

# IOA & New Orleans

Rebirth

Rebuild

Respond

## Speaker Bios by Session

---

### Welcoming Remarks

#### **Michael V. Martin, Chancellor, Louisiana State University and A&M College**

Dr. Michael V. Martin assumed the chancellorship of Louisiana State University and A&M College on August 1, 2008. Prior to his appointment as LSU's eighth chancellor, Dr. Martin established a distinguished career in higher education, serving most recently as president of New Mexico State University. Before arriving at NMSU in 2004, Dr. Martin served for six years as vice president for agriculture and natural resources at the University of Florida, leading the university's Institute of Food and Agricultural Sciences. He was elevated to senior vice president of the University of Florida shortly before being selected as NMSU's president. Previously, he was vice president for agricultural policy and the dean of the College of Agricultural, Food and Environmental Sciences at the University of Minnesota. He began his academic career at Oregon State University as a faculty member in the Department of Agricultural and Resource Economics. An academic leader dedicated to the land-grant mission, Dr. Martin is recognized as a strong voice for higher education. In 2007, he received the Justin Smith Morrill Memorial Award, named after the author of the bill creating land-grant universities, which honors outstanding service on behalf of the land-grant mission. Only six individuals have been designated to receive this award since it was first given in 1980. For his leadership in improving the quality of life for New Mexico citizens and future generations, he was awarded the 2008 Distinguished Leadership Award by Leadership New Mexico. Other recent awards include his recognition as a powerbroker by The New Mexico Business Weekly in 2006, being named Outstanding Alumnus of Minnesota State University Mankato in 2006, and receiving the NMSU Social Justice Award in 2005. Dr. Martin is involved in a wide array of professional and community organizations and activities. An active scholar, Dr. Martin has authored numerous book chapters and articles for academic journals, trade publications, and the popular press and recently published pieces for The Chronicle of Higher Education and University Business. Some of his philosophy is summed up in the following quote: "It is the tradition of land-grant universities to be non-traditional," written as part of a 2001 article titled "The Land-Grant University in the 21st Century," published in the Journal of Agricultural and Applied Economics. He traced the history of the land-grant movement from the mid-1800s and concluded that "the fundamental land-grant principles of accessibility, practical as well as classical education, research and discovery in the public interest, and connectedness to all the people remain powerful and profound." A native of Crosby, Minn., Dr. Martin earned a bachelor's degree in business and economics and a master's degree in economics at Mankato State College (Minnesota State University) in Minnesota. He received his Ph.D. in applied economics from the University of Minnesota in 1977. Dr. Martin and his wife, Jan, have two children, both adopted from South Korea. Amanda, a graduate of the University of Wisconsin-Eau Claire, is a graphic artist in Saint Paul, Minn. Sam, who holds a bachelor's degree from the University of Minnesota and a master's from Sarah Lawrence College, is a genetics counselor at Beth Israel Hospital in New York City.

### General Session

#### **Chuck L. Howard, Attorney, Partner, Shipman & Goodwin LLP, Hartford, CT**

Charles L. Howard, Partner, Shipman & Goodwin LLP, Hartford, CT, Former Chair, Litigation Department, over 30 years civil litigation experience - state, and federal, trial and appellate. Represents numerous corporate, research facility, university ombudsmen. Has presented programs on ombuds legal issues at numerous, national conferences. Served on Advisory Group of USSC for recommendations to organizational guidelines. Recognized as a Connecticut Super Lawyer® in intellectual property litigation and by Best Lawyers in America® in commercial litigation. Graduate of Princeton's Woodrow Wilson School and University of Virginia Law School.

# IOA & New Orleans

Rebirth

Rebuild

Respond

## Speaker Bios by Session

---

### **Crystal Ball**

#### **Wayne Blair, University of North Carolina at Chapel Hill**

Wayne Blair is one of two University Ombuds at the University of North Carolina at Chapel Hill and has served as ombuds since the office opened in 2005. He led the creation of the program and has primary responsibility for its operation. Prior to coming to Chapel Hill, Wayne served as the Associate University Ombuds Officer at Columbia University in New York. Throughout his career, Wayne has worked extensively with various university constituents in different capacities. He did his mediation training with the New York State Bar Association.

#### **1 Litigious Times in Higher Education: Ombudsmen between Mediation and Reconciliation. Transnational Comparisons between Mexico and Europe**

##### **Claudia Patricia Begne Ruiz Espanza, Universidad de Guanajuato**

Patricia Begné, Professor of Law at the University of Guanajuato in Guanajuato, Mexico. She has also practiced law and serves as a consultant to law firms in the U.S. She was a Fulbright Scholar in Residence at Penn State University in Spring 2000, and at Daemen College, NY. in 2005. Professor Begné has numerous publications: *Women, Democracy and Globalization in North America* co-author (2006); *Mujeres* (2004); *Woman and Law in the State of Guanajuato* (2003) *University Women Facing the 21st Century* (1998), *The Mexican Woman: Her Legal Situation* (1990) *Guide to Women's Rights* (1987). She is member of the Advisory Board of the Women's Institute in Mexico, City. Professor Begné also holds memberships in the US-Mexico Bar Association, the Inter-American Bar Association, the National Council of Law School Graduates in Mexico, and Catholics for a Free Choice. She is head of the Ombudsman office at the University of Guanajuato, since 2007 to the present."

#### **1 Litigious Times in Higher Education: Ombudsmen between Mediation and Reconciliation. Transnational Comparisons between Mexico and Europe**

##### **Dolores Gomez-Moran, George Mason University**

"Dolores Gomez-Moran has served as an Ombudsman at George Mason University in Virginia for 10 years. Establishing the office in 1999, Dolores was initially Ombudsman for Student Academic Affairs and in 2007 was appointed University Ombudsman. As the University Ombudsman, she works with students on problem solving and conflict resolution, mediates disputes, designs and implements trainings for the campus community on conflict resolution and mediation and also provides recommendations on university policies and procedures. She was honored with the Margaret Howell Award for her outstanding contributions to the University. Dolores is a member of the International Ombudsman Association (IOA), the Association for Conflict Resolution (ACR), the Virginia Mediation Network, an honorary member of the Mexican University Ombudsman Network (REDDU), and has presented at many of these organizations' conferences. Currently, she serves as a member of the IOA Nominations and Elections Committee and has been on other IOA committees in the past. She is certified in conflict resolution processes and a certified mediator by the State of Virginia. Prior to her work at George Mason, she worked at the World Bank as a consultant in the staff development division and as a career advisor at the University of London in the United Kingdom. Dolores holds a Master's degree in Counseling Psychology and Organizational Studies from Boston College and is a licensed psychologist from the University of Oviedo in Spain. She is a native of Spain, fluent in Spanish, English, French and Italian.

