

**7th ANNUAL CONFERENCE**

April 13-18, 2012  
Houston, Texas



INTERNATIONAL  
**OMBUDSMAN**  
ASSOCIATION

**ON-SITE  
CONFERENCE GUIDE**



*Join the Conversation: Learn. Share. Grow.*



**The Premiere Provider of Professional Development  
for Ombudsman Practitioners**



### AGENDA AT A GLANCE

PDH's

#### SUNDAY, APRIL 15, 2012

#### PRE-CONFERENCE COURSES

Pre-Registration and Separate Course Registration Fee Required.

<b>7:30am-5:30pm</b>	Registration Desk Open	<i>Imperial Ballroom Foyer</i>	
<b>7:30am-8:30am</b>	Breakfast for all Half Day AM and Full Day Pre-Conference Course Attendees	<i>Imperial Ballroom East</i>	
<b>8:30am-5:00pm</b>	Pre-Conference <b>Full Day Course #1: Conflict Coaching for the Organizational Ombuds</b>	<i>Magnolia</i>	<b>7.5</b>
<b>8:30am-5:00pm</b>	Pre-Conference <b>Full Day Course #2: Using Mediation and other Informal Interventions to Deal with Workplace Bullying and Harassment Issues</b>	<i>Redbud</i>	<b>7.5</b>
<b>8:30am-12:00pm</b>	Pre-Conference <b>Half Day AM Course #1: Improving the Organization's Conflict Climate</b>	<i>Dogwood</i>	<b>3.5</b>
<b>8:30am-12:00pm</b>	Pre-Conference <b>Half Day AM Course #2: Mind-Hack: Ombudsing with the Brain in Mind</b>	<i>Mesquite</i>	<b>3.5</b>
<b>12:00pm-1:30pm</b>	Lunch for all Full Day and Half Day PM Pre-Conference Course Attendees (includes Organizational Ombudsman 101 PLUS)	<i>Imperial Ballroom East</i>	
<b>1:30pm-5:00pm</b>	Pre-Conference <b>Half Day PM Course #1: Managing Up: Helping Visitors Improve Relationships with their Supervisors</b>	<i>Dogwood</i>	<b>3.5</b>
<b>1:30pm-5:00pm</b>	Pre-Conference <b>Half Day PM Course #2: The Culture Bump® Approach: Embracing our Prejudices... An Ombudsman's Guide to Universal Connections</b>	<i>Mesquite</i>	<b>3.5</b>
<b>1:30pm-5:30pm</b>	<b>Organizational Ombudsman 101 PLUS Professional Development Course</b>	<i>Cottonwood</i>	<b>4</b>
<b>5:30pm-6:00pm</b>	<b>Welcome Reception for Ombudsman New to the Profession and First Time Attendees</b>	<i>Imperial Ballroom East</i>	
<b>5:30pm-7:00pm</b>	<b>Welcome Reception</b> Cash Bar. Open to all Professional Development, Pre-Conference, and General Conference Attendees. Evening on your own.	<i>Imperial Ballroom East</i>	

#### MONDAY, APRIL 16, 2012

#### GENERAL CONFERENCE, DAY ONE

<b>6:00am-7:00am</b>	<b>Fun Run/Walk Around Houston</b>		
<b>6:00am-7:00am</b>	<b>Yoga Class</b> A \$5.00 fee applies.	<i>Conference Room 1</i>	
<b>7:30am-5:00pm</b>	Registration Desk Open	<i>Imperial Ballroom Foyer</i>	
<b>7:30am-8:30am</b>	Breakfast for All Conference Attendees	<i>Imperial Ballroom East</i>	
<b>8:45am - 9:00am</b>	<b>Conference Welcome &amp; Opening Remarks</b>	<i>Imperial Ballroom West</i>	
<b>9:00am-10:00am</b>	<b>Keynote Address</b> <b>Responding to Workplace Bullying: The Role of the Ombudsman</b> <i>David Yamada, Professor of Law, Suffolk University Law School</i>	<i>Imperial Ballroom West</i>	<b>1</b>
<b>10:00am-10:30am</b>	<b>Networking Break</b>	<i>Imperial Ballroom Foyer</i>	
<b>10:30am-11:45am</b>	<b>The State of the Association: A Discussion About IOA's Future</b> Open to All Conference Attendees.	<i>Imperial Ballroom West</i>	<b>0</b>
<b>12:00pm-1:00pm</b>	<b>Luncheon for All Conference Attendees</b>	<i>Imperial Ballroom East</i>	
<b>1:15pm-2:45pm</b>	<b>Concurrent Sessions</b> 1. Resolving 21st Century Disputes with a Pre-Historic Mind 2. Understanding Your Cultural Patterns Across Conflict Styles 3. Confidentiality as a Standard of Practice, Challenged and Challenging 4. Supervisors are People, Too: Ombuds Work with Managers 5. The Ombuds as Trainer 6. Systems Thinking in the Ombuds Office: Theory, Tools, and Practice	<i>Magnolia</i> <i>Mesquite</i> <i>Imperial Ballroom West</i> <i>Cottonwood</i> <i>Redbud</i> <i>Dogwood</i>	<b>1.5</b> <b>1.5</b> <b>1.5</b> <b>1.5</b> <b>1.5</b> <b>1.5</b>
<b>2:45pm-3:15pm</b>	<b>Networking Break</b>	<i>Imperial Ballroom Foyer</i>	
<b>3:15pm-4:45pm</b>	<b>Concurrent Sessions</b> 7. Ombudsman Pecha Kucha 8. Mapping the European Higher Education Area (and Beyond): International Ombudsmen as GPS 9. Employment Law for Ombuds - What do we really need to know? 10. Case Review with an Experienced Ombuds 11. The Neuro-Ombuds: Apollo 13, the Ombudsman and Helping Visitors Create Breakthroughs 12. Casting a Wider Net: Increasing Ombuds Office Utilization in Global/Multisite Organizations	<i>Dogwood</i> <i>Redbud</i> <i>Cottonwood</i> <i>Imperial Ballroom West</i> <i>Magnolia</i> <i>Mesquite</i>	<b>1.5</b> <b>1.5</b> <b>1.5</b> <b>1.5</b> <b>1.5</b> <b>1.5</b>
<b>5:00pm-6:00pm</b>	<b>Cocktails with the IOA Board</b> Cash Bar. Open to All Conference Attendees.	<i>Imperial Ballroom East</i>	
<b>8:00pm-9:30pm</b>	<b>Sweets 'n Boots</b> Howdy, pardner! The Texas Organizational Ombuds Practitioners Alliance (TOOPA) would like you to join in a good ole' Texas-style roundup. Enjoy desserts and kick up your boots as you learn to do the Achy Breaky Heart around the dance floor!	<i>Window Box</i>	

