



General Conference Speakers

**#15 No Way Out -
How Can Ombuds Help
Employees Trapped
in a Bullying Situation?**

Camilo Azcarate, University Ombuds Officer, Princeton University, Princeton, NJ

Camilo Azcarate is the Ombuds Officer for Princeton University. Azcarate holds a Juris Doctor from Universidad Javeriana, a Masters in Corporate and Labor Law and a Masters in Dispute Resolution from the University of Massachusetts. He has received several awards for his work in dispute resolution.

**#20 The Unholy Alliance?
Ombuds Office & EO/AA
Link and Survive**

Janet Park Balanoff, Director, University of Central Florida, Orlando, FL

Janet Park Balanoff leads the University of Central Florida's programs supporting equal opportunity and affirmative action. Ending discrimination and diversifying the faculty, staff, and student enrollment are the office's primary goals. Ms. Balanoff holds an M.S. in Public Administration (Florida State University) and a Bachelor's in Journalism (University of Florida).

**#5 What Have You Done
For Justice Today: How Can
Ombuds be More Effective
#14 United States Legal
and Legislative Update**

Sean A. Banks, Director, Shell Resolve and Company Ombuds, Shell Oil Company, Houston, TX

Sean Banks is Shell Oil Company's Director of RESOLVE and Company Ombuds. Before Shell he held a number of administrative and Ombuds positions at UCLA, Cal Poly, Capital University and UCSD. He holds a B.A. from UCSD, and a M.Ed. in Counseling and J.D. from the University of San Diego.

**The Crystal Ball
#8 Dealing with the
Fear of High
Consequence Events
#16 Creating a Global
Vision for the Development
of Organizational
Ombudsman Programs**

John S. Barkat, University Ombuds, Pace University, Briarcliff Manor, NY

John Barkat, directs the Institute for Collaborative Engagement which applies collaborative strategies to social and organizational problems. The Institute runs Collaboration at Work, which convenes researchers and practitioners interested in conflict, ethics and workplace justice. An ombudsman at Pace University, he is a former President of TOA and directs IOA's international programs. Dr. Barkat also advises organizations on workplace justice.

**#3 Sailing in a New
Direction: Plotting
Your Course as a Private
Provider Ombuds**

Dina Beach Lynch, CEO, WorkWellTogether.Com, Roslindale, MA

Dina Beach Lynch, J.D. is a workplace mediator; author and Private Provider Ombuds who founded WorkWellTogether.com, a coaching and consulting company that works with progressive firms of 2-500 to resolve internal disputes and preserve important relationships. Ms. Lynch, the former Fleet Bank Ombuds, was recently featured in Inc. Magazine.

**#19 Creating an
Ombuds Program - The
Chapel Hill Experience**

Wayne Blair, University Ombuds Officer, University of North Carolina, Chapel Hill, Chapel Hill, NC

Wayne Blair is the former Associate University Ombuds Officer at Columbia University in the City of New York and is presently one of two University Ombuds at the University of North Carolina at Chapel Hill.

**The Crystal Ball
#27 The Ombuds' Key
Role in an
Integrated Conflict
Management System**

Brian Bloch, Ombudsman, ISKCONResolve, Dist. Mathura, UP

Brian Bloch is the director of ISKCONResolve, an integrated conflict management system for the Hare Krishna community. He has much international experience having worked with clients and visitors in forty countries. Mr. Bloch is pursuing a Master's degree in Conflict Transformation at Eastern Mennonite University and is consulting on ombuds work in religious communities.



General Conference Speakers

#12 A New Ombuds Program - Successes and Challenges

Laura Bradbury, Commissioner, Fair Practices Commission, Toronto, ON

Laura Bradbury is the Fair Practices Commissioner in Ontario. Ms. Bradbury is a lawyer with a long history as a neutral adjudicator in workers' compensation matters in Ontario and British Columbia. She also chaired a number of administrative tribunals and was an investigator with Ombudsman Ontario.

#20 The Unholy Alliance? Ombuds Office & EO/AA Link and Survive

Vicky Brown, University Ombuds Officer, University of Central Florida, Orlando, FL

Since 1994, Vicky Brown has been the first Ombuds Officer at the University of Central Florida (UCF). She served on the UCOA board, been an active member of TOA, and currently serves on the IOA board. In 1999 she graduated Summa Cum Laude from UCF with a B.A. in Liberal Studies.