# IOA & New Orleans

Rebirth

Rebuild

Respond

## Speaker Bios by Session

---

### **1 Litigious Times in Higher Education: Ombudsmen between Mediation and Reconciliation. Transnational Comparisons between Mexico and Europe**

#### **Josef Leidenfrost, Office of the Austrian Student Ombudsman**

Dr. Josef Leidenfrost, Ministry of Education, Austria, After joining the Austrian Ministry of Education in 1988, Josef served as adviser to three ministers in the 1990s / early 2000s on such issues as internationalization of higher education, national and European scholarship programmes, and students' rights and duties. He is married to Elisabeth Fiorioli (Secretary-General of the Austrian Accreditation Council) and has two sons (Matthäus, born 1996 and Adam, born 1998). Josef started his professional career as a TV journalist in the early 1980s. After studying and doing research in the US (partly as a Fulbright and ACLS grantee) he was awarded a doctorate in history and communication sciences by the University of Vienna in 1986. His current position combines two roles: Officer Responsible for Strategic Information Management at the Ministry's International Department and Head of the Office of the Austrian Student Ombudsman. After bringing Austrian higher education institutions into international networks and associations, he set up the Austrian ERASMUS Office, later SOCRATES National Agency in the mid 1990s for educational cooperation within Europe. In 2001 he played a pivotal role in setting up a complaint and acceptance management system for Austrian higher education institutions and a central agency for students' complaints at the Ministry of Education. He is a co-founder of the European Network for Ombudsmen in Higher Education (ENOHE). In 2005 he organized the ENOHE Annual conference in Vienna, Austria and will do so again in May 2010 (together with ACCUO, the Association of Canadian College and University Ombudsmen). Josef is the editor of the ENOHE news newsletter and of the ENOHE Occasional Papers.

### **1 Litigious Times in Higher Education: Ombudsmen between Mediation and Reconciliation. Transnational Comparisons between Mexico and Europe**

#### **Claire Oldfield, Assistant Adjudicator, Office of the Independent Adjudicator for Higher Education**

Claire has worked as an investigator and complaints manager for over ten years. She began her career back in 1997 where she worked for the Child Support Agency as a Complaints and Parliamentary Business Unit Manager. In 1999 she joined Police Complaints Authority as an investigator, investigating complaints made against the police forces of England and Wales. Claire returned to the Child Support Agency in 2001 where she became a Senior Resolution manager, developing and piloting early resolution and mediation strategies for the Agency and working on the Customer Service strand of the Child Support Reform Project. Claire then took up a post with the Department for Education and Skills as a Policy Advisor where she promoted and developed policies around weak and failing schools in England and Wales. Claire then joined the Office of the Immigration Services Commissioner as a Criminal Investigator, she was responsible for the investigation and prosecution of unregulated immigration advisors in the United Kingdom and Northern Ireland. In 2008 Claire joined the Office of the Independent Adjudicator for Higher Education as an Assistant Adjudicator.

### **2 The Role of the University Ombudsperson in Partnership with General Counsel, the Compliance Officer and the EEO/ADA Director**

#### **Frank R. Baskind, PhD, Virginia Commonwealth University**

Frank R. Baskind, Ph.D., MSW, has been the Ombudsperson for Faculty and Classified Staff at Virginia Commonwealth University (VCU) since July, 2008. He served as the Dean of the VCU School of Social Work from January 1992 to June 2008. Other leadership positions in higher education include Founding Dean of the School of Social Work and Human Services at Southern Connecticut State University, Founding Director of the Undergraduate Social Work Program at the University of Tennessee, President of the Board of Directors of the Council on Social Work Education (CSWE), and chair of the CSWE Commission on Accreditation. Frank passed the examination required as the first step to becoming a Certified Organizational Ombudsman Practitioner.

# IOA & New Orleans

Rebirth

Rebuild

Respond

## Speaker Bios by Session

---

### **2 The Role of the University Ombudsman in Partnership with General Counsel, the Compliance Officer and the EEO/ADA Director**

#### **Rhonda L. Bishop, CCEP, MBA, Virginia Commonwealth University**

Rhonda L. Bishop, CCEP, MBA, RT (R) was hired in 2006 by the Virginia Commonwealth University Department of Assurance Services to establish and direct the University Office of Compliance. In addition to providing oversight to University compliance initiatives in accordance with University core values and mission, Rhonda is responsible for the University Anonymous/Confidential Ethics and Compliance HELPLINE. She received her Master of Business Administration degree from VCU and is a Certified Compliance and Ethics Professional.

### **2 The Role of the University Ombudsman in Partnership with General Counsel, the Compliance Officer and the EEO/ADA Director**

#### **Velma Jackson-Williams is the Assistant Vice Provost**

"Velma Jackson-Williams is the Assistant Vice Provost for Institutional Equity and Director EEO/AA Services. Velma has served in this position since 1992 and is responsible to develop and enforce policies that ensure equal opportunity and access to education and employment to all members of the University community. Areas of responsibility include leadership for disability compliance, university access, sexual harassment, affirmative action, and faculty recruitment.

### **3 The External or (Contract) Ombuds-A Viable Option**

#### **Wendy Friede, Friede Consulting Services**

Wendy Friede currently heads Friede Consulting Services, where she helps organizations establish and grow their Ombuds functions, serves as the organization Ombuds, evaluate internal issue resolution systems and works with teams and individuals dealing with change/conflict. Wendy was the Corporate Ombudsman for American Express from 1995-2007. Wendy has worked with corporations, franchise organizations, federal and state government agencies, non-profit groups and academic institutions. Ms. Friede served on the IOA Board of Directors and headed the Curriculum Development Committee between 1999 and 2007. She has been an instructor in the Ombuds 101 course, 101 Plus, and facilitates specialized courses. In addition, Wendy has presented at several IOA/TOA Conferences. Wendy Friede holds a Masters from Boston University and is a certified mediator, MBTI facilitator and executive coach.

### **3 The External or (Contract) Ombuds-A Viable Option**

#### **Sue Vandittelli, AWR Inc. - Alternative Workplace Resolution**

Sue Vandittelli, heads AWR Inc. - Alternative Workplace Resolutions, where she provides support for resolving workplace and franchise conflicts. Since 2004, Ms. Vandittelli has served as the International (IFA) and Canadian (CFA) Franchise Ombudsman for franchisees and franchisors throughout Canada and the United States. Sue has over 15 years of Ombudsman experience in one internal and four external Ombuds programs. Ms. Vandittelli also regularly consults for other Ombuds programs and offers additional ADR services such as mediation, executive coaching, conflict assessment etc. She has consulted with organizations such as 7-Eleven Inc., Air Canada, Bell Canada etc. Sue Vandittelli is a member of the: The Ombudsman Association (IOA); The Forum for Canadian Ombudsman (FCO); The Ontario Bar Association (ADR Section); The Arbitration and the Mediation Institute of Ontario Inc. (ADR Ontario) and; The Toronto Board of Trade. For more information on the IFA or CFA Ombudsman programs or to reach Ms. Vandittelli contact: IFA: [www.ifaresolve.com](http://www.ifaresolve.com) or 1-888-452-0303 or the CFA: [www.cfa.ca](http://www.cfa.ca) or 1-866-443-8255.

# IOA & New Orleans

Rebirth

Rebuild

Respond

## Speaker Bios by Session

---

### **4 An Exploration of Hidden Bias in the Workplace and How Managing It Can Reduce Conflicts**

#### **Freada Kapor Klein , Level Playing Field Institute**

Freada Kapor Klein, Ph.D., the founder and Board Chair of the Level Playing Field Institute, is a nationally recognized authority on issues of bias, harassment, and diversity. She co-founded the first organization in the United States to focus on sexual harassment in 1976; and launched a boutique firm in 1987 which offers consultation, research, and training to a broad range of clients. Freada established the Level Playing Field Institute in 2001 to promote innovative approaches to fairness in higher education and workplaces by removing barriers to full participation. The Institute created and runs two programs for underrepresented high school and university students of color in the Bay Area, and has conducted landmark research on the impact of workplace unfairness on employees and employers. Findings from this research are included in Freada's book *Giving Notice: Why the Best and the Brightest Leave the Workplace and How You Can Help Them Stay*.

