

Course Type: Course Title	Speaker(s)	Presented	PDH Approved	Domains
IOA 2025				
Webinars & Seminars				
Seminar: The Art of Facilitating a Settlement	Raffaella Pileri	2/25/2025	2.5	2B
Webinar: Intercultural Communication: Working with International Teams	Dr. Dona Yarbrough	5/25/2025	1	1, 2, 2003
Seminar: Ombuds and Unions	Ellen Miller (moderator), Sarah Klaper, Jenn Mahony, Sylvie Richard, and Elianne Hall	6/25/2025	2.5	1A, 2B, 3A
Webinar: No Visitor Left Unchanged	Laurel Gordon, Marcus Malone, April Richarson	7/18/2025	1	
Core Courses				
Core Course: Inclusive Facilitation: Workplace Culture, Trust Building, and Collaboration	Frieda Hoffman	1/25/2025	4	2
Core Course: Conflict Coaching for Breakthroughs™ Key Tools for Ombuds	Kira Nurieli	5/25/2025	12	
Core Course: Play-Simulate-Reflect: A Framework for Deep Facilitation	Jenn Mahony	7/25/2025	6	1, 2
Non-IOA 2025				
ABA DRS Spring Conference 2025				
Day 1				
Mediator-robots can assist parties who are stuck in a negotiation		4/25/2025	1	1D, 2B
From Blame and Shame to Transformation: Lessons from Restorative Justice		4/25/2025	1	1C, 2B
Advanced and Innovative Skills to Shake Up Your Mediation Skills Practice		4/25/2025	1	2B
Gold-Standard Mediation: What Makes Great Clients Think Mediators are Great		4/25/2025	1	2B, 1C
Mediation and Justice		4/25/2025	1	1C
Meeting the Crest of Campus Conflict: Diverse, Collaborative Approaches		4/25/2025	1	1B, 3C
Emotional Intelligence in Mediation		4/25/2025	1	1B, 2B
Dispute Prevention: Riding the next wave of conflict management		4/25/2025	1	3B, 1C
Addiction recovery tools for anyone as a path to new heights in mediation		4/25/2025	1	2B
Expanding the Mediator Toolbox through Co-Mediation		4/25/2025	1	2B
Communities in Conflict: Symbols, Monuments, and Public Spaces		4/25/2025	1	1C
AI, Apps, and Algorithms: Ethical Frontiers in Dispute Resolution		4/25/2025	1	1A, 2B
Day 2				
Let's Be Safe Out There		4/26/2025	1	1D
Improve Outcomes and Efficiency with Enhanced Pre-Mediation Preparation Techniques		4/26/2025	1	2B, 1B
Raise Your Game: Powerful Strategies to Boost Your Influence		4/26/2025	1	2B
Understanding Our Brains: Neurodiversity and Bias in Action		4/26/2025	1	1B, 2A
Collaborating with the Ombuds: An Informal Resource in Formal Cases		4/26/2025	1	1B, 2B, 3C, 3A
Humanizing Mediation in the Age of Technology/AI		4/26/2025	1	2B, 1D
Human and AI in Dialogue – New Opportunities for Dispute Resolution		4/26/2025	1	2B, 1D
Comparing Ombuds and Mediation: Resolving Conflict Effectively Through Dialogue		4/26/2025	1	1B, 3A, 3C
Best Practices In Trauma Informed Education		4/26/2025	1	1B, 2A
Confidentiality and Ethics in ADR in the Age of AI		4/26/2025	1	1A, 1D
Beyond Bias: Strategies for Truly Impartial Dispute Resolution		4/26/2025	1	1A, 2B
Bridging Divides: Proactive Conflict Resolution in a Polarized World		4/26/2025	1	1C, 3C

IOA 2024				
Webinars & Seminars				
Workshop: National Equity Project Workshop Series for Ombuds: Implicit Bias, Microaggressions & Structural Racism Part 1	National Equity Project	1/24/2025	Live: 3.0 Recorded: 2.0	
Workshop: National Equity Project Workshop Series for Ombuds: Implicit Bias, Microaggressions & Structural Racism Part 2	National Equity Project	2/24/2025	Live: 2.0 Recorded: 1.0	
Special Webinar: Practice Survey in Action	Mary Rowe	4/24/2025	0.5	
Seminar: Title IX and the Ombuds	Michelle Horvath	4/24/2025	1	
Workshop: Play, Simulate, Reflect: A Guide for Deep Group Facilitation	Jennifer Mahony	5/24/2025	4	
Webinar: Research 101: Basics for All Ombuds	Donna Edmondson, Julie Muroff, and Lisa M. PytlikZillig	5/24/2025	1	
Seminar: The Numbers Share (some of) the Story: Using Data in Daily Ombuds Work	Wayne Blair, Lisa Yamagata-Lynch, David Schwartz, and Bina Patel	6/24/2025	2	
Webinar: Cultural Humility: A Lifelong Journey	Nadia Ferrera	7/24/2025	1	
Webinar: Empowering Change: Navigating the Challenges and Support for Bystanders in Your Organization and the IOA	Angela Dash	8/24/2025	1	
Webinar: The Organization as "Visitor" and What This Means A Prelude to the September Symposium	Jennifer Mahony, Alyssa Robbins, and Ellen Miller	9/24/2025	1	1, 2, 2003
Seminar: Understanding Grief, Trauma, and the Impact on Ombuds in the Aftermath of Organizational Crisis	Shannon Lynn Burton and David G. Schwartz	10/24/2025	2.5	2, 3
Webinar: Establishing a New DEI Program in an Organization	Jonathan Ocana	11/24/2025	1.5	2, 3A
Seminar: Compassionate Inquiry	Gabor Maté	12/24/2025	2	2
Core Courses				
Virtual Course: Mediation Principles for the Ombuds	David G. Schwartz	8/24/2025	4	
