

THAILAND **2009**
BANGKOK

**International Ombudsman Association
Training in Bangkok, Thailand**

**September 7 - 9, 2009
United Nations Conference Center at ESCAP**

2 COURSES

OMBUDSMAN 101

**CONFLICT RESOLUTION
THROUGH A CULTURAL LENS**



INTERNATIONAL
OMBUDSMAN
ASSOCIATION

Ombudsman 101

An introductory training program held over 2 days, and covers the basic functions and skills of an Ombudsman program in an organizational context (government agency, corporation, university, non-profit organization/ non-governmental organization, etc.). The interactive format includes role play and encourages questions and discussion.*

COURSE:
Ombudsman 101
Maximum Attendance: 25 participants
Prerequisites: None

WHERE:
United Nations Conference Center at ESCAP
(Education and Scientific Commission for Asia and the Pacific)
Rajdamnern Nok Avenue and Klong Phadung
Krungkasem Road

WHEN:
Monday & Tuesday: September 7-8, 2009
08:30 - 17:30 on Monday, September 7th
09:00 - 17:30 on Tuesday, September 8th

WHO SHOULD ATTEND

This course covers the fundamentals of the organizational Ombudsman role; it will benefit 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

COURSE FEE:

Register on or before Friday, July 24, 2009: \$1,095.00 USD

Register after Friday, July 24, 2009: \$1,195.00 USD

Includes: Course materials and certificate of attendance.

Please note: The course fee does not include meals/breaks.

FACULTY:

Dr. Frank Fowlie, Ombudsman, Internet Corporation for Assigned Names and Numbers (ICANN), Marina Del Rey, CA, United States

Mim Gaetano, Asia Pacific/AIME Ombudsman, Mars, Inc., Scoresby, Australia

Wilbur Hicks, Ombudsman, International Monetary Fund, Washington, DC, United States

Georgia Shaver, Ombudsman, The United Nations World Food Programme, Rome, Italy

Asha Williams, Mediator, International Labour Office, Geneva, Switzerland

*All courses presented in English. Translations services are not being provided.

**This course applies to Ombudsman programs in organizational settings. It does not deal with some unique features of classical, or legislative, Ombudsman programs.

101 SAMPLE AGENDA

Monday, September 7, 2009

To be held at:

United Nations Conference Center at ESCAP

Rajdamnem Nok Avenue and Klong Phadung Krungkasem Road

08:30 – 09:00	Registration
09:00 – 10:30	Introduction and Overview
10:30 – 10:45	Refreshment Break – on your own
10:45 – 11:45	Confidentiality
11:45 – 12:30	Neutrality
12:30 – 13:30	Lunch – on your own
13:30 – 14:30	Independence
14:30 – 15:30	Skilled Listening as an Ombudsman
15:30 – 15:45	Refreshment Break – on your own
15:45 – 16:30	Skilled Listening as an Ombudsman (continued)
16:30 – 17:30	Effectiveness
17:30	Adjournment

Tuesday, September 8, 2009

To be held at:

United Nations Conference Center at ESCAP

Rajdamnem Nok Avenue and Klong Phadung Krungkasem Road

09:00 – 09:15	Day One Review
09:15 – 10:00	Upward Feedback
10:00 – 10:45	Negotiation
10:45 – 11:00	Refreshment Break – on your own
11:00 – 12:00	Negotiation (continued)
12:00 – 13:00	Lunch – on your own
13:00 – 14:30	Case Practice
14:30 – 14:45	Refreshment Break – on your own
14:45 – 15:30	Setting up an Office
15:30 – 16:30	Value Added
16:30 – 17:00	Challenges to the Practice
17:00 – 17:30	Wrap-up, Evaluations, Certificates
17:30	Adjournment



Conflict Resolution through a Cultural Lens

COURSE:
Conflict Resolution Through A Cultural Lens
Maximum Attendance: 25 participants
Prerequisites: None

WHERE:
United Nations Conference Center at ESCAP
(Education and Scientific Commission for Asia
and the Pacific)
Rajdamnern Nok Avenue and Klong Phadung
Krungrkasem Road

WHEN:
Wednesday: September 9, 2009
08:30 - 17:30

COURSE DESCRIPTION

This course will prepare participants to recognize and resolve conflicts characterized by multi-cultural perspectives. This course will achieve this end through:

1. Examining one's subjective lens and then;
2. Developing an approach to help gain a better understanding of different cultures and the impact of culture on inter-actions with others.

Ultimately, this course will help participants develop a model for the peaceful resolution of matters rooted in conflicting cultural positions. Basic conflict resolution skills will be introduced and serve as a foundation for the exploration of multi-cultural conflict. The course will use lecture, multi-media, discussion and role-play to promote learning and understanding.