### **4 An Exploration of Hidden Bias in the Workplace and How Managing It Can Reduce Conflicts**

#### **Jacqueline Switzer, Level Playing Field Institute**

Jacqueline Switzer is the Workplace Programs Manager at the Level Playing Field Institute and is responsible for conducting research and managing various multi-media projects across the program which focus on the impact of bias in the workplace and how to effectively remedy it. Prior to joining LPFI, Jacqueline worked as a consultant in Booz Allen Hamilton's Organization and Strategy practice, focusing on business process improvement, organizational design, change management, and strategic communications for government agencies. Jacqueline received her B.A. in Foreign Affairs from the University of Virginia in 2004.

### **5 Twitter as a Tool of Moral Suasion**

#### **André Marin, Ombudsman of Ontario,**

Past President of the Forum of Canadian Ombudsman, and North American Regional Vice-President of the International Ombudsman Institute. "André Marin, Ombudsman of Ontario. In April 2009, he was selected to receive the Ontario Bar Association's Tom Marshall Award[1], given annually in recognition of outstanding contributions by a public sector lawyer. The office of the Ontario Ombudsman operates in the tradition of the classical legislative ombudsman: It is a fully independent, impartial watchdog agency that oversees the government of Ontario, including about 500 ministries, agencies, corporations, tribunals, boards and commissions. The Ombudsman is appointed by an all-party committee and has a fixed five-year term. His powers are set out in the Ombudsman Act.

### **6 Journal of the IOA Authors' Panel Discussion on Effectiveness**

#### **Tom Sebok, University of Colorado at Boulder**

Between 1976 and 1990 Tom Sebok (M.Ed., University of Delaware, 1976) worked as a counselor in three different community colleges. He became an ombudsperson at the University of Colorado at Boulder in 1990 and in 1992 became the Director of that office. He served as Secretary for the Boards of the University and College Ombuds Association and the International Ombudsman Association and is Associate Editor for the Journal of the International Ombudsman Association. He has published numerous articles and made many presentations at professional conferences related to ombudsing, restorative justice, and conflict management.

### **7 Running a Global Ombuds Office**

#### **Evan Arrowsmith, Field Ombuds, Eaton Corporation**

Evan Arrowsmith has worked in a variety of positions and locations for Eaton Corporation the past 19 years. Currently Mr. Arrowsmith is Field Ombudsman –North America of Eaton's Office of the Ombuds, a confidential, neutral and independent resource for employees seeking guidance about workplace concerns. He has held a variety of positions with Eaton in Human Resources, and Labor Relations in both union and non-union settings.

# IOA & New Orleans

Rebirth

Rebuild

Respond

## Speaker Bios by Session

---

### **7 Running a Global Ombuds Office**

#### **Ilene Butensky, Director, Ombuds Office, Eaton Corporation**

Ilene Butensky has worked in a variety of human resources jobs for Eaton Corporation for the past 30 years. Currently Ms. Butensky is Director of the Eaton's Office of Ombuds, a confidential, neutral and independent resource for employees seeking guidance about workplace concerns. Her jobs at Eaton have included managing compensation and benefit programs for global employees and managing pensions, savings plans and health and welfare benefits for Eaton employees in the United States, Canada and Puerto Rico. Ms. Butensky's community service includes the Cleveland Scholarship Programs Board of Directors, and Health and Caring for All Investment Committee of the United Way. Ms. Butensky has received the Idealism in Action Community Champion Award from City Life and the Women of Professional Excellence Achievement Award from the YWCA Career Women of Achievement.

### **7 Running a Global Ombuds Office**

#### **Sophia Qiao, Regional Ombuds, Eaton Corporation**

Sophia Qiao [pronounced as 'chiao'] has worked in a variety of human resources jobs for Eaton Corporation and Multi-national companies in China for the past 17 years. Currently Ms. Qiao is the Field Ombuds – Asia Pacific of Eaton's Office of the Ombuds, a confidential, neutral and independent resource for employees seeking guidance about workplace concerns. Education: China Mudanjiang Teachers' College, B.S. in English Literature; China Minjiang University, major in Law. She has held a variety of positions in Human Resources in China and across Asia Pacific Region. Education: China Mudanjiang Teachers' College, B.S. in English Literature; China Minjiang University, major in Law.

### **7 Running a Global Ombuds Office**

#### **Gennette Tripari, Regional Ombuds, Eaton Corporation**

Gennette Tripari has worked as a Human Resources Manager in different Eaton Corporation locations for the past 6 years. Currently Ms. Tripari is the Field Ombudsman for the Latin American and Caribbean region of Eaton's Office of the Ombuds. Her office is located in the Eaton facility in Coamo, Puerto Rico. Prior to joining Eaton, Ms. Tripari worked in several roles of increasing responsibility in manufacturing and human resources at Hanes Menswear, Inc.

### **8 You Can Be Plugged In—Strategies for Using Electronic Communication and Remaining Confidential**

#### **Craig B. Mousin, University Ombudsperson**

Rev. Mousin has been the University Ombudsperson at DePaul University since 2001. He received his B.S. cum laude from Johns Hopkins University, his J.D. with honors from the University of Illinois, and his M. Div. from Chicago Theological Seminary. He joined the College of Law faculty in 1990 and served as the Executive Director of the Center for Church/State Studies. He co-founded the Center's Interfaith Family Mediation Program. He has also taught in DePaul's School for New Learning, the Religious Studies Department and in the DePaul's Peace Minor program. Rev. Mousin practiced labor law at Seyfarth, Shaw, Fairweather & Geraldson from 1978-83. In 1984, he founded and directed the Midwest Immigrant Rights Center, a provider of legal assistance to refugees which has since become the National Immigrant Justice Center. Ordained by the United Church of Christ in 1989, he has served as an Associate Pastor at Wellington Avenue U.C.C. and was a founding pastor of the DePaul Ecumenical Gathering (1996-2001).

# IOA & New Orleans

Rebirth

Rebuild

Respond

## Speaker Bios by Session

---

### **8 You Can Be Plugged In—Strategies for Using Electronic Communication and Remaining Confidential**

#### **Arelne Yetnikoff, Director of Information Services at DePaul University**

Arlene Yetnikoff is the Director of Information Security for DePaul University. She has worked in Information Security for over twenty-five years as a consultant, educator and hands-on practitioner. Arlene's many years of consulting experience in the Technology Risk group of a major accounting firm allowed her to help clients of varied sizes in numerous industries assess and design their information protection architecture, policies and processes. Today, as well as leading DePaul's Information Security and Disaster Recovery initiatives, Arlene teaches Information Security in the University of Chicago's Masters of Computer Science program and at DePaul. She is a frequent speaker at Information Security events. Arlene is a Certified Information System Security Professional and a Certified Information Systems Auditor. She holds a Bachelor's degree in Mathematics from the University of Chicago and a Masters in Computer Science, Telecommunications from DePaul University.

### **9 Sustaining Community and Preventing Violence: A Campus Approach to Dealing with Intimidation, Threats of Violence, and Acts of Violence**

#### **Priscilla Mori, University of California Santa Barbara**

Priscilla Mori has spent almost four decades at the University of California, Santa Barbara. In 2007 she was hired as the Campus Ombuds and is responsible for an office serving faculty, staff, students, and anyone else with a campus-related concern. Recently, Priscilla was part of a team charged with drafting a campus policy to address intimidating, threatening, or potentially violent behavior, and she serves as a member of the campus Threat Management Team. She has also served as a mediator and a Restorative Justice facilitator. Priscilla has a B.A. from the University of California, Santa Barbara in Combination Social Science with an Anthropology emphasis.