# AGENDA AT A GLANCE continued

## TUESDAY, APRIL 17, 2012

## GENERAL CONFERENCE, DAY TWO

PDH's

<b>6:00am-7:00am</b>	Fun Run/Walk Around Houston		
<b>6:00am-7:00am</b>	<b>Yoga Class</b> A \$5.00 fee applies.	Conference Room 1	
<b>7:30am-5:00pm</b>	Registration Desk Open	Imperial Ballroom Foyer	
<b>7:30am-8:30am</b>	Breakfast for All Conference Attendees	Imperial Ballroom East	
<b>8:45am-9:45am</b>	<b>Keynote Address</b> <b>Help One; Help Many: The Ombudsman's Role in Advancing the Organization Toward Better Conflict Management</b> <i>Michael Dues, Lecturer, University of Arizona, Management Consultant</i>	Imperial Ballroom West	1
<b>9:45am-10:15am</b>	<b>Networking Break</b>	Imperial Ballroom Foyer	
<b>10:30am-11:45am</b>	<b>IOA Annual Business Meeting</b> Attendance limited to IOA Members.	Imperial Ballroom West	0
<b>12:00pm-1:00pm</b>	<b>Lunch for All Conference Attendees</b>	Imperial Ballroom East	
<b>12:00pm-1:00pm</b>	<b>Lunch for Ombudsman New to the Profession &amp; First Time Attendees*</b> <small>*Pre-Registration Requested</small>	Window Box	
<b>1:15pm-2:45pm</b>	<b>Concurrent Sessions</b>		
	13. Analyze This! Adapting the Law School IRAC Framework to Ombuds Case Analysis	Magnolia	1.5
	14. Corporate Organizational Ombudsman Round Table	Dogwood	1.5
	15. A Classical Ombudsman's Survival in Tough Economic Times	Redbud	1.5
	16. The Process of Bullying	Imperial West	1.5
	17. Increasing Your Effectiveness with Visitors: Establishing Rapport and Engaging in Case Reflection	Cottonwood	1.5
	18. Latest Developments in the Certified Organizational Ombudsman Practitioner® (CO-OP®) Program	Mesquite	0
<b>2:45pm-3:15pm</b>	<b>Networking Break</b>	Imperial Ballroom Foyer	
<b>3:30pm-5:00pm</b>	<b>Sector Forum Discussions</b>		
	A. Academic	Dogwood	1.5
	B. ADR	Imperial Ballroom West	1.5
	C. Corporate	Cottonwood	1.5
	D. Government	Magnolia	1.5
	E. International	Mesquite	1.5
	F. Healthcare	Imperial Ballroom West	1.5
	G. Non-Profit	Imperial Ballroom West	1.5
	H. Other	Redbud	1.5

