Webinar Topics Organized by Content Areas Merged from the 2008/ 2016 Job Analysis.									
Webinar content provides best practices into practical applications of technical and behavior competencies.	Presented	Conflict Theory and Management	Case Management Ombuds Actions & Addressing Issues	Interpersonal/ Organizational Effective Communication	Know the Organziation & Effectiveness and Value	Build Organizational Effectiveness & Outreach and Edu	Code of Ethics Standards of Practice	Influence Leadership & Feedback to the Org	Program Operations
Nuts and Bolts of Setting Up An Organizational Ombuds Office	Nov 2021					х	х		х
Social Media For the Organizational Ombuds	Nov 2021					x			
Wellness for Practitioners	Aug 2021								х
Everything You Need to Know for Virtual Training Success	Jun 2021					х			х
Eight Great Ways to Demonstrate Value	May 2021				х	х		x	
Advocates For fair Treatment: Ombuds role on DEI issues	Feb 2021		х	х		х			
The Ombud Support Role	Nov 2020								х
Storm Warnings: Avoiding Office Closure	Sep 2020				x	x		x	
Online dispute resolution and implications & opportunities for Ombuds	Aug 2020		x			x			
Establishing Trust in Groups: Lancing and Google Models in Practice	Jun 2020	x	x			x			
Solve Harassment, Bullying & Aggression at Work	May 2020	x	x						
Annual Reports as Catalyst for Change	Feb 2020				x			x	x
Cultural Components in Conflict	Sep 2019	x		x		x			
Preparing the Visitor For the Facilitated Conversation	Jun 2019		x						
Listening: An Ombuds' Superpower	May 2019		x	x					
What's an Ombuds to do in a Conflict Management System	Feb 2019	x		x					
Getting Less Wrong: Understanding Cognitive Biases and Their Impact	Sep 2018	~		~					
on Decision-Making	50p 2010	x		х				x	
The Ombuds as a Workplace Fighter: Assisting Organizations to	Aug 2018								
Address Abrasive Behaviors	5		x			x			
Ombudsing in the era of #MeToo: Sexual harassment and violence and what impact ombuds have for the individual and org	Jun 2018			x	x	x		x	
Employing Restorative Practices for a Conflict-Positive Culture	May 2018	x	x	x		x			
Ombuds Un-Confidential: Research and Practice on Sharing Our Value and Impact	Feb 2018			~~~~	x	~~~~		x	
Examining Professional Ethical Dilemmas in Organizational	Jan 2018				^			^	
Ombudsman Practice	2010	x	x				x		
	Dec 2017								
Conflict			x	x					
Expand the Ombuds Profession for Greater Impact	Nov 2017							x	x
Ombuds as a Conflict Resolution Trainer	Sep 2017	x	x			х			
HR and Ombuds: Partners in Pursuit of a Common Vision	Jun 2017				х	x		x	х
Crucial Conversations for Ombuds	Mar 2017		x	x					
Helping People Get Unstuck: Mindsets that Generate Responsibility/ Possibility	Feb 2017		x	x					

Leveraging Your Annual Report to Validate Your Office and Create	Dec 2016							
Sustainability				x	x		x	x
Growing Pains: Staying Relevant in a Changing Organization	Oct 2016			x	х		x	
Building Conflict Capability: Developing Organizational	Jul 2016							
Representatives to Resolve Workplace Conflicts and Communication								
Challenges		x	x		x			
Getting Our Message Out: How We Align w Business Needs, Target	May 2016							
Audiences & Track Progress					x		x	x
Title IX	Dec 2015	x		x		х		
How do I market my office?	Nov 2015				х			x
Emotional Intelligence: You Can't Ombud Without It	Sep 2015	x	x				x	