### **10 How to Talk So Your Visitor Will Listen & Listen So Your Visitor Will Talk**

#### **Susana J. Garcia, Kaiser Permanente**

Susana Garcia, MA, Healthcare Ombudsman – Mediator Susana Garcia has over 20 years of healthcare administrative experience. Five of those years include serving as the Healthcare Ombudsman – Mediator in an integrated, not-for-profit healthcare model. In this role she makes use of a full range of theory in the analysis of conflicts and various approaches used to identify, manage, and resolve such conflicts. She is a reflective practitioner, trained in the area of leadership and organizational behavior with a focus on healthcare administration and policy. Prior to her current role, Susana served as the Member Services Health Plan Director at Kaiser Permanente – Fresno and as the co-founder of a non-profit human services organization. In addition to graduate work in Leadership and Organizational Behavior she has a Mediator Certificate from the National Conflict Resolution Center in San Diego, CA.

### **10 How to Talk So Your Visitor Will Listen & Listen So Your Visitor Will Talk**

#### **David Richardson, Kaiser Permanente, Fontana, CA**

David Richardson, PhD, Healthcare Ombudsman - Mediator As a Kaiser Permanente Health Care Ombudsman – Mediator, David brings a record of experience and success navigating in highly complex environments and working effectively with individuals at all organizational levels from diverse cultural and ethnic backgrounds in health care, academia and medical education administration. Prior to his current role he served at the Charles R. Drew University of Medicine and Science as first the Center Administrator for Behavioral Neuroscience Research Center and then as the Administrative Director for the College of Medicine. In addition to a Ph.D. in Counseling Psychology David earned an Ombudsman Certificate from the International Ombudsman Association and a Mediator Certificate from the School of Law at Loyola Marymount University. He has also held certifications in health care administration, behavioral health care administration and correctional health care.

# IOA & New Orleans

Rebirth

Rebuild

Respond

## Speaker Bios by Session

---

### **11 Creating Conflict Resolution Training that Sticks**

#### **Kenneth T. Davis, Antioch University-McGregor**

Kenneth T. Davis, M.A. 38 E. Bomford St. Richwood, OH 43344 937-243-0469 cra@columbus.rr.com Ken has been heavily involved in the Dispute Resolution field for the past 15 years as a mediator, facilitator, trainer and higher education faculty. He has spent over a decade working in the Courts of Ohio from the local level to a tenure as a Dispute Resolution Program Manager for the Supreme Court of Ohio. His business Conflict Resolution Associates serves as the umbrella organization under which he and his wife provide dispute resolution services, consultation and training. He currently serves as Faculty for Antioch University-McGregor (Conflict Analysis and Engagement, M.A. program) and the University of California-Davis, teaching undergrad and graduate courses in Mediation, Community Engagement, Conflict Resolution Training and Facilitation. During and since completing graduate school Ken's passion has been in helping bring Adult Education Theory and pedagogy knowledge into the Dispute Resolution Field. Many trainers of Dispute Resolution are good at their skill (i.e. mediation, facilitation, etc.) but are not cognizant or trained in how to pass that skill on to their students. Ken is comfortable entering into a conflict with individuals and organizations. His skills of facilitation and knowledge of group processes enables parties to identify needed change, design that change and actively implement solutions that they have created. He enjoys designing creative and experiential training to actively engage participants in a meaningful and measureable learning experience. He has been involved in designing and teaching on-line courses and advancing innovative ways to connect distance learning students with web-based resources and in the development of on-line learning communities.

### **12 An Exploration of Hidden Bias in the Workplace and How Managing It Can Reduce Conflicts**

#### **Freada Kapor Klein, Level Playing Field Institute**

Freada Kapor Klein, Ph.D., the founder and Board Chair of the Level Playing Field Institute, is a nationally recognized authority on issues of bias, harassment, and diversity. She co-founded the first organization in the United States to focus on sexual harassment in 1976; and launched a boutique firm in 1987 which offers consultation, research, and training to a broad range of clients. Freada established the Level Playing Field Institute in 2001 to promote innovative approaches to fairness in higher education and workplaces by removing barriers to full participation. The Institute created and runs two programs for underrepresented high school and university students of color in the Bay Area, and has conducted landmark research on the impact of workplace unfairness on employees and employers. Findings from this research are included in Freada's book *Giving Notice: Why the Best and the Brightest Leave the Workplace and How You Can Help Them Stay*.

### **12 An Exploration of Hidden Bias in the Workplace and How Managing It Can Reduce Conflicts**

#### **Jacqueline Switzer, Level Playing Field Institute**

Jacqueline Switzer is the Workplace Programs Manager at the Level Playing Field Institute and is responsible for conducting research and managing various multi-media projects across the program which focus on the impact of bias in the workplace and how to effectively remedy it. Prior to joining LPFI, Jacqueline worked as a consultant in Booz Allen Hamilton's Organization and Strategy practice, focusing on business process improvement, organizational design, change management, and strategic communications for government agencies. Jacqueline received her B.A. in Foreign Affairs from the University of Virginia in 2004

# IOA & New Orleans

Rebirth

Rebuild

Respond

## Speaker Bios by Session

---

### **13 Online Dispute Resolution for Ombudsman Office**

#### **Frank Fowlie, ICANN, Internet Corporation for Assigned Names and Numbers**

Frank is the inaugural ICANN Ombudsman. He has been the Ombudsman since November 2004. Frank holds a Doctor of Conflict Resolution (DCR) from La Trobe University, Melbourne. Frank is also an alumnus of the University of Manitoba, University of Regina, and Royal Roads University where he earned a Master of Arts in Conflict Analysis and Management. Frank has taken training as a negotiation instructor at the Program on Negotiation at Harvard Law School. Frank is an associate faculty member of Royal Roads University, and is a Fellow with the Centre for Information Technology and Dispute Resolution at the University of Massachusetts - Amherst. Frank has served as Chairman of the International Forum on Online Dispute Resolution. Frank was previously employed with the United Nations, where he was on Mission Staff in East Timor for two years. He was the deputy administrator for the capital city, and was appointed as the UN's Olympic Games Officer, taking the world's newest country to the Sydney Olympics. Frank began his career as a member of the Royal Canadian Mounted Police. Frank is involved in volunteer activities, such as the Canadian Olympic Committee; Olympic, Commonwealth and Pan American Games; and the Royal Life Saving Society. He is the co-author of, "Prayer Road", a book about the Olympic Games and East Timor.

### **14 Perspectives from the Field: A Panel Discussion with Senior, Mid-level and Entry-level Ombudspersons**

#### **Kelley Alexander, Georgia State University**

Kelley Alexander has functioned as the Student and Staff Ombudsperson at Georgia State University since July 2009. Alexander has extensive experience consulting with non-profit organizations and working with individuals in a multitude of settings. With over 20 years of personnel and project management experience, she has managed and coached employees around resolving conflicts using proven conflict and change management strategies. She is a certified mediator with the Georgia Office of Dispute Resolution and a member of the Association for Conflict Resolution, as well as a professional facilitator. Alexander holds a Master's Degree in Conflict Management from Kennesaw State University, specializing in the role of the ombudsperson. She also is a member of the International Ombudsman Association (IOA) and has completed advanced IOA Ombudsperson trainings. In addition to teaching, Alexander facilitates trainings related to conflict management/resolution strategies, communication, and collaborative group processes.

