

GENERAL CONFERENCE CONCURRENT SESSION ABSTRACTS (By Session Number)

1. Resolving 21st Century Disputes with a Pre-Historic Mind

Geoff Drucker, Manager, Dispute Resolution Services, American Health Lawyers Association

A newly released book (December, 2011) attributes many of the "irrational" and dysfunctional behaviors that generate and prolong disputes to the fact that our minds are seriously out of date. They evolved to resolve disputes among inhabitants of simple, stable, and homogeneous communities. The complex, diverse, and dynamic society we live in presents challenges for which our unconscious and conscious minds are ill prepared. We can overcome these challenges by learning how to recognize when our minds are steering us in the wrong direction and how to get ourselves back on track-and help others do the same.

2. Understanding Your Cultural Patterns Across Conflict Styles

Bernard Anderson, Associate University Ombuds, Kennesaw State University

Deidra Dennie, Director of EEO, Kennesaw State University

As cultural diversity increases in our country, so does the need to resolve conflict around values, experiences, beliefs, and perceptions. The intercultural conflict style inventory describes your preferred approach or style for resolving conflict. Your conflict style may or may not be similar to the normative approach characteristic in your primary cultural community. The ICS inventory reflects your own learned patterns for dealing with disagreements and expressing emotions under conflict conditions.

3. Confidentiality as a Standard of Practice, Challenged and Challenging

Ilene Butensky, VP Office of the Ombuds, Eaton Corporation

Nicholas Diehl, Deputy Ombudsman, American Red Cross

Charles Howard, Partner, Shipman & Goodwin LLP

Craig Mousin, University Ombudsperson, DePaul University

The JIOA Editorial Board

Mandatory reporting has been much in the news with the OCR "Dear Colleague Letter", responses to many stories of sexual misbehavior in many organizations, the Adverse Information Reporting Requirement for some government employees and so on. This workshop will examine many aspects of our Standard of Practice about confidentiality as illuminated in JIOA 4(2) fall 2011.

4. Supervisors are People, Too: Ombuds Work with Managers

Kirsten Schwehm, Ombudsperson, Louisiana State University *Jim Wohl, Ombudsperson, Auburn University*

Managers and supervisors are frequent constituents of the Ombuds Office, and problems with "Evaluative Relationships" appear to be the most common IOA Uniform Reporting Category cited across all Ombuds sectors. Being in charge does not mean you have absolute control of conflict – should Ombuds always try to "level the playing field?" What strategies are available to the supervisor and manager in their leadership role and how do we as Ombuds engage to meet their goals? This presentation will utilize slides and lecture, interactive exercises, and group discussion for the purpose of elucidating approaches for manager coaching, attending to the power realities of hierarchical work environments, and monitoring our own biases regarding the party of greater power.

5. The Ombuds as Trainer

Melissa Brodrick, Ombudsperson, Harvard Medical School/Dental School/School of Public Health

David Michael, Deputy Ombudsman, National Institutes of Health

This workshop is for Ombuds seeking to initiate or expand their training offerings, whether an integral and substantial part of the office or an occasional service. We'll consider the benefits of trainings to increase our visibility, enhance our credibility, increase our understanding of specific concerns and workplace dynamics, and provide skills for our constituents. We'll share training experiences, strategies, lessons learned, and resources as we discuss such training topics as dealing with difficult people, sexual harassment, negotiation skills and managing conflict in the workplace.

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6. Systems Thinking in the Ombuds Office: Theory, Tools, and Practice

Howard Gadlin, Ombudsman, National Institutes of Health

Wendell Jones, Ombudsman (Emeritus), Sandia National Laboratories

Jan Morse, Ombudsman, University of Minnesota

Looking to add some fun new things to your toolbox and value to your organization? As ombudsmen we most frequently work with individuals to help them achieve positive outcomes during times of conflict. But ombudsmen also have the opportunity to provide benefit to our institutions by identifying chronic problem areas and helping to bring about systemic improvements in our organizations. Along with an introduction to complexity theory, this interactive session will provide you with a few basic tools to add a dimension of systems thinking to your practice. These tools will enable you to frame individual issues in an organizational context and opportunities to work in new ways with some common “sticky issues.”