AGENDA:

08:30 - 17:30

COURSE FEE:

Register on or before Friday, July 24, 2009: \$450.00 USD

Register after Friday, July 24, 2009: \$550.00 USD

Includes: Course materials and certificate of attendance.

Please note: The course fee does not include meals/breaks.

FACULTY:

Dr. Frank Fowle, Ombudsman, Internet Corporation for Assigned Names and Numbers (ICANN), Marina Del Rey, CA, United States

Mim Gaetano, Asia Pacific/AIME Ombudsman, Mars, Inc., Scoresby, Australia

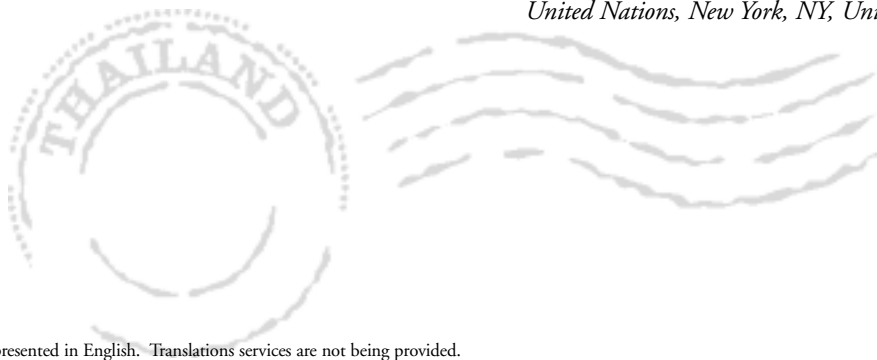
Wilbur Hicks, Ombudsman, International Monetary Fund, Washington, DC, United States

Georgia Shaver, Ombudsman, The United Nations World Food Programme, Rome, Italy

Asha Williams, Mediator, International Labour Office, Geneva, Switzerland

Special Lecturer

Dr. John Barkat, Assistant Secretary-General, Ombudsman, United Nations, New York, NY, United States



*All courses presented in English. Translation services are not being provided.

Basic Information on Courses and Registration

Please note that these programs focus on the role of the organizational Ombudsman and may be less relevant to classical Ombudsmen.

PREREQUISITES:

Each course will list the prerequisites for that course. The prerequisites have been determined by the instructors so that the majority of course attendees are on the same level of understanding and knowledge.

MAXIMUM ATTENDANCE:

Each IOA course lists the maximum number of attendees per course and will be adhered to. In order to present a quality training session the instructors have set the maximum number to ensure that you receive the full benefit of the materials. On-site registration is discouraged and on-site registrants may not be able to attend if the course has already reached maximum enrollment. IOA will maintain a 'Wait List' if a course reaches the maximum enrollment. 'Wait-List' registrants are admitted on a first-come-first-served basis and will be kept apprised of their status.

CANCELLATION POLICY/REFUNDS:

Notice of cancellation must be in writing via facsimile or e-mail. **Cancellation by telephone is not allowed.** To cancel via e-mail, send the cancellation notice to: info@ombudsassociation.org. To cancel by fax send to +1 (908) 842-0376.

If you must cancel your registration, you are encouraged to send a substitute to take your place. Please contact the office and notify us of the change so we can arrange for a name badge and certificate.

If you cannot find a substitute to take your place, please refer to the cancellation policy shown below.

10 business days prior to the course = 100% refund
5-9 business days prior to the course = 50% refund
0-4 business days prior to the course = No refund

Note: IOA will not be responsible for the safe-keeping of equipment, supplies, written material or other valuable items left in a function room or guest room.

METHOD OF PAYMENT:

Checks or money orders should be in United States funds, payable to the International Ombudsman Association. Credit cards are accepted. **Electronic Funds Transfers (EFT's) are not permitted.** *Note: Your registration won't be confirmed until payment is received.*

DRESS CODE: Business or Business Casual

SUBJECT TO CHANGE OR CANCELLATION:

All IOA Courses are subject to change and/or cancellation. We ask that you not make your hotel reservations or travel plans until you have received a confirmation from the office that you are registered for the course. If you do not receive a confirmation either in the mail or via email then contact the administrative office to check the status of your registration. Course agendas are constantly being updated by the

instructors to ensure that the most current materials are presented. If pre-registration attendance is below half of the maximum attendance, instructors may cancel the course.

CERTIFICATES OF COMPLETION:

Any person who does not complete the entire training course will not be issued a certificate. You may request to make up the missed sections for 101, Advanced or Intermediate. A make-up course must be taken within one year of the original course. Specialized courses may not be made up since they are not repeated within the year and may change each time they are offered.

