

IOA World Café

What was said:

1. What are our similarities- “what do we do good/similar that makes us unique
2. Continue to be warm, collegial and still be an ombuds standard bearer
3. IOA should stay focused- what progresses the ombuds profession? Look at the ABA model
4. We are a multidisciplinary field...ombuds come from many different areas
5. Dynamic governance model
6. “Allow voices to bubble up- don’t be exclusionary- promote inclusion to influence the structure of IOA- circles-representatives in meetings
7. Some ombuds do not feel they have a voice- they’re not being heard
8. IOA board members assigned to sector groups or geographical region groups- meet with these various groups-represent these various groups
9. Mother ship board-IOA- Meet 1/year
 - a. Liaison-regional chapters- meet frequently about regional issues
 - b. Local membership
 - c. Arrows going up from each level
10. In-depth development of sectors- discussion, training, content development- classical? Corporate?
11. Develop “corporate roundtable”
12. Develop best practices for each sector
13. Annual conferences designed by sector- sector specific
14. IOA become more expanded/ outreach/eternal links
15. Increase strategic alliances e.g. human resource organizations, universal counsels
16. Send IOA representative to other conferences
17. Finance committee with CVPA- salary studies, collaborate
18. Members of IOA who don’t practice to standards- correct this
19. Define “international”- then mirror in IOA website, target percentages, invest in this goal
20. Think global act local
21. National consultants
22. People who work in these regions need to be “subject matter experts”
23. Real annual business meeting with real agendas, e.g. new business, voting on items early in the meeting
24. Voting should include yes, no, abstentions
25. Open communication...more vehicles; reach the nonconference attendees- voting by proxy
26. Become more international, advisory committee expanded (e.g. international community plans)
27. Become more aware of the international scope of IOA, certificate exam, country codes, currency
28. More ombuds throughout the world
29. We’d like to see the international groups come forward with proposals..The board can’t do everything
30. Responsive to diverse member needs

31. The organization needs to be more professional
 - a. Executive director and professional staff (like ASTD)
 - b. Not just volunteers
 - c. Opposing opinion expressed (leads to first point of diversity)
 - i. Organization should take more responsibility for work and be more volunteer driven and accountable; less reliance on professional staff (e.g. PMA)
 - ii. Some people feel priced out of the organization
 - d. When group becomes too large it becomes impersonal
 - e. Possible model of "Mega" churches
32. How many IOA members are classical ombuds?
33. Standards of practice clearly establish IOA as organization Ombudsman Association
34. Too many constituencies- is this a problem? Does this create conflicts?
35. Should there be tracks?
36. ACR starting an ombuds arm
37. Should IOA be "the place" that people come to?
38. Is that happening?
39. What can be learned from other organizations?
40. Achieving economies of scale (looking at structures of groups like ABA)
41. Expansion- publications, articles, resources for audience other than just ombuds (e.g. corporate CEOs)
42. Imparting value of ombuds function, office (expand message)
43. Clearinghouse of information on impact (what has resulted in meaningful, powerful change- added value?)
44. Advocacy for ombuds- have tools readily available
45. Identify "champions" of ombuds profession (ambassadors for IOA)
46. Marketing- push with other non-ombuds entities/collaborations- focus marketing to different organizations
47. Restructuring consideration- consider regional groups, global regions and regions within US
48. Balance heavy US focus
49. Is there a voice from other parts of the world?
50. Challenge the very set up and principles of the organization- inclusiveness
51. More content rich with real issues
52. Want skills and tools applicable to our own situation- like UCOA previous conferences
53. How to hang on to previous models while we grow
54. Sector focused conference sessions
55. Tag level of sessions (beginner, intermediate, advanced)
56. Practitioners need idea to whom sessions are targeted
57. Responsive to membership needs
58. Group trying to promote smaller regional conferences (mini- conferences)
59. Expansion of conference?- what promotes richness and global perspectives
60. Use teleconferencing/webinar- cost effective, affordable ways for members to gain knowledge and skills (accessibility and affordability)
61. Webinars by sector, but open to all/ rich, deep focus