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

Josef Leidenfrost, Austrian Student Ombudsman

Students and faculty are on the move! Increasing international academic mobility of students and faculty, dual degree programs and offshore universities, etc, are resulting in an increasing number of cross-border issues and changing the daily work of university administrators and academics. Varying national rules, regulations and procedures, different national cultures and legal regimes, sometimes make transnational cooperation difficult. Higher education ombudsmen networks such as ENOHE (Europe), ACCUO (Canada), and REDDU (Mexico), in cooperation with internationalists in higher education, serve as guides and guideposts through the labyrinth of international academic cooperation. This session will use case studies to explore common concerns such as pre-departure paperwork and post-arrival bureaucracy for mobile students and teachers and provide complaint and relationship management tools for dealing with them.

8. Rethinking the Ombuds Role When Mediating

Howard Gadlin, Ombudsman, National Institutes of Health

David Michael, Deputy Ombudsman, National Institutes of Health

Ombuds practice allows us to talk with individuals to understand concerns, challenge assumptions, and explore possibilities to achieve constructive outcomes. This may lead to a facilitated conversation in which the parties take on greater responsibility for these functions. Once individuals agree to mediate, does the ombuds role need to transition to allow the parties to more directly engage in their own facilitated conversation? Is it possible that we can otherwise limit the potential of a facilitated dialogue, jeopardize our impartiality, and undermine party self-determination? These issues and their implications on ombuds practice will be explored through case study, role play, and discussion.

9. Exposing the Best Kept Secret - Ombudsing Works

Ilene Butensky, Eaton Corporation

STAY TUNED! Course Abstract to be posted shortly.

10. Case Review with an Experienced Ombuds

Tom Sebok, Director, Ombuds Office, University of Colorado, Boulder

Mary Chavez Rudolph, Associate Director, Ombuds Office, University of Colorado Denver

This workshop will provide an opportunity for participants to critically examine cases they have found challenging. Please bring a current or past case(s) you would like to discuss. Participants will talk one-on-one or in small groups with experienced colleagues about their questions, why the case was challenging for them, important personal and/or organizational case dynamics, and the application of relevant skills and Standards of Practice. Presenters will briefly model a case review process but most of the session will involve discussion between participants and experienced colleagues.

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11. The Neuro-Ombuds: Apollo 13, the Ombudsman and Helping Visitors Create Breakthroughs

Mauricio Ramos, Corporate Ombudsman, Sandia National Labs

Ever wonder how insights truly happen? The ability to create a space where thinking outside the box can flourish is not only achievable but also necessary in conflict resolution. Join us for this session that will focus on lessons from neuroscience and how as Ombuds we can help individuals be more creative and create the space needed for breakthroughs to occur.

12. Managing the “Proximity Effect” – Impact on Ombuds’ Visitor Demographics and Office Utilization in Global Organizations

Patricia Lynch, Ombudsman, United Technologies Corporation

Odile Rheume, Respectful Workplace Advisor Program Administrator, The World Bank Group

Thomas Zgambo, Ombudsman, The World Bank Group

In this interactive session the facilitators will present the World Bank Group’s Respectful Workplace Advisors (RWA) program and United Technologies Corporation Ombudsman/DIALOG electronic program as examples of programs that enable the Ombuds office to broaden its reach without excessive travel. The facilitators will engage the participants in a discussion to generate ideas for programs that can increase the utilization of Ombuds services by employees located in remote facilities w/o an Ombuds office on site. The goal is to have participants walk away with ideas they can implement in their organizations to counteract the demographic skewing impact of the “Proximity Effect.”

13. Analyze This! Adapting the Law School IRAC Framework to Ombuds Case Analysis

Donna Douglass Williams, Ombudsperson, World Health Organization

Indumati Sen, Ombudsman, International Baccalaureate Organization

The historical narrative relayed to an Ombudsperson by a visitor is often long, complicated, spanning several months/years, and may involve several issues. As such, it may be beneficial for practicing Ombuds to develop an approach that helps to organize the concerns raised, analyze what may be applicable rules, policies, etc., and provide feedback to the visitor to assist in generating resolution options. Borrowing from IRAC, a process frequently used by law students to brief cases and analyze law school exam questions, this session introduces practicing Ombuds to an adapted processes that fuses IRAC with an interest-based process as a way to frame feedback given to visitors as well as shape dialogue for generating options and planning next steps. (This session may be of interest to newly practicing ombudspersons as well as more experienced practitioners who wish to share and compare their own systems of analysis and planning.)