## WEDNESDAY, APRIL 18, 2012

## GENERAL CONFERENCE, DAY THREE

<b>6:00am-7:00am</b>	Fun Run/Walk Around Houston		
<b>6:00am-7:00am</b>	<b>Yoga Class</b> A \$5.00 fee applies.	Conference Room 1	
<b>7:30am-4:45pm</b>	Registration Desk Open	Imperial Ballroom Foyer	
<b>7:30am-8:30am</b>	Breakfast for All Conference Attendees	Imperial Ballroom East	
<b>9:00am-10:00am</b>	<b>Keynote Address</b> <b>Where's Your Shield? Ombudsman Programs in the Age of Changing Workforce Demographics and the Whistleblower</b> <i>Sherry D. Williams, Esq., Sr. VP, Chief Ethics and Compliance Officer, Halliburton</i>	Imperial Ballroom West	1
<b>10:00am-10:30am</b>	<b>Networking Break</b>	Imperial Ballroom Foyer	
<b>10:30am-11:45am</b>	<b>General Session:</b> <b>The Power Paradox: Influencing Organizational Change from the Inside Out</b> <i>Johnston Barkat, Assistant Secretary-General, United Nations</i>	Imperial Ballroom West	1
<b>12:00pm-1:00pm</b>	<b>Volunteer Recognition Luncheon</b>	Imperial Ballroom East	
<b>1:15pm-2:45pm</b>	<b>Concurrent Sessions</b>		
	19. The Quest for Fairness – Do the Complainant's Unique Circumstances Matter?	Magnolia	1.5
	20. Straight Thinking: Common Logical Fallacies an Ombuds Should Know	Imperial Ballroom West	1.5
	21. Inclusion of the Physically Challenged in the Workforce	Redbud	1.5
	22. Exposing the Best Kept Secret - Ombudsing Works	Mesquite	1.5
	23. Rethinking the Ombuds Role When Mediating	Cottonwood	1.5
	24. The Culture Bump® Approach: Embracing our Prejudices... An Ombudsman's Guide to Universal Connections	Dogwood	1.5
<b>2:45pm-3:15pm</b>	<b>Networking Break</b>	Imperial Ballroom Foyer	
<b>3:15pm-4:45pm</b>	<b>Concurrent Sessions</b>		
	25. What Would You Do?	Magnolia	1.5
	26. What To Do With All That Data?!	Imperial Ballroom West	1.5
	27. You Can Remain Plugged In – Using Electronic Communication and Remaining Confidential – The Next Generation	Cottonwood	1.5
	28. The Sustainable Ombuds: Taking Charge of Taking Care	Dogwood	1.5
	29. A Texas Roundup: Organizational Ombuds place in ADR in the Lone Star State	Mesquite	1.5
	30. Ombudsing in a VUCA World	Redbud	1.5
<b>4:45pm</b>	<b>Conclusion of IOA 7th Annual Conference</b>		



INTERNATIONAL  
**OMBUDSMAN**  
ASSOCIATION

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Dear Colleagues, Friends, and Guests:

Howdy! On behalf of the International Ombudsman Association (IOA) and its Board of Directors, welcome to Texas and our Seventh Annual Conference. Our theme, *“Join the Conversation: Learn. Share. Grow.”* reflects the importance of our yearly gathering. For many of us, the conference is the highlight of our professional lives and does indeed provide the opportunity to dialog, reflect, and develop.

The accomplishments of the Association are presented in the 2012 Annual Report, which will be summarized at the Annual Business Meeting and posted online at the IOA website. We are extremely proud of the work of the Association’s many volunteers, committees, and the Board itself. The work of these many individuals and groups not only serves the membership, our association, and the ombuds profession, but it also exemplifies the collaboration and problem solving we so often encourage for our visitors. Thank you to everyone who has contributed over the past year.

The Board would like to especially acknowledge the dedication of our conference co-chairs, Anamaris Cousins-Price and Lisa Witzler, and the Conference Committee. Along with the supportive staff of the Professional Management Association, they have produced an exceptional conference in Houston.

IOA has a long-standing tradition of respecting other’s confidentiality and encouraging participation. We therefore ask that you respect those who share details of their work—what we talk about here in confidence stays here. In addition, 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 do not hesitate to find me, a Board member, or the conference co-chairs if there is anything we can do to enhance your conference experience. Also, please let us know your thoughts about the sessions by completing the evaluations forms.

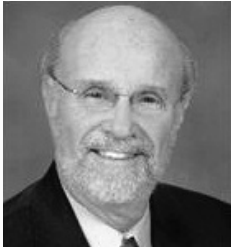
Wishing you a great conference,

**Tom A. Kosakowski**  
University of California, Los Angeles  
IOA President, 2012

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## KEYNOTE SPEAKER BIOGRAPHIES



### **Michael Dues, Lecturer, University of Arizona, Management Consultant**

An experienced administrator, consultant, and college professor, Michael Dues has spent 35 years helping organizations with the human side of management.

A former head of The University of Arizona Department of Communication, past President of the Arizona Communication Association, and former Chair of the University of Arizona Ombuds Committee, he continues to serve as a lecturer, teaching conflict management.

Focusing on organizational conflict management, he developed the Conflict Climate Inventory to help organizations assess the conflict management behavior of employees. His lecture course, The Art of Conflict Management, reaches an international audience as one of The Teaching Company's "Great Courses".



### **Sherry D. Williams, Esq., Sr. VP, Chief Ethics and Compliance Officer, Halliburton**

Sherry D. Williams is Senior Vice President, Chief Ethics and Compliance officer for Halliburton, leading the Company's global compliance function. Prior to this appointment, Ms. Williams was Vice President and Corporate Secretary, with responsibility for the Public Company Law Group. In this capacity, she also serves on the Legal Management Team, the governing body that determines the function and development of Halliburton's Global Law Department.

Before these roles, Ms. Williams was Senior Counsel for Halliburton, where she managed complex commercial litigation, both domestic and international, and was responsible for setting litigation strategy, managing outside law firms, managing litigation budgets, and serving as a liaison between the Law Department and business-unit senior management.

Ms. Williams was formerly an attorney with the AmLaw 100 law firm of K&L Gates LLP, where she practiced in the areas of complex commercial litigation, employment, and class-action defense.

Ms. Williams earned her bachelor's degree from the University of Oklahoma in 1992 and is a 1995 graduate of the University of Miami School of Law. She is a member of the state bars of Florida, New Jersey and New York; The Greater Houston Business Ethics Round Table and the Ethics and Compliance Officer Association; the Association of Corporate Counsel; and the Society of Corporate Secretaries and Governance Professionals. She is a director of the Women's Business Enterprise National Counsel and Houston's Alley Theatre. She has formerly served on the board of directors of Women of Tomorrow, a nonprofit organization that mentors at-risk young women and the University of Miami Law Alumni Association. Ms. Williams is a frequent speaker and panelist on many topics, including client management and client development for outside counsel, legal training best practices, career management, ethics and leadership, and diversity.



