

EVOLUTION OF THE OMBUDSMAN (1809-2009): A Rich History, A Promising Future

April 15 -18, 2009 Wednesday-Saturday
Fairmont Hotel, The Queen Elizabeth, Montreal, Quebec, Canada

HOSTED BY
ACCUO - The Association of Canadian College and University Ombudspersons
FCO - The Forum of Canadian Ombudsman
IOA - International Ombudsman Association

PRE-CONFERENCE COURSE INFORMATION

Wednesday, April 15, 2009

Pre-Conference Fees

- \$290 for the Full Day Course OR for two half-day courses, one AM and one PM course
- \$190 for one half-day course

* Students please contact the office for student rates. Note you must be a full time student to be eligible for a student rate.

- Full Day course registration includes: Continental breakfast, am & pm refreshment break, lunch and course materials
- AM course registration fee includes: Continental breakfast, morning refreshment break, and course materials.
- PM course registration fee includes: Afternoon refreshment break, and course materials.
- Lunch is included in the registration fee for participants who register for two half-day courses, one AM and one PM course.
- Early registration for pre-conference courses is recommended as most courses will be limited.

Pre-Conference Certificates of Completion:

Certificates of Completion will be awarded only for Pre-Conference Courses and only to those who attend the entire course. Please arrange your schedule accordingly.

Pre-Conference Schedule:

8:00 am – 5:00 pm Conference Registration Open for All Attendees

Pre-Conference Course Schedule

8:30 am – 5:00 pm Full Day Course Scheduled

8:30 am – 12:00 pm AM Course Scheduled

1:30 pm – 5:00 pm PM Course Scheduled

8:00 am – 8:30 am Continental Breakfast for pre-conference participants taking the full day courses or the AM Half Day Course.

10:00 am – 10:30 am AM Coffee Break

12:00 pm – 1:00 pm Lunch for pre-conference participants taking the full day courses only.

3:00 pm – 3:30 pm PM Coffee Break

Pre-Conference Abstracts

* Please note the presentations listed below are subject to change.
As of 1/27/2009

8:30 am – 5:00 pm

FULL DAY PRE-CONFERENCE COURSE # 1

“Understanding the Core Principles and Practices of an Ombudsman Through the Eyes of IOA, FCO, and ACCUO”

Maximum Enrollment: 40 participants

** This course will be presented in English and English to French Translation Services will be provided.

Presenters:

- ACCUO Rep, **Marie-Josée Rivest**, Ombudsman, Montreal, PQ Canada
- FCO Rep, **Ghislaine Charlebois**, Assistant-Commissioner, Compliance Assurance Branch, Office of the Commissioner of Official Languages, Ottawa, Ontario
- IOA Rep, **David Talbot, JD**, Ombudsman, Coca-Cola Enterprises, Inc., Atlanta, GA
- IOA Rep, **Tim D. Griffin**, University Ombudsman, Northern Illinois University, De Kalb, IL

Ombuds strive to operate consistent with a core set of ethical principles, standards of practice, and best practices. This interactive course will discuss and practice these core concepts from the perspective of the three Ombudsman organizations represented at this year's conference - IOA, FCO, and ACCUO. This course is designed as both a review for practicing Ombuds and an introduction for those new to the profession.

8:30 am – 5:00 pm

FULL DAY PRE-CONFERENCE COURSE # 2

“Courageous Followers – Courageous Leaders: New Tools for Ombuds and Those They Serve”

Maximum Enrollment: 40 participants

Presenter:

Ira Chaleff, Founder and president of Executive Coaching & Consulting Associates, Kensington, MD

This presentation will be modeled on workshops conducted by Ira Chaleff for thousands of private sector and government employees at all levels of organizations. Using a rich array of self-assessment, followership style models, exercises and training videos, you will be exposed to a powerful new model of leader-follower relationships that promotes candor and partnership. At the end of the workshop you will have a strong understanding of how to apply this model to numerous situations encountered by ombuds. You will be better equipped to help your clients transform their relationships with supervisors into partnerships and, in turn, to equip your clients to work through more of their issues directly with their supervisors.

8:30 am – 5:00 pm

FULL DAY PRE-CONFERENCE COURSE # 3

“Ombudsman Master Class”

Maximum Enrollment: 30 participants

Presenters:

- **Howard Gadlin**, Ombudsman, National Institutes of Health/NIH, Bethesda, MD
- **John S. Barkat**, Ombudsman, United Nations, New York, NY
- **Linda Wilcox**, Ombudsperson, Harvard Medical School, Boston, MA
- **Marvin Neal**, Ombudsman, Coca-Cola Enterprises, Atlanta, GA
- **Nicholas Diehl**, Associate Ombudsman, National Institutes of Health/NIH, Bethesda, MD (facilitator)
- **Sara Thacker**, Associate Ombudsperson, University of California, Berkeley, CA (facilitator)

The idea of an ombudsman master class is borrowed from the music world. Professional musicians commonly attend sessions led by a seasoned teacher. The goal of this full day course is to create an environment in which instructors can demonstrate their techniques and styles as they role play cases. For each case there will be time to discuss the ombudsman's approach and to explore how instructors and participants analyze the individual and systemic elements at play. Instructors work in the government, academic, corporate and international sectors and will provide scenarios relevant to their respective sectors and organizations.

Pre-Conference Abstracts

* Please note the presentations listed below are subject to change.
As of 1/27/2009

8:30 am – 12:00 pm

A.M. HALF DAY PRE-CONFERENCE COURSE **“Top Connection; Improving Ombuds/Executive Relations”**

Maximum Enrollment: 36 participants

Presenter:

John W. Zinsser, Managing Partner, Pacifica Human Communications LLC. Charleston, SC

This pragmatic and experiential program provides participants with an elegantly simple process that increases their ability to:

- Form and maintain a connection;
- Generate enduring rapport; and
- Demonstrate and receive value with their organization’s top level leadership.

This highly interactive session involves role playing, immediate performance feedback, real time mentoring and communications planning. The goal is to ensure that ombuds of all types are prepared to skillfully build and maintain appropriate connections with the highest levels of leadership present in their institutions.

1:30 pm – 5:00 pm

P.M. HALF DAY PRE-CONFERENCE COURSE **“Generation Y is here! You better be ready!”**

Maximum Enrollment: 50 participants

Presenter:

Josée Garceau, Director of Recruitment, Université de Sherbrooke, Sherbrooke, Québec, Canada

They are not like us, don’t act like us, don’t live like us, no wonder we have problems understanding one another. They surprise us with their ideas, destabilize us with their actions, astound us with their attitude. Don’t worry it’s not as desperate as it may seem! In fact we have more in common than we think. In this session we will take a look at the 4 Generations that coexist in our workplace and draw a parallel between their characteristics, values and life objectives to better understand our differences and common ground. Knowing where Generation Y comes from and where they want to go will enable you to better understand and help them. Using examples from the education sector and the workplace you will get simple and concrete ways to improve your relationship with Generation Y. Participants will be asked to share their experiences with Millennials: the good, the bad and the funny. A dynamic session, tinged with humor where all Generation will feel included...just like standing in front of a mirror! First part, Presentation of the characteristics of the 4 Generations. Second part, Participants will be asked to give examples of real life situations with Millennials. And the third part, we will propose answers to improve your work with Generation Y and apply them to the situations presented by the participants.

5:30 pm – 7:30 pm

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.