

6

Ombudsman 101 history

1994

Wednesday, February 23rd

8:30 am

CONTINENTAL BREAKFAST

9:00

Managing Conflict - Carole Trocchio

What is conflict, how does it escalate, how can it be managed to bring about resolutions?

10:15

BREAK

10:30

Relevant Employment Laws - Joan Schultz

Capsule reviews of key rules, regulations, and legislation governing the workplace.

Noon

LUNCH

1:00 pm

Taking the Right Steps - Mary Rowe & Carole Trocchio

Conciliation, negotiation, mediation, shuttle diplomacy, dealing with difficult people, sources of power, empowerment.

2:15

BREAK

2:30

Role of the Ombudsman in a Multi-cultural Organization

- Thomas A. Bolden, Jr.

The changing diversity in the American work force and the challenges this presents to management and to the ombudsman.

5:00

ADJOURN - Evening Open



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The remaining contents of this folder have been redacted.

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