### **David Yamada, Professor of Law, Suffolk University Law School**

David Yamada is a tenured Professor of Law and founding Director of the New Workplace Institute at Suffolk University Law School in Boston. He is an internationally recognized authority on the legal, public policy, and organizational implications of workplace bullying. He has authored leading law review articles on workplace bullying and American employment law, as well as the anti-bullying "Healthy Workplace Bill," which is being considered by numerous state legislatures.

Professor Yamada is the current chair of the Labor and Employment Law Section of the Labor and Employment Relations Association. He serves on the editorial boards of the Employee Rights and Employment Policy Journal, Perspectives on Work, and New Horizons on Adult Education & Human Resource Development. He has been interviewed in workplace bullying and other employment relations topics by numerous media outlets, including the New York Times, Boston Globe, Workforce Management, Human Resource Executive, Forbes, Chronicle of Higher Education, National Public Radio, and MSNBC. His blog, Minding the Workplace, is a popular source of commentary on employment relations and boasts an international readership.

Professor Yamada earned his J.D. from New York University School of Law.





# INTERNATIONAL OMBUDSMAN ASSOCIATION

The mission of the International Ombudsman Association is to support and advance the global Organizational Ombudsman profession and ensure that practitioners work to the highest professional standards by:

- Setting standards of practice, regulatory platform and code of ethics for the Organizational Ombudsman profession;
- Assisting in the establishment of Organizational Ombudsman offices;
- Providing excellent professional development resources, research and information;
- Increasing awareness and understanding of Organizational Ombudsman value among key stakeholders and the general public;
- Creating strategic alliances or direct communications with other key organizations and professionals involved in dispute resolution, governance, ethics and risk mitigation.

## **Vision Statement:**

IOA leads the global Organizational Ombudsman profession by setting the standard for excellence in practice and demonstrating the effectiveness of the Organizational Ombudsman role to organizational leaders, policy makers, other professions and associations, and the public.

The Association supports organizational Ombudsmen worldwide working in corporations, universities, non-profit organizations, government entities and non-governmental organizations. IOA offers a full roster of professional training and education programs for the practicing ombudsman professional and those interested in learning about our practice. 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.

## **Terminology:**

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.

## **Ethics and Standards of Practice:**

The organizational ombudsman is mindful of the standards of practice, and the element of the IOA Code of Ethics, which states: An ombudsman should not use the names of individuals or mention their employers without express permission. The ombudsman, as a designated neutral, has the responsibility of maintaining strict confidentiality concerning matters that are brought to his/her attention unless given permission to do otherwise. The ombudsman holds all communications with those seeking assistance in strict confidence except in the presence of an imminent threat of serious harm. We hold these principles to be essential in all professional discussions including those at the conference.

## **Session Etiquette:**

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.

## **Speaker Presentations:**

Since you can't possibly attend all the wonderful sessions, included in the cost of your registration is access to keynote, general session and concurrent session presentations on-line, when supplied by the speaker. Note this will not include pre-conference courses. If the presentation you are interested in is not yet available to download, please revisit the webpage 1-2 weeks post conference, as some speakers prefer to submit presentations at that time. Conference attendees will need a password to access the posted presentations.

**Password: Houston2012**

## **Professional Development Hours (PDH) for CO-OP Recertification:**

For all those Certified Organizational Ombudsman Practitioners: remember that 60 Professional Development Hours (PDHs) are required for recertification. Continued use of the CO-OPSM credential requires recertification every four years. Recertification demonstrates that the practitioner has kept abreast of developments in the field and has maintained a level of professional knowledge consistent with status as a certified practitioner. The certification period begins with the date that certification (or recertification) is granted. The sixty hours do not need to be evenly distributed among the four years. PDHs are credited for educational programs that are approved by the Board of Certification's Eligibility Committee/Recertification Committee. These courses must be related to the organizational ombudsman role and must fall under one or more of the seven major content domains (link below) that comprise the organizational ombudsman Job Analysis, which are also the subject matter bases for the certification examination.

Each of the sessions at this year's conference has been reviewed by the Recertification committee, approved as falling under one or more of the content domains and assigned a number of PDHs.

Please remember to pick up your Professional Development Hours tracking sheet at the Board of Certification table.

For additional information concerning Recertification and activities eligible for PDHs please visit the website link below.  
<http://www.ombudsassociation.org/boc/obtain/recert/>

## **Consent to Use of Photographic Images:**

Registration and attendance at, or participation in, International Ombudsman Association's Annual Conference, and other activities constitutes an agreement by the registrant for IOA's use and distribution (both now and in the future) of the registrant or attendee's image or voice in photographs, videotapes, electronic reproductions and audiotapes of such events and activities. While these programs are designed to provide accurate information regarding the subject matter covered, the views, opinions and recommendations expressed are those of the authors and speakers, not the Association. By producing publications and sponsorship of this event, the Association does not guarantee the accuracy of the information disseminated and is not engaged in rendering professional advice; if such advice is desired, you should seek the services of a competent professional.