Virtual Course: Ombuds Communication: Using Inspiration from Oprah, Harry Potter, Dwight Schrute, and Positive Psychology to Connect and Flourish!	Julie Muroff	12/24/2025	3	1B, 3C
Foundations Courses				
Virtual Course: Foundations of Organizational Ombuds Practice	Katherine Greenwood, Laurel Gordon, Hector Escalante	1/24/2025	15	1,2,3
Virtual Course: Foundations of Organizational Ombuds Practice	Laurel Gordon, Lauren Bloom, Kouang Chan	2/24/2025	15	1,2,3
Virtual Course: Foundations of Organizational Ombuds Practice	Marcia Gee Riley, Kristine Paronica, Mark Patterson	3/24/2025	15	1,2,3
Virtual Course: Foundations of Organizational Ombuds Practice	Jennifer Mahony, Jessica Kuchta-Miller, Katherine Greenwood	4/24/2025	15	1,2,3
Virtual Course: Foundations of Organizational Ombuds Practice	Hector Escalante, Kristine Paronica, Melissa Brodrick	5/24/2025	15	1,2,3
In-Person: Foundations of Organizational Ombuds Practice (San Francisco)	Donna Loudon, Angela Dash, Tom Kosakowski	7/24/2025	15	1,2,3
Virtual Course: Foundations of Organizational Ombuds Practice	Bina Patel, Mark Patterson, Marcia Gee Riley	8/24/2025	15	1,2,3
Virtual Course: Foundations of Organizational Ombuds Practice	Jacqueline Villafane, Jennifer Mahony, Mark Patterson	9/24/2025	15	1,2,3
In-Person: Foundations of Organizational Ombuds Practice (Ottawa)	Donna Loudon, Angela Dash, Tom Kosakowski, Brett Epperson, Sylvie Richard	9/24/2025	15	1,2,3
In-Person: Foundations of Organizational Ombuds Practice (Providence)	Katherine Greenwood, Kouang Chan, Melissa Brodrick	10/24/2025	15	1,2,3

Virtual Course: Foundations of Organizational Ombuds Practice	Kirsi Aulin, Jessica Kuchta-Miller, Monique Bookstein	11/24/2025	15	1,2,3
Virtual Course: Foundations of Organizational Ombuds Practice	Johnny Armijo, Julie Muroff, Kirsi Aulin	12/24/2025	15	1,2,3
Annual Conference (up to 13.5 PDH Live and 7 PDH Recorded -- maximum 15 PDH combined)				
Day 1				
Keynote: Khaliah O. Guillory	Khaliah O. Guillory	3/24/2025	1	
Mary Rowe Keynote: Hector Escalante	Hector Escalante	3/24/2025	0.5	
1A Staying with & Embracing Conflict: Moving from Triage to Long-Term Recovery		3/24/2025	1	
1B The Usual Suspects (recording available)		3/24/2025	1	
1C Using Positive Psychology to Help Ombuds – and Our Visitors and Organizations – Flourish!		3/24/2025	1	
1D Failure, Self-Reflections, and Accountability in Ombudsing		3/24/2025	1	
2B Getting Unstuck from Ombuds Data Collection and Analysis: Seven Simple Principles (recording available)		3/24/2025	1	
2C An Introduction to Powerful Non-Defensive Communication (PNDC) for Ombuds		3/24/2025	1	
2D Facilitation Skills-BUILDER		3/24/2025	1	
Special Topic Discussion: Impacts of Global Events (recording available)		3/24/2025	1	
Afternoon Snack Sessions (must attend all)		3/24/2025	0.5	
Dinner with an Expert		3/24/2025	1.5	
Day 2				
Keynote: Adar Cohen	Adar Cohen	3/24/2025	1	
Corporate Sector Meeting		3/24/2025	1	
3A Salaries, Systemic Change, and DEIB – Implications from IOA Compensation and Practice Data		3/24/2025	1	
3B Leveraging Cultural Diversity: Identifying, Resolving, and Preventing Cultural Conflicts (recording available)		3/24/2025	1	
3C Pandora’s Box or Powerful Tool? Befriending Emotions in Ombuds Practice		3/24/2025	1	
3D Putting Aside Neutrality: When an Ombuds Needs to Advocate for IOA Compliance		3/24/2025	1	
4A The New Ombuds in Your Office: What You Think They Need to Know and What They Think They Need to Know		3/24/2025	1	
4B Advocating for Your Office (recording available)		3/24/2025	1	
4C The Spiral of Conflict: Finding Connectedness Through the Darkness and Isolation of Being in Conflict		3/24/2025	1	
4D Neuroscience, Ombud’s Practice, and Scared Brains		3/24/2025	1	
5A Connected...At Arm’s Length – Ombuds, Organizational Leaders, and Human Resources		3/24/2025	1	
5B Enhancing Visitor’s Engagement: What Are the Vital Functions of Ombud Office Websites? (recording available)		3/24/2025	1	
5C Introduction to Research for All Ombuds: What and Why We Need to Know		3/24/2025	1	
5D Adding Value – Expanding the Pie Beyond the Numbers: Making the Case for Organizational Ombuds’ Continued Fiscal and Operational Utility in Challenging Times		3/24/2025	1	
Keynote: Star Wars Movie Night	Noam Ebner	3/24/2025	1.5	
Day 3				
6A Teaching Resilience Through an Ombuds Lens		3/24/2025	1	
6B Supercharge Your Ombuds Practice (recording available)		3/24/2025	1	
6C Defensive Communication and Threats to Identify: Reshaping Our Communication Choices		3/24/2025	1	

September Symposium				
Experiences with the Organization as Visitor		9/24/2025	1	
Telling Stories with Data—A Tactical Formula		9/24/2025	0.5	