#14 United States Legal and Legislative Update

Judy Bruner, Campus Ombudsperson, University of California, San Diego, La Jolla, CA

Judy Bruner has spent her career working in law, higher education and dispute resolution and established the UCSD Ombuds Office in 2002. She received her undergraduate degree in Political Science from Boston University and earned her Juris Doctorate from the University of San Diego School of Law.

#16 Creating a Global Vision for the Development of Organizational Ombudsman Programs

Karen Campbell, Regional Ombudsperson EMEA, American Express, Brighton, E. Sussex, UK

Karen Campbell has been with American Express since 1989 in a variety of roles in both the UK and New York. In March 2004, she assumed the role of Regional Ombudsperson for EMEA. Her Region covers 22 countries and some 15,000 employees. The Office's unique position allows all employees to seek guidance about work related issues informally and without fear of retribution.

#16 Creating a Global Vision for the Development of Organizational Ombudsman Programs

Steven Cordery, Corporate Ombudsman, United Technologies Corporation, Burgess Hill, W. Sussex, UK

Steve was appointed as United Technologies Corporation's (UTC) corporate ombudsperson for Europe, the Middle East and Africa (EMEA) on September 1, 2004. Steve serves as corporate ombudsman for all UTC employees, customers, suppliers and shareholders within EMEA. In his role, he is available to all who wish to raise business-related issues in confidence.

#15 No Way Out - How Can Ombuds Help Employees Trapped in a Bullying Situation?

Nicholas Diehl, Associate Ombuds, Princeton University, Princeton, NJ

Nicholas Diehl is the Associate Ombuds for Princeton University. Diehl completed his undergraduate work at the University of Vermont and is currently pursuing a Master's Degree in Conflict Resolution through the University of North Carolina, Greensboro. He was trained as a mediator through the Brooklyn Law School Mediation Clinic.

#16 Creating a Global Vision for the Development of Organizational Ombudsman Programs

Danielle Fischer-Lebailly, Masterfoods, France



General Conference Speakers

**#22 Developing
Future Leaders with
Cultural Competency**

Dolores H. Fridge, Chief Resolution Officer, Medtronic, Inc., Minneapolis, MN

Ms. Fridge is the Chief Resolution Officer for Medtronic, U.S.A. She was the Associate Vice Chancellor of Equal Opportunity & Diversity for the Minnesota State Colleges and Universities System and Commissioner of the Minnesota Department of Human Rights. Dolores serves on these boards: The Minnesota Minority Education Partnership, The MultiCultural Development Center and Dunwoody Technical College.

**#8 Dealing with the
Fear of High
Consequence Events
#15 No Way Out -
How Can Ombuds Help
Employees Trapped in a
Bullying Situation?**

Howard Gadlin, Ombudsman, National Institutes of Health, Bethesda, MD

Howard Gadlin is the Ombudsman and Director of the Center for Cooperative Resolution, at the National Institutes of Health. Dr. Gadlin is a past President of the University and College Ombuds Association and of The Ombudsman Association, and past Chair of the Coalition of Federal Ombudsmen.

**#16 Creating a
Global Vision for the
Development of
Organizational
Ombudsman Programs**

Nora Galer, Director, Ombudsmen's Office, United Nations, New York, NY

Nora Galer has been the Director in the Office of the United Nations Ombudsman since 2002. In the United Nations system since 1987, she has served in different capacities, including as UNICEF Deputy Director in the Office for Peru and Paraguay, and external and international affairs officer.

**#21 Task Force on Data
Categories Report**

Joseph Ganci, Ombudsman, U.S. Department of Labor, Washington, DC

After graduating from Villanova University in 1977, Mr. Ganci began his employment with the U.S. Department of Labor, Office of Inspector General (OIG). Mr. Ganci has served as an auditor, Philadelphia's Regional Inspector General for Audit and Director of the Office of Audit Operations and Washington Audit Office. In December 2002, Mr. Ganci became OIG's first Ombudsman.

**#11 Harnessing the Power
of Neutral Language
#25 Exploring the
Underlying Causes of
Conflict: Positions & Interest**

Mary-Jane (M.J.) Gibson, Private Consultant, San Diego, CA

Mary-Jane (M.J.) Gibson has worked in the area of mediation and conflict resolution for over 12 years. She was the manager of the largest and most-established community mediation program in Arizona and has assisted with program implementation for a number of other organizational mediation programs.

