

Making a Difference The Ombudsman Impact

The Boston Park Plaza Hotel Boston, MA

AGENDA AT A GLANCE

Saturday,

8:00am – 5:00pm
3:00 – 6:00pm
3:00 – 6:00pm

April 12, 2008

Board Meeting, General Registration and IOA Hospitality Room

Board Meeting
General registration for conference attendees
Welcome to Boston – IOA Hospitality Room for those checking in on Saturday

Sunday,

8:00am – 7:00pm
8:00 – 8:30am
8:30am – 5:00pm

8:30am – 12:00 noon

8:30am – 12:00 noon

12:00 noon – 1:30pm

1:30 – 5:00pm
1:30 – 5:00pm
6:00 – 8:00pm

April 13, 2008

Pre-Conference Courses only, *separate registration fee required* and Welcome Reception for all

General registration for conference attendees
Breakfast for pre-conference
Full-Day Course: *“Conflict Coaching: Enhancing the Ombudsman Process with an Innovative Research- and Theory-Based Model”*
AM 1 Half-Day Course: *“IOA Standards of Practice and Code of Ethics: Understanding the Core Principles of an Organizational Ombudsman Practice”*
AM 2 Half-Day Course: *“Essential Questioning and Interviewing Skills for Ombudsmen”*
Lunch for pre-conference participants taking the full day course or those taking a combination of 1 AM and 1 PM Course
PM 1 Half-Day Course: *“Challenges to Informality and Other Standards”*
PM 2 Half-Day Course: *“Current Legal Issues for Ombudsmen Programs”*
Welcome Reception for all conference attendees

Monday,

8:00am – 5:00pm
8:00 – 9:00am
9:00 – 9:30am
9:30 – 10:30am
10:30 – 11:00am
11:00 – 12:00 noon
12:00 noon – 1:30pm
12:00 noon – 1:30pm
1:30 – 3:00pm

3:00 – 3:30pm
3:30 – 5:00pm

5:00pm

April 14, 2008

First Day of General Conference

General registration for conference attendees
Breakfast for all conference attendees
Welcome and Opening Remarks
Keynote Address: *“A Bridge Across the Racial Divide”*
AM Coffee Break
Plenary Presentation: *“The Crystal Ball”*
Lunch for all conference attendees
Lunch Meeting for attendees interested in writing for the IOA Journal & IOA Newsletter.
Concurrent Sessions
1. *“Emotion as Insight: Understanding Emotion as a Key to Conflict Management”*
2. *“Ombudsing From a Distance”*
3. *“Research Findings: The Ombudsman Role in Higher Education”*
4. *“Evaluating Ombudsmen Offices”*
5. *“Legal and Practical Considerations for the Contract Ombudsman”*
6. *“Conversations with the IOA Board”*
Break
Sector Forum Discussions
1. Academic Forum
2. Corporate Forum
3. Governmental Forum
4. International Forum
5. Consultant – Contract Ombudsman Practitioners Forum
6. Healthcare Forum
Conclusion of Day One. Evening on your own.

New this year IOA will be posting all available speaker presentations on-line prior to the IOA conference for attendees to access.

Tuesday,

April 15, 2008 Second Day of General Conference

7:30am – 5:00pm

General registration for conference attendees

7:30 – 8:30am

Breakfast for all conference attendees

7:30 – 8:30am

Breakfast Meeting for attendees interested in writing for the IOA Journal & IOA Newsletter.

8:30 – 9:30am

Keynote Address: *“Cultural Competence and Diversity in 21st Century Diplomacy”*

9:30 – 9:45am

AM Coffee Break

9:45 – 10:45am

Plenary Presentation: *“How Ombudsman Offices Get Started and Work Collaboratively with Other Organizational Entities”*

10:45am – 12:00 noon

Concurrent Sessions

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

8. *“Ombudsman Accountability”*

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

10. *“Helping People Manage Polarities”*

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

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

12:00 noon – 1:30pm

Lunch and Annual IOA Business Meeting

1:30 – 3:00pm

Concurrent Sessions

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

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

15. *“Uncivil Behavior and the Graduate Student Experience: Developing a Model for Dealing with Incivility”*

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

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

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

3:00 – 3:30pm

PM Coffee Break

3:30 – 5:00pm

Plenary Presentation: *“Certification Planning”*

5:00pm

Conclusion of Day Two. Evening on your own.

Wednesday,

April 16, 2008 Third / Final Day of General Conference

8:00am – 12:00 noon

General registration for conference attendees

8:00 – 9:00am

Breakfast for all conference attendees

9:00 – 10:00am

Keynote Address: *“The State of College Mental Health”*

10:00 – 10:30am

AM Coffee Break and Hotel Checkout

10:30 – 12:00 noon

Concurrent Sessions

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

20. *“What Do My Visitors Think? Measuring and Using Client Feedback”*

21. *“Ombudsmen Legal Issues”*

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

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

24. *“Getting to the Root of the Problem: Root Cause Analysis as a Tool for Organizational Change”*

12:00 noon

Conclusion of Conference