Beyond the Survey: Innovative Data Collection		9/24/2025	1	
Data Management Practices		9/24/2025	1	
Keynote		9/24/2025	0.5	
Trend Analysis		9/24/2025	1	
The Art of Delivering Tough News: Talking About Divisive and Difficult Topics and with Divisive and Difficult People		9/24/2025	1	
Practice Delivering Tough Topics		9/24/2025	1	
Non IOA 2024				
North Carolina Regional Ombuds Group (NCROG) Fall Meeting		10/24/2025	3	1A, 1B, 2A, 2B, 3A, 3C
ABA Section of Dispute Resolution 2024 Spring Conference				
Court Symposium Plenary: Neuroscience: Five Essential Insights for Dispute Resolution Professionals		4/24/2025	1	
Active Listening, Using Silence, and Building Empathy Across all Mediation Mediums		4/24/2025	1	
Access to Remote Mediation for All, Including Persons with Disabilities		4/24/2025	1	
Ready, Set, Mediate!		4/24/2025	1	
The Leader's Role in Conflict		4/24/2025	1	
Overcoming Bias In Detecting Lies in Negotiation: Tech and Mindfulness		4/24/2025	1	
Self-Distancing: A Revolutionary Tool for Mediation that is Evidenced-Based		4/24/2025	1	
Neurodiversity - Benefits and Implications for Dispute Resolution		4/24/2025	1	
Mediation 2024: Strategies for Riding the Waves with Parties in Today's Shifting "Current"		4/24/2025	1	
Transforming Mediation - The Early Dispute Resolution Protocols		4/24/2025	1	
Not Just Another Chatbot - Emotion AI as Co-Mediator		4/24/2025	1	
What's Really Going On - The Art (and Science) of Persuasion and Decision-Making in Dispute Resolution		4/24/2025	1	
Friday Plenary: The Magic of Mediation: How to Find, Feed, and Foment It - Transformational Techniques for Resolution, Forgiveness, Reconciliation, and Prevention		4/24/2025	1	
Evidence, Anecdote and Application - The Future Use of Technology In Workplace Dispute Resolution		4/24/2025	1	
Navigating Law Enforcement-Community Dialogue Roles, Lessons, Considerations		4/24/2025	1	
Triaging in Negotiations When Little Time		4/24/2025	1	
Maintaining Mediation Values in the Virtual Environment: Challenges and Opportunities		4/24/2025	1	
Unlocking Solutions: An Analytical Framework for Successful Dispute Negotiation		4/24/2025	1	
How Arbitrators, Mediators and Advocates Can Use Generative AI Effectively		4/24/2025	1	
Mediating Across Cultures - How Legal Mediation Changes Outside the US		4/24/2025	1	
The Future is Tech + Ombuds: Revolutionizing Organizational Dispute Resolution at Pinterest		4/24/2025	1	
Exploring the Future: The Power of Self-Awareness and Disrupting Bias in Dispute Resolution		4/24/2025	1	
Illuminating the Duty of Technological Competence in Dispute Resolution		4/24/2025	1	
Working Constructively With Emotions in ADR Negotiations		4/24/2025	1	
Legal Educators' Resource Share		4/24/2025	1	
Creating Effective Peer Feedback		4/24/2025	1	
Mediation Success: Essentials to Prevent Failure Through Effective Negotiation Strategies		4/24/2025	1	

Cal Caucus 2024				
Uncomfortable v. Unsafe: Navigating Difficult Conversations with Emerging Perceptions of Safety			1	
Turning the Tides: How Ombuds Use Gossip as a Catalyst for Change			1	
All Hands on Deck: Steering Success Through Collaborative Copiloting			0.5	
Free Speech & Campus Protests - Steering Through Ombuds' Toughest Tides - PART 1			0.5	
Free Speech & Campus Protests - Steering Through Ombuds' Toughest Tides - PART 2			1	
Tacking Towards Possibility: Safely Navigating the Storm of Team Dysfunction			1	
Recovering from Harassment Investigations - How Organizations and Ombuds can Support Repair			0.5	
Tastefully Navigating Professional Boundaries			0.5	
When a Daysail becomes a Regatta			0.5	
Navigating the Bureaucra-Sea: The Ombuds as Humanizing "Subversive Bureaucrat."			0.5	
Coalition of Federal Ombudsman 2024 Conference				
Plenary 1: How Are We Doing? Using the VXSA Audit to Improve Our Visitors' Experience and Operational Integrity	Martha Patrick	10/24/2025	1	1,2,3
Plenary 2: Navigating Cyberattacks: Stakeholder Expectations vs. Ombuds Obligations	Shameka Sutton	10/24/2025	Withdrawn	
Plenary 3: The Secret of the Controlled Burn: Suffering in Conflict	Laurel Gordon	10/24/2025	1	1,2
Plenary 4: Marketing Your Ombuds Office	Alison Posner, Greg Edens, and Nin Chambers	10/24/2025	0.5	1,2,3
Plenary 5: IOA Government Sector Survey Data Review	Timothy Hedeem	10/24/2025	0.5	2,3
Plenary 6: The Intersection of Inclusive Leadership and Ombuds: Strengthening Systems	Sarah Kith	10/24/2025	1	2,3
Plenary 7: Recovering from Harassment Investigations - How Organizations and Ombuds Can Support Repair	Mary Chavez Rudolph and Sigal Shoham	10/24/2025	1	1,2,3
IOA 2023				
IOA September Symposium				
