

PROFESSIONAL DEVELOPMENT COURSE ABSTRACTS

Organizational Ombudsman 101: Foundations of Practice

15 PDH's

This course covers the fundamentals of the organizational Ombudsman role. It provides basic information and training for the organizational Ombudsman by emphasizing the principles of confidentiality, neutrality, independence, and informality.

The 2-1/2 day course focuses on how the Ombudsman works with the visitor to the office as well as how they act as a change agent within their organization. The course will allow you to practice key Ombudsman skills of listening, asking questions, clarifying, generating options, and moving to actions throughout the Ombudsman Process. In addition, an experienced and highly committed faculty of Ombudsmen will share best practices around setting up an office and evaluating and communicating the effectiveness of the office.

WHO SHOULD ATTEND?

The course will benefit the recently-appointed Ombudsman, individuals interested in becoming an Ombudsman, or anyone desiring to establish an Ombudsman function in industry, government, higher education, and public or private social services agencies.

AS A RESULT OF THIS PROGRAM YOU WILL LEARN:

- How the role, scope, and duties of today's Ombudsman began and evolved
- The three basic principles of the organizational Ombudsman role: neutrality, independence, and confidentiality
- Why confidentiality is essential to the practice, how to maintain confidentiality
- How to listen as a neutral, including effective techniques for interviewing and inquiring, reflective listening, reframing, identifying issues, and providing options
- How to manage and work with conflict by employing a battery of skills including listening, coaching, and negotiation techniques
- How to decide which intervention would be most effective and how to provide upward feedback to management
- How to set up and operate an Ombudsman office, including the fundamentals of how to log concerns, report to management, and design reports to track issues
- How to align the Ombudsman function with the mission, values, and culture of the organization
- How to promote the Ombudsman role and function, including ways to gain and keep management support

PREREQUISITES: None

MAXIMUM ATTENDANCE: 50 participants

Organizational Ombudsman 101 PLUS

4 PDH's

This 1/2 day course, which compliments the Organizational Ombudsman 101: Foundations of Practice course will concentrate on how to communicate the value and benefits of an Ombudsman function internally to management who are considering starting an Ombudsman Office, and from the outside if you are an entrepreneur.

WHO SHOULD ATTEND?

- Managers, executives, organization thought leaders who are thinking about creating the Ombudsman function
- Independent Ombudsman who want to establish Ombudsman contract services
- Aspiring Ombudsmen

WHAT WILL BE COVERED IN Organizational Ombudsman 101 PLUS?

- How to identify the benefits and value of an Ombudsman function
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- How to present the benefits and value of an Ombudsman function to an organization
- How to design the Ombudsman function to fit your organization
- How to market the internal independent Ombudsman
- How to identify a good Ombudsman
- How to identify an organization "ripe" for the creation of the Ombudsman function

PREREQUISITES: Completion of Organizational Ombudsman 101: Foundations of Practice

MAXIMUM ATTENDANCE: 50 participants