

AGENDA AT A GLANCE

**PROFESSIONAL DEVELOPMENT AND PRE-CONFERENCE COURSES\***

**FRIDAY, APRIL 13, 2012**

**8:30am-5:30pm** Organizational Ombudsman 101: Foundations of Practice Professional Development Course

**PDH's**

**15<sup>+</sup>**

**SATURDAY, APRIL 14, 2012**

**8:30am-5:30pm** Organizational Ombudsman 101: Foundations of Practice Professional Development Course (cont.)

**SUNDAY, APRIL 15, 2012**

**7:30am-8:30am** Breakfast for all Professional Development and Pre-Conference Course Attendees

**8:30am-12:30pm** Organizational Ombudsman 101: Foundations of Practice Professional Development Course (cont.)

**8:30am-5:00pm** Pre-Conference **Full Day Course #1: Conflict Coaching for the Organizational Ombuds** **7.5**  
*Melissa Brodrick, Ombudsperson, Harvard Medical School/Dental School/School of Public Health*  
*Jean Griffin, Associate Ombuds, University of Cincinnati*

**8:30am-5:00pm** Pre-Conference **Full Day Course #2: Using Mediation and other Informal Interventions to Deal with Workplace Bullying and Harassment Issues** **7.5**  
*Barbara McCulloch, Principal Mediator and Prevention of Harassment Officer, The University of Auckland, New Zealand*

**8:30am-12:00pm** Pre-Conference **Half Day AM Course #1: Improving the Organization's Conflict Climate** **3.5**  
*Michael Dues, Professor, University of Arizona*  
*Sue Theiss, Ombudsman, Oregon State University*

**8:30am-12:00pm** Pre-Conference **Half Day AM Course #2: Mind-Hack: Ombudsing with the Brain in Mind** **3.5**  
*Mauricio Ramos, Corporate Ombudsman, Sandia National Labs*

**12:00pm-1:30pm** Lunch for all Professional Development and Pre-Conference Attendees

**1:30pm-5:30pm** Organizational Ombudsman 101 PLUS Professional Development Course **4**

**1:30pm-5:00pm** Pre-Conference **Half Day PM Course #1: Managing Up: Helping Visitors Improve Relationships with their Supervisors** **3.5**  
*Nancy Day, Faculty Ombudsperson, University of Missouri, Kansas City*  
*Doranne Hudson, Associate Teaching Professor & Executive in Residence, University of Missouri, Kansas City*

**1:30pm-5:00pm** Pre-Conference **Half Day PM Course #2: The Culture Bump® Approach: Embracing our Prejudices... An Ombudsman's Guide to Universal Connections** **3.5**  
*Carol Archer, Instructor, LCC/University of Houston*  
*Jim Wohl, Ombudsman, Auburn University*  
*Stacey Nickson, Associate Director, Biggio Center, Auburn University*

**5:30pm-6:00pm** Welcome Reception for Ombudsman New to the Profession & First Time Attendees

**6:00pm-7:00pm** Welcome & Opening Reception  
Cash Bar. Open to all Professional Development, Pre-Conference, and General Conference Attendees.

**7:00pm** Evening On Your Own

\*Pre-Registration and Separate Registration Fee associated with all courses

\*For full 2 1/2 day course

## AGENDA AT A GLANCE

### GENERAL CONFERENCE, DAY ONE

#### MONDAY, APRIL 16, 2012

		PDH's
<b>6:00am-7:00am</b>	<b>Yoga/Run/Walk Around Houston</b>	
<b>7:30am-8:30am</b>	<b>Breakfast for All Conference Attendees</b>	
<b>7:30am-8:30am</b>	<b>Career Connections Program</b>	
<b>8:45am - 9:00am</b>	<b>Conference Welcome &amp; Opening Remarks</b>	
<b>9:00am-10:00am</b>	<b>Keynote Address</b> <i>David Yamada, Professor of Law, Suffolk University Law School</i>	
<b>10:00am-10:30am</b>	<b>Networking Break</b>	
<b>10:30am-11:45am</b>	<b>IOA Pre-Annual Business Meeting Discussion</b> Hosted by the IOA Board of Directors.	
<b>12:00pm-1:00pm</b>	<b>Luncheon for All Conference Attendees</b>	
<b>1:15pm-2:45pm</b>	<b>Concurrent Sessions</b> <ul style="list-style-type: none"> <li>1. Resolving 21st Century Disputes with a Pre-Historic Mind <span style="float: right;">1.5</span></li> <li>2. Understanding Your Cultural Patterns Across Conflict Styles <span style="float: right;">1.5</span></li> <li>3. Confidentiality as a Standard of Practice, Challenged and Challenging <span style="float: right;">1.5</span></li> <li>4. Supervisors are People, Too: Ombuds Work with Managers <span style="float: right;">1.5</span></li> <li>5. The Ombuds as Trainer <span style="float: right;">1.5</span></li> <li>6. Systems Thinking in the Ombuds Office: Theory, Tools, and Practice <span style="float: right;">1.5</span></li> </ul>	
<b>2:45pm-3:15pm</b>	<b>Networking Break</b>	
<b>3:15pm-4:45pm</b>	<b>Concurrent Sessions</b> <ul style="list-style-type: none"> <li>7. Ombudsman Pecha Kucha <span style="float: right;">1.5</span></li> <li>8. Rethinking the Ombuds Role When Mediating <span style="float: right;">1.5</span></li> <li>9. Exposing the Best Kept Secret - Ombudsing Works <span style="float: right;">1.5</span></li> <li>10. Case Review with an Experienced Ombuds <span style="float: right;">1.5</span></li> <li>11. The Neuro-Ombuds: Apollo 13, the Ombudsman and Helping Visitors Create Breakthroughs <span style="float: right;">1.5</span></li> <li>12. Managing the "Proximity Effect" - Impact on Ombuds' Visitor Demographics and Office Utilization in Global Organizations <span style="float: right;">1.5</span></li> </ul>	
<b>5:00-6:00pm</b>	<b>Cocktails with the IOA Board</b> Cash Bar. Open to All Conference Attendees.	
<b>6:00pm</b>	<b>Conclusion of General Conference Day One; Evening On Your Own</b>	