Session I: Creating Culturally Inclusive Interactions for Visitors, Peers, and Organizational Partners from an Indigenous New Zealand Approach	Christina Tay	9/23/2025	0.5	
Session II: Panel Discussion: Cultural Perspectives on Diversity, Equity, Inclusion, and Belonging in Ombuds Work	Marlo Goldstein-Hode	9/23/2025	0.5	
Session III: Practices, Ideas, and Experiences in Designing and Delivering Intentional, Inclusive Group Experiences	Jenn Mahony, Dan Young, Mike Rozinsky	9/23/2025	0.5	
Session IV: Generational Diversity in the Ombuds Arena	Twillea Evans-Carthen	9/23/2025	0.5	
Small Group Discussions 1	Facilitated various	9/23/2025	0.5	
Keynote Sunn m'Cheaux		9/23/2025	1	
Session V: PEC'ing Order: The Journey of Creating a Space of Emotional Resilience During the Emergence of Challenges to DEI	Derrick Johnson	9/23/2025	0.5	
Session VI: Self-Care for Ombuds Professionals: Navigating Trauma and Its Impact	Tuba Bilecik	9/23/2025	0.5	
Session VII: Ombudsing Marginalized Communities That Are Retraumatized by Microaggression	Aaron Fottman	9/23/2025	0.5	
Session VIII: Neurodivergent Ombudsing: Personal Reflections and Case Lessons	Amanda Dean	9/23/2025	0.5	
Small Group Discussions 2	Facilitated various	9/23/2025	0.5	
IOA Conference 2023 (in-person) these were concurrent sessions (10 max PDH + 5 via recordings)				
Day 1				
Keynote: Amy Gallo		4/23/2025	1	
1A Pinspiration and Change Agent in the Tech Sector		4/23/2025	1	

1B A Novel Idea for Reengaging Those in Conflict	Pete Alexander	4/23/2025	1	
1C The Humility Project	Tessa Byer	4/23/2025	1	
1D Try Again: Reengaging with Games in Ombuds Marketing & Practice	David G. Schwartz	4/23/2025	1	
2A Creating our Own Manuals: Ombudsing with Neurodiversity in Mind	Israela Brill-Cass	4/23/2025	1	
2B Being a Change Agent for Diversity and Inclusion Using Data and Change Management Methodology	Lianna Ferran & Stephanie Kim	4/23/2025	1	
2C Transforming Tolerance into Belonging	Kimberly Howard	4/23/2025	1	
2D Moral Conflict: Creating Dialogue Across Values and Beliefs	John Howard	4/23/2025	1	
2E Ombuds Bringing change: Stories Across Continents and Sectors	Wiktoria Maslowska	4/23/2025	1	
Day 2				
Kenote: Sarah Freiseleben (was not originally approved, but ended up on Tracking Sheet)	Sarah Freiseleben	4/23/2025	1	
3A Dancing to the Edge of Neutrality	Jennifer Mahony, Linda Brothers, Katie Manderson		1	
3B No Prince(ss) is Coming: Specific Techniques for Ombuds-led Culture Change	Dr. Susan Raines		1	
3C Trusted Navigation and Career Support: The Career Counseling Ombuds	Don Lubach	4/23/2025	1	
3D Creating Change When the Sun Doesn't Shine in Your Institution	Sarah Klaper, Katherine Greenwood, & Jessica Kuchta-Miller	4/23/2025	1	
3E Divide We Fall: Tracking Polarization in the Workplace	Rachel Nicholson & Christopher Artis	4/23/2025	1	
4A Ripped From the Higher Ed Headlines: How Might the Ombuds Help?	Julia Farmer	4/23/2025	1	
4B Powerful Oral and Data Storytelling: encouraging Systemic Change by Communicating Impact	Tina Hinh & Balint Blassa	4/23/2025	1	
4C How Ombuds Programs Empower D&I and the Worker Voice		4/23/2025	1	
4D Who Are We, and What Do We Do?	Jennifer Schneider, Dr. Timothy Hedeem ,Dr. Mary Rowe, & Dr. Hector Escalante	4/23/2025	1	
4E Getting a CLEW: Ombuds Facilitating Change and Bridging Gaps Via New Chair Leadership Engagement	Melanie Jagnequx & Alicia Booker	4/23/2025	1	
5A Talking Circles for Ombuds: Engaging in Dialogue and Building Community	Kristine Paronica	4/23/2025	1	
5B Internal v. Outsourced Ombuds: Is One Better? Is There a Difference?	Geetha Ravidra, Brian Bloch, and Israela Brill-Cass	4/23/2025	1	
5C Data Storytelling: Inspiring Change in the Organization and the Ombuds Profession	Wayne Blair, Angelical Alejandro, & Arlene Pantua	4/23/2025	1	
5D Can Ombuds be Leadership Coaches: A Pilot at the University of Washington	Ruthy Rosenberg, Chuck Sloane & Sara Kim	4/23/2025	1	
5E A Case Study: Creating an Inclusive Workplace for Your Black & Your Femail Workfroce	Catherine Mattice	4/23/2025	1	
Mary Rowe Keynote Brian Bloch	Brian Bloch	4/23/2025	0.5	
Day 3				
What Would You Do? Ethical Dilemmas for New Ombuds		4/23/2025	1.5	
What Would the Ombuds Do?		4/23/2025	1.5	
Foundations				
Virtual Course: Foundations of Organizational Ombuds Practice	Kirsi Aulin, Lauren Bloom, Jennifer Mahony	1/23/2025	15	1,2,3
Virtual Course: Foundations of Organizational Ombuds Practice	Melissa Brodrick, Donna Douglass Williams, Jessica Kuchta-Miller	2/23/2025	15	1,2,3
Virtual Course: Foundations of Organizational Ombuds Practice	Melissa Brodrick, Kouang Chan, Teresa Ralicki	5/23/2025	15	1,2,3
