

CO-OP® Domains (Based on 2016 Job Analysis)

| DOMAIN #1 – RECOGNIZE ETHICAL PRINCIPLES (EPS) & FOUNDATIONAL THEORIES (FTs) | #1A – IOA Code of Ethics and Standards of Practice | #1B – Interpersonal and Organizational Communication | #1C – Conflict Theory | #1D – Program Operations |
|---|---|--|---|--|
| | <p>1. Recognize Ethical Principles</p> <p>a. Independence</p> <p>i. Define independence</p> <p>ii. Identify what promotes/fosters independence</p> <p>iii. Identify what prevents/hinders independence</p> <p>b. Neutrality and Impartiality</p> <p>i. Define neutrality and impartiality</p> <p>ii. Identify what promotes/fosters neutrality and impartiality</p> <p>iii. Identify what prevents/hinders neutrality and impartiality</p> <p>c. Confidentiality</p> <p>i. Define confidentiality</p> <p>ii. Identify what promotes/fosters confidentiality</p> <p>iii. Identify what prevents/hinders confidentiality</p> <p>iv. Identify exceptions to confidentiality</p> <p>d. Informality</p> <p>i. Define informality</p> <p>ii. Identify what promotes/fosters informality</p> <p>iii. Identify what prevents/hinders informality</p> <p>2. Recognize limits of ombudsman practice</p> | <p>1. Identify active listening techniques</p> <p>2. Recognize skillful questioning</p> <p>3. Recognize aspects of inclusion and diversity</p> <p>4. Recognize techniques for communicating with influence</p> <p>5. Identify concepts of emotional intelligence</p> <p>6. Interpret nonverbal cues</p> <p>7. Select effective presentation techniques</p> <p>8. Recognize elements of group facilitation</p> <p>9. Identify effective written communication</p> <p>10. Identify appropriate use of written and verbal reporting</p> <p>11. Define methods for fostering trust and building rapport</p> <p>12. Identify effective marketing and program promotion</p> <p>13. Identify strategies for relationship-building</p> <p>14. Recognize potential for risk</p> | <p>1. Identify conflict styles</p> <p>2. Identify features of interest-based negotiation</p> <p>3. Identify conflict resolution techniques</p> <p>4. Identify sources and elements of conflict</p> <p>5. Identify power dynamics in conflict</p> | <p>1. Identify elements of an effective ombudsman work-setting (e.g., physical space, technology)</p> <p>2. Define metrics for program evaluation</p> |
| DOMAIN #2 – APPLY EPS & FTS WHILE WORKING WITH INDIVIDUALS | #2A – Case Management | | #2B – Ombudsman Actions | |
| | <p>1. Determine elements for an opening statement</p> <p>2. Determine strategies to elicit individual narratives</p> <p>3. Analyze sources of conflict</p> <p>4. Detect the issues and interests</p> | <p>5. Determine and evaluate options (i.e., pros and cons)</p> <p>6. Determine strategies for pursuing options</p> <p>7. Determine follow-up strategies</p> | <p>1. Identify when and how to gather information</p> <p>2. Identify when and how to raise a concern</p> <p>3. Apply shuttle diplomacy</p> <p>4. Apply coaching strategies</p> | <p>5. Apply use of informal inquiries</p> <p>6. Apply use of referrals (internal or external)</p> <p>7. Apply mediation or facilitation techniques</p> |
| DOMAIN #3 – APPLY EPS & FTS WHILE WORKING WITH ORGANIZATIONS | #3A – Know the Organization | #3B – Build Organizational Effectiveness | #3C – Influence Leadership | |
| | <p>1. Locate common sources of policies, procedures, and resources (i.e., stated and unstated)</p> <p>2. Recognize impact of organizational structure and decision-making processes</p> <p>3. Identify culture, values, and norms</p> <p>4. Identify vision, mission, and goals</p> | <p>1. Design and deliver education</p> <p>2. Develop methods for disseminating relevant information</p> | <p>1. Advocate for proper ombudsman program administration and office design</p> <p>2. Determine strategies to build stakeholder relationships</p> <p>3. Use data effectively</p> <p>4. Identify and share trends and patterns</p> <p>5. Detect and deliver early warnings</p> <p>6. Identify systemic issues</p> <p>7. Recommend improvement options</p> | |