



**PDC SELF-ASSESSMENT AND TRAINING MAP FOR NEW OMBUDS**

To be successful in your role as ombuds it’s critical that you consistently evaluate yourself to identify areas of strength as well as opportunities for growth, that are critical for effective ombudsing. This not only serves you and your organization, but it will also help to advance the ombuds profession by ensuring that you ombuds responsibly.

Please consider the level of competency you have in each of the Key Performance Indicators (KPIs) listed. Use the Likert scale (1-4) to complete this self-assessment. Be authentic with yourself as you consider your abilities and skill in each area.

**1 = beginner 2=developing 3=competent 4=advanced**

**Technical Competencies** are the hard skills that are acquired through extensive study and/or long-term practice.

TECHNICAL COMPETENCIES	RATING
Conflict Management -Interpersonal, Intra, and Organizational	
Types of Conflict and conflict resolution styles	
Change Management	
Mediation	
Facilitation	
Negotiation	
Coaching	
Dispute Systems Assessment & Design	
Teaching	
Training	
Data Analysis	
Marketing	
Public Relations	
Budget Management	
Informal Inquiry	



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**Behavioral Competencies** are the soft skills that are essential to execute on the required technical skills.

BEHAVIORAL COMPETENCIES	RATING
Personal Integrity	
Professional Integrity	
Acknowledges mistakes	
Recognizes personal bias	
Ethical Agent	
Relationship Management	
Networking	
Effectively communicates	
Global and Culture Effectiveness	
Stress Management	
High Emotional and Social Intelligence	
Self -aware	
Interprets non-verbal cues	
Manages emotions (self & others)	
Influence Techniques	
Relationship Building	
Instills trust	
Demonstrates patience	
Asks the right questions	
Reflects empathy	

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**Functional Requirements** refer to the information you need to know to successfully establish an ombuds office for a specific organization and employee base. These requirements are restricted to the geographic location and organization.

FUNCTIONAL REQUIREMENTS	RATING
IOA Standards	
IOA Ethical Principals	
Sexual Misconduct Policies (Country/State/ Organization)	
Legislation and legal regulations (Country/State/ Organization)	

This [training map](#) is meant to support required professional development for newly appointed ombuds. We strongly recommend that you take your professional development seriously. Visit [International Ombuds Association | Home](#) and click on the *Events and Training* tab to see a current schedule of trainings as well as recorded and live webinars.

Time in Role	Year 1	Year 2	Year 3	Year 4
<a href="#">Foundations</a>	X			
<a href="#">The Nuts and Bolts of Setting Up an Ombuds Office</a> <i>(*If opening a new office)</i>	X			
<a href="#">Core Courses</a>	Conflict Theory	Mediation Theory	Measuring Effectiveness	Psychological and Sociological Systems: Theory & Practice (*Coming soon)
		Effective Communication	Coaching (*Coming soon)	

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<u>Webinars</u>	Cultural Components in Conflict	Preparing the Visitor for the Facilitated Conversation	Employing Restorative Practices for a Conflict-Positive Culture	Everything You Need to Know for Virtual Training Success
	Examining Ethical Dilemmas	Crucial Conversations for Ombuds	Establishing Trust in Groups: Lancing and Google Models in Practice	Expand the Ombuds Profession for Greater Impact
	HR And Ombuds: Partners in Pursuit of Common Vision	Helping People Get Unstuck: Mindsets that Generate Responsibility/Possibility	What's an Ombuds to Do in a Conflict Management System?	Building Conflict Capability: Developing Organizational Representatives to Resolve
	Listening: An Ombuds' Superpower	How do I market my office?	Leveraging Your Annual Report to Validate Your Office and Create Sustainability	Workplace Conflicts and Communication Challenges
	Emotional Intelligence: You Can't Ombud Without It	Getting Less Wrong: Understanding Cognitive Biases and Their Impact on Decision-Making	Ombuds as a Conflict Resolution Trainer	Getting Our Message Out: How We Align w Business Needs, Target Audiences & Track Progress
	Advocates For fair Treatment: Ombuds role on DEI issues	Disrupting Inequalities: Collaborating w Leaders to Address Systemic Issues	Wellness for Practitioners	Disrupting Conflict Before It Starts
<b>Recommendations &amp; Certifications</b>	-Harvard Bias Self-Assessment -Thomas-Kilmann CR Styles Assessment	Emotional Intelligence Self-Assessment	Mediation (40 hours)	CO-OP



## **PDC SELF-ASSESSMENT AND TRAINING MAP FOR NEW OMBUDS**

If you will be expanding your office and hiring an ombuds assistant, you might consider the following webinars as part of the onboarding process for your new hire:

1. The Ombud Support Role Webinar
2. Social Media for the Organizational Ombuds
3. How Do I Market My Office?
4. Annual Reports as Catalyst for Change
5. Emotional Intelligence: You Can't Ombud Without It
6. Listening: An Ombuds' Superpower

**INTERNATIONAL OMBUDS ASSOCIATION**

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