In-Person: Foundations of Organizational Ombuds Practice		7/23/2025	15	1,2,3
Virtual Course: Foundations of Organizational Ombuds Practice		8/23/2025	15	1,2,3

Virtual Course: Foundations of Organizational Ombuds Practice		9/23/2025	15	1,2,3
Virtual Course: Foundations of Organizational Ombuds Practice		10/23/2025	15	1,2,3
Virtual Course: Foundations of Organizational Ombuds Practice		11/23/2025	15	1,2,3
Virtual Course: Foundations of Organizational Ombuds Practice		12/23/2025	15	1,2,3
Core Courses				
Virtual Core Course: Understand and Communicate Ombuds Value to Your Organization	Susan Casino, Lisa Yamagata-Lynch, Chinyere Ukabiala	1/23/2025	12	
Virtual Core Course: Coaching with Emotional Intelligence	Caroline Adams	2/23/2025	12	
Virtual Core Course: Effective Communication	Bina Patel	6/23/2025	6	1,3
Virtual Core Course: Cultural Understanding for Ombuds	Bina Patel	8/23/2025	6	
Webinars				
Webinar: Avoiding Déjà Vu: Changing the Organizational Culture While Institutionalizing the Ombuds Role	Susan S. Raines	2/23/2025	1	
Webinar: Talking Circles for Ombuds: Engaging in Dialogue and Building Community	Tessa Byer & Kristine Paranica	6/23/2025	1.5	
Webinar: Trauma-Informed Ombudsing	Laura C. Smythe	7/23/2025	1.5	
Webinar: What You May Not Know About the Effects of Workplace Bullying & How to Use it for Intervention to Recommend in the Workplace	Herschenia A. Brown & Pat Ferris	8/23/2025	1.5	
Webinar: Resilience Coaching: Tools to Help Visitors Build Resilience and Combat Burnout	Elisa Enriquez	9/23/2025	1.5	
Webinar: Transforming Visitor Conversations From a DEIB Lens	Michael Harrington	11/23/2025	1.5	
Non-IOA 2023				
2023 Summer Institute in Conflict Management (Kennesaw)				
28 Hour General Civil Mediation Training		6/23/2025	15	
12 Hour General Civil Mediation Practicum (Online)		6/23/2025	12	
Trauma Response to Conflict Training		6/23/2025	15	
Resolving Workplace Conflict for HR Professionals Training		6/23/2025	6	
Workshop: Managing Conflict in Diverse Workplaces		6/23/2025	3	
Workshop: Thirty and Nerdy: Staying Geeked About ADR in Georgia		6/23/2025	None	
Workshop: The Role of Media Misinformation on Conflict		6/23/2025	3	
Workshop: Navigating Conflict When Leading Change		6/23/2025	3	
Workshop: Trauma-Informed Conflict Management		6/23/2025	3	
Workshop: Communication and Conflict		6/23/2025	3.5	
Workshop: Managing Conflicts on Campus: Ombuds, Mediation, or Both?		6/23/2025	3	
Workshop: Special Tools for Ombuds to Use in their Careers: Providing Upward Feedback and Fostering DEIB through Photovoice		6/23/2025	3	
Workshop: Gossip's Hidden Virtues: How Ombuds Use Gossip as a Catalyst for Change		6/23/2025	3	
Workshop: Trends Over Time: How Ombuds Work is Evolving		6/23/2025	3	
Workshop: Cutting Edge Topics in Ombudsing		6/23/2025	3	
Cal Caucus 2023				
The Role of the Individual in Building, Maintaining and Defining Trust	Joan Waters & Johnny Armijo II	11/23/2025	1	
Visitor Agency in Social Dilemmas: Sorting through identity, rules and situation recognition	Jim Wohl	11/23/2025	1	
The Complicity of the Diplomats	Andrew Larratt-Smith & Dawn Osborne-Adams	11/23/2025	1	

Diving Deeper into Fairness Practices: The Canadian Connection	Natalie Sharpe & Remonia Stoddart-Morrison	11/23/2025	0.5	
Mariner, Wedding Guest, or Albatross? The Ombuds and Samuel Taylor Coleridge's Rime of the Ancient Mariner	David G. Schwartz	11/23/2025	None	
Gaining Understanding of Systems Approach and Organizational Change	Kathie Greenwood	11/23/2025	1	
The Court Jester: The 21st Century Ombuds in a 14th Century Medieval Fiefdom	Reese Ramos	11/23/2025	0.5	
GRPI: A Framework for Group Conflict	Lindsey Ensor	11/23/2025	0.5	
NC Regional Ombuds Group Fall Meeting (NCROG)				
Ombuds as Mediator	Jessica Kuchta-Miller	10/23/2025	1	
Think Tank	Dawn Osborne-Adams	10/23/2025	2	
Better Together-DEI and Ombuds at the TOC	Anita Badrock & Shenekia Weeks	10/23/2025	0.5	
2023 Coalition of Federal Ombudsman (COFO) Conference				
"Me Myself and AI"	Clare Fowler & Colin Rule, Mediate.com	10/23/2025	1	
"Evaluation of Ombuds Conflict Coaching Services at the Office of Collaborative Action and Dispute Resolution"	Will Hall & Mary Chavez Rudolph, Department of Interior Office of Collaborative Action and Dispute Resolution	10/23/2025	0.5	
"IOA Government Sector Survey Data Review"	Tim Hedeem, Professor and former University Ombuds at Kennesaw State University	10/23/2025	0.5	
"The Neutral As Advocate"	Stacy Puente, Ombuds at the US Securities and Exchange Commission, and Sarah Gill, Ombuds at FINRA	10/23/2025	0.5	
"Gossip's Hidden Virtues: How Ombuds Use Gossip as a Catalyst for Positive Change"	Teresa Ralicki, Ombuds Analyst at Pinterest	10/23/2025	1	