### **14 Perspectives from the Field: A Panel Discussion with Senior, Mid-level and Entry-level Ombudspersons**

#### **Bernard Anderson, Kennesaw State University**

Bernard Anderson has served as Associate Ombudsperson at Kennesaw State University since 2008. He has substantial experience in conflict resolution and management. In 2008, he completed the Ombudsman 101 training program offered by the International Ombudsman Association. Further, he is a certified mediator and registered neutral with the Georgia Office of Dispute Resolution. Before assuming his current position, Bernard served three years as a study abroad administrator at Kennesaw State University. Prior to moving to Georgia, Bernard served as an EEO Officer at the University of New Orleans. Bernard earned his undergraduate degree in business and urban studies from the University of New Orleans; and he received a master's degree in business administration and human resources management from the University of Phoenix - Atlanta Campus.

### **14 Perspectives from the Field: A Panel Discussion with Senior, Mid-level and Entry-level Ombudspersons**

#### **Dorothy H. Graham, Kennesaw State University**

Dorothy Graham is a professor of English and has served as University Ombudsperson at Kennesaw State University since 1996. Dorothy is a certified mediator and registered neutral with the Georgia Office of Dispute Resolution. She is an active member of the International Ombudsman Association, she is a frequent conference presenter on conflict management and coaches mediation training for the University System of Georgia. Dorothy currently serves as a member of the editorial board for the peer-reviewed Journal of the International Ombudsman Association. She earned her undergraduate degree in English from Mercer University; she completed her master's degree in English from the University of Georgia; and she received her Ph.D. in English from Georgia State University.

# IOA & New Orleans

Rebirth

Rebuild

Respond

## Speaker Bios by Session

---

### **14 Perspectives from the Field: A Panel Discussion with Senior, Mid-level and Entry-level Ombudspersons**

#### **Terri R. Taylor-Hamrick, Clayton State University**

In 2002, the Clayton State University president re-established the Alternative Dispute Resolution Steering Committee and asked Terri Taylor-Hamrick to serve as campus ombudsman. The steering committee has since transitioned into an advisory committee for the Office of Conflict Resolution (OCR) and Terri serves as its co-chair. This committee also functions as the Campus Committee on Conflict Resolution. In addition to attending several courses offered by the Consortium on Negotiation and Conflict Resolution (CNCR), Terri also completed Ombudsman 101 training. She has co-taught a 4000-level class, selected topics – conflict resolution with the chair of the degree program in psychology and human services. Also, she serves as a coach to the campus mediation training offered by CNCR each year at its Summer Institute.

### **15 The Ombuds and Post-Conflict Departmental Rebuilding**

#### **Katherine Hale, Florida Gulf Coast University**

Katherine Hale is Professor of Communication and Faculty Ombuds at Florida Gulf Coast University. She is former Chair of Graduate Programs in Conflict Resolution at Antioch University McGregor, and does work in conflict analysis and intervention in organizational, community/environmental, and interpersonal conflict. Special interests include the language of conflict and cooperation.

### **16 Maintaining A Strong Practice through times of Organizational Change**

#### **Janis Schonauer, AllianceBernstein LP**

Janis is Corporate Ombudsman for AllianceBernstein, L.P. Prior to AllianceBernstein, Janis was Ombudsman at two Universities. At the University of California, Irvine, she helped establish the Campus Mediation Program. At Caltech she worked to resolve problems and develop programs to better serve the needs of the community. During that time she served as President of the University & College Ombuds Association (UCOA). Janis teaches classes on conflict resolution and listening skills, has written articles and has been a speaker at conferences. In 2006 and 2007, she was President of the International Ombudsman Association (IOA). Jan has a BA in Psychology from Michigan State University and a Masters in Public Administration from California State University.

### **16 Maintaining A Strong Practice through times of Organizational Change**

#### **Judi Segall, Stony Brook University**

Judi Segall has served as Ombudsperson and Director of the Ombuds Office at Stony Brook University since 1997. She provides conflict management services to Stony Brook faculty, students, and staff. For the last 12 years Judi has taught a graduate seminar in conflict management and organizational development in Stony Brook's School of Social Welfare and serves on the Advisory Board of the University's Social Justice Center, which seeks to promote social justice through education, training, and consultation in communities throughout the New York metropolitan region. Prior to her appointment as University Ombudsperson, Judi served in a senior student affairs administrative post from 1989 – 1997, specializing in strategic planning and organizational development. Judi has been active in the professional association of ombudspersons for many years. She served as president of the University and College Ombuds Association (UCOA) for 2 years (1999-2001), a member of the board of directors and an officer of The Ombudsman Association (TOA) for 6 years (2001-2005), and as the first President of the International Ombudsman Association (IOA) in 2005-06. Throughout this period Judi was involved in organizational strategic planning and the development and promotion of standards of practice for both UCOA and TOA. Currently she serves on several IOA committees and is involved in teaching IOA training courses. Judi holds a Master in Social Work from Stony Brook University. In addition she has completed certification training from the Center for Mediation in Law.

# IOA & New Orleans

Rebirth

Rebuild

Respond

## Speaker Bios by Session

---

### **17 The Ombudsman of the Portuguese Electric Utility: Innovation and Performance**

#### **Luis Valadares Tavares, PhD, Portuguese Electric Utility**

Luís Valadares Tavares is Full Professor Emeritus of Systems and Management of the Technical University Lisbon (IST which is the main Portuguese School of Engineering). He is author of more than 20 books and 100 papers on Decision Sciences, Public Policies, Project Management, Public Procurement e-Business. He was General Director of Educational Planning, President of the National Institute of Public Administration, President of the Education Committee of OECD and President of the Educational Council of the European Union. Since April 2009 he is the Ombudsman of the Portuguese Electric Utility Group - EDP ([www.edp.pt](http://www.edp.pt)).

### **18 The Art of Dialogue: New Possibilities for Managing Polarizing Conflicts**

#### **Donna J. Loudon, The University of Colorado At Boulder**

Donna Loudon is the Associate Director of the Ombuds Office at the University of Colorado at Boulder. Prior to joining CU-Boulder, Donna was an ombudsman at the University of California, Irvine campus and later went on to establish the Ombudsman Office at UCI's Medical Center. Donna has conducted numerous trainings on subjects such as communication skills, conflict management, and cross-cultural conflict/mediation.

### **19 Reflective Practice and the New Ombudsman: Getting from 'There' to 'Here'**

#### **Jenna Brown, University of Denver**

Since May 1999 when she started the office, Jenna has been the University Ombuds serving all sectors of this private university. A trained mediator, Jenna has designed, developed and directed innovative programs introducing and incorporating conflict management skills and dispute resolution services within organizations in the US. Building on her education in French and TESOL, Jenna has received training in negotiation, mediation, conflict resolution and other areas in the U.S. and Europe. Jenna continues to pursue her own professional development and collaborates with colleagues in the US and elsewhere, providing training and workshops, and coaching newcomers to the field.

