

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 Organization & 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					x	x		x
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			x
Eight Great Ways to Demonstrate Value	May 2021				x	x		x	
Advocates For fair Treatment: Ombuds role on DEI issues	Feb 2021		x	x		x			
The Ombud Support Role	Nov 2020								x
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 on Decision-Making	Sep 2018	x		x				x	
The Ombuds as a Workplace Fighter: Assisting Organizations to Address Abrasive Behaviors	Aug 2018		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 Ombudsman Practice	Jan 2018	x	x				x		
You've Got (Hate) Mail: Tips to Help Visitors Resolve & Prevent Email Conflict	Dec 2017		x	x					
Expand the Ombuds Profession for Greater Impact	Nov 2017							x	x
Ombuds as a Conflict Resolution Trainer	Sep 2017	x	x			x			
HR and Ombuds: Partners in Pursuit of a Common Vision	Jun 2017				x	x		x	x
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 Sustainability	Dec 2016				x	x		x	x
Growing Pains: Staying Relevant in a Changing Organization	Oct 2016				x	x		x	
Building Conflict Capability: Developing Organizational Representatives to Resolve Workplace Conflicts and Communication Challenges	Jul 2016		x	x		x			
Getting Our Message Out: How We Align w Business Needs, Target Audiences & Track Progress	May 2016					x		x	x
Title IX	Dec 2015		x		x		x		
How do I market my office?	Nov 2015					x			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	<u>Behavioral Competencies</u> <i>Skills required to successfully execute technical skills</i>	<u>Functional Requirements</u> <i>Varies according to the organization</i>	<u>Technical Competencies</u> <i>Skills acquired primarily through extensive study and/or practice</i>
Nuts and Bolts of Setting Up An Organizational Ombuds Office	Nov 2021		x	
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		x	
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 Ombudsman Practice	Jan 2018	x		
You've Got (Hate) Mail: Tips to Help Visitors Resolve & Prevent Email Related Conflict	Dec 2017			x
Expand the Ombuds Profession for Greater Impact	Nov 2017	x		
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/ Possibility	Feb 2017			x
Leveraging Your Annual Report to Validate Your Office and Create Sustainability	Dec 2016			x
Growing Pains: Staying Relevant in a Changing Organization	Oct 2016	x		
Building Conflict Capability: Developing Organizational Representatives to Resolve Workplace Conflicts and Communication Challenges	Jul 2016			x
Getting Our Message Out: How We Align w Business Needs, Target Audiences & Track Progress	May 2016			x
Title IX	Dec 2015		x	
How do I market my office?	Nov 2015			x
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