

2ND ANNUAL CONFERENCE



INTERNATIONAL
OMBUDSMAN
ASSOCIATION

*Strengthening
our Foundations*

April 11 - 14, 2007

St. Louis, Missouri

Adam's Mark Hotel

P R O G R A M

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About the International Ombudsman Association (IOA)

IOA is the largest international association of professional organizational Ombudsman practitioners in the world, representing over 600 members from the United States and across the globe. The association supports organizational Ombudsman* worldwide working in corporations, universities, non-profit organizations, government entities and non-governmental organizations. In addition, the association works to support and promote the profession through strategic partnerships and communication with government agencies and other professional organizations as appropriate. 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 other IOA courses, visit our website at www.ombudsassociation.org.

IOA, 203 Towne Centre Drive, Hillsborough, NJ 08844

Phone (908) 359- 0246 Fax (908) 842-0376

Email: info@ombudsassociation.org



IOA supports appropriate business etiquette. To enhance the value and enjoyment of the conference, please turn off cell phones and pagers 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.



INTERNATIONAL
OMBUDSMAN
ASSOCIATION

Friends,

On behalf of the Board of Directors and myself, welcome to the International Ombudsman Association (IOA) 2007 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. Much thought, discussion and diligence have gone into the work of the Board this year, some visible, some not.

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 St. Louis. 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 an important vote at our business meeting, absorb content-rich concurrent sessions, and be refreshed by social activities.

Please join us in fully utilizing these conference learning and networking opportunities. We hope you leave here enlightened and energized. We thank our guests and colleagues who will present workshops at the conference. We are also grateful to the various organizations that have consistently supported us through sponsorship dollars. Please alert 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 evaluation forms.

In keeping with our long-standing tradition of respecting others' confidentiality, I ask that you respect those who share organization-specific case studies. What we talk about here in confidence stays here. It is encouraged that any discussion or comments using examples from your practice be phrased in such a way as to protect the identity of those utilizing your services.

Welcome to the 2007 Conference!

Sincerely,

Janis Schonauer
IOA 2007 President
Ombudsman, Alliance Bernstein, LLP



AGENDA AT A GLANCE

All sessions will be held in the **St. Louis Ballrooms**.

Wednesday, April 11, 2007 PRE-CONFERENCE COURSES

BALLROOM E	8:00 - 8:30am	Registration and Breakfast for Pre-Conference Full Day and AM Course participants
BALLROOM A	8:30 - 5:00pm	Full Day Course: <i>"The Skilled Facilitator: Helping You Get Better Results and Build Stronger Relationships Often in Ways You Didn't Think Possible"</i>
BALLROOM B	8:30 - 12:00pm	AM #1 Half-Day Course: <i>"IOA Standards of Practice and Code of Ethics: Understanding the Core Principles of an Organizational Ombuds Practice"</i>
BALLROOM C		AM #2 Half-Day Course: <i>"Teaching the Teachers"</i>
BALLROOM E	12:15 - 1:00pm	Lunch for participants attending a Full Day and/or an AM and PM course
BALLROOM B	1:30 - 5:00pm	PM #1 Half-Day Course: <i>"Understanding Conflict: A Socio-Psychological Perspective for Ombuds"</i>
BALLROOM C		PM #2 Half-Day Course: <i>"Challenges to Neutrality"</i>
BALLROOM E	5:30 - 7:30pm	Welcome Reception for all conference attendees

