

## CO-OP® Domains (Based on 2016 Job Analysis)

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| <b>DOMAIN #1 –</b><br><b>RECOGNIZE</b><br><b>ETHICAL</b><br><b>PRINCIPLES</b><br><b>(EPS) &amp;</b><br><b>FOUNDATIONAL</b><br><b>THEORIES</b><br><b>(FTs)</b> | <b>#1A – IOA Code of Ethics and Standards of Practice</b>  | <b>#1B – Interpersonal and Organizational Communication</b>   | <b>#1C – Conflict Theory</b>   | <b>#1D – Program Operations</b>   |
|   | <ol style="list-style-type: none"> <li>1. <b>Recognize Ethical Principles</b> <ol style="list-style-type: none"> <li>a. Independence                             <ol style="list-style-type: none"> <li>i. Define independence</li> <li>ii. Identify what promotes/fosters independence</li> <li>iii. Identify what prevents/hinders independence</li> </ol> </li> <li>b. Neutrality and Impartiality                             <ol style="list-style-type: none"> <li>i. Define neutrality and impartiality</li> <li>ii. Identify what promotes/fosters neutrality and impartiality</li> <li>iii. Identify what prevents/hinders neutrality and impartiality</li> </ol> </li> </ol> </li> <li>c. Confidentiality                             <ol style="list-style-type: none"> <li>i. Define confidentiality</li> <li>ii. Identify what promotes/fosters confidentiality</li> <li>iii. Identify what prevents/hinders confidentiality</li> <li>iv. Identify exceptions to confidentiality</li> </ol> </li> <li>d. Informality                             <ol style="list-style-type: none"> <li>i. Define informality</li> <li>ii. Identify what promotes/fosters informality</li> <li>iii. Identify what prevents/hinders informality</li> </ol> </li> </ol> | <ol style="list-style-type: none"> <li>1. Identify active listening techniques</li> <li>2. Recognize skillful questioning</li> <li>3. Recognize aspects of inclusion and diversity</li> <li>4. Recognize techniques for communicating with influence</li> <li>5. Identify concepts of emotional intelligence</li> <li>6. Interpret nonverbal cues</li> <li>7. Select effective presentation techniques</li> <li>8. Recognize elements of group facilitation</li> <li>9. Identify effective written communication</li> <li>10. Identify appropriate use of written and verbal reporting</li> <li>11. Define methods for fostering trust and building rapport</li> <li>12. Identify effective marketing and program promotion</li> <li>13. Identify strategies for relationship-building</li> <li>14. Recognize potential for risk</li> </ol> | <ol style="list-style-type: none"> <li>1. Identify conflict styles</li> <li>2. Identify features of interest-based negotiation</li> <li>3. Identify conflict resolution techniques</li> <li>4. Identify sources and elements of conflict</li> <li>5. Identify power dynamics in conflict</li> </ol>  | <ol style="list-style-type: none"> <li>1. Identify elements of an effective ombudsman work-setting (e.g., physical space, technology)</li> <li>2. Define metrics for program evaluation</li> </ol>    |
| <b>DOMAIN #2 –</b><br><b>APPLY EPS &amp;</b><br><b>FTS WHILE</b><br><b>WORKING WITH</b><br><b>INDIVIDUALS</b>   | <b>#2A – Case Management</b>   |   | <b>#2B – Ombudsman Actions</b>   |   |
|   | <ol style="list-style-type: none"> <li>1. Determine elements for an opening statement</li> <li>2. Determine strategies to elicit individual narratives</li> <li>3. Analyze sources of conflict</li> <li>4. Detect the issues and interests</li> </ol>  | <ol style="list-style-type: none"> <li>5. Determine and evaluate options (i.e., pros and cons)</li> <li>6. Determine strategies for pursuing options</li> <li>7. Determine follow-up strategies</li> </ol>  | <ol style="list-style-type: none"> <li>1. Identify when and how to gather information</li> <li>2. Identify when and how to raise a concern</li> <li>3. Apply shuttle diplomacy</li> <li>4. Apply coaching strategies</li> </ol>  | <ol style="list-style-type: none"> <li>5. Apply use of informal inquiries</li> <li>6. Apply use of referrals (internal or external)</li> <li>7. Apply mediation or facilitation techniques</li> </ol> |
| <b>DOMAIN #3 –</b><br><b>APPLY EPS &amp;</b><br><b>FTS WHILE</b><br><b>WORKING WITH</b><br><b>ORGANIZATIONS</b>   | <b>#3A – Know the Organization</b>   | <b>#3B – Build Organizational Effectiveness</b>   | <b>#3C – Influence Leadership</b>  |   |
|   | <ol style="list-style-type: none"> <li>1. Locate common sources of policies, procedures, and resources (i.e., stated and unstated)</li> <li>2. Recognize impact of organizational structure and decision-making processes</li> <li>3. Identify culture, values, and norms</li> <li>4. Identify vision, mission, and goals</li> </ol>   | <ol style="list-style-type: none"> <li>1. Design and deliver education</li> <li>2. Develop methods for disseminating relevant information</li> </ol>  | <ol style="list-style-type: none"> <li>1. Advocate for proper ombudsman program administration and office design</li> <li>2. Determine strategies to build stakeholder relationships</li> <li>3. Use data effectively</li> <li>4. Identify and share trends and patterns</li> <li>5. Detect and deliver early warnings</li> <li>6. Identify systemic issues</li> <li>7. Recommend improvement options</li> </ol> |   |