



INTERNATIONAL
OMBUDSMAN
ASSOCIATION

AGENDA:

8:00am to 8:30am

Registration and Breakfast for Pre-Conference Full Day and AM Course participants

8:30am to 5:00pm

Full Day Course

8:30am to 12:00pm

AM Courses

12:15 pm to 1:00pm

Lunch for participants attending Full Day and/or an AM and PM course

1:00pm

PM Course Registration

1:30pm to 5:00pm

PM Courses

5:30pm to 7:30pm

Welcome Reception for all conference attendees

PRE-CONFERENCE REGISTRATION FEES:

\$260 for the Full Day Course **OR** for two half-day courses, one AM and one PM course

\$160 for one half-day course.

* Students please contact the office for student rates. Note you must be a full time student to be eligible for a student rate.

- Full Day course registration includes: Continental breakfast, am & pm refreshment break, lunch and course materials
- AM course registration fee includes: Continental breakfast, morning refreshment break, and course materials.
- PM course registration fee includes: Afternoon refreshment break, and course materials.
- Lunch is included in the registration fee for participants who register for two half-day courses, one AM and one PM course.
- Early registration for pre-conference courses is recommended as most courses will be limited.

CERTIFICATES OF COMPLETION:

Certificates of Completion will be awarded only to those who attend the entire course. Please arrange your schedule accordingly.

CANCELLATION/REFUND POLICY:

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 following cancellation policy:

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

Pre-Conference Courses

Wednesday, April 11, 2007

FULL DAY COURSE

8:30am - 5:00pm

The Skilled Facilitator: Helping You Get Better Results and Build Stronger Relationships Often in Ways You Didn't Think Possible

Maximum Enrollment: 50 participants

Speaker:

Roger Schwarz, B.S., M.Ed., A.M., Ph.D, Organizational Psychologist, Founder and President, Roger Schwarz & Associates, Chapel Hill, NC

Who Should Attend:

We've designed this workshop for consultants, facilitators, trainers and other professionals responsible for change.

At the Skilled Facilitator Workshop, you'll learn to:

- Develop an effective contract with groups that increases chances of a successful facilitation or consultation
- Increase credibility and effectiveness as an internal facilitator or consultant, including developing a clear contract with your boss (if you have one) about how you will facilitate groups
- Choose when to serve as a facilitator, facilitative consultant, facilitative leader, and facilitative trainer and how to stay in your role
- Diagnose and intervene effectively in groups using the diagnosis-intervention cycle
- Identify elements that make groups effective and identify problems that reduce group effectiveness

You'll also learn to create these outcomes:

- Decisions that get better results
- Decisions that people actively support
- Decisions that save time
- Better relationships - at work and in your personal life
- More personal satisfaction and less stress - for you and your clients
- Learning that allows you and others to adapt and change where most others don't



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AM1 HALF DAY COURSE 8:30am-12:00pm

IOA Standards of Practice and Code of Ethics: Understanding the Core Principles of an Organizational Ombuds Practice

Maximum Enrollment: 30 participants

Speakers:

Tim Griffin, Ombudsman, Northern Illinois University, De Kalb, IL

Toni Robinson, Ombudsman, Massachusetts Institute of Technology, Cambridge, MA

David Talbot, Ombudsman, Coca-Cola Enterprises, Inc., Atlanta, GA

Organizational Ombuds strive to operate consistent with a core set of ethical principles and standards of practice. These principles and standards are the foundation of IOA sanctioned organizational ombuds practices and distinguish our positions and professional approaches from those of other ombuds and dispute resolution practitioners.

This course is designed as both a review for practicing ombuds and an introduction for those new to the concept of an Organizational Ombuds. A pre-conference study of IOA ethics and standards will provide participants with a solid understanding of crucial concepts and guidelines that will be discussed and referred to extensively throughout the remainder of the conference - helping maximize the learning and benefit received from your time spent in St. Louis.

AM2 HALF DAY COURSE 8:30am-12:00pm

Teaching the Teachers

Maximum Enrollment: 25 participants

Speaker:

April White Castañeda, Director, Staff Education & Career Development, California Institute of Technology, Pasadena, CA

This course may be of interest to those who conduct trainings, workshops and lectures.

The workshop will focus on:

- Current teaching techniques and tools
- Adult education models
- Exercises that encourage audience participation
- Making learning stick
- Engaging your audience
- Creating reasonable learning objectives

Pre-Conference Courses

Wednesday, April 11, 2007

PM1 HALF DAY COURSE 1:30pm-5:00pm

Understanding Conflict: A Socio-Psychological Perspective for Ombuds

NOTE: THIS COURSE IS PART OF IOA'S ON-GOING SERIES, "DRAWING FROM PSYCHOLOGY"

Maximum Enrollment: 20 participants

Speakers:

Camilo Azcarate, Ombuds Officer, Princeton University, Princeton, NJ

Nicholas Diehl, Associate Ombuds, Princeton University, Princeton, NJ

As Ombuds we are constantly helping people struggling with conflicts. Our ability to identify factors influencing perceptions, emotions and actions during conflict can greatly enhance our ability to help our constituents. Such factors can be intra-psychic (i.e. power orientation), interpersonal (i.e. level of trust/ distrust) or dynamic (i.e. existence of self-fulfilling prophecies).

This course is a brief introduction to intra-psychic and interpersonal factors influencing people's perceptions, emotions, strategies and actions during conflict. These concepts were originally developed by social psychologists who for more than fifty years have been at the forefront of an interdisciplinary effort to increase our understanding of conflict.

These concepts will be reviewed and developed through use of case studies.

PM2 HALF DAY COURSE 1:30pm-5:00pm

Challenges to Neutrality

Maximum Enrollment: 50 participants

Speakers:

Howard Gadlin Ph.D, Ombudsman, National Institutes of Health, Bethesda, MD

Wilbur Hicks, Ombudsperson, International Monetary Fund, Washington, DC

Marsha L. Wagner, University Ombuds Officer, Columbia University, New York, NY

The purpose of this course is to examine and reflect on all the ways that it may be difficult to maintain a neutral stance in our organizational ombuds roles. Our neutrality may be questioned by others' perceptions or misperceptions of us based on our identity, our history in the organization, or our functions as ombuds or employees or external contractors. We may also wonder how we can remain impartial while addressing power imbalances, allegations of wrongful conduct, or values conflicts or individuals who may "push our buttons." The course will consider who we are and our previous and current relationships in the organization; it will also address if it's possible to measure or assess neutrality, or if there are preferable concepts such as "balanced perspective" and "multi-partiality." Second, we will look at questions of impartiality in the ombuds role of "upward feedback" and making recommendations for change - how does the ombuds avoid becoming a stakeholder when serving as a change agent? Finally, this session will examine how ombuds roles are structured in various organizations when the ombuds is asked to perform other functions -- whether those involve advising (say, a committee on diversity or change management), or teaching (either conflict resolution workshops or academic courses), or serving in other roles (from "ex officio" committee members to management functions).