**#2 Academic Ombudsing
and Institutional
Governance: European
Models, European Realities**

Dolores Gomez-Moran, Ombudsman / Student Academic Affairs, George Mason University, Fairfax, VA

Dolores Gomez-Moran, has over 15 years in higher education; the past seven as Ombudsman at GMU. Active member of TOA, UCOA, and IOA. Certified in conflict resolution processes, a trained mediator, former session chair at the European Network of Ombudsmen in Higher Education in Vienna, Austria. She holds a Master's Degree in Counseling Psychology & Organizational Studies.

**#5 What Have You
Done For Justice Today:
How Can Ombuds
be More Effective**

Judy Guillermo-Newton, Ombuds, University of California, Santa Barbara, Santa Barbara, CA

While at UCSB, Judy has served in different positions in the administrative, academic, and student divisions on campus, including four years as the Associate Ombuds in the mid 1990's. She received her MA in Educational Psychology from California State University, Northridge and is a licensed Marriage, Family, and Child Therapist. She has been the Campus Ombuds since January 2005.



General Conference Speakers

- #7 International Approaches to Measurement**
#13 Things are Seldom What They Seem
- Dick Hermans, Student Ombudsman, Vrije Universiteit Amsterdam, Amsterdam***
Dick Hermans Vrije universiteit Amsterdam, Born 1943, MA in Psychology, Radboud University, Nijmegen. 18 years staff member of the institute of educational research at this university. Six years principle in secondary education. Came to the Vrije Universiteit as head of the department of educational services. Started in 2001 the new to form ombuds office.
- The Crystal Ball***
- Wilbur Hicks, Ombudsperson, International Monetary Fund, Washington, DC***
Wilbur Hicks is the sixth ombudsperson at the International Monetary Fund. Before the IMF, he was the Corporate Ombudsman and Director, Shell RESOLVE, the conflict resolution program at Shell Oil Company (Shell US). He earlier established the first Office of the University Ombudsman at Princeton.
- The Crystal Ball***
- Carol S. Houk, Principal, Carole Houk International, LLC, Washington, DC***
Carole Houk is a consultant, trainer, attorney, and conflict management systems designer based in Washington, DC. She developed the Medical Ombudsman/Mediator Program (MEDIC+OM) to resolve patient-provider disputes at point of care, which has shown impressive results at dozens of medical centers nationwide.
- #14 United States Legal and Legislative Update**
#18 Meeting the Help Line Challenge
- Charles L. Howard, Attorney, Partner, Shipman & Goodwin LLP, Hartford, CT***
Charles Howard, Partner, Shipman & Goodwin, LLP. Former Chair Litigation Dept., 30 years civil litigation experience—state and federal—trial and appellate. Represented numerous corporate, research facility, university ombudsmen. Presents ombuds legal issues at national conferences. Served on Advisory Group of USSC for recommendations to organizational guidelines. Graduate of Princeton's Woodrow Wilson School and Uva Law School.
- #12 A New Ombuds Program - Successes and Challenges**
- Thomas Irvine, Fair Practices Specialist, Fair Practices Commission, Toronto, ON***
Tom Irvine is a Specialist with the Fair Practices Commission (FPC) in Ontario. Mr. Irvine has over 16 years of Ombuds experience including having served as the Manager of the Ombudsman program at Ontario Power Generation as well as Team Leader and Investigator at Ombudsman Ontario.
- #5 What Have You Done For Justice Today: How Can Ombuds be More Effective**
#14 United States Legal and Legislative Update
- Kevin L. Jessar, J.D., Ph.D., Associate Ombudsman, National Institutes of Health, Bethesda, MD***
I have worked nearly six years at the National Institutes of Health, and been active in TOA/IOA during that time. I co-chair the Legal and Legislative Affairs Committee to address IOA's interests in emerging legal issues. In October 2005 I published "The Ombuds Perspective: A Critical Analysis of the 2004 ABA Standards" in The Dispute Resolution Journal.
- #8 Dealing with the Fear of High Consequence Events**
#23 Re-Visioning the Institution Using Systems Thinking
- Wendell B. Jones, Laboratory Ombudsman, Sandia National Laboratories, Albuquerque, NM***
Wendell is currently working on the application of complex adaptive system theory and neuroscience to conflict-related problems from the international level to the interpersonal level. He served at Laboratory Ombudsman for 11 years and continues to mediate, teach, and consult on conflict-related issues.



General Conference Speakers

#16 Creating a Global Vision for the Development of Organizational Ombudsman Programs

James A. Lee, Ph.D., Ombudsperson, United Nations, New York, NY

James Lee, the Ombudsperson for a number of UN organizations (UNDP/UNFPA/UNICEF/UNOPS), has been with the UN since 1985 and an ombuds since 1987. Headquartered in New York, he travels extensively to remain accessible to staff in country offices throughout the world.