"Facilitating Collaboration in Dispute Resolution with Tools from Other Disciplines"	Luella Wong, CEO of Lunar Inc.	10/23/2025	1.5	
AP RAC (Asia Pacific Regional Advisory Committee) Conference				
Day 1				
Keynote Address: The Power and the Passion + Small Group Discussion	Rho Sandberg	10/23/2025	1	
Case Study 1 - Restorative Practice - A Case Study of An Organizational Intervention in a Health Service		10/23/2025	1	
Why is Being an Ombuds so Difficult - And What Can We do About That?		10/23/2025	1	
Day 2				
Case Study 2 - Organizational Trauma and the Role of the Ombuds		10/23/2025	1	
Case Study 3 - Differences Between Informal Mediation and Facilitation of Difficult Conversations		10/23/2025	1	
Virtual Conflict Resolution: Can It Work?		10/23/2025	1	
Working with Leaders		10/23/2025	1	
Team Building and Organizational Interventions		10/23/2025	1	
Small Group Discussions		10/23/2025	0.5	
Ombuds Adding Value		10/23/2025	1.5	
Group Discussion: Professional Practice in Region		10/23/2025	1.5	
ABA Spring Conference				
DAY 1 Plenary				
Program Block A (May 10) [Discussions in Dispute Resolution - The Next Generation]		5/23/2025	1	
Program Block A (May 10) [Hijacked! Mediation, Self-Determination, and Controlling the Process]		5/23/2025	1	
Program Block B - [Managing Power Differentials in an Online/Hybrid Post-COVID World]		5/23/2025	1	
DAY 2 Plenary				

Facilitating Client Collaboration with Tools from Other Disciplines		5/23/2025	1	
Technology: Using Tools to Solve Disputes After COVID-19		5/23/2025	1	
Creating TIME: A Trauma-Informed Mediation Experience for Better Outcomes		5/23/2025	1	
Why is Everyone Picking on Me?		5/23/2025	1	
IOA 2022				
IOA CONFERENCE 2022 (virtual)	22-Apr		15	
Foundations				
Virtual Course: Foundations of Organizational Ombuds Practice	Roy Baroff, Lauren Bloom, Jessica Kuchta-Miller	2/22/2025	15	1,2,3
Virtual Course: Foundations of Organizational Ombuds Practice	Jennifer Mahony, Marcia Gee Riley, Thomas Zgambo	3/22/2025	15	1,2,3
Virtual Course: Foundations of Organizational Ombuds Practice	Melissa Brodrick, Hector Escalante, Jessica Kuchta-Miller	5/22/2025	15	1,2,3
In-Person Course: Foundations of Organizational Ombuds Practice	Thomas Kosakowski, Donna Louden, Dawn Osborne-Adams	7/22/2025	15	1,2,3
Virtual Course: Foundations of Organizational Ombuds Practice	Hector Escalante, Kristine Parana, Marcia Gee Riley	8/22/2025	15	1,2,3
Virtual Course: Foundations of Organizational Ombuds Practice	Wayne Blair, Jessica Kuchta-Miller, Sophia Qiao	9/22/2025	15	1,2,3
In-Person Course: Foundations of Organizational Ombuds Practice	Melissa Brodrick, Adam Barak Kleinberger, Teresa Ralicki	10/22/2025	15	1,2,3
Virtual Course: Foundations of Organizational Ombuds Practice	Kirsi Aulin, Kouang Chan, Marcia Gee Riley	11/22/2025	15	1,2,3
Virtual Course: Foundations of Organizational Ombuds Practice	Hector Escalante, Jennifer Mahony, Marcia Gee Riley	12/22/2025	15	1,2,3
Core Courses				
Virtual Core Course: Mediation Principles & Practice for the Organizational Ombuds	Roy Baroff	11/22/2025	12	2
Virtual Core Course: Communication	Vik Kapoor	8/22/2025	12	1,3
Virtual Core Course: Conflict Theory	Sue Theiss, LaCrisia "Cris" Gilbert	10/22/2025	12	1,2
Webinars 2022				
Webinar: 5 Proven Ways to Increase Your Social Media Presence	Michelle Hummel	1/22/2025	1	
Webinar: Disrupting Conflict Before it Starts: The Art of Self-Regulation and Disrupting Defensiveness	Jennifer Mahony	2/22/2025	1.5	
Webinar: Utilizing a Case Management Lens: A Systems-Level Approach to Identifying Trends Through Data Collection, Usage, and Reporting	Julia Heck	5/22/2025	1.5	
Webinar: The Artful Ombuds: Elevating Concerns While Masking Identities	Mark Patterson	6/22/2025	1.5	
Webinar: Building Inclusion by Addressing Unfair Practices & Inequalities in the Workplace	Bina Patel	8/22/2025	1	
Webinar: What Ombuds Need to Know About Clients in Crisis	Amanda Halla	11/22/2025	1.5	
NON-IOA 2022				
Coalition of Federal Ombudsman 2022 Conference			4.5	
Empowering Ombuds to Help Solve the Problem of Abrasive Leadership			1	
LGBTQ+ Cultural Competency – Pronouns & Gendered Language			1	
Many Open Doors: Serving Multiple Populations as an Ombuds			1	

Cal Caucus 2022			7	
ECOG Meeting - 4Q 2022			3.5	
Developing Deeper Organizational Partnerships and Support			1	
Dancing to the Edge of Neutrality			1	
IOA 2021				
2021 Virtual Conference (maximum 15 PDH)				
Keynote Address: Conversations with People Who Hate Me		3/21/2025	1	
Keynote Address: Ombudsing with Dignity in Times of Crisis		3/21/2025	1.5	