### **19 Reflective Practice and the New Ombudsman: Getting from 'There' to 'Here'**

#### **Howard Gadlin, National Institutes of Health / NIH**

Howard Gadlin, National Institutes of Health Howard Gadlin has been Ombudsman and Director of the Center for Cooperative Resolution at the National Institutes of Health since the beginning of 1999. From 1992 through 1998 he was University Ombudsperson at UCLA. He was also director of the UCLA Conflict Mediation Program and co-director of the Center for the Study and Resolution of Interethnic/Interracial Conflict. While in Los Angeles, Dr. Gadlin served as consulting Ombudsman to the Los Angeles County Museum of Art. Prior to coming to UCLA, Dr. Gadlin was Ombudsperson and Professor of Psychology at the University of Massachusetts, Amherst. An experienced mediator, trainer, and consultant, Dr. Gadlin has years of experience working with conflicts related to race, ethnicity and gender, including sexual harassment. Currently he is developing new approaches to addressing conflicts among scientists. Dr. Gadlin is past President of the University and College Ombuds Association (UCOA) and of The Ombudsman Association (TOA). For three years, he was chair of the Ethics Committee of the Society of Professionals in Dispute Resolution. He also served 5 years as Chair of the Coalition of Federal Ombudsmen.

# IOA & New Orleans

Rebirth

Rebuild

Respond

## Speaker Bios by Session

---

### **19 Reflective Practice and the New Ombudsman: Getting from 'There' to 'Here'**

#### **Thomas A. Kosakowski, University of California**

Tom works with faculty, staff and students from UCLA's hospitals and clinics, professional schools, laboratories, and related institutes on a wide range of matters. Prior to joining the UCLA Office of Ombuds Services, Tom established the Ombuds Office at Claremont Graduate University and served as the Interim Director of the Ombuds Office at UC Riverside. Tom is on the IOA Board of Directors the Editorial Board of the Journal of IOA. Before becoming an ombuds, Tom was an attorney and mediator in Los Angeles. He publishes the Ombuds Blog and is learning to play the ukulele.

### **19 Reflective Practice and the New Ombudsman: Getting from 'There' to 'Here'**

#### **Samantha Levine-Finley, National Institutes of Health/ NIH**

Samantha Levine-Finley has been an organizational ombudsman at NIH since late 2008. She earned a Masters Degree in Conflict Analysis and Resolution from George Mason University and has specific interests in interpersonal dynamics, conflict coaching, and training. Before entering the ombuds field, Samantha was a print journalist for more than 10 years in the Washington, D.C., area covering national issues, politics and breaking news for publications including U.S. News & World Report magazine and The Houston Chronicle. Samantha is co-chair of the IOA Communications Committee and co-editor of The Independent Voice.

### **19 Reflective Practice and the New Ombudsman: Getting from 'There' to 'Here'**

#### **Jim Wohl, Auburn University**

Since August 2008, Jim Wohl has been University Ombudsperson for Auburn University serving all employee classifications. Prior to this appointment, he served briefly as Interim University Ombudsperson at Louisiana State University. Jim has been a member of IOA since 2006 and has completed Ombuds 101 and other advanced IOA trainings and mediation training. He serves on the Workplace Mediation Roster for the Scheinman Institute for Conflict Resolution at Cornell University. He is a Doctor of Veterinary Medicine and prior to entering the ADR field had a successful career as an academic veterinarian at the College of Veterinary Medicine at Auburn.

### **20 Mind-hack The Eye of the Storm**

#### **Reese A. Ramos, Sandia National Laboratories**

Mauricio "Reese" Ramos is an Ombudsperson with Sandia National Laboratories (SNL) and strives to empower people to navigate beyond their conflict by coaching and guiding them about their options. After graduating from Pepperdine University (B.A. in Liberal Arts) he completed a Certificate in Dispute Resolution from Pepperdine School of Law's Institute for Dispute Resolution and then earned his J.D. from McGeorge School of Law. Prior to SNL he was an Ombudsperson at UCLA for over 5 years.

### **21 Notice: Definitions, Strategies, and Recent Developments**

#### **Judith C. Bruner, University of California**

Judy Bruner became the founding Director of the UC San Diego Ombuds Office in April 2002. Under her leadership, the Ombuds Office provides confidential, neutral and informal dispute resolution services for the UCSD community including, faculty, staff, students and employees of the UCSD Medical Center. The office also provides recommendations to improve organizational processes and provides feedback regarding policies, procedures and practices. As an experienced trainer and practitioner, Judy has provided training programs for scientists, faculty, staff and students and recently developed a new training program for junior Medical School faculty. She has also presented programs on a range of ombuds issues related to legal issues, communicating with powerful players, and the Standards of Practice. Judy serves on the IOA Board of Directors and is a former Co-Chair of the Legal and Legislative Affairs Committee. She has a Bachelor's Degree from Boston University and a J.D. from the University of San Diego, School of Law.

# IOA & New Orleans

Rebirth

Rebuild

Respond

## Speaker Bios by Session

---

### **21 Notice: Definitions, Strategies, and Recent Developments**

#### **Donna Douglas Williams, World Health Organization**

A graduate of Purdue University, and the University of California, Davis, School of Law, Donna is an experienced corporate attorney, law professor, mediator, and organizational consultant. Part of a team which traveled to Pretoria, South Africa to explore developing a collaborative higher education model in diversity and conflict resolution, she has been a presenter at the European Network for Ombudsmen in Higher Education, and the Southeast Ombuds Group. A member of the Georgia bar, Donna has been a registered neutral with the State of Georgia, a University system of Georgia mediator, and a mediator coach with the Consortium on Negotiation and Conflict Resolution. She is the recipient of the GSU Marian Wright Edelman award for outstanding administrator.

### **21 Notice: Definitions, Strategies, and Recent Developments**

#### **Dolores Gomez-Moran, George Mason University**

"Dolores Gomez-Moran has served as an Ombudsman at George Mason University in Virginia for 10 years. Establishing the office in 1999, Dolores was initially Ombudsman for Student Academic Affairs and in 2007 was appointed University Ombudsman. As the University Ombudsman, she disputes, designs and implements trainings for the campus community on conflict resolution and mediation and also provides recommendations on university policies and procedures. She was honored with the Margaret Howell Award for her outstanding contributions to the University. Dolores is a member of the International Ombudsman Association (IOA), the Association for Conflict Resolution (ACR), the Virginia Mediation Network, an honorary member of the Mexican University Ombudsman Network (REDDU), and has presented at many of these organizations' conferences. Currently, she serves as a member of the IOA Nominations and Elections Committee and has been on other IOA committees in the past. She is certified in conflict resolution processes and a certified mediator by the State of Virginia. Prior to her work at George Mason, she worked at the World Bank as a consultant in the staff development division and as a career advisor at the University of London in the United Kingdom. Dolores holds a Master's degree in Counseling Psychology and Organizational Studies from Boston College and is a licensed psychologist from the University of Oviedo in Spain. She is a native of Spain, fluent in Spanish, English, French and Italian.

### **21 Notice: Definitions, Strategies, and Recent Developments**

#### **Tim Griffin, Northern Illinois University**

Tim Griffin has been the University Ombudsman at Northern Illinois University since 1991. He has published extensively in the field, and he has presented or served on panels on twenty-five occasions at UCOA and IOA Conferences. He is the convener of the Annual Meeting of College & University Ombudspersons now in its eighth year.

### **22 The Role of the Ombuds in Organizational Politics and Justice**

#### **Sean Banks, Shell Oil Company**

Sean Banks is the Director of Ombuds Services and Corporate Ombuds for the Shell Oil Company. Prior to Shell he served as Ombuds Services Director and Campus Ombudsperson for both UCLA and California Polytechnic State University. Sean has extensive experience in mediation and facilitation, counseling and coaching, and providing ADR related training. He holds a BA in Political Science from UCSD and M.Ed. in Counseling and Juris Doctorate from the University of San Diego.