62. Stay away from being elitist- does certification create an elitist class?
63. Inclusiveness issue
64. Groups forming because they oppose policies that are exclusive
65. Perception that people are not listening to (decision-making) dissenting voices
66. Future IOA
 - a. Makes decisions collaboratively with member input, not top down
 - b. Openness to changes/ variations in ombuds roles
 - c. Inclusive of organizations beyond North America
 - d. Accessible and affordable technology
 - e. Consider restructuring the IOA to include regional models- decentralized model of some sort e.g. representatives of sectors
 - f. International meetings and international best practices
 - g. An ombuds for the IOA
67. Chapters- state chapters\ country/ region sector chapters
68. IOA holding company- forum driven by meeting the geographic needs with ability to meet sectors and discuss community needs
69. Customer oriented
70. International- accessible, relevant, adds value
71. Currently North American centric e.g. certification (N.A.), laws
72. Reaching out to ombuds worldwide
73. Classical vs. organizational ombuds?
74. IOA to be an umbrella organization for all ombuds (classical, organizational, advocacy nation states (E.U.), commonwealth
75. Collaboration at organizations like SHRMs- other ombuds association/ non ombuds
76. Network with solo practitioners, higher education in Europe
77. Training to reflect inclusiveness
78. Webinars to reflect local needs
79. Mentorship for new ombuds (communication issue)
80. Help to establish new organizational ombuds
81. "IOA consulting"
82. Strong adv. Develpt profession
83. Partnering with HR, other strategic connections
84. Marketing outreach
85. Research gap
86. Better communication- data vase- correspond various needs
87. Use of IT
88. Articulate "INTERNATIONAL" (3-5 year plan): road map
89. Some speakers/resources should come from abroad
90. Similarities= more interesting than differences
91. Locally connections (what happens between conferences)
92. Truly international (certification does not work abroad)
93. Increase democratic and electronic communication- no second hand information
94. Strong anti-discrimination statement (Pepperdine should be discussed)
95. Board- representative of other countries
96. Regional chapters
97. Diverse – international/global, age

98. Substantial content- conference/training
 - a. Too many things to too many people
 - b. We don't drill down enough, shallow
99. Link keynote and concurrent session
100. "Wealthy" – to build depth
101. Consider regional meetings/conferences
102. Board assume a role of leadership- listening to members and making hard decisions
103. Board needs to be leaders not ombuds
104. "A certain percentage of board should be from outside the U.S."
105. Better linkage with external international networks and organizations
106. Need to explore how technology affects communication- less face to face "leverage technology"
107. More people at meetings
108. Explore regional opportunities/ meetings "more frequent than once a year with IOA"
109. Balance of external and internal focus "we may need a new structure to do that"
110. Partner/ collaborate with strategic partners HR org./ General Counsel org, etc. this needs to be strategic focus
111. Perhaps groups that focus on different things
112. Inclusion
 - a. Regional
 - b. Types of practices
 - c. Sectors/industry
 - d. Frames of reference/realities- reach out to other organizations for different approaches
 - e. Broader view- cultural
 - f. ENOHE European Network of Ombudsman in Higher Education
 - g. REDDU Network of Mexican Ombudsman
113. Lobbyist- legal directions
114. Practical tools and materials available to members
115. Using reflective process
116. More global membership
117. Leverage technology- helping practitioners use- distance practice
118. Community of practice
119. Broader public education
120. Know better about other organizations – worldwide
 - a. German ombuds practitioners
 - b. Seek partners worldwide
121. Linking/ identifying other professional organizations- i.e. finance- cost of conflict
122. Sharing best practices
123. Greater representation from specific ombuds sectors
124. Clarifying commonalities among practices