## **Antitrust Compliance:**

It is the undeviating policy of IOA to comply strictly with the letter and spirit of all Federal, State, and applicable international trade regulations and antitrust laws. Any activities of IOA or IOA-related actions of its officers, Board and Committee Members, or members who violate these regulations and laws are detrimental to the interests of IOA and are unequivocally contrary to IOA policy.

## **Intellectual Property Rights:**

All content on the IOA website, such as presentations, algorithms, program code, text, graphics, logos, button icons, images, audio clips, digital downloads, data compilations and software, is the property of the Speaker or its suppliers and is not to be used for personal gain, publication, and cannot be used without referencing the Speaker and the source of the information. As property of the Speaker or its suppliers, it also cannot be used by others to obtain a patent or claim royalties.

## **Yoga Classes**

IOA's Annual Conference is geared towards exercising the mind, but we also want to help exercise bodies! We are offering a limited number of spots in a yoga class that will be offered each morning. **If you are interested, please sign up at the conference registration desk.** There is a \$5.00 per day fee for the yoga classes and each participant must complete a waiver.



**Monday, April 16, 2012 - 6:00 am-7:00am**

*Class will be limited to the first 30 who sign up.*

**Tuesday, April 17, 2012 - 6:00 am-7:00am**

*Class will be limited to the first 30 who sign up.*

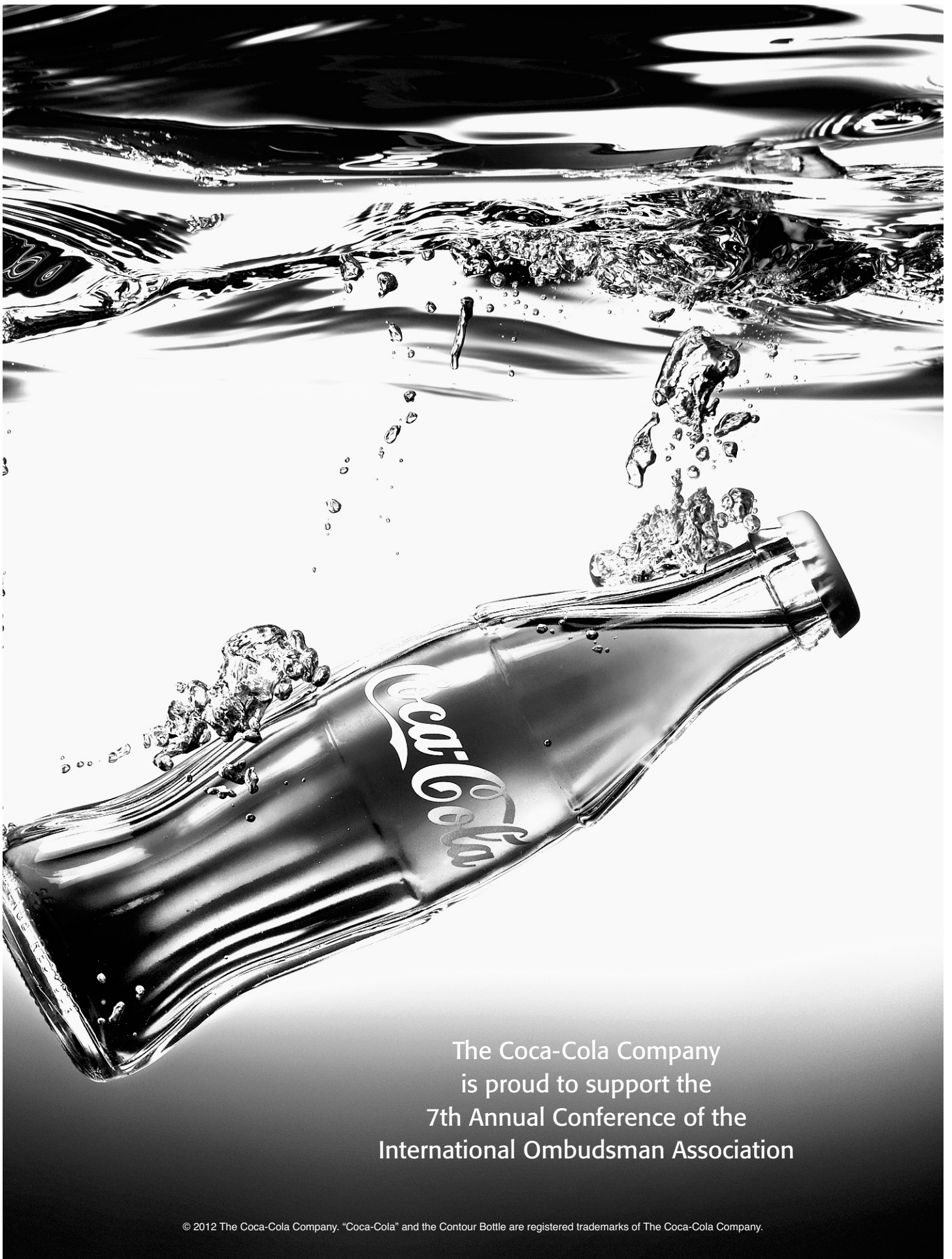
**Wednesday, April 18, 2012 - 6:00 am-7:00am**

*Class will be limited to the first 30 who sign up.*

## **Fun Run/Walk Around Houston**

As we know, several attendees are runners so we thought it may be nice to explore the town together. If you would like to join us for daily runs/walks while at the conference, **please sign up at the conference registration desk.**

**Join us for daily walks/runs while at the conference!** Meet at the Registration Desk each morning at 6:00 am. Maps will be provided at the conference registration desk for several different mileages.



