has an article scheduled for publication in the first issue of the Journal of the International Ombudsman Association on scenario-based performance assessment as a tool for assessing the work of ombuds. She is a member of the IOA Legal and Legislative Affairs Committee.



## Speaker Bios by Last name

**Laurie Patterson**, AGREE Ombuds, Akron General Medical Center, Akron, OH

**09. “The Ombudsman in Healthcare: Conflicts Among Healthcare Providers”**

Laurie Patterson, an Ombuds in health care, assists employees at all levels deal constructively with workplace conflict. The aims of her program are to increase employee satisfaction and retention, enhance organizational communication and support the delivery of safe patient care. Laurie has a Master’s Degree and extensive experience in domestic and international community-based mediation, facilitation, and training.

**Mauricio A. Ramos**, Corporate Ombuds, Sandia National Laboratories, Liverpool, CA

**10. “Helping People Manage Polarities”**

Mauricio “Reese” Ramos is an Ombudsperson with Sandia National Laboratories (SNL) and strives to empower people to navigate beyond their conflict by coaching and guiding them about their options. After graduating from Pepperdine University (B.A. in Liberal Arts) he completed a Certificate in Dispute Resolution from Pepperdine School of Law’s Institute for Dispute Resolution and then earned his J.D. from McGeorge School of Law. Prior to SNL he was an Ombudsperson at UCLA for over 5 years.

**Mary P. Rowe**, Ombuds, Massachusetts Institute of Technology, Cambridge, MA

**Plenary Presentation: “The Crystal Ball”**

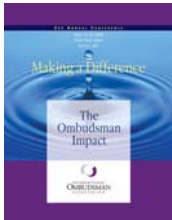
Mary Rowe has been an MIT ombudsman since 1973, and adjunct professor of Negotiation and Conflict Management at MIT’s Sloan School of Management since 1985. Rowe co-founded the Corporate Ombudsman Association (which became TOA—The Ombudsman Association—and is now IOA, the International Ombudsman Association) in 1982. Rowe was a Past President of TOA, was for its lifetime a permanent Board member, and is a member of several IOA committees. She was the first chair of the Ombudsman Committee of the Society of Professionals in Dispute Resolution (SPIDR, now part of ACR). She served on the editorial board of Negotiation Journal and the Steering Committee of The Program on Negotiation at Harvard. She has helped establish hundreds of ombuds offices and dozens of conflict management systems, and serves widely as a consultant to corporations, academic institutions and government agencies and departments.

**Janis Schonauer**, Ombudsman, AllianceBernstein, LP, New York, NY

**Welcome and Opening Remarks**

**6. “Conversations with the IOA Board”**

Janis is the Corporate Ombudsman for AllianceBernstein, L.P. Prior to AllianceBernstein, Janis served as Ombudsman at two Universities. At the University of California, Irvine, she helped establish the Campus Mediation Program, which trained campus members to mediate disputes between staff, students and faculty. At Caltech she worked with individuals and groups to resolve problems and develop programs to better serve the needs of the community. Both settings called upon her skills in mediation, conflict resolution and negotiation. During that time she was on the Board and served as President of the University & College Ombuds Association (UCOA). Janis has taught classes on conflict resolution and listening skills, written articles and has been a speaker at several conferences. In April 2006, she was elected President of the International Ombudsman Association (IOA). The IOA now serves the ombudsman profession for private, public and academic institutions. Jan has a BA in Psychology from Michigan State University and a Masters in Public Administration from California State University.



## Speaker Bios by Last name

**Thomas D. Sebok**, Director, Ombuds Office, University of Colorado At Boulder, Boulder, CO

**15. “Uncivil Behavior: The Graduate Student Experience”**

**23. “Comparing Apples-to-Apples, Part II”**

Tom Sebok has been an ombudsperson at the University of Colorado at Boulder since 1990. He serves on the editorial board for the Journal of the International Ombudsman Association. He has published numerous journal articles on both ombudsing and restorative justice. He helped establish the University of Colorado’s Restorative Justice Program, the first of its kind at a US university. He currently serves as Secretary on the IOA Board of Directors.