A1: Networking with Your Ombuddys During Strange and Isolating Times		3/21/2025	0.5	
A2: Cultural Humility in Practice: Challenges and Opportunities for Organizational Ombuds		3/21/2025	0.5	
A3: Finding Equity & Justice During Conflict in a Diverse Organization		3/21/2025	0.5	
A4: Coping on the Fly: A Series of Discussions Dealing with Workplace Stress during a Pandemic		3/21/2025	0.5	
A5: Built to Last: Creating Robust and Durable Ombuds Programs		3/21/2025	0.5	
B1: What Would a New Ombuds Do? Navigating Ethical Principle Dilemmas		3/21/2025	0.5	
B2: Supervision for Ombuds: Growing the Profession Through Supportive, Ethical, and Reflective Practice		3/21/2025	0.5	
B3: The Importance of History: Equity, Justice, and the Origins of the Ombuds Role		3/21/2025	0.5	
B4: Transformative Dialogue: Party-Driven Conversations Across Differences		3/21/2025	0.5	
B5: Paving the Way to Equity of Access: Harnessing the Power of Consumer Complaint Theory as an Ombuds		3/21/2025	0.5	
IOA Past, Present, Future—DEIB and Beyond		3/21/2025	1	
C1: Drawing Out Ombuds Value and Impact for Silicon Valley's Safety Net Populations		3/21/2025	0.5	
C2: Something Wicked This Way Comes: Corrupt Leadership, the Ombuds, and the Tragedy of Macbeth		3/21/2025	0.5	
C3: 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		3/21/2025	0.5	
C4: The Usual Suspects: Conflict Resolution Concepts, Ideas, and Tools That You Routinely Share with Visitors		3/21/2025	0.5	
C5: How the Ombuds Field Can Expand Its Reach and Impact in Africa		3/21/2025	0.5	
D1: Solve Harassment, Bullying, & Aggression at Work: A Few Case Studies		3/21/2025	0.5	
D2: Reimagining the Annual Report		3/21/2025	0.5	
D3: Demonstrating Visible Impact of the Ombuds Office in Times of Transition		3/21/2025	0.5	
D4: Ethical Ombudsing: Practicing with Purpose		3/21/2025	0.5	
D5: Skills for Bridging the Divide		3/21/2025	0.5	
Keynote Address: Ombuds as Visual Practitioners: Evolving How We Communicate to Bridge Distances		3/21/2025	0.5	
Foundations				
Virtual Course: Foundations of Organizational Ombuds Practice	Kirsi Aulin, Melissa Brodrick, Donna Louden	1/21/2025	15	1,2,3
Virtual Course: Foundations of Organizational Ombuds Practice	Angela Dash, Donna Louden, Thomas Zgambo	2/21/2025	15	1,2,3
Virtual Course: Foundations of Organizational Ombuds Practice	Thomas Kosakowski, Donna Louden, Marcia Gee Riley	4/21/2025	15	1,2,3

Virtual Course: Foundations of Organizational Ombuds Practice	Lauren Bloom, Hector Escalante, Donna Louden	6/21/2025	15	1,2,3
Virtual Course: Foundations of Organizational Ombuds Practice	Kirsi Aulin, Kouang Chan, Donna Louden	7/21/2025	15	1,2,3
Virtual Course: Foundations of Organizational Ombuds Practice	Jessica Kuchta-Miller, Donna Louden, Mauricio "Reese" Ramos	5/21/2025	15	1,2,3
Virtual Course: Foundations of Organizational Ombuds Practice	Kirsi Aulin, Kouang Chan, Marcia Gee Riley	9/21/2025	15	1,2,3
Virtual Course: Foundations of Organizational Ombuds Practice	Melissa Brodrick, Donna Douglass Williams, Hector Escalante	10/21/2025	15	1,2,3
Virtual Course: Foundations of Organizational Ombuds Practice	Jessica Kuchta-Miller, Teresa Ralicki, Thomas Zgambo	12/21/2025	15	1,2,3
Webinars				
Webinar: Advocates for Fair Treatment: Ombuds Role on DEI Issues	Alicia Booker, Jai McBride-Calloway, Brett Hathaway Harris	2/21/2025	1.5	1,2,3
Webinar: Why Ombuds? Eight Great Ways to Demonstrate Value	Elizabeth Hill, Sana Manjeshwar, Paul Sotoudeh, Jacqueline Villafane	5/21/2025	1.5	3
Webinar: Everything You Need to Know for Virtual Training Success	Teresa Ralicki, Kirsi Aulin, Elizabeth Hill	6/21/2025	1.5	1,3
Webinar: Wellness for Practitioners	Nolan Kagetsu	8/21/2025	1	1
Webinar: Ombuds Disrupting Inequities: Collaborating with Leadership to Address Systemic Issues	Alicia Booker, Jai McBride-Calloway, Brett Hathaway Harris	9/21/2025	1.5	
Specialized Courses				
Virtual Course: Nuts and Bolts of Setting Up An Organizational Ombuds Office	Susan Casino, Don Greenstein, Jennifer Smith Schneider	11/21/2025	5	1,3
NON-IOA 2021				
CalCaucus 2021			7.5	
How to Calm an Angry Person in 90 Seconds or Less			1	
IOA COURSES 2020				
Foundations				
Virtual Course: Foundations of Organizational Ombuds Practice	Lauren Bloom, Melissa Brodrick, Hector Escalante	10/20/2025	15	1,2,3
Virtual Course: Foundations of Organizational Ombuds Practice	Hector Escalante, Jessica Kuchta-Miller, Dawn Osborne-Adams	11/20/2025	15	1,2,3
Virtual Course: Foundations of Organizational Ombuds Practice	Kirsi Aulin, Caitlan Hendrickson, Mauricio "Reese" Ramos	12/20/2025	15	1,2,3
Webinars				
