Making a Difference

The Ombudsman Impact

INTERNATIONAL OMBUDSMAN ASSOCIATION
IOA supports appropriate business etiquette. To enhance the value and enjoyment of the conference, please turn off cell phones and all electronic devices when programs are in session.

All attendees are reminded that throughout the conference, the principle of confidentiality is in effect, and that discussions involving specific organizations and cases must remain within the session walls.

Although “ombudsman” is used throughout this brochure, the term ombudsman is used to communicate to the widest possible community and is not intended to discourage others from using alternatives. IOA respectfully acknowledges that many practitioners use alternative forms of this word.
Dear Colleagues,

On behalf of the Board of Directors welcome to the International Ombudsman Association (IOA) 2008 Conference!

The IOA Board is proud of its accomplishments this year. We were mindful of our goals and purpose: to serve the membership, our organization, and the Ombudsman profession. These accomplishments reflect the collective diligence of the Board and the Committees. You can see the results in the Annual Report, which is available online.

The dedication of our Conference co-chairs, Vicky Brown, John S. Carter and their committees supported by Joanne Cole, Shawna Wilker, Marie Ashton and the Professional Management Association team, has resulted in this exceptional conference in Boston. Our Association continues to grow with new members from academia, government, corporate, and non-profit organizations. This diversity of thought and practice enriches our conference. You have the opportunity to hear inspiring Keynote speakers, participate in our business meeting, absorb content-rich concurrent sessions, and be refreshed by social activities.

Please join us in fully utilizing the conference opportunities to learn and network. We hope you return to work filled with inspiration from the programs and conversations with your peers. In keeping with our long-standing tradition of respecting other’s confidentiality, we ask that you respect those who share organization-specific case studies. What we talk about here in confidence stays here. We suggest that any discussion using examples from your practice be phrased in such a way as to protect the identity of those utilizing your services.

We thank our guests and colleagues who will present workshops at the conference. We are also grateful to the organizations that have supported us through sponsorship dollars. Please speak to me, a Board member, or the conference co-chairs if there is anything we can do to enhance your conference experience. Let us know your thoughts about the sessions by completing the evaluations forms.

Welcome to the 2008 Conference!

Sincerely,
Janis Schonauer
IOA 2007-08 President
**AGENDA AT A GLANCE**

**April 12, 2008**  
Board Meeting, General Registration and IOA Hospitality Room

- General registration for conference attendees  
- Terrace Room
- Ballroom Foyer
- Stuart Room (4th Fl)

**April 13, 2008**  
Pre-Conference Courses only, *separate registration fee required* and Welcome Reception for all

- General registration for conference attendees  
- Breakfast for pre-conference  
- Full-Day Course: “Conflict Coaching: Enhancing the Ombudsman Process with an Innovative Research- and Theory-Based Model”  
- AM 1 Half-Day Course: “IOA Standards of Practice and Code of Ethics: Understanding the Core Principles of an Organizational Ombudsman Practice”  
- AM 2 Half-Day Course: “Essential Questioning and Interviewing Skills for Ombudsmen”  
- Lunch for pre-conference participants taking the full day course or those taking a combination of 1 AM and 1 PM Course  
- PM 1 Half-Day Course: “Challenges to Informality and Other Standards”  
- PM 2 Half-Day Course: “Current Legal Issues for Ombudsmen Programs”  
- Welcome Reception for all conference attendees

**April 14, 2008**  
First Day of General Conference

- General registration for conference attendees  
- Breakfast for all conference attendees  
- Welcome and Opening Remarks  
- Keynote Address: “A Bridge Across the Racial Divide”  
- AM Coffee Break  
- Plenary Presentation: “The Crystal Ball”  
- Lunch for all conference attendees  
- Lunch Meeting for attendees interested in writing for the IOA Journal & IOA Newsletter  
- Concurrent Sessions  
  1. “Emotion as Insight: Understanding Emotion as a Key to Conflict Management”  
  2. “Ombudsing From a Distance”  
  3. “Research Findings: The Ombudsman Role in Higher Education”  
  4. “Evaluating Ombudsmen Offices”  
  5. “Legal and Practical Considerations for the Contract Ombudsman”  
  6. “Conversations with the IOA Board”  
- Break  
- Sector Forum Discussions  
  1. Academic Forum  
  2. Corporate Forum  
  3. Governmental Forum  
  4. International Forum  
  5. Consultant – Contract Ombudsman Practitioners Forum  
  6. Healthcare Forum  
- Conclusion of Day One. Evening on your own.
New this year IOA will be posting all available speaker presentations on-line prior to the IOA conference for attendees to access.

