



Certified Organizational Ombudsman Practitioner®

## Tracking Sheet for Recertification 2021 IOA Annual Conference Participation

Ombudsman's Full Name:  
Organization:  
Month and Year Certified:

To all Certified Organizational Ombuds Practitioners,

Continued use of the CO-OP® 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.

Enclosed you will find a **Professional Development Hour (PDH) Tracking Sheet** for verification of attendance at each of the sessions you attend. Each of these sessions has been reviewed by the recertification committee of the CO-OP® Board to insure that they meet the requirement of falling within one of the seven testing domains. Also, each session has been assigned a specific number of PDH.

**You are responsible for maintaining this document for recertification purposes.** If your application is selected for audit, you will be required to provide this documentation to verify your attendance.

Session	PDH	Attended Live	Viewed Recording
<b>Day One   Monday, 22 March 2021</b> (All times listed in Pacific Time  GMT -7)			
12:45 PM – 1:45 PM Keynote Address: Conversations with People Who Hate Me	1.0		
<b>Day One Total PDH</b>			

Session	PDH	Attended Live	Viewed Recording
<b>Day Two   Tuesday, 23 March 2021</b> (All times listed in Pacific Time  GMT -7)			
8:00 AM – 9:30 AM Keynote Address: Ombudsing with Dignity in Times of Crisis	1.5		
<b>10:00 AM – 10:45 AM   Concurrent Sessions: Block A</b>			
<b>A1:</b> Networking with Your Ombuddys During Strange and Isolating Times	0.5		
<b>A2:</b> Cultural Humility in Practice: Challenges and Opportunities for Organizational Ombuds	0.5		
<b>A3:</b> Finding Equity & Justice During Conflict in a Diverse Organization	0.5		
<b>A4:</b> Coping on the Fly: A Series of Discussions Dealing with Workplace Stress during a Pandemic	0.5		
<b>A5:</b> Built to Last: Creating Robust and Durable Ombuds Programs	0.5		
<b>11:00 AM – 11:45 AM   Concurrent Sessions: Block B</b>			
<b>B1:</b> What Would a New Ombuds Do? Navigating Ethical Principle Dilemmas	0.5		
<b>B2:</b> Supervision for Ombuds: Growing the Profession Through Supportive, Ethical, and Reflective Practice	0.5		
<b>B3:</b> The Importance of History: Equity, Justice, and the Origins of the Ombuds Role	0.5		
<b>B4:</b> Transformative Dialogue: Party-Driven Conversations Across Differences	0.5		
<b>B5:</b> Paving the Way to Equity of Access: Harnessing the Power of Consumer Complaint Theory as an Ombuds	0.5		



Certified Organizational Ombudsman Practitioner®

## Tracking Sheet for Recertification 2021 IOA Annual Conference Participation

Ombudsman's Full Name:

Organization:

Month and Year Certified:

2:15 PM – 3:15 PM IOA Past, Present, Future—DEIB and Beyond	1.0		
<b>Day Two Total PDH</b>			

Session	PDH	Attended Live	Viewed Recording
<b>Day Three   Wednesday, 24 March 2021</b> (All times listed in Pacific Time  GMT -7)			
<b>8:00 AM – 8:45 AM   Concurrent Sessions: Block C</b>			
<b>C1:</b> Drawing Out Ombuds Value and Impact for Silicon Valley's Safety Net Populations	0.5		
<b>C2:</b> Something Wicked This Way Comes: Corrupt Leadership, the Ombuds, and the Tragedy of Macbeth	0.5		
<b>C3:</b> Making the Ombuds Office Accessible with Data Visualization: What Data to Collect, How to Analyze, How to Visualize, How to Create Ombuds Service Data Dashboards, and Engaging in a Data Showcase	0.5		
<b>C4:</b> The Usual Suspects: Conflict Resolution Concepts, Ideas, and Tools That You Routinely Share with Visitors	0.5		
<b>C5:</b> How the Ombuds Field Can Expand Its Reach and Impact in Africa	0.5		
<b>9:00 AM – 9:45 AM   Concurrent Sessions: Block D</b>			
<b>D1:</b> Solve Harassment, Bullying, & Aggression at Work: A Few Case Studies	0.5		
<b>D2:</b> Reimagining the Annual Report	0.5		
<b>D3:</b> Demonstrating Visible Impact of the Ombuds Office in Times of Transition	0.5		
<b>D4:</b> Ethical Ombudsing: Practicing with Purpose	0.5		
<b>D5:</b> Skills for Bridging the Divide	0.5		
10:15 AM – 12:15 PM Keynote Address: Ombuds as Visual Practitioners: Evolving How We Communicate to Bridge Distances	2.0		
<b>Day Three Total PDH</b>			