Webinar: Annual Reports as Catalyst for Change	David Michael, Maureen Brodie, Melanie Jagneaux	2/20/2025	1.5	1,3
Webinar: Solve Harassment, Bullying & Aggression at Work	Catherine Mattice Zundel	5/20/2025	1.5	1,2
Webinar: Establishing Trust in Groups: Lencioni and Google Models in Practice	Rita Callahan	6/20/2025	1.5	1,2,3
Webinar: Online Dispute Resolution and Implications & Opportunities for Ombuds	Bruce Edwards	8/20/2025	1.5	2,3
Webinar: The Ombud Support Role: Supporting the Administrative Role in the Ombuds' Office	Wendy Friede	11/20/2025	1.5	1
Webinar: Storm Warnings: Avoiding Office Closure	Mauricio "Reese" Ramos, Bruce MacAllister, Melanie Jagneaux	9/20/2025	1	3
Specialized Courses				

Virtual Course: Nuts and Bolts of Setting Up An Organizational Ombuds Office	Susan Casino, Don Greenstein, Jennifer Smith Schneider	11/20/2025	5	1,3
NON-IOA 2020				
2020 COFO Annual Conference			3.5	
IOA Courses 2019				
Foundations				
In-Person Course: Foundations of Organizational Ombuds Practice	Ralph Johnson, Thomas Kosakowski, Donna Louden	1/19/2025	15	1,2,3
In-Person Course: Foundations of Organizational Ombuds Practice	Wayne Blair, Melissa Brodrick, Thomas Kosakowski, Donna Louden, Judi Segall, Marybeth Stevens	4/19/2025	15	1,2,3
In-Person Course: Foundations of Organizational Ombuds Practice	Lauren Bloom, Dawn Osborne-Adams, Judi Segall	7/19/2025	15	1,2,3
In-Person Course: Foundations of Organizational Ombuds Practice	Lynne Chaillat, Thomas Kosakowski, Donna Louden	10/19/2025	15	1,2,3
Core Courses				
In-Person Core Course: Communication	Vik Kapoor	4/19/2025	12	1,3
In-Person Core Course: Mediation Theory and Skills for the Organizational Ombudsman	Melissa Brodrick	10/19/2025	12	2
In-Person Course: Conflict Resolution Grounded on Organizational Ombudsman Practice (Colombia)	José Martínez Aragón, Francisco Espejo	10/19/2025	15	1,2,3
Webinars				
Webinar: What's an Ombuds to do in a Conflict Management System	Brian Bloch	2/19/2025	1.5	1
Webinar: Listening: An Ombuds' Superpower	Kristine Paronica	5/19/2025	1.5	1,2
Webinar: Establishing Trust in Groups: Lencioni and Google Models in Practice	Rita Callahan	8/19/2025	1.5	1,2,3
Webinar: Cultural Components in Conflict	David Talbot, José Martínez-Aragón	9/19/2025	1.5	1,3
IOA Courses 2018				
Webinars				
Webinar: In the Room Where it Happens: Inside Ombuds Practices	Angela Dash, Ruthy Kohorn Rosenberg, Prisca Youn	11/19/2025	1.5	
Webinar: Getting Less Wrong: Understanding Cognitive Biases and Their Impact on Decision-Making	Laura A. Frase	9/18/2025	1	1,3
Webinar: The Ombuds as a Workplace Fighter: Assisting Organizations to Address Abrasive Behaviors	Patricia M. Porter	8/18/2025	1.5	2,3
Webinar: Ombudsing in the era of #MeToo: Sexual harassment and violence and what impact ombuds have for the individual and org	Alicia Booker, Eric Mayo, Gabrielle Kluck	6/18/2025	1.5	1,3
Webinar: Employing Restorative Practices for a Conflict-Positive Culture	Tahirih Varner	5/18/2025	1	1,2,3
Webinar: Ombuds Un-Confidential: Research and Practice on Sharing Our Value and Impact	Timothy Hedeon	2/18/2025	1.5	3
Webinar: Examining Professional Ethical Dilemmas in Organizational Ombudsman Practice	Sean A. Banks	1/18/2025	1.5	1,2
IOA Courses 2017				
Webinars				
Webinar: You've Got (Hate) Mail: Tips to Help Visitors Resolve & Prevent Email Conflict	Stephanie Luckam	12/17/2025	1.5	1,2

Webinar: Expand the Ombuds Profession for Greater Impact	Randy Williams, Caroline Adams	11/17/2025	1	1,3
Webinar: Ombuds as a Conflict Resolution Trainer	Diana Anderson	9/17/2025	1	1,2,3
Webinar: HR and Ombuds: Partners in Pursuit of a Common Vision	Josie Stiles	6/17/2025	1.5	1,3
Webinar: Crucial Conversations for Ombuds	Marybeth Adams	3/17/2025	1	1,2
Webinar: Helping People Get Unstuck: Mindsets that Generate Responsibility/ Possibility	Andrew Cohn	2/17/2025	1	1,2
IOA Courses 2016				
Webinars				
Webinar: Leveraging Your Annual Report to Validate Your Office and Create Sustainability	Karey R. Barnes	12/16/2025	1.5	1,3
Webinar: Growing Pains: Staying Relevant in a Changing Organization	Cindy Foster	10/16/2025	1.5	3
Webinar: Building Conflict Capability: Developing Organizational Representatives to Resolve Workplace Conflicts and Communication Challenges	Daniel Griffith	7/16/2025	1.5	1,2,3
Webinar: Getting Our Message Out: How We Align w Business Needs, Target Audiences & Track Progress	Eric Mayo	5/16/2025	1	1,3
IOA Courses 2015				
Webinars				
Webinar: Title IX	Bruce MacAllister, Monique McKay	12/15/2025	1.5	1,2,3
Webinar: How Do I Market My Office?	Lee Twyman	11/15/2025	1.5	1,3
Webinar: Emotional Intelligence: You Can't Ombud Without It	Susan Casino, Tom Ward	9/15/2025	1.5	1,2,3