**Justine Sentenne**, Corporate Ombudsman, Hydro Quebec, Montréal, Canada

**Plenary Presentation: “The Crystal Ball”**

Justine Sentenne is the Corporate Ombudsman at Hydro-Québec since 1991. She was a member of the TOA Board of Directors for two terms and is a founding member and secretary of the FCO (Forum of Canadian Ombudsman) Board of Directors. Presently, she is a member of the IOA Membership Committee and served on the NEC Committee of IOA, in 2007. Ms. Sentenne has participated in a number of panels and conferences on the Ombudsman profession, as well as training sessions, and is often consulted by various organizations in Quebec and elsewhere in Canada with a view to creating the Ombudsman position. She was a contributor of the TOA Journal and has written numerous articles on the Ombudsman role.

**Dick Soule**, Director, Business Development, Schroeder Measurement Technologies, Inc., Newark, DE

**Plenary Presentation: “Certification Planning”**

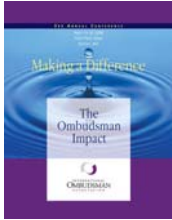
Dick Soule is Director of Business Development with Schroeder Measurement Technologies. He has over 20 years experience in the testing business, including the past ten years specializing in certification. In this role, he has worked with dozens of associations offering certifications. He received his bachelor’s degree from Dartmouth College and his master’s from the University of New Hampshire. Active in many testing-related organizations, he is currently chair of the Certification and Licensure division of the Association of Test Publishers.

**Shari Vierra Swoish**, Managing Partner, Workforce Solutions Plus, Simi Valley, CA

**Plenary Presentation: “How Ombudsman Offices Get Started and Work Collaboratively**

**18. “Don’t Do as I Say, Do as I Do – How to Work Effectively With HR (Human Resources)”**

Shari is a workplace consultant, mediator and trainer—helping organizations resolve their trouble spots before they escalate into costly crises. Prior to founding her firm, Workforce Solutions Plus, she worked as a corporate senior manager and external advisor in multiple industries. To date, she has handled over 400 workplace conflict interventions. Shari is a state-certified volunteer Ombuds at long-term care facilities, she is active on the YMCA human resources/risk management advisory committee, and she is a member of the IOA Effectiveness Subcommittee. Shari has a Masters Degree in Dispute Resolution from Pepperdine School of Law and a Masters in Public Administration from Cal State University at Northridge.



## Speaker Bios by Last name

**David Talbot**, Ombudsman, Coca-Cola Enterprises, Inc., Meridian, ID

**AM 1 Half-Day Pre-Conference Course: "IOA Standards of Practice and Code of Ethics: Understanding the Core"**

**PM 2 Half-Day Pre-Conference Course: "Current Legal Issues for Ombudsmen Programs"**

David Talbot has been an Ombudsman for Coca-Cola Enterprises, Inc. (CCE), since March of 2003. The CCE Ombuds Office works with approximately 65,000 employees across North America addressing a wide range of workplace concerns. David is involved with IOA as a member of the IOA Ombuds 101 teaching team and as a member of the Legal and Legislative Affairs Committee and the Ethics and Standards of Practice Task Force. David has worked as a conflict resolution professional and trainer for the past 11 years.

**Sara Thacker**, Associate Ombudsperson, University of California, Berkeley, Berkeley, CA

**19. "Ombuds as Mediator: Providing Effective Mediation Services."**

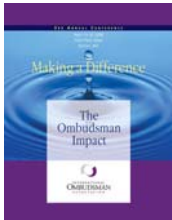
Sara Thacker is the Associate Ombudsperson for the Staff Ombuds Office at the University of California, Berkeley. Prior to joining the Staff Ombuds Office, she served as an Adjunct Professor and Hewlett Fellow in Conflict Resolution and Legal Problem Solving at Georgetown University Law Center where she taught courses in negotiation, mediation, and multi-party dispute resolution. Thacker holds a Juris Doctorate degree from the University of Iowa College of Law and practiced law for five years before obtaining a Master's degree in conflict resolution from Georgetown University Law Center. Since 2002, she has been certified by the Supreme Court of Virginia as a Court-Referred Mediator. Thacker has mediated cases for Virginia General District Court, the DC Office of Human Rights and the EEOC. Currently, she co-chairs the IOA Communications Committee.