ALL MAKE-UP REQUESTS MUST BE SUBMITTED IN WRITING TO THE IOA ADMINISTRATIVE OFFICE AND MUST BE APPROVED BY THE INSTRUCTORS.

Make-Up Request Forms are supplied with the course materials on site. Please complete the request form and, if possible, have an instructor sign the form on site prior to leaving.

A mandatory \$50 fee will be charged for processing the registration and cover cost of food and space in the class. A mandatory \$20 fee will be charged for a new/revised binder and hand-out materials may vary depending on when the original course was taken and if there have been revisions since.

About the International Ombudsman Association (IOA)

IOA is the largest international association of professional organizational Ombudsmen practitioners in the world, representing over 650 members from the United States and across the globe. IOA is a tax-exempt professional association and provides a forum for the sharing of professional experiences and knowledge. Its purpose is to enhance the quality and value of the Ombudsman profession by establishing a Code of Ethics and Standards of Practice, developing guidelines for dealing with difficult issues, and providing continuing professional education. IOA supports the profession through research, regulatory activities, and support to organizations interested in creating an Ombudsman program.

For information on upcoming programs, membership or faculty for IOA courses, visit our website at www.ombudsassociation.org.

Contact: International Ombudsman Association (IOA)
390 Amwell Road, Suite 402
Hillsborough, NJ 08844 USA
Tel: +1 (908) 359-0246
Fax: +1 (908) 842-0376
Email: info@ombudsassociation.org

**HOTEL
ACCOMMODATIONS**

While we have not reserved a block of rooms for this course, the following hotels are located in reasonable proximity to the courses. Please contact the hotel directly to make your hotel reservations.

Hotels near ESCAP Premises

Name and Address	Driving Distance to UNCC (min.)	Room Type	Daily Room Rates	
			Single	Double
Shangri-La Hotel (****) 89 Soi Wat Suan Plu New Road Bangkok tel: +66 (2) 236.7777 fax: +66 (2) 236.8579 email: slbk@shangri-la.com Contact person: Ms. Jirapa Cho (jirapa.cho@shangri-la.com)	30-40	Deluxe Room	US \$146*	US \$146*
Siam City Hotel (****) 477 Si Ayuthaya Road, Phayathai Bangkok tel: +66 (2) 247.0123 fax: +66 (2) 247.0165 email: siamcity@siamhotels.com Contact person: Ms. Udornporn Prasitithanyakarn (udornporn@siamhotels.com)	15-25	Deluxe Room	2,800**	3,000**
Amari Watgate Hotel & Spa (****) 847 Petchburi Road Bangkok tel: +66 (2) 653.9000 fax: +66 (2) 653.9045 email: cc2@watgate.amari.com Contact person: Mr. Khajohnsak Ngiempaisal	20-30	Deluxe Room Deluxe (inclusive of round trip transfer from hotel to UNCC)	2,800* 3,500**	3,000* 4,000**
Royal Princess Hotel (****) 269 Larn Luang Road Bangkok tel: +66 (2) 281.3088 fax: +66 (2) 280.1314 Website: www.dusit.com/hotels/thailand/bangkok/royal_princess_larn_luang/index.html Ms. Prance Rungnauvarat Ms. Duangjai Kamonchaiwanich	5-10	Superior Deluxe Suite (1 bedroom) Suite (2 bedroom)	2,675*** 2,996*** 7,490*** 9,095***	2,889*** 3,210*** 8,029***
Prince Palace Hotel (****) 488/800 Bo Bac Tower Damrongrak Road, Klong Mahanak Bangkok tel: +66 (2) 628.1111 fax: +66 (2) 628.1000 email: reservation@princepalace.co.th Contact person: Ms. Siriporn Pinitub	10-15	Superior	1,700**	1,900**
Trang Hotel (***) 99/1 Wisutkasat Road Bangkok tel: +66 (2) 281.1402 fax: +66 (2) 280.3610 reservations@tranghotelbangkok.com Contact person: Ms. Nongnooch Sankamnech	5-10	Superior Deluxe	1,200** 1,400**	1,400** 1,600**
Hotel Dé Moc (former Thai Hotel) (**) 78 Prajaitapai Road Bangkok tel: +66 (2) 282.2833 fax: +66 (2) 280.1299 email: booking@hoteldemoc.com Contact person: Mr. Supap Satiyod	5-10	Standard Superior	1,050** 1,200**	1,250** 1,400**
Centre Point Petchburi, 15 www.centrepoin.com	15-20	Double Deluxe Junior Suite	US \$180 US \$193	

* Inclusive of daily American breakfast, service charge and government tax.

** Complimentary transport services provided according to fixed schedules, from the hotels to UNCC in the morning and back to the hotels in the evening.