Thursday, April 12, 2007 FIRST DAY OF GENERAL CONFERENCE

BALLROOM E	7:00 - 8:00am	Registration and Breakfast
BALLROOM D	8:15 - 8:25am	Welcome and Opening Remarks
BALLROOM D	8:25 - 9:25am	Keynote Speaker: <i>"Crucibles for Change: Ombuds as Leaders in Challenging Times"</i>
BALLROOM D	9:25 - 10:25am	Plenary Presentation: <i>"Democracy and Dispute Resolution: Opportunities and Challenges for Ombuds"</i>
	10:25 - 10:45am	AM Coffee Break
BALLROOM D	10:45 - 12:00pm	Plenary Presentation: <i>"U.S. Law and Legal Update Panel"</i>
BALLROOM E	12:00 - 1:30pm	Lunch for all conference attendees followed by the Annual Business Meeting for members
	1:45 - 3:15pm	Concurrent Sessions
BALLROOM B		1. "Variations in Ombudsman Practices Around the World"
BALLROOM A		2. "Working with Larger Workplace Systems"
BALLROOM D		3. "Facilitative Skills for Ombuds: Bringing Transparency to Work"
BALLROOM F		4. "Knowing Your Ombuds Business Through Your Customer: Large Investments In Select Inquirers"
BALLROOM C		5. "Thriving Together: Building a Culture of Dialogue and Inclusivity"
	3:15 - 3:45pm	PM Coffee Break
	3:45 - 5:15pm	Concurrent Sessions
BALLROOM B		6. "Using Analytical Data to Evaluate the Performance of an Ombudsman Office - A Case Study"
BALLROOM A		7. "Awaken the Fire Within: Motivating Individuals into Action through Coaching"
BALLROOM C		8. "Classical, Organizational, Long-Term Ombuds: A Discussion About Ombuds Types and Opportunities"
BALLROOM D		9. "Standards of Practice- Practical Applications to Real World Challenges"
BALLROOM F		10. "Life as Ombudsman to the Incarcerated"
	5:15pm	Conclusion of First Day. Evening on your own or you may register for the Special Networking Dinner Event.
	6:30 - 9:30pm	Special Networking Dinner Event, River Boat Dinner Cruise. Separate pre-registration required.

Including Skill Building, Networking with Colleagues, and Addressing Challenges to Our Profession.

All sessions will be held in the St. Louis Ballrooms.

Friday, April 13, 2007 SECOND DAY OF GENERAL CONFERENCE

<i>BALLROOM E</i>	7:00 - 8:00am	Registration and Breakfast
<i>BALLROOM D</i>	8:15 - 8:30am	Welcome to St. Louis
<i>BALLROOM D</i>	8:30 - 9:30am	Keynote Speaker: <i>"Dealing with the Emotional Side of Conflict: A Practical Framework for Ombuds"</i>
<i>BALLROOM D</i>	9:30 - 11:00am	Plenary Presentation: <i>"The Crystal Ball"</i>
	11:00 - 11:15am	AM Coffee Break
	11:15 - 12:45pm	<p>Forum Discussion Groups These will be structured and facilitated opportunities to discuss issues of importance to the individual forums, as well as begin mapping future plans and directions for the profession.</p> <ul style="list-style-type: none"> • Academic Forum <i>ST. LOUIS BALLROOM D</i> • Corporate Forum <i>ST. LOUIS BALLROOM A</i> • Government Forum <i>ST. LOUIS BALLROOM B</i> • Non-Profit, Non-Government Forum <i>ST. LOUIS BALLROOM C</i> • International Forum <i>ST. LOUIS BALLROOM F</i> • Consultant/Independent Forum <i>ST. LOUIS BALLROOM G</i>
<i>BALLROOM E</i>	12:45 - 2:15pm	Lunch
	2:30 - 4:00pm	Concurrent Sessions
<i>BALLROOM A</i>		11. "The Ombuds as Teacher"
<i>BALLROOM B</i>		12. "Strengthening Our Skills: Intervening with Suicidal Ideation"
<i>BALLROOM D</i>		13. Part 1: "Strengthening the Foundations of Conflict Management Systems - A Diagnostic Approach"
<i>BALLROOM C</i>		14. "Conversations with the IOA Board and IOA Committees or Ask Us What We Have Done For You Lately"
<i>BALLROOM F</i>		15. "A Primer for Ombudsman: The Boundaries Between Process and Content Foci"
	4:00 - 4:15pm	PM Coffee Break
	4:15 - 5:45pm	Concurrent Sessions
<i>BALLROOM B</i>		16. Part 2: "From Understanding to Renewal in Conflict Management Systems Building"
<i>BALLROOM D</i>		17. "Empowering the Ombuds Office and Communicating with Powerful Players: Presidents, General Counsel and Others in your Organization"
<i>BALLROOM C</i>		18. "Comparing Apples-to-Apples"
<i>BALLROOM A</i>		19. "Ombudsman by Phone"
<i>BALLROOM F</i>		20. "Best Practices For Corporate Ombudsmen: A Roundtable Discussion"
	5:45pm	Conclusion of Day Two. Evening on your own.

