

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⁺

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
6:00am-7:00am	Yoga/Run/Walk Around Houston	
7:30am-8:30am	Breakfast for All Conference Attendees	
7:30am-8:30am	Career Connections Program	
8:45am - 9:00am	Conference Welcome & Opening Remarks	
9:00am-10:00am	Keynote Address <i>David Yamada, Professor of Law, Suffolk University Law School</i>	
10:00am-10:30am	Networking Break	
10:30am-11:45am	IOA Pre-Annual Business Meeting Discussion Hosted by the IOA Board of Directors. Limited to IOA members only.	
12:00pm-1:00pm	Luncheon for All Conference Attendees	
1:15pm-2:45pm	Concurrent Sessions	
	1. Resolving 21st Century Disputes with a Pre-Historic Mind	1.5
	2. Understanding Your Cultural Patterns Across Conflict Styles	1.5
	3. Confidentiality as a Standard of Practice, Challenged and Challenging	1.5
	4. Supervisors are People, Too: Ombuds Work with Managers	1.5
	5. The Ombuds as Trainer	1.5
	6. Systems Thinking in the Ombuds Office: Theory, Tools, and Practice	1.5
2:45pm-3:15pm	Networking Break	
3:15pm-4:45pm	Concurrent Sessions	
	7. 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
	8. Rethinking the Ombuds Role When Mediating	1.5
	9. Exposing the Best Kept Secret - Ombudsing Works	1.5
	10. Case Review with an Experienced Ombuds	1.5
	11. The Neuro-Ombuds: Apollo 13, the Ombudsman and Helping Visitors Create Breakthroughs	1.5
	12. Managing the "Proximity Effect" - Impact on Ombuds' Visitor Demographics and Office Utilization in Global Organizations	1.5
5:00-6:00pm	Cocktails with the IOA Board Cash Bar. Open to All Conference Attendees.	
6:00pm	Conclusion of General Conference Day One; Evening On Your Own	

AGENDA AT A GLANCE

GENERAL CONFERENCE, DAY TWO

TUESDAY, APRIL 17, 2012

		PDH's
6:00am-7:00am	Yoga/Run/Walk Around Houston	
7:30am-8:30am	Breakfast for All Conference Attendees	
8:45am-9:45am	Keynote Address <i>Michael Dues, Lecturer, University of Arizona, Management Consultant</i>	
9:45am-10:15am	Networking Break	
10:30am-11:45am	IOA Annual Business Meeting Limited to IOA Members Only.	1.25
	Concurrent Plenary Sessions (for Non-Members): A. <i>The Ombuds Behind the Scenes - Jayla Henry, Halliburton</i>	
12:00pm-1:00pm	Lunch for All Conference Attendees	
12:00pm-1:00pm	Lunch for Ombudsman New to the Profession & First Time Attendees* <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>	
1:15pm-2:45pm	Concurrent Sessions	
	13. Analyze This! Adapting the Law School IRAC Framework to Ombuds Case Analysis	1.5
	14. Corporate Organizational Ombudsman Round Table	1.5
	15. A Classical Ombudsman's Survival in Tough Economic Times	1.5
	16. The Process of Bullying	1.5
	17. Increasing Your Effectiveness with Visitors: Establishing Rapport and Engaging in Case Reflection	1.5
	18. Latest Developments in the Certified Organizational Ombudsman Practitioner® (CO-OP®) Program	1.5
2:45pm-3:15pm	Networking Break	
3:30pm-5:00pm	Sector Forum Discussions	
	A. Academic	1.5
	B. ADR	1.5
	C. Corporate	1.5
	D. Government	1.5
	E. International	1.5
	F. Other	1.5
5:00pm	Conclusion of General Conference Day Two; Evening On Your Own	

AGENDA AT A GLANCE

GENERAL CONFERENCE, DAY THREE

WEDNESDAY, APRIL 18, 2012

		PDH's
6:00am-7:00am	Yoga/Run/Walk Around Houston	
7:30am-8:30am	Breakfast for All Conference Attendees	
9:00am-10:00am	Keynote Address <i>Sherry D. Williams, Esq., Sr. VP, Chief Ethics and Compliance Officer, Halliburton</i>	
10:00am-10:30am	Networking Break	
10:30am-11:45am	General Session: <i>Thomas Zgambo, Ombudsman, The World Bank Group</i>	1.25
12:00pm-1:00pm	Volunteer Recognition Luncheon All Conference Attendees Welcome.	
1:15pm-2:45pm	Concurrent Sessions	
	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. Ombudsman Pecha Kucha	1.5
	24. The Culture Bump® Approach: Embracing our Prejudices... An Ombudsman's Guide to Universal Connections	1.5
2:45pm-3:15pm	Networking Break	
3:15pm-4:45pm	Concurrent Sessions	
	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
4:45pm	Conclusion of IOA 7th Annual Conference.	

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

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