125. IOA decision-making process: How can we appropriately expand member inclusion at all stages
126. How would other ombuds organizations interface with IOA? - Coalition? Collaboration? Take over?
127. International members on board, consider time zones
128. No U.S. centric thinking/ policies/exam
129. Meet needs of international members (e.g. legal, legislative, etc.)
130. By making IOA larger, more diverse, let's not lose what makes IOA relevant to each sector and to each other
131. Make IOA more professional (too much reliance on volunteers- not sustainable)
132. Ensure communication and networking within sectors so we don't lose connections and opportunity to share information, experiences, etc.
133. Inclusive- certification can limit inclusion due to cost- don't want it to be a stumbling block
 - a. May not be unsustainable- membership does not hinge on certification
134. Membership needs are balanced in sectors- i.e. academic, organizational, health care (meeting the needs)
135. Larger
136. Marketing
 - a. Share good training
 - b. Trainers-education
 - c. Webinar-available trainer
137. Reconcile US organizational ombuds model with desire to be international
138. Recognize advisory groups- more informal
139. Continue to be good or the place to get information- Touchstone
 - a. Case studies
 - b. Ombuds information training materials
140. IOA is not tied to mission (all ombuds versus organizational ombuds)
141. Professional support within IOA
142. Good communication
143. More inclusive in terms of models of ombuds
144. Feel IOA is too North American focused
145. Add webinars which we can all participate in (affordability)
146. Need to provide standards for all
147. Dominance of US and academia- need more governmental and multi-lateral institutions
148. Do we need a new chapter in IOA
149. All need to abide by code of ethics or need to get new code
150. Need to become more international
151. IOA needs to have role in generating more ombuds offices all over the place
152. Leadership more responsive to membership and to be more inclusive
 - a. More communication
 - b. Ask members for feedback
153. Why do you have to sit for exam to be certified

154. IOA be proactive to reach out to groups who would help- reach out to form other ombuds organizations
155. Shouldn't matter what kind of ombuds you are
156. Aim for equal treatment for all those who pay views
157. Don't focus on organizational
158. Need to protect
159. If we tweak rules to follow how do we work toward privilege and how is it a protection for everyone
160. Difference between aspire and require in terms of Standards of Practice and certification training
161. Need to consider how do we best serve society
162. Ghost in room is privilege- so is that realistic? Can we be a viable professional without privilege?
163. Based on the "international" part we need to have separate chapters and see what is applicable to other countries
164. Under our new values you can be either model
165. Think through offices which are ombuds and mediation and decide if that is a good idea
166. Need to emphasize "international"- not just in membership but in activity
167. Ombuds could influence ideas for world peace
168. With more skilled people in conflict resolution can assist in world issues
169. Need to grapple with our identity/nature: continue to focus on organizational ombuds (but that's not where growth is) versus expand to include "collateral duty" ombuds and reconsider standards of practice
170. Torn about what to do because if there's a model with integrity do we need and change it
171. Favor a wider lens
172. What value does membership bring? What makes IOA think they are THE organization for all ombuds?
173. Need clearinghouse for all policies and procedures for people to refer to
174. Need to decide what kind of ombuds we should cater to
175. Future of IOA truly international
176. The educational resource for ombuds- the best training available
177. The resource for implementing new ombuds offices
178. The resource for clarifying and lobbying for new ombuds- lobbying for the value of the offices
179. More responsive to members voices- leadership seeks out and welcomes member ideas. More inclusive to members. Leads collaboratively, not autocratically.
180. Focus on word- international
181. Incorporate it into mission
182. Relook at Sop's, COE's
183. Much more proactive in promoting role of ombuds
184. IOA increase the visibility of the ombuds role
185. More of a presence outside of U.S.
186. Answer what does international mean?
187. More focus on academic- relevant needs and different sector needs

188. More business like- voting “too losey goosey”
189. Recognition visual versus reading off names
190. More professionally conducted business meeting
191. Be more transparent financially
192. Define and develop non-ombudsman partners (e.g. SHRM)
193. Participatory democracy- rather than top down
194. Hiring and certification using consultants- solicit help from membership
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195. IOA exclusively focused on organizational ombuds, why not other types of ombuds practice
196. Equal treatment for all types of membership (full membership, associate, affiliate)
197. Separate and distinct sectors
198. Look at international ombuds issues
199. Strong stand against discriminatory organizations
200. Be consistent with values
201. Organizational integrity
202. An ombuds for IOA
203. Participatory decision-making – board top down (hierarchy structure)
204. Strong stand against discrimination
205. Whoever pays dues voting right/voice
206. Proposing dynamic governance- circle meetings to include representatives from parts of IOA- restructuring decision-making
207. Inclusion
208. More opportunities for people to become involved in leadership (bridge mechanism for new leaders)
209. Information on professional development resources outside of IOA (coaching, mediation)
210. Think about reaching out to ombuds in other countries- structure and doing business
211. More frequent regional meetings sponsored by IOA (in addition to annual conference) could be more affordable option- be more affordable options for meetings
212. Biggest issue facing IOA: what to do about growing number of “collateral ombuds” (those who not practice to standards)
213. Update reexamine Standards of Practice
214. Need to decide whether “collateral ombuds” are to be included
215. Consider difference categories of ombuds with separate Standards of Practice and certification
216. IOA is for ombuds not just organizational ombuds, result in umbrella organization
217. Be truly international
218. Don’t see international as a segment, but incorporated into other sectors/divisions
219. Is IOA for organizational ombuds or just ombuds
220. IOA should live up to it’s name- International

