

## PDH Tracking Sheet for Certified Organizational Ombuds Recertification

### 2025 IOA Conference

To continue to be certified as a Certified Organizational Ombuds, you are required to recertify 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.

Below 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 certification Board to ensure 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. Please note that the maximum amount of PDH to be claimed from one conference is 15, regardless of how many sessions you attend or present.

You are responsible for maintaining a completed PDH Tracking Sheet for recertification purposes. If your application is selected for an audit, you will also be asked to verify your attendance at the conference, for example, by providing proof of registration or payment.

Day One   7 April 2025		
	PDH	Attended
<b>OPENING KEYNOTE:</b> Adar Cohen	1.0	
<b>Session Block 1   11:15 AM – 12:15 PM</b>		
<b>1A</b> Lions, Tigers and Bears, Oh My! Addressing External and Internal Policy Changes that Impact Ombuds Offices	1.0	
<b>1B</b> Ombudsing While Trans: Leveraging Queer Theory in Conflict Resolution Practice	1.0	
<b>1C</b> Organizational Ombuds: Deliver on Your Promise of Confidentiality	1.0	
<b>1D</b> Why Good Charters are Important for Ombuds and their Organizations and How to Respond and Address Challenges to Adopting a Good Charter	1.0	
<b>1E</b> Effective Coaching in Ombuds Practice: The EASE Model	1.0	
<b>Session Block 2   2:30 PM – 3:30 PM</b>		
<b>2A</b> My Story - A Personal Assessment That Every Ombuds Could Use	1.0	
<b>2B</b> Practical Skill-Building for Ombuds Practice: Issue Identification	1.0	
<b>2C</b> Unraveling Stories: An Examination for the Narrative Curious Practitioner	1.0	
<b>2D</b> A Winning Combination: A Reciprocal Relationship with Student Interns/Workers in Ombuds Practice	1.0	
<b>2E</b> Compelling Insights and Important Implications from IOA Surveys of Practice and Compensation	1.0	
<b>IOA Plenary: Allyship in Action</b>	1.0	
<b>Afternoon Mini Sessions   4:15 PM – 5:15 PM – must attend at least 2 to obtain PDH</b>	0.5	
Updates from IOA's Artificial Intelligence (AI) Working Group: A Discussion of How AI is Affecting Our Practices and Field, Including Possible Uses, Benefits, Concerns, and Resources		
Passive-Aggressiveness: How to Help Visitors Navigate this Dysfunctional Conflict Management Style		

A Pound of Prevention: Unlocking an Underused Ombuds Competence		
Fostering Organizational Connections Through the 4 P's		
The Light-Hearted Ombuds for the Heavy-Hearted Organization		
Ombudsing from Afar: Serving Effectively as a Multi-Site Ombuds		
Establishing an Office: 4 Marketing Techniques on Little to No Budget		
Behind the Scenes of Year One: Honest Reflections for Emerging Ombuds		
<b>DAY TWO   8 April 2025</b>		
<b>Keynote: Eric Muller and Dawn Osborne-Adams</b>		
<b>Session Block 3   9:45 AM – 10:45 AM</b>		
<b>3A</b> Playing Well with Others: Improvisation Activities to Help Ombuds Meet the Moment	1.0	
<b>3B</b> Objectivity and Ombuds: Reality Check	1.0	
<b>3C</b> Navigating the Landscape of Ombuds: Embedded vs. External Ombuds Services - Theory, Practice, and Real-World Challenges	1.0	
<b>3D</b> A Circle of Companions: a 3Practices Circle Experience for Seasoned Ombuds	1.0	
<b>3E</b> Empathy at the Core: Advancing User-Centric Innovation in Ombuds Services	1.0	
<b>Session Block 4   11:00 AM – 12:00 PM</b>		
<b>4A</b> Clarifying Session Focus: Enhancing Visitor Autonomy Before Exploring Solutions	1.0	
<b>4B</b> Restoring, Transforming, and Healing - High Emotions, Trauma, and Mindfulness in Ombuds/ADR Practice	1.0	
<b>4C</b> Strange Bedfellows and Powerful Partners: The Ombuds, The Compliance Officer, Value, and Risk	1.0	
<b>4D</b> Integrating Ignatian Pedagogy, Empathy, Multipartiality, and Restorative Justice in Ombuds Work	1.0	
<b>4E</b> Research Update (RNA)	1.0	
<b>Session Block 5   2:30 PM – 3:30 PM</b>		
<b>5A</b> Photovoice: Expanding the Modern Ombuds' Toolkit to Provide Impactful Upward Feedback About Systemic Challenges Regarding DEIB	1.0	
<b>5B</b> The RESOLVE Framework: An Effective Approach to Conflict Management	1.0	
<b>5C</b> Navigating Mental Health Challenges During Workplace Mediations	1.0	
<b>5D</b> Talkin' 'Bout My Generation: Managing Multi-Generational Workspaces	1.0	
<b>5E</b> Harnessing AI for Impactful Data Management and Presentation	1.0	
<b>Mentoring Event: What Would You Do? Ethical Dilemmas for New Ombuds   4:45 PM – 5:45 PM</b>	1.0	
<b>DAY THREE   9 April 2025</b>		
<b>Practice Edge/Undebate   9:45 AM – 10:45 AM</b>	1.0	
<b>Session Block 6   1:00 PM – 2:00 PM</b>		
<b>6A</b> Enhancing Accountability in the Ombuds Field: Best Practices and Strategies	1.0	
<b>6B</b> Culture Clash: Understanding and Resolving Conflict in International Teams	1.0	
<b>6C</b> We're Human Too: How to Tackle Conflict Among Ombuds	1.0	
<b>6D</b> We're Human Too: How to Tackle Conflict Among Ombuds	1.0	
<b>Case Scenarios by Experience Level   2:10 PM – 3:00 PM</b>	0.5	