The Coca-Cola Company  
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# IOA would like to recognize and thank our many volunteers.

## “Philanthropy is a critical element to organizational health”

Each year a significant number of IOA members donate hundreds of hours to admirably perform the necessary committee work vital to continued successes of the International Ombudsman Association. All IOA Conference attendees are invited to participate in the Volunteer Recognition Luncheon on Wednesday, April 18, 2012 when IOA committee volunteers will be recognized and thanked. IOA President Tom A. Kosakowski will deliver brief remarks. We sincerely hope everyone will join us for this celebration of service as we continue to build our committee volunteer base.

## Committee Chairs

### Conference

Anamaris Cousins Price  
Lisa Witzler

### Communications

Samantha Levine-Finley  
Tom Ward

### Finance

Wayne Blair  
Nick Diehl

### International

Camilo Azcarate

### Legal and Legislative Affairs

*Temporarily merged with  
Professional Ethics, Standards  
and Best Practices*  
Lois Petzold

### Membership

Ellen Schreiber

### Nominations and Elections

Jennifer Mounneh

### Professional Development

Lee Twyman

## Committee Volunteers

Viola Abbitt	Nancy Deering	Jose Martinez-Aragon	Mary Rowe
Kathy Applegate	Glenda Dickson	Wallace Meissner	Lillian Santa-Maria
Jim Augustine	Nicholas Diehl	Reto Meister	Virginia Santiago
Camilo Azcarate	Diane Dorion	Laurie Mezibov	Ellen Schreiber
Sean Banks	Victoria Dowd	David Michael	Kirsten Schwehm
John Barkat	Kerry Egdorf	David Miller	Judi Segall
Barb Beatty	Francisco Espejo	Dawn Miller-Sander	Indumati Sen
Eric Berger	Philip Ettman	Francine Montemurro	Justine Sentenne
Connie Bernard	Wendy Friede	Sandra Morrison	Georgia Shaver
Kathy Biala	Howard Gadlin	Jan Morse	David Talbot
Wayne Blair	Mim Gaetano	Jennifer Mounneh	Charmaine Tomczyk
Dianne Bouvier	Dorothy Graham	Craig Mousin	Lee Twyman
Carol Breslin	Elizabeth Graham	Marvin Neal	Andrew Vogel
Judy Bruner	Jean Griffin	Lisa Neale	Vincent Vuillemin
Isabel Calderon	Thomas Griffin	Belinda Newman	Marsha Wagner
Doris Campos-Infantino	Wilbur Hicks	Amabel Orraca	Tom Ward
Andrew Canham	Jai Nitai Holzman	Dawn Osborne-Adams	Merle Waxman
John Carter	Laurelyn Irving	Amanda Pace	Linda Wilcox
Larry Cohen	Cynthia Joyce	Lois Petzold	Ted Williamson
Andrew Cohn	Michael Kilpatrick	Sophia Qiao	Lisa Witzler
Steven Cordery	Sarah Kith	David Richardson	Jim Wohl
Anamaris Cousins Price	Andrew Larratt-Smith	Marcia Riley	Gary Yamashita
Claudia D’Albini	Samantha Levine-Finley	Patrick Robardet	Thomas Zgambo
Beatriz Dale	Donna Loudon	Vickie Rose	John Zinsser

# **IOA would like to recognize and thank the following organizations and individuals for supporting the 2012 Annual Conference.**

## **PLATINUM SUPPORTER**

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## **SILVER SUPPORTER**

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## **INDIVIDUAL OMBUDDY SUPPORTERS**

**Sharon Brennen-Haylock,  
FAO Liaison Office to the UN**

**Carol Breslin, Chevron Corporation**

**Charles Howard, Shipman & Goodwin LLP**

**G. Michael Kilpatrick, Fiat Lux/  
Ombuds Service Group, LLC**

**Jennifer Moumneh, University of California, Irvine**

## **EXHIBITORS**

**Virtual Computing Solutions, LLC**

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# **New Orleans**

**ACR 2012 Annual Conference**

**September 12–15, 2012**

**New Orleans, LA**

**[www.acrnet.org/annual2012](http://www.acrnet.org/annual2012)**







# Become a Certified Organizational Ombudsman Practitioner!

## WHY?

- Gain Recognition
- Invest in Your Career
- Show Commitment
- Distinguish Yourself
- Strengthen and Professionalize the Organizational Ombudsman field

## HOW?

- Pass the certification examination
- Hold a bachelor's degree or equivalent
- Have one year of full-time experience, or its equivalent, in practice as an organizational ombudsman adhering to the IOA Code of Ethics and Standards of Organizational Practice

### WE WISH TO CONGRATULATE CERTIFIED ORGANIZATIONAL OMBUDSMAN PRACTITIONERS WHO RECEIVED CERTIFICATION AFTER LAST YEAR'S ANNUAL IOA CONFERENCE (AS OF MARCH 9, 2011)

#### PRACTITIONER

Kelley Alexander  
Bernard Anderson  
Evan Arrowsmith  
Kirsi Aulin  
Thomas Barnette  
Frank Baskind  
Constance Bernard  
Wayne Blair  
Lauren Bloom  
Carol Breslin  
R. Ken Brown  
Vicky Brown  
Helmut Buss  
Ilene Butensky  
Kevin Casey  
Mary Chavez Rudolph  
J. Michael Chennault  
Melissa Connell  
Beatriz Dale  
Maria Helena Darcy De Oliveira  
Katja De Groot

