

## Ombudsman 101 February 22 - 24, 1994 Sheraton at Fisherman's Wharf Hotel San Francisco, California

Purpose: To provide basic information and training that will enable practicing ombudsmen, persons interested in becoming ombudsmen, or anyone desiring to establish an ombudsman function to carry out their activity with purpose, understanding, and effectiveness.

## Tuesday, February 22nd

8:30	REGISTRATION/CONTINENTAL BREAKFAST
9:00	Welcome and Introduction - Vincent J. Riley
9:15	Overview - Mary P. Rowe History of ombudsmanry, scope and duties of today's ombudsman, definition of a neutral, background on alternative dispute resolution, potential for "making a difference" in the organization
10:15	BREAK
10:30	<b>Confidentiality</b> - Janet Newcomb-Briggs Need for confidentiality, how to maintain, limits, duty to warn, TOA code, you and the law, shield law, privilege, what the client should do, what to do if confidentiality is broken
Noon	LUNCH
1:00	Skilled Listening by a Neutral - Marsha Wagner Listening, identifying the issue(s), giving feedback, providing options, disentangling "knotted" communications, clarifying and maintaining the role of designated neutral
3:30	BREAK
4:00	Conflict Mode Instrument - Mary Simon Discover your own conflict profile. Learn about the 5 different conflict handling modes and how you can use them to get more positive results.
5:00	ADJOURN - Evening Open

## 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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