*** Free internet access.

NOTE: Other charges for additional services in the hotels are subject to a 10 per cent service charge and 7 per cent VAT. The hotel room rates are subject to alteration without prior notice



2009 Ombudsman Training in Bangkok, Thailand

BASIC INFORMATION ON COURSES AND REGISTRATION

PREREQUISITES:

Each course will list the prerequisites for that course. The prerequisites have been determined by the instructors so that the majority of course attendees are on the same level of understanding and knowledge.

ATTENDANCE:

Attendees must attend all individual course segments in their entirety to receive a certificate. If portions of training are missed, IOA will arrange for you to attend a subsequent offering to repeat the segment(s) in order to receive a certificate. Each IOA course lists the maximum number of attendees per course and will be adhered to. On-site registration is discouraged and on-site registrants may not be able to attend if the course has already reached maximum enrollment. IOA will maintain a 'Wait List' if a course reaches the maximum enrollment.

CANCELLATION POLICY/REFUNDS:

Notice of cancellation must be in writing via facsimile or e-mail. Cancellation by telephone is not allowed. To cancel via e-mail, send the cancellation notice to: info@ombudsassociation.org. To cancel by fax send to +1 (908) 842-0376.

If you must cancel your registration, you are encouraged to send a substitute to take your place. Please contact the office and notify us of the change so we can arrange for a name badge and certificate.

If you cannot find a substitute to take your place, please refer to the cancellation policy shown below.

- 10 business days prior to the course = 100% refund
5-9 business days prior to the course = 50% refund
0-4 business days prior to the course = No refund

METHOD OF PAYMENT:

Checks or money orders should be in United States funds, payable to International Ombudsman Association. Credit cards are accepted. No electronic funds transfers (EFT's) are permitted. Note: Your registration won't be confirmed until payment is received.

SUBJECT TO CHANGE OR CANCELLATION:

All IOA Courses are subject to change and/or cancellation. We ask that you do not make your hotel reservations or travel plans until you have received a confirmation from the office that you are registered for the course. If you do not receive a confirmation either in the mail or via email then contact the administrative office to check the status of your registration.

REGISTRATION FORM FOR 2009 Ombudsman Training in Bangkok, Thailand

September 7-9, 2009

United Nations Conference Center at ESCAP (Educational and Scientific Commission for Asia and the Pacific) Rajdamnern Nok Avenue and Klong Phadung Krungkasem Road, Bangkok, Thailand

Please complete the registration form OR for your convenience copy your business card on the form. Please fax this form to the office at +1 (908) 842-0376 to register even if you will be mailing it in with a check.



Fax this form to +1 (908) 842-0376 to reserve your seat.

Name: _____ FIRST LAST

Title: _____ Organization: _____

Street: _____

City: _____ State/Province: _____ Postal Code: _____

Country: _____ Email: _____

Phone: _____ Fax: _____

Check here if you will need special accommodations to participate in this training.

Emergency Contact: Name _____ Phone _____

COURSE FEES

Ombudsman 101 Course SEPTEMBER 7 - 8, 2009

Table with 3 columns: REGISTER BY, ON OR BEFORE 7/24/2009, AFTER 7/24/2009. Fees: \$1,095.00 USD, \$1,195.00 USD

Specialized Course: Conflict Resolution through a Cultural Lens SEPTEMBER 9, 2009

Table with 3 columns: REGISTER BY, ON OR BEFORE 7/24/2009, AFTER 7/24/2009. Fees: \$450.00 USD, \$550.00 USD

TOTAL AMOUNT (USD): _____

Course registration will not be confirmed until course is paid in full. If your registration is not paid in full 2 weeks prior to the course you will not be confirmed and your seat will be given to a person on the wait list.

Please note: The course fee does not include meals/breaks. Breakfast is generally supplied by most of the hotels. For lunch and breaks attendees will be on your own.

METHOD OF PAYMENT

Checks or money orders should be in United States funds, payable to the International Ombudsman Association. Credit cards are accepted. Electronic Funds Transfers (EFT's) are not permitted. IOA Federal ID # 541785444

Check will be mailed.

Credit Card payment. We accept: American Express, Visa, MasterCard.

Credit Card #: _____ Exp. Date: _____

Card Holder's Name: _____

TO RESERVE YOUR SEAT FAX OR MAIL YOUR REGISTRATION FORM TO:

Fax to: +1 (908) 842-0376

Mail to: International Ombudsman Association, 390 Amwell Road, Suite 402 Hillsborough, NJ 08844 USA



INTERNATIONAL
OMBUDSMAN
ASSOCIATION

390 Amwell Road, Suite 402
Hillsborough, NJ 08844 USA

+1 (908) 359-0246

First-Class Prsrt
U.S. Postage
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Documation

Register Now!



International Ombudsman Association

COURSES

September 7-9, 2009