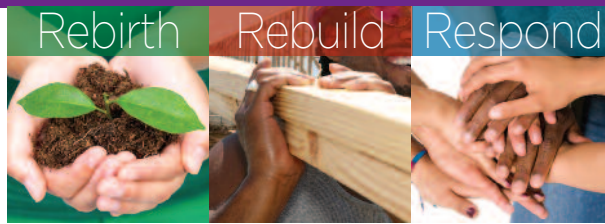


# IOA & New Orleans



The Marriott New Orleans • New Orleans, Louisiana

## Agenda at a Glance

Wednesday, April 7, 2010

Pre-Conference Courses only, separate registration fee required and Welcome Reception for all

- 7:30 am – 8:30 am** Breakfast for Pre-Conference Participants
- 8:30 am – 5:00 pm** Full Day Course #1 “Dynamic Governance: Addressing Conflicts Inherent in Organizational Structure”  
Full Day Course #2 “Developing Your Facilitation Mindset and Skill Set”
- 8:30 am – 12:00 pm** AM Half Day Course #1 “IOA Standards of Practice and Code of Ethics: Understanding the Core Principles of an Organizational Ombudsman Practice”  
AM Half Day Course #2 “Talking About Fairness in the Workplace: Making Fairness Explicit in Training, Coaching, and Policy Discussions”
- 12:00 pm – 1:00 pm** Lunch for Pre-Conference Participants
- 1:30 pm – 5:00 pm** PM Half Day Course #1 “Therapeutic Skills for the Ombuds: A Family Systems Approach”  
PM Half Day Course #2 “Change Agent: Ombudsmen’s Contribution to Organizational Value”
- 6:00 pm – 8:00 pm** Conference Welcome Reception

Thursday, April 8, 2010

FIRST DAY OF GENERAL CONFERENCE

Rebirth - Where are We Now? What’s the Current Global View? Our Rich History.

- 7:00 am – 9:00 am** Certification Examination\*  
\*Separate fee applies. Please refer to the Certification Website at <http://www.ombudsassociation.org/boc/> for detailed information.
- 8:00 am – 9:00 am** Breakfast for All Conference Attendees
- 9:00 am – 9:30 am** Conference Opening and Welcome Remarks  
*Dr. Michael Martin, Chancellor of Louisiana State University*
- 9:30 am – 10:30 am** Keynote Speaker  
*André Marin, Ombudsman of Ontario, Past President of the Forum of Canadian Ombudsman, and North American Regional Vice-President of the International Ombudsman Institute.*
- 10:30 am – 11:00 am** Networking Break
- 11:00 am – 12:00 pm** General Session  
Chuck L. Howard, Attorney, Partner, Shipman & Goodwin LLP
- 12:00 pm – 2:00 pm** Luncheon for All Conference Attendees and IOA Annual Business Meeting
- 2:00 pm – 3:30 pm** Concurrent Sessions
1. “Litigious Times in Higher Education: Ombudsmen Between Mediation and Reconciliation. Transnational Comparisons between Mexico and Europe”
  2. “The Role of the University Ombudsperson in Partnership with General Counsel, the Compliance Officer, and the EEO/ADA Director”
  3. “The External or (Contract) Ombuds-A Viable Option”
  4. “An Exploration of Hidden Bias in the Workplace and How Managing It Can Reduce Conflicts”
  5. “Twitter as a Tool of Moral Suasion”
  6. “Journal of the IOA Authors’ Panel Discussion on Effectiveness”
- 3:30 pm – 4:00 pm** Networking Break
- 4:00 pm – 5:30 pm** Concurrent Sessions
7. “Running a Global Ombuds Office”
  8. “You Can Be Plugged In—Strategies for Using Electronic Communication and Remaining Confidential”
  9. “Sustaining Community and Preventing Violence: A Campus Approach to Dealing with Intimidation, Threats of Violence, and Acts of Violence”
  10. “How to Talk So Your Visitor Will Listen & Listen So Your Visitor Will Talk”
  11. “Creating Conflict Resolution Training that Sticks”
  12. “An Exploration of Hidden Bias in the Workplace and How Managing It Can Reduce Conflicts” (Repeat of Session #4)
- 5:30 pm – 6:30 pm** Conversations with the IOA Board, Part 1
- 6:30 pm** Conclusion of Day One



