

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

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