**Tuesday, April 15, 2008**  
Second Day of General Conference

- **7:30am – 5:00pm**  
  General registration for conference attendees  
  Breakfast for all conference attendees  
  Breakfast Meeting for attendees interested in writing for the IOA Journal & IOA Newsletter  
  **Keynote Address:** “Cultural Competence and Diversity in 21st Century Diplomacy”  
  AM Coffee Break  
  **Plenary Presentation:** “How Ombudsman Offices Get Started and Work Collaboratively with Other Organizational Entities”  
  **Concurrent Sessions**  
  8. “Ombudsman Accountability”  
  10. “Helping People Manage Polarities”  
  10:45am – 12:00 noon Concurrent Sessions  
  13. “Increase The Peace-A Training Tool For Your Organization”  
  15. “Uncivil Behavior and the Graduate Student Experience: Developing a Model for Dealing with Incivility”  
  16. “Medicine And Science: Conversations on Working with Post Docs, Fellows, Residents, Trainees”  
  18. “Do as I Say, Not as I Do – How to Work Effectively With HR (Human Resources)”  
  12:00 noon – 1:30pm Lunch and Annual IOA Business Meeting  
  1:30 – 3:00pm Concurrent Sessions  
  13. “Motivating the Peace-A Training Tool For Your Organization”  
  15. “Uncivil Behavior and the Graduate Student Experience: Developing a Model for Dealing with Incivility”  
  16. “Medicine And Science: Conversations on Working with Post Docs, Fellows, Residents, Trainees”  
  18. “Do as I Say, Not as I Do – How to Work Effectively With HR (Human Resources)”  
  3:00 – 3:30pm PM Coffee Break  
  3:30 – 5:00pm"  
  **Conclusion of Day Two. Evening on your own.**

**Wednesday, April 16, 2008**  
Third / Final Day of General Conference

- **8:00am – 12:00 noon**  
  General registration for conference attendees  
  Breakfast for all conference attendees  
  **Keynote Address:** “The State of College Mental Health”  
  AM Coffee Break and Hotel Checkout  
  **Concurrent Sessions**  
  19. “Ombuds as Mediator: Providing Effective Mediation Services”  
  22. “Conflict Resolution Challenges for the Ombudsman in Multi-Cultural Contexts”  
  23. “Comparing Apples-to-Apples, Part II”  
  24. “Getting to the Root of the Problem: Root Cause Analysis as a Tool for Organizational Change”  
  12:00 noon  
  Conclusion of Conference
Coca-Cola Enterprises is a proud supporter of the IOA 2008 Annual Conference

Proud Sponsor of the 2008 International Ombudsman Association Conference

Shell’s commitment to community and social responsibility has been in place for more than 50 years with over $485 million in contributions to support community health and welfare, arts and cultural activities and various educational initiatives, including minority education and diversity and inclusiveness programs in Houston and in the U.S.

www.shell.com/us
The Coca-Cola Company is a proud sponsor of the 3rd Annual IOA Conference

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Best wishes for a successful conference.
What you do makes a difference.

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United Technologies Corporation
is a proud sponsor of the
International Ombudsman Association (IOA)
2008 Annual Conference
COLUMBIA UNIVERSITY

Graduate Program in Negotiation and Conflict Resolution

Our new part-time graduate program trains professionals to be effective negotiators and problem-solvers. The program examines theory and practical methodology, focusing on constructive communication, ethical understanding, cultural awareness and sensitivity, and counseling.

Courses emphasize a pragmatic approach to resolving conflicts that arise in human resource management, community and labor organization, education, health administration, law, and business.

INFORMATION SESSION
Wednesday, April 2, 6:30 P.M.
R.S.V.P. online.

www.ce.columbia.edu/ncr4
THANK YOU to our 2008 Conference Committee Members and Volunteers!

Conference Co-Chairs
Vicky Brown
John Carter

Pre-Conference Chair
Mary Chavez-Rudolph

John Barkat
Carol Breslin
Mary Childers
Elizabeth Conley
Lydia Cummings
Victoria Dowd
Rosa Garner
Cynthia Joyce
William King
Alan Lincoln
Patti Lynch
Craig Mousin
Don Noack
Jan O’Keefe
Elizabeth Walsh Pino
Trey Recklin
Mary Rowe
Kate Schenck
Beth Segers
Marsha Wagner
Linda Wilcox
Gary Yamashita

Thank you to all
of the moderators, facilitators, and roving reporters for their assistance.
IOA would like to recognize and thank the following organizations and individuals for supporting the 2008 Annual Conference.

**PLATINUM SUPPORTER**
- The Coca-Cola Company
- United Technologies Corporation

**SILVER SUPPORTER**
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**INDIVIDUAL OMBUDDY SUPPORTERS**
- Carol Breslin
- James Nabina

**EXHIBITORS**
- Pepperdine University School of Law-Straus Institute for Dispute Resolution
- Program on Negotiation at Harvard Law School
- Software Impressions, LLC

**ADVERTISER**
- Columbia University Graduate Program in Negotiation and Conflict Resolution
Save the Date for Future IOA Annual Conferences

2009 Annual Conference
The Fairmont Hotel, The Queen Elizabeth
Montreal, Quebec, Canada

Tuesday, April 14, 2009
Board Meeting

Wednesday, April 15, 2009
Pre Conference Courses

Thursday, April 16, 2009
Day 1 of General Conference

Friday, April 17, 2009
Day 2 of General Conference

Saturday, April 18, 2009
Day 3 - Last Day of General Conference

Sleeping Room
Rate $169 Canadian Dollars

The 2009 Call for Conference Themes, Suggestions and Session Presentations is now open. You may submit your ideas and suggestion online. Please visit the IOA conference web page at:
http://www.ombuds-toa.org/conference/index.html

Additional information for the 2009 Conference is also available online.

2010 Annual Conference
The Marriot New Orleans
New Orleans, LA

Tuesday, April 6, 2010
Board Meeting

Wednesday, April 7, 2010
Pre Conference Courses

Thursday, April 8, 2010
Day 1 of General Conference

Friday, April 9, 2010
Day 2 of General Conference

Saturday, April 10, 2010
Day 3 - Last Day of General Conference

Sleeping Room
Rate $189 US Dollars

2011 Annual Conference
Location to be West Coast