**Lee Twyman**, Ombudsperson, Rochester Institute of Technology, Rochester, NY

**AM 2 Half-Day Pre-Conference Course: "Essential Questioning and Interviewing Skills for Ombudsmen"**

**12. "Establishing Best Practices for Assessing and Responding to Imminent Risk"**

Lee completed an undergraduate degree in Communications Disorders from Indiana University at Bloomington. Her Master's Degree in Counseling - Specialty in Deafness was earned at Northern Illinois University. Lee has completed the Post Graduate Intensive Training Program in Marriage and Family Therapy in the Department of Psychiatry at the University of Rochester. She is a Clinical Member of the American Association for Marriage and Family Therapists, and maintains a licensed Marriage and Family therapist in New York state. Lee is an associate professor at the Rochester Institute of Technology (RIT) where she has served as a counselor and chairperson for the counseling department for almost 30 years. She maintained a private practice at the University of Rochester Medical School Family Therapy Clinic where she worked with hearing and deaf individuals, families and couples. In 2003, Lee was selected to serve as the RIT Student Ombudsperson and in 2007 was selected to serve as the university ombudsperson, serving all members of the RIT. Lee has trained as a personal coach and mediator. In addition to her training and experience in mental health therapy, she is also a student of meditation and mindfulness and is interested in these concepts as they apply to therapy and ombuds practice.



## Speaker Bios by Last name

**Marsha L. Wagner**, University Ombuds Officer, Columbia University, New York, NY  
**PM 1 Half-Day Pre-Conference Course: "Challenges to Informality and Other Standards"**

### **08. "Ombudsman Accountability"**

#### **Plenary Presentation: "Certification Planning"**

Marsha L. Wagner has been Columbia University Ombuds Officer since 1991, when the Ombuds Office was first established. She served three terms on the Board of Directors of The Ombudsman Association (1993–99 and 2003–05), and one year on the Board of Directors of the International Ombudsman Association (IOA), 2005–06. She has chaired the TOA Professional Development Committee (1995-2001), and the IOA Committee on Ethics, Standards of Practice and Best Practices (2005-2007), and she now chairs IOA's Certification Subcommittee. Marsha's Ph.D. is in the field of Chinese literature. In addition to two books on Chinese poetry and an anthology of essays on the 1989 Chinese democracy movement, she has written several articles, including ""The Ombudsman's Roles in Changing the Conflict Resolution System in Institutions of Higher Education"" (PDF), ""Apologies,"" ""The Organizational Ombudsman as Change Agent"" (Negotiation Journal 16, no. 1 [January 2000]: 99-114), and ""Alternatives to ADA Mediation.

**Elizabeth Walsh Pino**, Director of Ombuds Programs, McKinsey & Company, Boston, MA

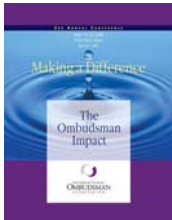
### **2. "Ombudsing From a Distance"**

Elizabeth Walsh Pino is the Director of Ombuds Programs at McKinsey & Company Where she began in 1998 to create and implement a global ombud program. In 1992, before joining McKinsey, Pino created the first ombuds office in a law firm in the U.S. at the Boston law firm Palmer & Dodge (now Edwards Angell Palmer & Dodge). She is a director, assistant treasurer and co-chair of the finance committee of The International Ombudsman Association, She has been an instructor in IDA's 101 program and specialized courses, and co-authored a booklet on ombud neutrality. In 2003 The Ombudsman Association honored her for outstanding contributions to the ombudsman profession. Pino has written articles on the ombud role for a number of publications including the Boston Business Journal and Law Firm Management Report, and has counseled law firms, health care providers and other organizations on the role of the ombudsman and setting up an office consistent with professional standards. Pino has served as an arbitrator for the Massachusetts Bar Association and as a community mediator. In addition, she worked with the Boston Bar Association Gender and Justice Committee on a model sexual harassment policy. Professional Memberships include the American Bar Association's Alternative Dispute Resolution Section.

**Margo Wesley**, Director & Ombudsperson, University of California, Berkeley, Berkeley, CA

### **08. "Ombudsman Accountability"**

Margo Wesley, Ph.D., is Director of the Staff Ombuds Office at the University of California, Berkeley, where she has worked for more than thirty years. Margo joined TOA and UCOA in 1997, and was President of UCOA at the time of the merger that formed IOA; at that time she became Vice President of IOA. She is currently a member of the Legal and Legislative Affairs committee and the Best Practices, Ethics, and Standards of Practice committee. She also serves on several IOA task forces. Publications include "The Complete Ombuds: A Spectrum of Resolution Services" and "Ombuds as Teacher: Developing Training Programs." She has taught IOA specialized courses, has presented at numerous professional conferences, and has developed a wide array of workshops for UC Berkeley.