14. Corporate Organizational Ombudsman Round Table

Amos Morale, Ombudsman, Marathon Oil Company

Gary Yamashita, Manager, Global Office of Ombuds, Chevron Corporation

Topics will include social media and its impact on your practice; what you can do to have effective practice; and marketing the practice within your organization. Additional topics may be chosen by participants, time permitting.

15. A Classical Ombudsman's Survival in Tough Economic Times

Stephanie Maxberry, Ombudsman, Los Angeles County Office of Ombudsman

The Los Angeles County Office of Ombudsman has been in existence for seventeen years. Learn how the office has survived through consolidations and budget and reductions.

16. The Process of Bullying

Sue Theiss, University Ombudsman, Oregon State University

Bullying is a process which moves through identifiable stages. To effectively assist with cases of bullying, Ombuds need to help managers and bystanders identify both the types of bullying occurring and the stage of development when considering options for action or intervention. This session will help participants understand the process of bullying, its far reaching affect and multiple dimensions, and review options for effective assistance and support.

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17. Increasing Your Effectiveness with Visitors: Establishing Rapport and Engaging in Case Reflection

Mary Chavez Rudolph, Ombudsman, University of Colorado Denver
Howard Gadlin, NIH Ombudsman, National Institutes of Health
Patricia Ponce, Associate Ombuds, California Polytechnic State University
Tom Sebok, Director, Ombuds Office, University of Colorado Boulder

Have you ever had an interaction with a visitor go badly or it was wonderful and you wondered what makes the difference? Is case reflection necessary and helpful? Perhaps you are the only Ombuds in your organization and don't have an opportunity to discuss the case with anyone or don't know exactly how to debrief or analyze the interaction. We will present information about the importance of "relationship building" and tools to assist in case reflection.

18. Latest Developments in the Certified Organizational Ombudsman Practitioner® (CO-OP®) Program

Constance Bernard, Ombudsman, The World Bank Group
Wendy Friede, Consulting Ombuds, Friede Consulting Services
Jennifer Moumneh, Associate Ombudsman, University of California, Irvine
Albin Swenson, Ombudsman, Chevron Corporation
Marsha Wagner, University Ombuds Officer, Columbia University

The IOA certification program's Directors (CO-OP® Board) are eager to meet with conference attendees to provide certification updates and address questions. Five Board members will be present to give information about the number of people who have become certified, updates on the process for recertification, future plans for the program, as well as responses to any questions you may have.

19. The Quest for Fairness – Do the Complainant's Unique Circumstances Matter?

Douglas Melville, Ombudsman and Chief Executive Officer, Ombudsman for Banking Services and Investments (Canada)

An Ombudsman is expected to employ fairness both in terms of process and substance when attempting to resolve a complaint. Does the concept of what is fair change depending upon the unique circumstances of the complainant? The experience of Canada's banking and investment sector Ombudsman will be shared along with a number of case studies that illustrate the challenge of approaching all complainants through a uniform fairness lens.

20. Straight Thinking: Common Logical Fallacies an Ombuds Should Know

Brian Bloch, Ombudsman, ISKCONResolve

We often succumb to unclear thinking in our day-to-day lives. How much more so do our visitors when faced with a situation causing them angst. Fallacies often seem reasonable, but when looked at carefully, they muddy our thinking and often lead to choosing less-than-ideal options.

In this quick paced presentation we will cover the 10 most common fallacies I have found in my Ombuds work and how to remedy them-both for our own benefit and for the benefit of our visitors.

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21. Inclusion of the Physically Challenged in the Workforce

Chantal Perreault, President, Ombudsman Solution

If it is true that our collective wealth depends on our capacity to accept diversity in terms of race, talent, culture, language, physical challenges and age then it must be equally true that, as persons or businesses, we have to take whatever steps are required to succeed in the inclusion of the physically challenged in the workforce. Our collective success depends on our recognition of that fact and on our ability to overcome the major impediments we face in our attempts to do "what is right": fear, discomfort, ignorance, and prejudice.