#2 Academic Ombudsing and Institutional Governance: European Models, European Realities

Josef Leidenfrost, Student Ombudsman, Federal Ministry for Education, Science and Culture, Vienna

Dr. Josef Leidenfrost, a graduate of Vienna University, Austria, is the head of the Office of the Austrian Student Ombudsman and in charge of complaint / acceptance management and mediation for some 250.000 students at Austrian institutions of higher education. He is one of the founding members of the Amsterdam-based European Network for Ombudsmen in Higher Education.

#9 Navigating the Ombuds Role in the Field of Alternative Dispute Resolution

Elaine M. Lutkitz, Ed.D., Independent Ombuds Consultant and Employee Assistance Program Coordinator, San Rafael Medical Center, San Rafael, CA

Dr. Lutkitz served as Corporate Ombudsman at the Federal Reserve Bank of San Francisco from 1994 to 2005. She currently manages the Employee Assistance Program at Kaiser Medical Center in San Rafael, California and is a part-time faculty member at the University of San Francisco, School of Education, Department of Organization and Leadership.

#15 No Way Out - How Can Ombuds Help Employees Trapped in a Bullying Situation?

Patricia J. Lynch, Corporate Ombudsman, United Technologies Corporation, Hartford, CT

Patti Lynch is a Corporate Ombudsperson for United Technologies Corporation (UTC), covering Carrier Corporation, Sikorsky Aircraft and Hamilton Sundstrand business units in North, South and Latin America. Patti served as Past President and on the Board of Directors of The Ombudsman Association for nine years.

#17 Nonviolent Communication (NVC) in Higher Ed

Laurie McCann, Campus Ombuds, University of California, Santa Cruz, Santa Cruz, CA

Laurie has served as Campus Ombuds at UCSC for four years. She has been practicing and training in NVC for three years. She is also a professional mediator/facilitator experienced in the design and facilitation of collaborative learning processes, multi-stakeholder agreements, and natural resource management plans.

#28 IOA Finances: What You Always Wanted to Know

Sandy McDermott, Associate Ombuds, Portland State University, Portland, OR

Sandy McDermott, Associate Ombuds at Portland State University, was a Budget and Operations Officer at PSU, bringing with her skills and experience in finance, facilitation, and personnel management to her ombuds role. Sandy was Treasurer of the University and College Ombuds Association, and now serves as Assistant Treasurer in IOA.

#19 Creating an Ombuds Program - The Chapel Hill Experience

Laurie L. Mesibov, University Ombuds, University of North Carolina At Chapel Hill, Chapel Hill, NC

Laurie Mesibov is University Ombuds at the University of North Carolina at Chapel Hill. She also is Professor of Public Law and Government at the School of Government where she specializes in school law. Laurie has a B.A. from Stanford University and J.D. from the UNC School of Law.



General Conference Speakers

**#21 Task Force on Data
Categories Report**

David Miller, Ombudsman, World Health Organization, Geneva

Dr Miller is a New Zealander who holds post-graduate degrees in Clinical Psychology from New Zealand, and Public Health Medicine and Epidemiology from England. Since 2004 he has been the Staff Ombudsman for the World Health Organisation (WHO), UNAIDS, The Global Fund to Fight AIDS, TB and Malaria, and 7 other UN programmes and offices administered by WHO, Geneva.

**#7 International
Approaches to
Measurement**

Sue L. Morris, Staff Ombudsman, Scotiabank, Toronto, ON

Sue Morris is the Staff Ombudsman for Scotiabank and its affiliates globally. Scotiabank is one of North America's premier financial institutions and Canada's most international bank. With more than 50,000 employees, Scotiabank serves about 10 million customers in over 50 countries around the world.

**#5 What Have You Done
For Justice Today:
How Can Ombuds
be More Effective**

**#27 The Ombuds' Key Role
in an Integrated Conflict
Management System**

Craig B. Mousin, University Ombudsperson, DePaul University, Chicago, IL

Rev. Mousin has been the DePaul University Ombudsperson since 2001 and at DePaul's College of Law since 1990. He received his B.S. from the Johns Hopkins University, his J.D. from the University of Illinois, his M. Div. from Chicago Theological Seminary and he was ordained by the United Church of Christ in 1989.