## Speaker Bios by Last name

**Linda Wilcox**, Ombudsperson, Harvard Medical School, Boston, MA

**16. “Medicine and Science: Conversations on Working with Post Docs, Fellows, Residents, Trainees”**

Linda Wilcox is the Ombudsperson at Harvard’s Medical, Dental and Public Health schools. Since 1991 she has been assisting faculty, staff, students, and appointees with interpersonal and research-related problems. Linda holds a Master’s Degree in Administration, Planning, and Social Policy, and a Certificate of Advanced Graduate Study from the Harvard Graduate School of Education and a Certificate from Harvard Law School’s Program on Negotiation.

**Jennifer Wolf**, Associate Ombudsman, University of California, Irvine, CA

**Plenary Presentation: “Certification Planning”**

Jennifer currently serves as Associate Ombudsman for the University of California, Irvine (UCI), addressing issues involving staff, faculty and students. She has spent the past 8 years in the dispute resolution industry – serving as a mediator for the court and university systems, as an ombudsman for both UCI and UCLA, and as Director of Operations for a private dispute resolution provider. Jennifer holds a Masters Degree in Dispute Resolution from the Straus Institute at Pepperdine Law School, as well as an MBA from the Paul Merage School of Business at UCI. She is also a member of IOA’s Finance Committee, Strategic Planning Committee, and Certification Sub-Committee.

**Gary A. Yamashita**, Manager, Global Office of Ombuds, Chevron Corporation, San Ramon, CA

**2. “Ombudsing From a Distance”**

Gary has been employed at Chevron Corporation for 26 years and has been an Ombuds for the past 10 years. He has been a member of IOA (TOA) since he became an Ombudsman. He has served on the IOA Finance Committee for seven years and has been a member of the IOA (TOA) Board for six years. He is currently serving as the Treasurer for IOA. Gary has an AB Degree from Bowdoin College and an MBA and PhD. from Columbia University.

**Sarah Zeigler**, Ombudsman, Federal Bureau of Investigation / FBI, Washington, DC

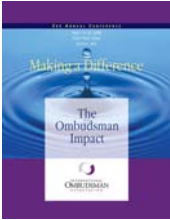
**Plenary Presentation: “The Crystal Ball”**

Sarah Zeigler has been an employee of the Federal Bureau of Investigation since 1981, and has served as Ombudsman for the last 13 of those 27 years. Prior to assuming the position of Ombudsman in 1997, she served as a Supervisory Employee Relations Specialist in the FBI’s Office of Professional Responsibility. In 1993, she founded Aegis, which has developed into a highly respected advisory committee that reports issues of concern and makes recommendations to the Director. She also served as an EEO Counselor prior to becoming Ombudsman, and she developed Violence in the Workplace policy which became a guide for other government agencies. She received the prestigious Director’s Award for Ethics in 1993. Mrs. Zeigler’s work following the events of 9/11/01 has helped the FBI adapt to an ever-changing environment. and it has helped Mrs. Zeigler grow in her understanding of and appreciation for the challenges that dedicated employees face in accomplishing the FBI’s critical mission.

**Thomas P. Zgambo**, Ombudsman, World Bank Group, Washington, DC

**Plenary Presentation: “The Crystal Ball”**

Thomas Zgambo is the immediate past President of TOA. **He is an Ombudsman at Coca-Cola Enterprises (CCE).** Thomas is also President of the Board of Mediation Works, Inc., a conflict resolution services and training provider. Before CCE, Thomas spent three years as an Ombudsman and Training Specialist at MIT where he was also a Senior Lecturer, teaching Negotiation and Conflict Management.



## Speaker Bios by Last name

**John W. Zinsser**, Principal, Pacifica Human Communications LLC., Charleston, SC

### **4. “Evaluating Ombudsmen Offices”**

### **09. “The Ombudsman in Healthcare: Conflicts Among Healthcare Providers”**

For over 15 years, as a theorist and assessor, John Zinsser has worked to determine the impact of ombuds programs. Having conducted three of the largest external program assessments, he calls on all to advance the understanding, expand the validity, and increase the execution, of measurement and evaluation activities, as this is essential to professionalizing and growing the field. Also an award winning practitioner, Zinsser won the Office of Personnel Management’s President’s Award for Outstanding Federal ADR Program for the Ombuds Program he designed and executed as sole practitioner on behalf of the Agency for Healthcare Quality and Research.