

PRE-CONFERENCE COURSE ABSTRACTS

Pre-Conference Full Day Course #1

Maximum Attendance: 25 participants

Conflict Coaching for the Organizational Ombuds

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

This highly interactive workshop will explore the theory and practice of conflict coaching for the organizational ombuds. As one of the most utilized services of many ombuds offices, what framework, skills and attitude does an ombuds bring to this activity that best support visitors as they seek to manage their conflicts? Participants will consider standard elements of an effective conflict coaching session and will also consider 1) the self-awareness and self-care needed to remain effective for each coaching session, 2) the interpersonal skills needed to build trust, facilitate communication, identify issues and goals and explore options and 3) the ways in which conflict coaching can help support broader change in the community.

Pre-Conference Full Day Course #2

Maximum Attendance: 25 participants

Using Mediation to Deal with Workplace Bullying

Barbara McCulloch, The University of Auckland, New Zealand

This day long workshop will provide information to assist Organizational Ombuds to work with visitors who have concerns related to workplace behaviors often referred to as bullying. It will introduce a process so that those people who don't want to use formal processes can have the option of attending mediation to deal with their concerns.

We will discuss the process developed and used by the presenter and then, using case studies will practise the interventions suggested in small groups.

Pre-Conference Half Day AM Course #1

Maximum Attendance: 25 participants

Improving the Organization's Conflict Climate

Michael Dues, Professor, University of Arizona

Sue Theiss, Ombudsman, Oregon State University

Organizational Ombudsmen coach, facilitate, and teach employees to deal constructively with everyday conflicts. Promoting better conflict management behavior can be more effective when organizations articulate clear expectations for how employees should go about addressing and resolving conflicts, and hold employees accountable for their conflict management behavior. This workshop describes processes to:

- Assess how well everyday conflicts are handled
- Articulate and implementing an accountable policy for constructive conflict management
- Measure progress and continue to improve

We will discuss the roles the ombudsman can play in this more global approach to improving the organization's conflict management.

Pre-Conference Half Day AM Course #2

Maximum Attendance: 25 participants

Mind-Hack: Ombudsing with the Brain in Mind

Mauricio Ramos, Corporate Ombudsman, Sandia National Labs

Ever wonder where conflict really begins? Why is it that when the storms of change or conflict hit some people can deal with the situation better than others? Why is it that some people start making progress in changing their behavior but then it never becomes a habit? The answer to all these questions has to do with our brain. Join this interactive Pre-Conference Session as we focus on how we, as Ombuds, can help individuals be more responsive to conflict and change by applying research from neuroscience and behavioral psychology.

We will examine three primary questions:

1. What does the brain do when it reacts to conflict?
2. Why is it that people do not like change?
3. How can we apply findings in neuroscience to encourage "mind-hacks", which will help people develop and grow, so that they are better able to deal with conflict and change when those storms hit?

By the end of the session you will have a better understanding of how the brain works, how an Ombuds can tailor specific strategies to better influence the individuals being worked with, thus adding more value to their work lives. This Pre-Conference Session is open to novices and experienced Ombuds alike.

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PRE-CONFERENCE COURSE ABSTRACTS *continued*

Pre-Conference Half Day PM Course #1

Maximum Attendance: 25 participants

Managing Up: Helping Visitors Improve Relationships with their Supervisors

Nancy Day, Faculty Ombudsperson, University of Missouri, Kansas City

Doranne Hudson, Associate Teaching Professor & Executive in Residence, University of Missouri, Kansas City

Visitors to ombuds offices often report conflicts or misunderstandings with their supervisors. Indeed, establishing and maintaining strong, mutually beneficial relationships with supervisors, who may or not be well-versed in management skills, can be challenging and frustrating. This session provides ombuds with a framework to help visitors diagnose, evaluate, and generate solutions to problems with their supervisors by teaching them to “manage up.”

Using a framework of ethical politics, we will discuss how to show visitors that their needs and those of their supervisor can coalesce. We'll discuss creating “win-win” situations with the supervisor, present a “boss analysis” that can help visitors navigate the supervisor/ subordinate relationship, and explore effective communication strategies.

Pre-Conference Half Day PM Course #2

Maximum Attendance: 25 participants

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

Carol Archer, Instructor, LCC/University of Houston

Jim Wohl, Ombudsman, Auburn University

Stacey Nickson, Associate Director, Biggio Center, Auburn University

The workshop will immerse ombudsmen in culture bump theory and methodology so as to learn how to guide clients in developing specific cross cultural communication skills. The skills include the ability to manage emotional responses to cultural and other differences and life changes and to teach clients to do the same. Another skill is the ability to recognize and adapt to specific cultural behaviors such as communication styles, spatial and time orientations. Another skill is the ability to self-reflect on one's own expectations in behaviors and values in such a way as to achieve detachment from them.