# IOA & New Orleans

Rebirth

Rebuild

Respond

## Speaker Bios by Session

---

### **22 The Role of the Ombuds in Organizational Politics and Justice**

#### **Belinda Newman, University of North Texas**

Belinda K. Newman, Ph.D. serves as the Ombuds for the University of North Texas. She has more than 30 years of higher education experience, including roles at Texas A&M University, the University of South Carolina. Dr. Newman has worked in mediation and dispute resolution within her various roles in higher education and community leadership. She serves on the Legal and Legislative Affairs Committee of the International Ombudsman Association, and is also a member of the Association for Conflict Resolution, and Ombuds of Texas.

### **24 Ombuds Becoming Solution-Focused in Brief Sessions**

#### **D. A. Graham, Princeton University**

D. A. Graham is currently University Ombudsman at Princeton University. Before arriving at Princeton University, D. A. was the University Ombudsman at San Diego State University for two year. Prior to that, he served as a Navy Chaplain for 9 years participating in Operation Iraqi Freedom and prior to that Operation Desert Storm as a Hospital Corpsman. In 2001 D. A. received the Military Chaplain's Association Chaplain of the Year Award. He is a graduate of the University of Alabama, where he earned B.A and M.A. degrees in Speech Communication in 1990/95 and was the Founding President of the Alabama Student Society of Communication Arts (ASSCA). He also was the first Student Ombudsman for the University of Alabama. D. A. attended the Interdenominational Theological Center in Atlanta, GA, where he received his Master of Divinity degree in Pastoral Counseling in 1998. During this time he served as a Resident Director at Morehouse College where he received the Student Advisor of the Year Award. While stationed in Okinawa, Japan he received his Master of Human Relations degree from the University of Oklahoma in 2002. D. A. is currently in the dissertation phase of his PHD from Capella University.

### **25 International Town Hall Meeting**

#### **Patric Robardet, Commission Scolaire de Montreal**

Dr. Patrick Robardet has been appointed as the first Ombudsman at the Commission scolaire de Montréal (French Montreal School Board) in May 2007. He returned to the practice of law, consulting and mediation in 2006 and 2007 after having served as University Ombudsman at Université Laval in Quebec City from 2000 to 2005. He was Legal Counsel and Director of Legal Affairs (1991-2000) at the Office of the Public Protector (Ombudsman) for the Province of Quebec. He has taught law and public administration at several universities in Quebec and at the University of Ottawa (Common Law Section) between 1988 and 2000. Dr. Robardet is a member of the Quebec Bar, and holds degrees from the University of Ottawa (LL.L.) and Université Laval (LL.D.). He is a certified mediator in civil and commercial matters in Quebec. Dr. Robardet was President of ACCUO in 2002-2004 and has been actively involved in the activities of the Forum of Canadian Ombudsman.

### **25 International Town Hall Meeting**

#### **Diane Dorion, RBC Financial Group**

Diane Dorion has been an Employee Ombudsman for RBC for nine years covering all of Canada, the United States, United Kingdom and Asia. Based in Toronto, Ontario, she has been employed with RBC for more than thirty-six years in various supervisory roles throughout Quebec and Ontario. Diane earned her Bachelor of Commerce degree at McGill University in Montreal, has attained a Certificate in ADR from the University of Toronto, and been certified as a mediator by the Mediation Training Institute. She is a member of IOA, is co-chair for this year's conference in New Orleans, Board member and Treasurer CO-OP, and is also a volunteer mediator for Community Justice Alternatives of Durham in Ontario.

# IOA & New Orleans

Rebirth

Rebuild

Respond

## Speaker Bios by Session

---

### **26 A Conversation with the Winner of the IOA's First Student Writing Competition**

#### **Thomas A. Kosakowski, JD University of California**

Tom works with faculty, staff and students from UCLA's hospitals and clinics, professional schools, laboratories, and related institutes on a wide range of matters. Prior to joining the UCLA Office of Ombuds Services, Tom established the Ombuds Office at Claremont Graduate University and served as the Interim Director of the Ombuds Office at UC Riverside. Tom is on the IOA Board of Directors the Editorial Board of the Journal of IOA. Before becoming an ombuds, Tom was an attorney and mediator in Los Angeles. He publishes the Ombuds Blog and is learning to play the ukulele.

### **26 A Conversation with the Winner of the IOA's First Student Writing Competition**

#### **Andrew Larratt-Smith, Student, UCLA School of Law and Pepperdine University Straus Institute for Dispute Resolution**

Andrew Larratt-Smith is the winner of IOA's first Student Writing Competition. He will graduate later this year with a Juris Doctor from UCLA and a Masters in Dispute Resolution from Pepperdine University. Through his studies, Andrew has been drawn to explore dispute resolution in the workplace. Andrew lives in Los Angeles with his wife Jennifer and daughter Junia. He is an avid lover of board games.

### **27 Academic Civility: /Achieving Real Results Through Strategy Mapping**

#### **Carolyn Chalmers, University of Minnesota**

Carolyn Chalmers, Director of the Office of Conflict Resolution at the University of Minnesota working primarily with faculty and staff on employment-related conflicts; working primarily with faculty and staff on employment-related conflicts.

### **27 Academic Civility: /Achieving Real Results Through Strategy Mapping**

#### **Howard Gadlin, National Institutes of Health**

Howard Gadlin has been Ombudsman and Director of the Center for Cooperative Resolution at the National Institutes of Health since the beginning of 1999. From 1992 through 1998 he was University Ombudsperson at UCLA. He was also director of the UCLA Conflict Mediation Program and co-director of the Center for the Study and Resolution of Interethnic/Interracial Conflict. While in Los Angeles, Dr. Gadlin served as consulting Ombudsman to the Los Angeles County Museum of Art. Prior to coming to UCLA, Dr. Gadlin was Ombudsperson and Professor of Psychology at the University of Massachusetts, Amherst. An experienced mediator, trainer, and consultant, Dr. Gadlin has years of experience working with conflicts related to race, ethnicity and gender, including sexual harassment. Currently he is developing new approaches to addressing conflicts among scientists. Dr. Gadlin is past President of the University and College Ombuds Association (UCOA) and of The Ombudsman Association (TOA). For three years, he was chair of the Ethics Committee of the Society of Professionals in Dispute Resolution. He also served 5 years as Chair of the Coalition of Federal Ombudsmen.

### **27 Academic Civility: /Achieving Real Results Through Strategy Mapping**

#### **Jan Morse, University of Minnesota**

Jan Morse, University of Minnesota, Ombudsman and Director of the Student Conflict Resolution Center at the University of Minnesota working primarily with students and faculty on academic-related conflicts.

# IOA & New Orleans

Rebirth

Rebuild

Respond

## Speaker Bios by Session

---

### **28 Conversations w/ Pioneers of the Ombudsman Profession**

#### **Brian Bloch, ISKCONResolve**

With the assistance of Mary Rowe and Arnold Zack, Brian Bloch, Ombudsman for ISKCONResolve, designed a global conflict management system for the faith-based organization (FBO), the Hare Krishna community. He started an ombuds office as the key element in that system, and has since traveled to thirty countries to meet visitors and establish regional offices. Such a global ombuds program in a FBO is likely the first of its kind. In addition to his ombuds work, Brian is a consultant and trainer for the Supreme Court of India's Mediation and Conciliation Project, and he also teaches conflict resolution at the University of Wales Lampeter.