**#16 Creating a Global
Vision for the Development
of Organizational
Ombudsman Programs**

James Raymond Nabina, Ombudsman, African Development Bank, Tunis

James Nabina was a career diplomat for his country, Ghana, from 1977-85. He joined the African Development Bank in 1985 as a conference interpreter, and then moved up to be Division Manager, and Adviser to the Secretary General of the Bank. He was appointed the third Ombudsperson of the Bank in March 2004.

**#28 IOA Finances:
What You Always
Wanted to Know**

Lisa Nevares, Analyst, Global Office of Ombuds, Chevron Corporation, San Ramon, CA

Lisa Nevares has been the Analyst for Chevron's Ombuds office for two years. Prior to that, she was an Accountant within the company, after working as an Auditor at a CPA firm. Lisa assisted with the TOA Finance Committee, and has been a contributing member of the IOA Finance Committee for the past year.

**#26 Trust Me: I am
a Communicator!**

Pierre Niedlispacher, Ombudsman, Coca-Cola Enterprises, Inc., Longueuil, PQ

A native of Grenoble, France, Pierre Niedlispacher, is currently Ombudsman for Coca-Cola Enterprises in Canada. For 18 years he held the position of Director of Communications and then Ombudsman for the City of Montréal. Pierre taught Communications and Public Relations for many years at the University of Montréal, and completed his MBA at the same institution in 1979.

Certification Program

Carolyn Noorbakhsh, Associate Director Ombuds Office, University of Colorado at Boulder, Boulder, CO

Carolyn is the Associate Director Ombuds with the University of Colorado at Boulder. She has served on the TOA Board of Directors, she chairs the Effectiveness subcommittee and serves on the Certification and Professional Development Committees. Carolyn is an instructor for 101, Intermediate and the Advanced courses, and coordinates Intermediate and Advanced.



General Conference Speakers

#2 Academic Ombudsing and Institutional Governance: European Models, European Realities

Michael Reddy, LL.B, LL.M, MBA, MCI, Accredited Mediator, Deputy Adjudicator and Chief Executive Officer, The Office of the Independent Adjudicator for Higher Education (OIA), Reading. UK

Michael Reddy is Deputy Adjudicator & Chief Executive of the Office of the Independent Adjudicator for Higher Education in England & Wales. He was previously a UK banking ombudsman and before that he was a commercial lawyer with Clifford Chance where he ran one of their overseas offices.

Certification Program

Lewis A. Redding, Ombudsperson, Jet Propulsion Laboratory, Pasadena, CA

Lewis has functioned as an Ombudsman for longer than he cares to remember, initially wearing two hats at the Lincoln Laboratory (outside of Boston), and later moving - wearing one hat only - to Northeastern University (in Boston). Currently he is in his ninth year as the Ombudsman for the Jet Propulsion Laboratory in Pasadena, California.

#18 Meeting the Help Line Challenge

Arlene M. Redmond, Managing Director, Redmond, Williams & Associates, LLC, Warwick, RI

Arlene Redmond is currently assisting clients with all aspects of ombuds programs. Employed by American Express 17 years, most recently VP/Ombudsperson. Previously in CRM, marketing, re-engineering, finance. Internal consultant BCBS NYC, business manager NYC teaching hospital, paralegal in large law firm. BA Psychology Brown University; MBA Finance and Accounting and MS Columbia University.

The Crystal Ball #8 Dealing with the Fear of High Consequence Events

Mary P. Rowe, Ombudsperson, Massachusetts Institute of Technology, Cambridge, MA

Mary Rowe has been ombuds at MIT for 33 years and Adjunct Professor since 1985. She is intensely interested in how an organization can help people act effectively on the spot, or come forward timely, when they perceive that something "unacceptable" is happening in the workplace.

#24 Casting Anchors: Ombuds Impressions in a Caribbean Setting After 15 Years of Service

Virginia Santiago, Student Ombudsperson, University of Puerto Rico, San Juan, Puerto Rico

Virginia Santiago-Tosado was born in New York City and grew up in Puerto Rico. I have a Bachelor in Health Education from the Medical Sciences Campus at the University of Puerto Rico, and I have being qualified by the National Commission for Health Education Credentialing as Certified Health Education Specialist (CHES).

The Crystal Ball

Janis Schonauer, Ombudsman, Alliance Bernstein, New York, NY

Janis Schonauer is Ombudsman at Alliance Capital Management, since August 2004, Janis was previously an Ombudsman at University of California, Irvine (1989-99) and Caltech (1999-2004). She was President of the University and College Ombuds Association. In 2003, she was awarded the "Service Excellence" Award from the California Caucus of College and University Ombuds.