This workshop aims to give you the tools to improve your personal relationships with the handicapped as well as your personal capacity to help your business develop a vision that will allow it to prosper in an environment that is sensitive to such a challenge. To that end, it will allow you to:

- Control your emotions in relation to the handicapped
- Learn to better interact with the handicapped
- Prepare an action plan that will favour mainstreaming of the handicapped

22. Employment Law for Ombuds – What do we really need to know?

Judy Bruner, UC San Diego

STAY TUNED! Course Abstract to be posted shortly.

23. Ombudsman Pecha Kucha

Nicholas Diehl, Deputy Ombudsman, American Red Cross

The Pecha Kucha presentation style is a lively way to share ideas in a short time. Each presenter describes a concept using 20 presentation slides with only 20 seconds per slide. Half of this session will be dedicated to seven of these mini-presentations and the second half will be an "open space" time for people to interact and discuss the presentations. The presentations will focus on how individual interests, such as art, music and faith, shape approaches to ombudsman work. Session attendees will be introduced to thought-provoking ideas that can be explored both during and following the session.

24. The Culture Bump® Approach: Embracing our Prejudices... An Ombudsman's Guide to Universal Connections

Carol Archer, Instructor, University of Houston

Jim Wohl, Ombudsman, Auburn University

Stacey Nickson, Assistants Director, Biggio Center, Auburn University

This session will present culture bump (specific cultural differences) activities and methods so that ombudsmen may utilize them in their activities. They will be able to assist their clients in the development of specific cultural and communication competencies including being able to manage emotional responses to cultural and other differences. Another competency would be to be able to recognize and adapt to specific cultural behaviors such as communication styles as well as spatial and time orientations.

25. What Would You Do?

Melinda Miner, Sr. Ombudsman and Analyst, Halliburton Dispute Resolution Program

This concurrent session will provide scenarios that challenge the Ombuds on how to address certain issues.

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26. What To Do With All That Data?!

Kelley Alexander, Ombudsperson, Georgia State University

This presentation will cover the importance and usage of the visitor information gathered in the Ombudsperson's office—from intake through follow-up and close-out processes. Also discussed will be how to use the data to demonstrate the value of your services, in accordance with IOA standards and as they relate to the goals of your organization.

27. You Can Remain Plugged In – Using Electronic Communication and Remaining Confidential – The Next Generation

Craig Mousin, University Ombudsperson, DePaul University

Arlene Yetnikoff, Director of Information Security, DePaul University

The expansion of electronically stored information (ESI) has had a dramatic impact on how an Ombuds produces, maintains, and destroys Ombuds' records. Maintaining confidentiality becomes increasingly difficult, both as a practical matter of controlling an Ombuds' ESI, but also in preparing to respond to any potential litigation challenging the Ombuds' claim of privilege to protect the confidentiality of Visitors. In this session, DePaul University's Ombudsperson and DePaul's Director of Information Security will outline some of the issues faced by Ombuds and explore how technology, ongoing understanding of the scope of ESI, and the developments in the legal world regarding ESI can assist an Ombuds in maintaining best practices regarding records.

28. The Sustainable Ombuds: Taking Charge of Taking Care

R. Ellen Schreiber, Ombuds, University of Idaho

The role of ombuds offers practitioners varied and challenging opportunities to make meaningful contributions to people and their organizations, to achieve professionally, and to receive recognition. These benefits, while healthy and satisfying, often come with a cost over time, especially if not monitored and managed effectively. This session draws on lessons learned from the natural environment and applies sustainability concepts from natural resource management to address the impacts of extended ombuds life on individual health and well-being. By connecting these sustainability concepts with those of the wellness model; participants will come away with a functional framework for approaching ombuds' self-care.

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30. Ombudsing in a VUCA World

Dr. Patrick Robardet, Montreal (French) School Board

The VUCA acronym stands for Volatility, Uncertainty, Complexity and Ambiguity. These elements are used to describe the current environment for organizations. The VUCA world offers opportunity to learn new skills as the its positive flip side includes Vision, Understanding, Clarity and Agility. The session will explore the relevancy of this dual "VUCA approach" to the ombuds role, in relation to IOA current SoP and CoE. The organization I serve as OO, the "Commission scolaire de Montréal", will be used as a reference point as it has decided to redesign itself as a "New" School Board under the pressure of uncertainty about its future.