## AGENDA AT A GLANCE

### GENERAL CONFERENCE, DAY TWO

#### TUESDAY, APRIL 17, 2012

		PDH's
<b>6:00am-7:00am</b>	<b>Yoga/Run/Walk Around Houston</b>	
<b>7:30am-8:30am</b>	<b>Breakfast for All Conference Attendees</b>	
<b>8:45am-9:45am</b>	<b>Keynote Address</b> <i>Michael Dues, Lecturer, University of Arizona, Management Consultant</i>	
<b>9:45am-10:15am</b>	<b>Networking Break</b>	
<b>10:30am-11:45am</b>	<b>IOA Annual Business Meeting</b> Limited to IOA Members Only.	<b>1.25</b>
	<b>Concurrent Plenary Sessions (for Non-Members):</b> A. <i>The Ombuds Behind the Scenes - Jayla Henry, Halliburton</i>	
<b>12:00pm-1:00pm</b>	<b>Lunch for All Conference Attendees</b>	
<b>12:00pm-1:00pm</b>	<b>Lunch for Ombudsman New to the Profession &amp; First Time Attendees*</b> <i>Welcome to IOA! You are invited to join representatives from the Mentoring Program and some of our "seasoned" colleagues to learn more about the Mentoring Program and to network with other new Ombudsman Practitioners to discuss issues and challenges you have experienced or anticipate in your new role. IOA wants to make your transition to the profession a positive experience. We are here to help and look forward to the opportunity to meet you at this informal luncheon and answer any questions you may have. RSVP required to reserve space - see conference registration form. *Pre-Registration Required</i>	
<b>1:15pm-2:45pm</b>	<b>Concurrent Sessions</b>	
	13. Analyze This! Adapting the Law School IRAC Framework to Ombuds Case Analysis	<b>1.5</b>
	14. Corporate Organizational Ombudsman Round Table	<b>1.5</b>
	15. A Classical Ombudsman's Survival in Tough Economic Times	<b>1.5</b>
	16. The Process of Bullying	<b>1.5</b>
	17. Increasing Your Effectiveness with Visitors: Establishing Rapport and Engaging in Case Reflection	<b>1.5</b>
	18. Latest Developments in the Certified Organizational Ombudsman Practitioner® (CO-OP®) Program	<b>1.5</b>
<b>2:45pm-3:15pm</b>	<b>Networking Break</b>	
<b>3:30pm-5:00pm</b>	<b>Sector Forum Discussions</b>	
	A. Academic	<b>1.5</b>
	B. ADR	<b>1.5</b>
	C. Corporate	<b>1.5</b>
	D. Government	<b>1.5</b>
	E. International	<b>1.5</b>
	F. Other	<b>1.5</b>
<b>5:00pm</b>	<b>Conclusion of General Conference Day Two; Evening On Your Own</b>	

## AGENDA AT A GLANCE

### GENERAL CONFERENCE, DAY THREE

#### WEDNESDAY, APRIL 18, 2012

		PDH's
<b>6:00am-7:00am</b>	<b>Yoga/Run/Walk Around Houston</b>	
<b>7:30am-8:30am</b>	<b>Breakfast for All Conference Attendees</b>	
<b>9:00am-10:00am</b>	<b>Keynote Address</b> <i>Sherry D. Williams, Esq., Sr. VP, Chief Ethics and Compliance Officer, Halliburton</i>	
<b>10:00am-10:30am</b>	<b>Networking Break</b>	
<b>10:30am-11:45am</b>	<b>General Session:</b> <i>Thomas Zgambo, Ombudsman, The World Bank Group</i>	1.25
<b>12:00pm-1:00pm</b>	<b>Volunteer Recognition Luncheon</b> All Conference Attendees Welcome.	
<b>1:15pm-2:45pm</b>	<b>Concurrent Sessions</b>	
	19. The Quest for Fairness – Do the Complainant's Unique Circumstances Matter?	1.5
	20. Straight Thinking: Common Logical Fallacies an Ombuds Should Know	1.5
	21. Inclusion of the Physically Challenged in the Workforce	1.5
	22. Employment Law for Ombuds - What do we really need to know?	1.5
	23. Mapping the European Higher Education Area (and Beyond): International Ombudsmen as GPS Guideposts for Internationally Mobile Students Within the International Labyrinth of Academic Cooperation	1.5
	24. The Culture Bump® Approach: Embracing our Prejudices... An Ombudsman's Guide to Universal Connections	1.5
<b>2:45pm-3:15pm</b>	<b>Networking Break</b>	
<b>3:15pm-4:45pm</b>	<b>Concurrent Sessions</b>	
	25. What Would You Do?	1.5
	26. What To Do With All That Data?!	1.5
	27. You Can Remain Plugged In – Using Electronic Communication and Remaining Confidential – The Next Generation	1.5
	28. The Sustainable Ombuds: Taking Charge of Taking Care	1.5
	29. Corporate Organizational Ombudsman Round Table (repeat)	1.5
	30. Ombudsing in a VUCA World	1.5
<b>4:45pm</b>	<b>Conclusion of IOA 7th Annual Conference.</b>	

**See You Next Year...**  
**SAVE THE DATE!**

**IOA 8th Annual Conference**  
**April 19-24, 2013**  
**Hyatt Regency Hotel, Miami, FL, USA**