### **28 Conversations w/ Pioneers of the Ombudsman Profession**

#### **John S. Carter, The Citadel**

John S. Carter has been a faculty member at The Citadel in Charleston, SC since 1984 and he was named The Citadel's first ombudsperson in 1997. He has served on the Boards of TOA and IOA, and he has co-chaired the Annual Conference Committee since 2003.

### **28 Conversations w/ Pioneers of the Ombudsman Profession**

#### **Thomas P. Zgambo, World Bank Group**

Thomas joined the World Bank in February, 2007 after six years as the Corporate Ombudsman at Coca-Cola Enterprises. Before joining Coca-Cola Enterprises, Thomas spent three years as an Ombudsman and Training Specialist at the Massachusetts Institute of Technology where he was also a Senior Lecturer at the MIT Sloan School of Management, teaching Negotiation and Conflict Management. Prior to MIT Thomas was an Ombudsman at Polaroid Corporation. Thomas Zgambo is a past President of The Ombudsman Association, now the International Ombudsman Association. Thomas served as a mediator at the Massachusetts Commission Against Discrimination (MCAD), and has mediated Disability, public accommodation, sexual harassment, and racial discrimination cases. He also served as a member of the Human Rights Commission for the City of New Bedford, Massachusetts, USA and a member of the Governor's Advisory Council on African-American Affairs for the State of Massachusetts, USA. Thomas has a Ph.D. in Analytical Chemistry and Materials Science from the University of North Texas and an MBA in Management of Technology from Worcester Polytechnic Institute.

### **28 Conversations w/ Pioneers of the Ombudsman Profession**

#### **Tim Griffin, Ombudsman, Northern Illinois University**

Tim Griffin has been the University Ombudsman at Northern Illinois University since 1991. He has published extensively in the field, and he has presented or served on panels on twenty-five occasions at UCOA and IOA Conferences. He is the convener of the Annual Meeting of College & University Ombudspersons now in its eighth year.

### **28 Conversations w/ Pioneers of the Ombudsman Profession**

#### **Wilbur Hicks, International Monetary Fund**

Wilbur Hicks is the sixth Ombudsperson in the history of the International Monetary Fund. Prior to his current assignment, he served at Princeton University and Shell U.S. where he instituted the ombuds function at both organizations. In addition to the Juris Doctorate from the University of Maryland School of Law, Hicks earned the M.A.T. from Harvard University and the M.L.A. from the Johns Hopkins University in his native Baltimore. He also has a B.A. from Fisk University. Professional associations include the International Ombudsman Association and the International Institute for Conflict Prevention and Resolution. For IOA, he has coordinated the international professional development programs in Geneva, Rome, Tunis, and Paris. Wilbur has presented at the United Nations, the World Bank, Columbia University, the American Bar Association, the Texas Bar Association, the U.S. Departments of Energy and Homeland Security, the Bank of America, the Bank of Canada, and Pfizer Pharmaceutical.

# IOA & New Orleans

Rebirth

Rebuild

Respond

## Speaker Bios by Session

---

### **28 Conversations w/ Pioneers of the Ombudsman Profession**

#### **Samantha Levine-Finley, National Institutes of Health/ NIH**

Samantha Levine-Finley has been an organizational ombudsman at NIH since late 2008. She earned a Masters Degree in Conflict Analysis and Resolution from George Mason University and has specific interests in interpersonal dynamics, conflict coaching, and training. Before entering the ombuds field, Samantha was a print journalist for more than 10 years in the Washington, D.C., area covering national issues, politics and breaking news for publications including U.S. News & World Report magazine and The Houston Chronicle. Samantha is co-chair of the IOA Communications Committee and co-editor of The Independent Voice.

### **28 Conversations w/ Pioneers of the Ombudsman Profession**

#### **Don Perigo, retired, University of Michigan**

Don served in Dispute Resolution roles for 20 years at the University Of Michigan: 15 years as Ombuds, and five years in a service he developed entitled Consultation and Conciliation Services. He was a founding member of the University and College Ombudsman Association and over the years served as its president, a board member, conference host and frequent program presenter. He participated with the Canadian University Ombudsman Association, California Caucus, and SPIDR. Don retired from University work in 2000, moving to the Upper Peninsula of Michigan where he serves on the board of trustees for Schoolcraft Memorial Hospital and is his second term as the elected township supervisor

### **28 Conversations w/ Pioneers of the Ombudsman Profession**

#### **Marsha Wagner, Columbia University, New York, NY**

Marsha L. Wagner has been Columbia University ombuds officer since 1991, when the Ombuds Office was first established. Experienced in mediation, she has led many training workshops on conflict resolution, and she has designed national professional development programs for organizational ombuds. She served three terms on the Board of Directors of The Ombudsman Association, 1993–99 and 2004–05, and one year on the Board of Directors of the International Ombudsman Association (IOA), 2005–06. She serves as President for the Board of Certification for Certified Organizational Ombudsman Practitioners (CO-OPSM ). Marsha's Ph.D. is in the field of Chinese and comparative literature; she was previously affiliated with Columbia University as assistant and associate professor of Chinese literature and director of the C. V. Starr East Asian Library.

### **28 Conversations w/ Pioneers of the Ombudsman Profession**

#### **Merle Waxman, Yale School of Medicine**

Merle Waxman was appointed Director of the Office for Women in Medicine at Yale University in 1986. At that time she brought the "Ombuds" concept to the School of Medicine. Prior to her present position at Yale, Ms. Waxman served as Assistant Ombudsperson at Stanford University School of Medicine. Ms. Waxman has authored numerous papers on mentoring and role-modeling, on the application of the Ombudsperson concept to higher educational and medical settings, on non-litigational problem resolution, and on gender-related issues in science and education. Ms. Waxman received her undergraduate education at Boston University (BS, 1968) and her Master's degree from City College of New York (MA, 1972).

# IOA & New Orleans

Rebirth

Rebuild

Respond

## Speaker Bios by Session

---

### **29 Ombudsman Across the World**

#### **Lisa Witzler, Harvard Law School, Program on Negotiation**

Lisa Witzler is the Program & Web Coordinator at the Program on Negotiation at Harvard Law School and just began the PhD program in Conflict Analysis and Resolution at Nova Southeastern. She holds a master's degree in dispute resolution from the University of Massachusetts, Boston, and a bachelor of arts degree in peace studies and education from Colgate University. She has traveled throughout Northern Europe and has studied at the European Peace University in Austria. Ms. Witzler has consulted for organizations and courses on conflict within organizations. Her research interests include cross-cultural conflict, organizational disputes and the role of women in peacemaking

### **30 Vaccinating your Organization: Preventing Medicine as a Metaphor for Proactive Ombuds Practice**

#### **Kristen W. Schwehm, Louisiana State University**

Kirsten Schwehm was hired as the first University Ombudsperson for Louisiana State University in 2006. In the intervening 2 years, she has worked to establish Ombuds Office policies and procedures for this one-person enterprise according to IOA Standards of Practice and the needs of the institution. Dr. Schwehm is a licensed clinical psychologist in both Louisiana and Mississippi with 13 years of mental health experience, including expertise in conflict resolution and administrative/supervisory issues. She holds a Ph.D. and M.A. in clinical psychology from the University of Alabama at Birmingham (UAB).