221. Become an umbrella organization for all ombuds
222. May need multiple standards of practice
223. Structure by region instead of practice type
224. Standards of practice up to date?
225. Worldwide?
226. Revisit membership wide understanding
227. Affiliate can't vote
228. IOA hybrid?
229. Standards of practice for each category
230. IOA versus IOOP
231. Not clear?
232. Partnerships with non-ombuds e.g. HR
233. Co-host conference
234. Webinar
235. Active internationally- too USA, academic
236. Become diverse- institutions, private, NGOs, government
237. Inclusive, inviting meetings
238. Outreach- outside
239. IOA- other entity positions, presentations
240. Proactive PR
241. Classes of members
242. Excluded by statute law
243. Missing a body of ombuds (e.g. hire only attorneys)
244. Name is misinforming- it is specific to organizational ombuds
245. Give affiliate members the vote/ a voice
246. Collapse layers of membership
247. Regional/national chapters
248. IOOA- change name to International Organizational Ombuds Association
249. Ombudsman for the ombudsmen/persons (for confidential upward feedback)
250. Incorporate needs of membership
251. More affordable (travel and membership)
252. Clearinghouse of information
253. Advocate and support at-risk offices
254. Legislation re. Privilege
255. Model database for case tracking
256. "Uniform categories"; need custom for sectors
257. Tools for measuring program effectiveness
258. More training on multiple skill sets (coaching, sensitivity training)
259. Provides research- statistics that explain benefits or cost- savings (in \$) of ombuds offices/ role (help to sell Ombuds idea) reconsider IOA leadership decision-making processes- more collaborative than top down- more member input (top down can/is alienating leadership)
260. Markets the benefits of entities outside North America- stronger international presence
261. Who is the customer? Organizations we are employed by

262. Be truly international: accessible, relevant, adds value- programmatically- North American centric- awareness- different environment, especially with specific actions, example certification action is North American driven
263. Reach out to ombuds around the world, especially those not able to travel
264. Laws are North American centric- Standards of Practice = North American, classical= Canadian and Standards of Practice different
265. Umbrella organization: organizational, advocate, classical, hybrid (European Union- organizational ombuds) with nation states, non-ombuds- especially solo practitioners
266. Partner/collaborate with other organizational ombuds organizations, example: SHRM, Japanese ombuds association, ACR
267. IOA is siloed now
268. Will IOA have a presence at OIO conference
269. Umbrella- chapters by region/country/ state with better local connectivity example, ombuds of Texas- be intentional
270. Look at Spain's, France's, British practices
271. Move to be a holding co or federation of communities like GM- to meet international group needs- produce international services- with glue holding together
272. Meeting needs of organizational ombuds- Associate, Full, etc.
273. Member categories? Specialist in sectors with international boards per sector
274. We need to get bigger and stronger
275. Changing role of ombuds- what is the ombuds of the 21st century? Redefining organizational ombuds
276. Define international: North American and PR (rr?)
277. When we come together- use technology
278. Full time professional staff- president, ED, staff
279. Have national meeting annual with regions meet also- with leaders in each region VP- each region, directors within region
280. Decentralized approach
281. VP of sectors- representative of sectors (governance)
282. How does IOA build consensus?
283. Need philosophical discussion before expanding
284. IOA too thin, be more substantial
285. Participatory democracy versus top down
286. Ombuds for IOA- open up how decisions are made, how communicating with membership
287. Do we want to be the premier ombuds organization? Why? Why should others join us?