#6 Be Prepared: Workplace Safety for Ombuds Practice

Roxanne E. Schreiber, M. Ed., Associate Ombudsman, University of Idaho, Moscow, ID

Roxanne E. Schreiber, M. Ed. has been a university ombudsman since 1998. In addition to her responsibilities as ombuds, she is the university's work/life specialist. Ms. Schreiber is a licensed professional counselor and holds master's degrees in Counseling and Human Services and in Vocational Education (adult training and development).



General Conference Speakers

**The Crystal Ball
#21 Task Force on Data
Categories Report**

Thomas D. Sebok, Director, Ombuds Office, University of Colorado At Boulder, Boulder, CO

Tom Sebok has been an ombudsperson at the University of Colorado at Boulder since 1990. From 1995 - 1999, he served as Secretary for the Board of the University and College Ombuds Association (UCOA) and is the current Secretary for the Board of the International Ombudsman Association (IOA).

**#4 The Role of the Advisor
at University Tribunal
Hearings: Ombudsman,
Lawyer or Advocate?**

**Natalie Sharpe, Senior Advisor of the Student OmbudService, University Director,
University of Alberta, Edmonton, AB**

Natalie Sharpe has worked at the University of Alberta since 1984 as University Director and Senior Advisor of the Student OmbudService. Natalie's academic background is in cultural anthropology; she also teaches alternate dispute resolution, anthropology and sociology courses at university and first nation colleges.

**Certification Program
#8 Dealing with the Fear of
High Consequence Events
#14 United States Legal
and Legislative Update**

Marsha L. Wagner, University Ombuds Officer, Columbia University, New York, NY

Marsha L. Wagner, Columbia University Ombuds Officer since 1991, served two terms on the Board of Directors of The Ombudsman Association (1993-2000) and is currently a member of the Board of the International Ombudsman Association. She has been involved in professional development courses for organizational ombuds, and currently chairs IOA's Committee on Ethics, Standards of Practice, and Best Practices.

**#8 Dealing with the
Fear of High
Consequence Events**

Linda Wilcox, Ombudsperson, Harvard Medical School, Boston, MA

Linda Wilcox is the Ombudsperson at Harvard's Medical, Dental and Public Health schools. Since 1991 she has been assisting faculty, staff, students, and appointees with interpersonal and research-related problems. Linda holds a Master's Degree in Administration, Planning, and Social Policy, and Certificates from the Harvard Graduate School of Education and Harvard Law School's Program on Negotiation.

**#18 Meeting the
Help Line Challenge**

Randy Williams, Managing Director, Redmond, Williams & Associates, LLC, Morristown, NJ

Randy Williams currently provides services described at www.redmondwilliamsassoc.com. At American Express for 24 years, most recently as SVP/ Corporate Ombudsperson; led global program. Previously, SVP of Operations in U.S. and Europe, SVP of HR, Learning/Development, Quality/Re-engineering. Formerly, strategic planner and retail banking officer at regional banks. BA in Economics from Randolph Macon Woman's College.

**#28 IOA Finances:
What You Always
Wanted to Know**

**Gary A. Yamashita, Manager, Global Office of Ombuds, Chevron Corporation,
San Ramon, CA**

Gary Yamashita, Manager, Global Office of Ombuds, at Chevron Corporation has been in Ombuds for eight years. He has been with Chevron for 24 years and was in accounting policy, upstream accounting, auditing, and IT accounting. Prior to joining Chevron, he taught Accounting at California State University, Hayward. He is currently Treasurer for IOA.



General Conference Speakers

**#8 Dealing with the
Fear of High
Consequence Events**

Thomas P. Zgambo, Ph.D., Ombudsman, Coca-Cola Enterprises, Inc., Atlanta, GA

Thomas Zgambo is the immediate past President of TOA. He is an Ombudsman at Coca-Cola Enterprises (CCE). Thomas is also President of the Board of Mediation Works, Inc., a conflict resolution services and training provider. Before CCE, Thomas spent three years as an Ombudsman and Training Specialist at MIT where he was also a Senior Lecturer, teaching Negotiation and Conflict Management.

***Tipping the Ombuds
#7 International
Approaches to
Measurement***

John W. Zinsser, Principal, Pacifica Human Communications LLC., Washington, DC

John Zinsser, change catalyst and organizational alchemist, works with the intentions, frustrations and realities of those in organizations. His skill is in aligning results with needs, thus creating more vibrant, enduring, and successful groups. His passion is measuring the impact of this work - showing its effectiveness.