Saturday, April 14, 2007 THIRD/FINAL DAY OF GENERAL CONFERENCE

<i>BALLROOM E</i>	7:30 - 8:30am	Breakfast
<i>BALLROOM D</i>	8:30 - 9:30am	Keynote Speaker: <i>"Neutrality, Impartiality and More: What's an Ombuds to do?"</i>
<i>BALLROOM D</i>	9:30 - 10:30am	Plenary Presentation: <i>"All About Assessment: The Ombudsman Role and Organizational Transformation"</i>
<i>BALLROOM D</i>	10:30 - 10:45am	IOA Reflections and Visions 2007-2008
	10:45 - 11:00am	AM Coffee Break
	11:00 - 12:30pm	Concurrent Sessions
<i>BALLROOM C</i>		21. "The Role of the IOA Journal and Research in the Ombudsman Field"
<i>BALLROOM B</i>		22. "How Research Can Support Ombuds Work"
<i>BALLROOM D</i>		23. "Questions for the Legal Experts"
<i>BALLROOM A</i>		24. "International Opportunities For Conflict Resolution and Alternative Dispute Resolution"
	12:30pm	Conclusion of Conference

Keynote Speaker Bios

THURSDAY SPEAKER:
"Crucibles for Change: Ombuds as Leaders in Challenging Times"



Michelle LeBaron
University of British Columbia
Faculty of Law
Vancouver, BC, Canada

Michelle LeBaron is an internationally renowned scholar/practitioner, currently serving as Professor of Law and Director of the Dispute Resolution Program at UBC in Vancouver, Canada. Her current work explores how the arts and contemplative practices are vital resources for transforming cross-cultural conflicts. Michelle's books include *Bridging Cultural Conflicts: A New Approach for a Changing World* and *Bridging Troubled Waters: Conflict Resolution from the Heart*. Her latest book, *Conflict Across Cultures: A Unique Experience of Bridging Differences*, is the product of collaboration among five authors from four continents. Michelle is committed to fostering leadership practices that draw on the power of imagination, the wisdom of intuition and the human capacity for connection.

THURSDAY SPEAKER:
"Workplace Democracy Issues"



Richard C. Reuben
Associate Professor of Law
University of Missouri
Columbia, MO

Richard C. Reuben is Associate Professor of Law at the University of Missouri-Columbia School of Law, a Senior Fellow at the law school's Center for the Study of Dispute Resolution, and Vice-Chair of the Ombuds Committee of the ABA Section of Administrative Law and Regulatory Practice. He also served as a Reporter for the Uniform Mediation Act Project, which was recently enacted by the National Conference of Commissioners on Uniform State Laws and endorsed by the American Bar Association House of Delegates. A lawyer and journalist, Professor Reuben has been nominated for a Pulitzer Prize for his coverage of the U.S. Supreme Court and other legal matters. He is currently the Editor of *Dispute Resolution Magazine*, a quarterly publication of the American Bar Association, and works extensively with the University of Missouri-Columbia School of Journalism.