Nancy Deering  
Scott Deyo  
Dennis DiPlacido  
Diane Dorion  
Joan Engel  
Danielle Fischer-Lebailly  
Wendy Friede  
Mim Gaetano  
Sylvia Garvin  
Latryce Gathing-Harris  
Dolores Gomez-Moran  
Jennifer Graf Sims  
D. A. Graham  
Dorothy Graham  
Kellie Harmon  
Jane Hastie  
G. Michael Kilpatrick  
Willem Kweens  
Catherine Langlois  
Sharon Lanier  
Daryl Maitland  
Jose Martinez-Aragon

#### ORGANIZATION

Georgia State University  
Kennesaw State University  
Eaton Corporation  
University of California, Santa Barbara  
American Express  
Virginia Commonwealth University  
The World Bank  
University of North Carolina at Chapel Hill  
University of Texas at Austin  
Chevron Corporation  
Royal Bank of Canada  
University of Central Florida  
UNDP, UNFPA, UNICEF, UNOPS  
Eaton Corporation  
Texas Department of Public Safety  
University of Colorado Denver  
University of California, Irvine  
University of Colorado Denver  
American Express Company  
ICATU Seguros  
Santa Clara County Dept. of Family & Children's Services  
Newark Public Schools  
National Geospatial Intelligence Agency  
University of California, Irvine  
Royal Bank of Canada  
Career Concepts, Inc  
Mars, Inc.  
Friede Consulting Services  
Mars, Inc.  
Career Concepts, Inc.  
The Coca-Cola Company  
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University of Texas, Austin  
Princeton University  
Kennesaw State University  
University of Kansas  
Hamilton Health Sciences  
Fiat Lux / Ombuds Service Group, LLC  
Mars, Inc.  
Georgetown University  
Munroe Regional Medical Center  
FDIC  
United Nations

#### PRACTITIONER

Laurie Miller Patterson  
Phoebe Morgan  
Jennifer Moumneh  
Bathabile Mthombeni  
Marvin Neal  
Lisa Neale  
Pierre Niedispacher  
Amanda Pace  
Susan Park  
Lois Petzold  
Patricia Ponce  
Theresa Prator  
Sophia Qiao  
Mauricio Ramos  
David Rasch  
David Richardson  
Janis Schonauer  
Mary Rowe  
Janis Schonauer  
Tom Sebok  
Judi Segall  
Indumati Sen  
Justine Sentenne  
John Simonetti  
Devyani Singh  
Mary Beth Stevens  
Carol Stewart  
Albin Swenson  
Noriko Tada  
David Talbot  
Gordon Talbot  
Lisette Thibault  
Charmaine Tomczyk  
Lee Twyman  
Sue Vanditelli

Marc Vaucher  
Richard Wall  
Marcy Wilkov  
Theodore Williamson  
Jim Wohl  
Gary Yamashita  
Thomas Zgambo

#### ORGANIZATION

Akron General Health System  
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Los Angeles World Airports  
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Coastal Carolina University  
Rochester Institute of Technology  
AWR Inc. - Alternative Workplace Resolutions & Franchise Ombudsman  
United Nations  
Chevron Corporation  
American Express Company  
The Coca-Cola Company  
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World Bank Group

For the complete Directory of all Certified Organizational Ombudsman Practitioners and for more information, visit our website at [www.ombudsassociation.org/boc/](http://www.ombudsassociation.org/boc/)

# BARNES & NOBLE

BOOKSELLERS

www.bn.com

**IOA is proud to once again have Barnes & Noble on-site at the conference with books available for purchase!**

### **Book Selling Hours\***

**Sunday, April 15: 12:00 pm – 6:00pm &  
Monday, April 16 – Wednesday, April 18: 9:00 am-5:00 pm**

IOA has supplied Barnes & Noble with a list of books that would be of interest to conference attendees. Books on the following subjects will be available for purchase:

- Mediation
- Negotiation
- Ombudsman
- Alternative Dispute Resolution
- Conflict Resolution

### **BRING YOUR BARNES & NOBLE MEMBERSHIP CARD!**

Barnes & Noble members receive 10% off all books, magazines, music and DVD purchases as well as upgraded shipping to anywhere in the Continental U.S.

### **Special Discounts for Conference Attendees!**

- FREE Shipping of purchases to anywhere in the Continental U.S.
- \$25 Off Nook Tablet or Nook Color when you use your membership card
- \$10 Off Nook Simple Touch when you use your membership card

\* Hours are tentative and subject to change

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**KBR IS PROUD TO SPONSOR  
AND PARTICIPATE IN THE**

*2012 International Ombudsman  
Association Annual Conference*

# KBR

Established in 1993, KBR's Dispute Resolution Program has been used as a model for corporations nation-wide.