INTERNATIONAL  
OMBUDSMAN  
ASSOCIATION

Agenda at a Glance *continued*

Friday, April 9, 2010 **SECOND DAY OF GENERAL CONFERENCE**  
**Rebuild - Where do We Want to Go? What do We Want the Future to Look Like? Rebuild a Fresh Landscape**

- 7:30 am – 9:00 am** Breakfast for All Conference Attendees and Recognition of Volunteers
- 9:00 am – 10:00 am** Keynote Speaker  
*Sandra Stokes, PhD, MA, BA, Professor, University of Wisconsin-Green Bay*
- 10:00 am – 10:30 am** Networking Break
- 10:30 am – 12:00 pm** General Session: The Crystal Ball
- 12:00 pm – 1:00 pm** Lunch for All Conference Attendees
- 12:00 pm – 1:00 pm** Lunch for Ombudsmen New to the Profession / First-Time Attendees
- 1:00 pm – 2:00 pm** Conversations with the IOA Board, Part 2
- 2:00 pm – 2:30 pm** Networking Break and Dessert Served from Lunch
- 2:30 pm – 4:00 pm** Concurrent Sessions
13. “Online Dispute Resolution for Ombudsman Offices”
  14. “Perspectives from the Field: A Panel Discussion with Senior, Mid-level and Entry-level Ombudspersons”
  15. “The Ombuds and Post-Conflict Departmental Rebuilding”
  16. “Maintaining A Strong Practice through times of Organizational Change”
  17. “The Ombudsman of the Portuguese Electric Utility: Innovation and Performance”
  18. “The Art of Dialogue: New Possibilities for Managing Polarizing Conflicts”
- 4:00 pm – 4:15 pm** Networking Break
- 4:15 pm – 5:45 pm** Concurrent Sessions
19. “Reflective Practice and the New Ombudsman: Getting from ‘There’ to ‘Here’”
  20. “Mind-hack: The Eye of the Storm”
  21. “Notice: Definitions, Strategies, and Recent Developments”
  22. “The Role of the Ombuds in Organizational Politics and Justice”
  23. “Ombudsman Support 2.0”
  24. “Ombuds Becoming Solution- Focused in Brief Sessions”
- 5:45 pm – 6:45 pm** Sector Dialogs  
 These will be structured and facilitated opportunities to discuss issues of importance to the individual forums, as well as begin mapping future plans and directions for the profession.
1. Academic Forum
  2. Corporate Forum
  3. Governmental Forum
  4. International Forum
  5. Consultant – Contract Ombudsman Practitioners Forum
  6. Healthcare Forum
- 6:45 pm** Conclusion of Day Two

Saturday, April 10, 2010 **THIRD DAY OF GENERAL CONFERENCE AND CONCLUSION**  
**Respond- How Do We Get From Here to There? How Can We optimize Individual and Professional Growth? Respond to Challenges.**

- 8:00 am – 9:00 am** Breakfast for All Conference Attendees
- 9:00 am – 10:00 am** Keynote Speaker  
*Robert C. Bordone, AB, JD, Thaddeus R. Beal Clinical Professor of Law; Director, Harvard Negotiation and Mediation Clinical Program*
- 10:00 am – 10:30 am** Networking Break
- 10:30 am – 12:00 pm** Concurrent Sessions
25. “International Town Hall Meeting”
  26. “Pros and Cons of Ombudsman Privilege of Confidentiality”
  27. “Academic Civility: Achieving Real Results Through Strategy Mapping”
  28. “Conversations with Pioneers of the Ombudsman Profession”
  29. “Ombudsman Across the World”
  30. “Vaccinating your Organization: Preventive Medicine as a Metaphor for Proactive Ombuds Practice”
- 12:00 pm** Conclusion of Day Three. Conference is Adjourned.

