

8:00am – 5:00pm

Board Meeting

3:00 – 6:00pm

General registration for conference attendees

3:00 – 6:00pm

WELCOME TO BOSTON – IOA HOSPITALITY ROOM

You are invited to visit the IOA Hospitality Room where committee members will be on hand to welcome you and answer questions. Seasoned members and attendees are welcome to be on hand and offer you services as well or just sit and visit with friends. This is a great opportunity for new members and first time attendees to meet committee members, get a sense of what to expect at the conference, network and make plans to join others for dinner on Saturday night. The committee will have sign up sheets and information about dinner plans for Saturday night. Some groups may stay in the hotel to dine and others may venture to local restaurants, start your networking early and join us for dinner.

Sunday, April 13, 2008

Pre-Conference Courses Only

Separate registration fee required for pre-conference courses and Welcome Reception for all attendees

Barnes & Noble Bookstore will have a variety of books displayed at the conference Sunday-Wednesday. Your B&N Membership Card will save you 15% on all purchases.

8:00am – 7:00pm

General registration for conference attendees

8:00 – 8:30am

Breakfast for pre-conference

8:30am – 5:00pm

Full-Day Course: *“Conflict Coaching: Enhancing the Ombudsman Process with an Innovative Research- and Theory-Based Model”*

Maximum Enrollment: 25 participants

Speakers:

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

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

Conflict coaching means working one-on-one with a client to develop his or her conflict understanding, strategies and/or skills. Ombudspersons typically devote a considerable amount of time to this practice, whether or not they formally refer to it as such. This session will explain the growth of conflict coaching and teach participants the research- and theory-based Comprehensive Conflict Coaching model, as detailed in the just released book, *Conflict Coaching: Conflict Management Strategies and Skills for the Individual*, published by Sage. Participants will leave with specific approaches for supporting clients in directly addressing conflict and integrating with other dispute resolution processes.

8:30am-12:00 noon

AM 1 Half-Day Course: *“IOA Standards of Practice and Code of Ethics: Understanding the Core Principles of an Organizational Ombudsman Practice”*

Maximum Enrollment: 30 participants

Speakers:

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

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

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

Organizational Ombuds strive to operate consistent with a core set of ethical principles and standards of practice. These principles and standards are the foundation of IOA organizational ombuds practices and distinguish our positions and professional approaches from those of other ombuds and dispute resolution practitioners. This course is designed as both a review for practicing ombuds and an introduction for those new to the concept of an Organizational Ombuds. A pre-conference study of IOA ethics and standards will provide participants with an understanding of crucial concepts and guidelines that will be discussed and referred to extensively throughout the remainder of the conference – helping maximize the learning and benefit received from your time spent in Boston.

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8:30am – 12:00 noon

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

Maximum Enrollment: 24 participants

Speakers:

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

David Carver, Ph.D., Student Ombudsperson, University of Nebraska Medical Center, Omaha, NE

From the first moment of contact with a "visitor" to the last conversation, ombuds employ various interviewing skills: establishing a rapport, active listening, question formation, reflection of underlying emotions, problem clarification and prioritization, summarization, and other related skills. Participants will learn how to be more planful and effective in establishing and conducting interviews and other conversations with visitors as well as other stakeholders involved in the case. This interactive presentation will include theory and strategies from the fields of psychology, counseling, family therapy and "motivational interviewing". Program includes lecture, case discussion, role-play and opportunities for peer feedback and discussion.

12:00 noon – 1:30pm

Lunch for pre-conference participants taking the full day course or those taking a combination of 1 AM and 1 PM Course

1:30 – 5:00pm

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

Maximum Enrollment: 60 participants

Speakers:

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

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

Marsha L. Wagner, University Ombuds Officer, Columbia University, New York, NY

Building on the 2007 pre-conference course, "Challenges to Neutrality," in 2008 we offer "Challenges to Informality and Other Standards." Our goal is to take a close and questioning look at one section of the IOA Standards of Practice. We seek to understand the value of informality to the organizational ombudsman role, and to increase practicing organizational ombuds' self-awareness of the fine points of interpreting informality in practice. How can the ombuds work creatively in conflict resolution interventions when there are no formal guidelines that apply? What skills of improvisation and designing unique options can be developed? How do we understand "informality" when identifying organizational problems, recommending system change, or distributing an annual report? And how is informality intertwined with neutrality, confidentiality, and independence? Finally, we will consider the challenges of the "other standards" of professional development endeavoring "to be worthy of the trust placed in the Ombudsman Office."

1:30 – 5:00pm

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

Maximum Enrollment: 40 participants

Speakers:

Chuck Howard, Partner, Shipman & Goodwin LLP, Hartford, CT

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

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

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

This interactive course will engage ombuds practitioners to examine behaviors that may have implications to our practice and to the profession. We will review current legal issues including document retention and destruction of evidence when litigation may be anticipated, as well as lessons learned from new cases decided in 2007 that may impact your practice. This course is designed for new and experienced ombuds who are seeking additional understanding about legal issues affecting your program. Participants can expect to leave this course with practical tips that can be applied to their own programs.

6:00 – 8:00pm

WELCOME RECEPTION FOR ALL CONFERENCE ATTENDEES

Join us for light refreshments and networking. A place where colleagues know what you do for a living and understand, a place where they want to hear how you handled a situation, and a place where you can ask their opinion. This is a great atmosphere to catch up with old friends, meet new friends, share stories, and discuss with others the conference sessions you plan to attend. Light refreshments will be served as well as coffee, tea and soft drinks, and a cash bar will be available. Then venture out on the town for dinner with your new friends where you can continue the conversations.