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**DRP**  
Dispute RESOLUTION Program

**The Halliburton Dispute Resolution Program**

**WELCOMES**

**the International Ombudsman Association,  
its members and guests to Houston, TX for**

**THE 7<sup>TH</sup> ANNUAL  
IOA CONFERENCE**

**HALLIBURTON**



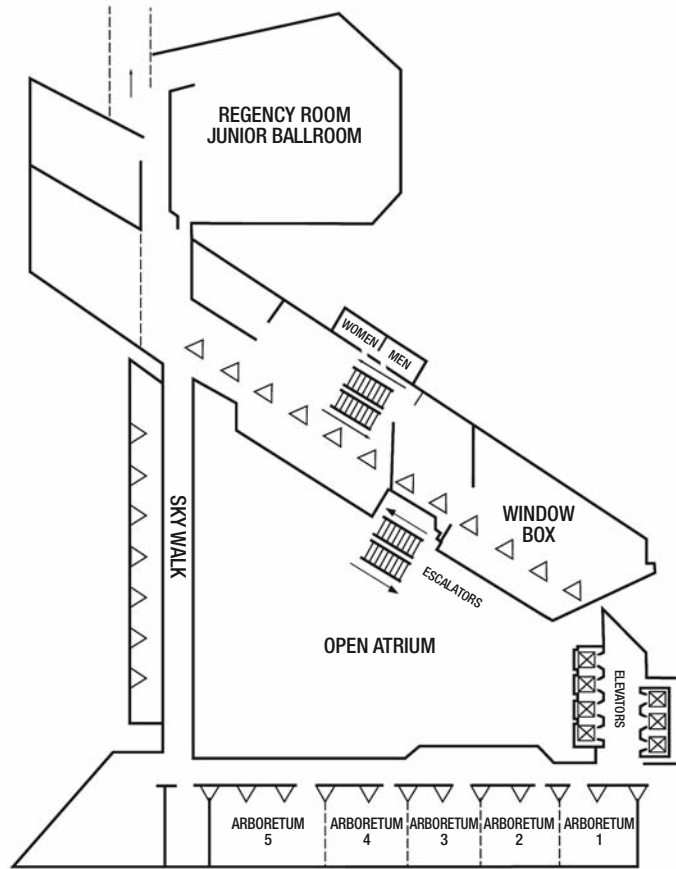


# Hotel Floorplan

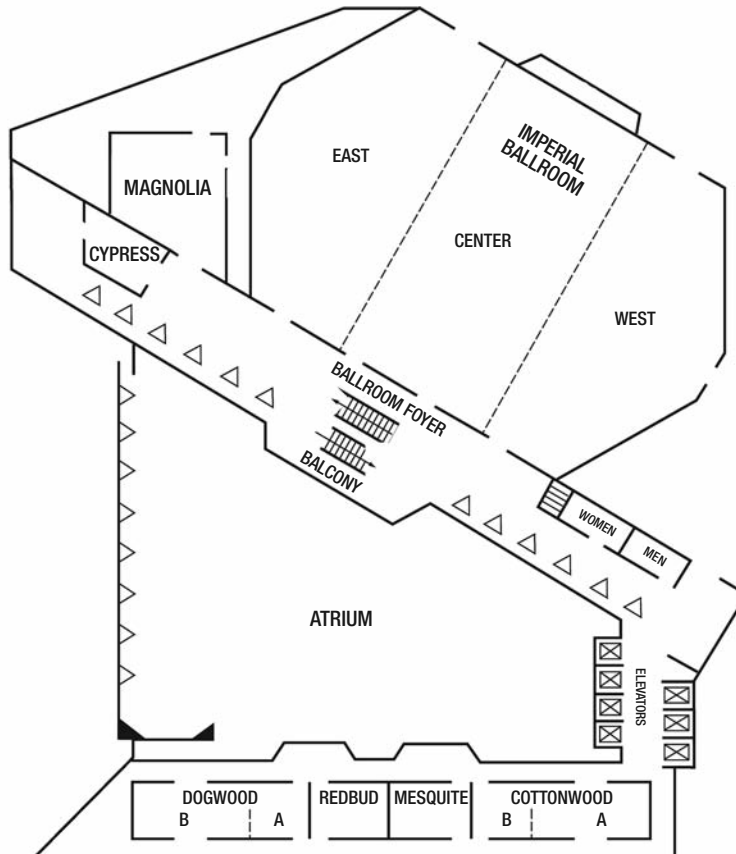
## Hyatt Regency Houston

1200 Louisiana Street, Houston, TX USA

### Second Level



### Third Level



**S A V E T H E D A T E S !**

**See You Next Year!**

**8th Annual Conference of the  
International Ombudsman Association**

**April 19-24, 2013  
Hyatt Regency Miami, Miami, FL**



*Join the Conversation: Learn. Share. Grow.*

**Watch for the call for papers!**

The annual conference is intended to help attendees increase awareness, knowledge and skills in order to become more effective catalysts for change within their organizations. We intend that keynote and plenary speakers, workshops, presentations, and panel discussions address the conference theme.

**Meeting the world's energy demands will  
require one thing. The world.**



The world's population grows by more than 200,000 people every 24 hours. It's expected that more than 8 billion people will occupy the earth in 2030, up from 7 billion today. Affordable and accessible supplies of energy are essential to economic growth and a reasonable standard of living. With oil and natural gas expected to meet some 60 percent of the world's demand in 2030, it's a global challenge. Which is why Marathon Oil is at work applying technology and building unique partnerships to deliver the energy people need. From our multibillion-dollar investment in Canadian oil sands, to our efforts to responsibly develop oil and natural gas resources from shale formations in the U.S. that contribute to our nation's energy security, Marathon Oil is committed to not only producing energy, but doing so in an environmentally sustainable way that creates long-term, mutually beneficial results.

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