Webinar Topics organized by Skills	]			
Merged from the 2008/2016 Job Analysis.				
Webinar Title	Presented	Behavioral Competencies Skills required to successfully execute technical skills	<u>Functional</u> <u>Requirements</u> Varies according to the organization	Technical Competencies Skills acquired primarily through extensive study and/or practice
Nuts and Bolts of Setting Up An Organizational Ombuds Office	Nov 2021		х	
Social Media For the Organizational Ombuds	Nov 2021			X
Wellness for Practitioners	Aug 2021	x		
Everything You Need to Know for Virtual Training Success	Jun 2021			x
Eight Great Ways to Demonstrate Value	May 2021	x		
Advocates For fair Treatment: Ombuds role on DEI issues	Feb 2021	x		
The Ombud Support Role	Nov 2020			X
Storm Warnings: Avoiding Office Closure	Sep 2020		x	
Online dispute resolution and the implications & opportunities for Ombuds	Aug 2020			x
Establishing Trust in Groups: Lancing and Google Models in Practice	Jun 2020	x		
Solve Harassment, Bullying & Aggression at Work	May 2020	x		
Annual Reports as Catalyst for Change	Feb 2020			X
Cultural Components in Conflict	Sep 2019	x		
Preparing the Visitor For the Facilitated Conversation	Jun 2019			x
Listening: An Ombuds' Superpower	May 2019	x		
What's an Ombuds to do in a Conflict Management System	Feb 2019			x
Getting Less Wrong: Understanding Cognitive Biases and Their Impact on Decision-Making	Sep 2018	x		
The Ombuds as a Workplace Fighter: Assisting Organizations to Address Abrasive Behaviors	Aug 2018	x		
Ombudsing in the era of #MeToo: Sexual harassment and violence and what impact ombuds have for the individual and org	Jun 2018		х	
Employing Restorative Practices for a Conflict-Positive Culture	May 2018			x
Ombuds Un-Confidential: Research and Practice on Sharing Our Value and Impact	Feb 2018			x

Examining Professional Ethical Dilemmas in Organizational	Jan 2018			
Ombudsman Practice		x		
You've Got (Hate) Mail: Tips to Help Visitors Resolve & Prevent Email	Dec 2017			
Related Conflict				x
Expand the Ombuds Profession for Greater Impact	Nov 2017	х		
Ombuds as a Conflict Resolution Trainer	Sep 2017			X
HR and Ombuds: Partners in Pursuit of a Common Vision	Jun 2017	x		
Crucial Conversations for Ombuds	Mar 2017			X
Helping People Get Unstuck: Mindsets that Generate Responsibility/	Feb 2017			
Possibility				x
Leveraging Your Annual Report to Validate Your Office and Create	Dec 2016			
Sustainability				х
Growing Pains: Staying Relevant in a Changing Organization	Oct 2016	x		
Building Conflict Capability: Developing Organizational Representatives	Jul 2016			
to Resolve Workplace Conflicts and Communication Challenges				x
Getting Our Message Out: How We Align w Business Needs, Target	May 2016			
Audiences & Track Progress				x
Title IX	Dec 2015		х	
How do I market my office?	Nov 2015			X
Emotional Intelligence: You Can't Ombud Without It	Sep 2015	x		

2008 Job Analysis KPIs	Conflict Management (18 items)	Addressing Issues (38 items)	Effective Communication (23 items)	Outreach and Education (17 items)	Policies, Procedures, and Organizational Culture (11 items)	IOA Code of Ethics and Standards of Practice (55 items)	Feedback to the Organization (19 items) Moved to Standards	Effectiveness and Value Moved to Know the Org	Special Populations	Legal
<b>2016 Job Analysis</b> (Content Areas Reflected in Domains p30 &31)	1C. Conflict Theory (9 items)	2A. Case Management (19 items) 2B. Ombuds Actions (16 items)	Communication	3B. Build Organizational Effectiveness (5 items)	3A. Know the Organization (7 items) <i>Build</i> <i>Effectiveness</i>	1A. Code of Ethics Standards of Practice (17 items) Define Criteria to evaluate value	3C. Influence Leadership (8 items)	1D. Program Operations (2 items)		
CURRENT CORE COURSES OFFERED Content that provides an overview of behavioral and technical competencies and functional requirements for new Ombuds	Psychological and Sociological Systems: Theory & Practice as it Relates to the OO	Addressing Issues and the OO Process, Cultural Understandings and the OO Practice		Measuring the Effectiveness and Value of the OO Office	Legal and Ethical Theory and Practice for the OO		Outreach and Education for the OO Office		Special Populations and the OO Practice	
Foundations	Process	x		x	x	x		x		
Conflict Theory & Application	x	x								
Mediation Theory		x								
Effective Communication			X Day 1 -Communicating with Visitors	X Day 2 - Outreach/ Education			x			
Nuts and Bolts of Setting Up An Organizational OO								x		