FRIDAY SPEAKER:
"Welcome to St. Louis"



James D. Weddle
Managing Partner
Edwards Jones Investments, Inc.
St. Louis, MO

James D. Weddle, Edward Jones Managing Partner, is a native of Illinois and a graduate of DePauw University in Greencastle, Indiana. He earned his MBA at Washington University and also graduated from the University of Pennsylvania Wharton School's Securities Industry Institute. James began his career at Edward Jones as a part-time intern in 1976. After completing his MBA, he became an Edward Jones investment representative. Weddle was named a principal in the firm in 1984. James assumed responsibility for one of the firm's largest areas, Mutual Fund Sales and Marketing. In 1997, he assumed responsibility for managing all of the firm's branch offices. James Weddle became Edward Jones' fifth managing partner in 2006.

FRIDAY SPEAKER:
"Dealing with the Emotional Side of Conflict: A Practical Framework for Ombuds"



Daniel L. Shapiro, Ph.D.
Associate Director of the Harvard Negotiation, Project Harvard Law School, Cambridge, MA

Daniel L. Shapiro, Ph.D. is founder and Director of the Harvard International Negotiation Initiative and Associate Director of the world-renowned Harvard Negotiation Project. He is on the faculty at Harvard Law School and in the Department of Psychiatry at Harvard Medical School/McLean Hospital. He also has been on the faculty at the Sloan School of Management, Massachusetts Institute of Technology. Dr. Shapiro teaches negotiation to a wide range of groups around the world, from Microsoft and Starbucks to Fidelity and venture capital firms. He also has extensive international experience, including training Serbian Members of Parliament, Middle East negotiators, Chinese officials, Macedonian politicians, and senior U.S. officials. During the Bosnian War, he conducted conflict management trainings in Croatia and Serbia. Through funding from the Soros Foundation, he developed a conflict management program that reaches more than one million people across 30 countries. Dr. Shapiro recently co-authored the bestseller *Beyond Reason: Using Emotions as you Negotiate* with Roger Fisher (of *Getting to Yes* fame). *Beyond Reason* has received numerous awards, including the Outstanding Book Award for Excellence in Conflict Resolution from the International Institute for Conflict Prevention and Resolution. He has contributed to the *New York Times*, *O: The Oprah Magazine*, and many other popular and scholarly publications.

SATURDAY SPEAKER:
"Neutrality, Impartiality and More: What's an Ombuds to do?"



Gregory E. Firestone, Ph.D.
Director of the Conflict Resolution Collaborative, University of South Florida, Tampa, FL

Gregory Firestone, Ph. D., Director of the University of South Florida Mediation Institute. He currently serves on the 1) Editorial Board of Family Court Review, 2) Florida Supreme Court Alternative Dispute Resolution Rules Committee, and 3) Association of Family and Conciliation Courts (AFCC) Advisory Council. He is currently the President of the Florida Chapter of AFCC and also serves as Official Observer on behalf of the Association for Conflict Resolution to the National Conference of Commissioners on Uniform State Laws (NCCUSL) Uniform Mediation Act Drafting Committee. Dr. Firestone is a practicing mediator, mediation trainer, and licensed psychologist. He mediates family, dependency, employment, ADA, business, and other disputes and is an Association for Conflict Resolution (ACR) Advanced Practitioner. Dr. Firestone serves as a primary trainer for 1) divorce/family mediation certification courses approved by ACR/AFM and by the Florida Supreme Court and 2) dependency mediation certification courses approved by the Florida Supreme Court.

SATURDAY SPEAKER:
"All About Assessment: The Ombudsman Role and Organizational Transformation"



David R. Brubaker
B.S., M.B.A., Ph.D., Assistant Professor of Organizational Studies, Conflict Transformation Program, Eastern Mennonite University, Harrisonburg, VA

David Brubaker is Assistant Professor of Organizational Studies in the Conflict Transformation Program of the Center for Justice and Peacebuilding at Eastern Mennonite University. He began his conflict transformation career in 1986 with Mennonite Conciliation Services and has since worked as a trainer, mediator and organizational consultant with over 100 organizations in the U.S. In 2000, David and four partners formed Cooperative By Design, an Arizona Peacebuilding Consortium. Internationally, David has consulted or trained in 12 countries in Latin America, Africa, Asia, Europe and the Middle East with a variety of non-governmental organizations. David is an active member of the Association for Conflict Resolution (ACR) and a former board member of the National Conference for Peacemaking and Conflict Resolution (NCPMR). His articles have appeared in *Mediation Quarterly*, *Conciliation Quarterly*, *Conflict Resolution Notes and Congregations* (published by the Alban Institute). David specializes in organizational development and conflict transformation, particularly in faith-based organizations. From his 20 years of practice with organizations, David has developed an intervention model that includes members of the organization in the assessment of organizational conflict and process design and implementation.



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THANK YOU to our 2007 Conference Committee Members and Volunteers!

Carol L. Breslin, Manager, Global Office of the Ombuds, Chevron Corporation

Vicky Brown, University Ombuds Officer, University of Central Florida

John S. Carter, Ombudsperson, The Citadel

Lynn M. Connley, Director Ombudsman Office, Southern Illinois University

Joanne DeSiato, Ombudsperson for Graduate Students, University of Maryland

Glenda L. Dickson, Assistant To the Ombudsman, Clemson University

Rosa Garner, Ombuds, University of Wisconsin

Gerry Hays, Corporate Ombuds, Sandia National Laboratories

Patricia J. Lynch, Corporate Ombudsman, United Technologies Corporation

*Carmen C. McKines, Ombudsperson for Students and Postdoctoral Appointees,
University of California, Berkeley*

Craig B. Mousin, University Ombudsperson, DePaul University

Marvin Neal, Ombudsman, Coca-Cola Enterprises, Inc.

Don Noack, Corporate Ombudsman, Sandia National Laboratories

Trey Reckling, Ombudsman, Savannah College of Art and Design

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

Thomas P. Zgambo, Ph.D., Ombudsman, World Bank Group



INTERNATIONAL
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COURSE OFFERINGS 2007

JUNE 2007

2007 African Development Bank, Tunis, Tunisia, Africa

1. **Ombudsman 101**, June 11 - 12, 2007
2. **Ombudsman Support Role**, June 13, 2007
3. **Ombudsing in the Field**, June 13, 2007
4. **Helping People Come Forward**, June 14, 2007

Please visit the IOA website for further conference details and to register.

JULY 2007

The Red Lion Hotel on Fifth Avenue, Seattle, Washington, USA

1. **Ombudsman 101**, July 16-18, 2007
 2. **Ombudsman 101 PLUS**, July 18, 2007
 3. **Specialized Course: Legal Issues in an Everyday Ombudsman Practice – Answers to the Questions You Have Always Wanted to Ask**, July 19, 2007
 4. **Specialized Course: Defining Effectiveness for the Ombudsman Office**, July 20, 2007
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OCTOBER 2007

The Hilton Philadelphia City Avenue, Philadelphia, Pennsylvania, USA

1. **Ombudsman 101**, October 15-17, 2007
2. **Ombudsman 101 PLUS**, October 17, 2007
3. **Intermediate Workshop: Skills for the Experienced Ombudsman**, October 16-17, 2007
4. **Specialized Course: Drawing from Psychology: Theories of Solution Focused/Problem Solving Therapies**
October 18, 2007



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Friede Consulting Services, LLC Wendy Friede - Principal

Wendy works with individuals and organizations to prevent and resolve conflict. She brings over 30 years of Corporate Ombuds, training, leader development, change management and diversity experience to help your organization:

- ◆ establish or enhance an Ombuds practice
- ◆ broaden the scope of your existing practice to include countries outside of North America
- ◆ build support from CEOs, presidents, boards, and formal internal partners
- ◆ provide temporary back up Ombuds service when you are short resources

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Best wishes for a successful conference.

What you do makes a difference.



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