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Corporate Ombudsman Association

1987

FEEDBACK FROM THE 1987 OMBUDSMAN CONFERENCE

Wonderful food, wonderful hospitality from GTE. Spectacular organization of conference.

Conference very well organized as well as run. As for me, I got everything and lots more than expected in terms of essential, necessary information/education for me. Thanks for that!

Conference was very helpful in terms of reinforcing ideas, issues and concerns for thought and further action in terms of our own ombuds model. Some of the responses to specific cases are a little "scary" (concerning) in terms of how professionals in the same field will tackle a problem. The organization seems to have struck a nice balance between academia and practitioners. This seems to be one of its great strengths. The development of a real world body of knowledge. All in all a very pleasant, helpful and mind stretching couple of days.

Very well organized and planned - congratulations to GTD. All presentations had solid substance - good to see us working through strong theory/practice linkage. Would like to encourage all presenters to have handouts...e.g. Harrington, Marti for us to take back. Would encourage each one to bring one "new attendee" to next year's conference.

Good job - good material. Especially the first morning and the last afternoon. Some of the presenters were really not prepared to communicate any defined message - they were not at all dynamic presenters. However, great materials and good audience participation.

I am impressed with the growing maturity of the organization (COA) and the people within - the growth is visible, the presenters were excellent - many highs, few lows - pushing everything into 2 days is demanding.

Continue to have attorneys attend our conference. Specifically like the idea...No group case studies. Shared information of issues and how they addressed the problem is more informative.

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The conference has been very rewarding for me. I have made a number of very good contacts with information that I am going to follow up with. A very professional association and it is good to know that it is in place and I can rely on it for future direction. The more I learn, the more I become aware that there is a lot more to learn.

Good, well organized conference. Provided new ideas and techniques for doing the job certainly worthwhile to attend and plan to go to next year's conference.

Great - timely information, great food, pleasant surroundings, well organized. Good idea to have meals part of the program - encourages increase informal interaction.

Well organized, useful and up-to-date information. Impressed with the quality of the membership.

Terrific, well organized. As new Ombudsperson this has been an invaluable experience. I know we'll get off to a better start because of what I've learned here. Looking forward to next year. Thanks for a great 2 days. Most worthwhile I've ever had.

We, I feel, have almost arrived as a profession. We have become a more cohesive, mature group of professionals which was reflected in this conference in the manner in which it was coordinated and run. The presenters were top notch - attendance and attention reflects this. Mary, you are a VERY valuable resource who will be counted and blessed for your contribution. Thank you Marcena, Georgia and Jim for setting the standard to be met.

I am proud to be associated with the COA and have benefited both professionally and personally from my contacts with so many. This conference in terms of content, exchange and challenge for growth has been tops to the past three. I have seen our growth as an association take a giant step this year. Thank you so much.

Good and getting better. We need to grow at least a factor of two to get to critical mass. The participants sharing atmosphere allows excellent opportunity to learn from others. All housekeeping items very well organized.

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Best of the two years - I've attended. Particularly though the legal presentations much better and more informative. The G.E. presentation on peer evaluation also a highlight. Still too much food.

Cannot compare to St. Louis but it is clear that the Association has become an increasingly sophisticated organization. This is most closely evidenced by the quality and type of presentations being made. The questions that loom ahead are questions of growth and manageability (and intergration, I think). The practical skill building activities are, for me, the most interesting. The information sharing is necessary and should continue but it is very dry. No one has said it openly I don't think, but I see a trend away from individual interpersonal contacts and toward O.B. kinds of considerations. Perhaps the integration of the two kinds of considerations should be a major agenda item in a future conference. The pressure towards O.B. will come from CEOs and Ombuds could become corporate anthropologists. Kudos to GTE, Too. Good conference.

I thought this year was well balanced in presentations, styles, info, etc. Less cliques than past years. We need a network for during the year...I'll write more later.

Very professional and useful conference. Thanks to our past and current presidents.

The conference was useful. The networking great. The friendliness outstanding.

The conference was excellent - in all respects, improving with age. Topics timely, participation lively and relevant, coverage good. Well done.

As a new member, this was an impressive first experience. The conference topics were highly relevant, and a stimulating introduction. Most of all however, I came away from the conference with a feeling of being greatly enriched by the personal contacts and the opportunities offered for future networking.

Another very good conference. I am pleased with our progress to date and see the promise of even greater things. I like the way all members are free to contribute and make suggestions.

Great hosting and facilities. Lots of learnings from the group...particularly valuable were case studies and the variety of responses...ask for them ahead of time - and include reality/actual closure. Recommend increased experiential process (high involvement) by small group work on case studies with whole group report out and less lecture (passive reception). Discuss mission-purpose-goals and measurement of goodness criteria. Include a summary and wrap-up of lessons learned. All in all a great conference.

My first experience with an "O" group. Impressive conference but I come away that the group's task is rather immense and I'm not sure the worker's case will get the necessary attention if it requires challenging a supervisor or manager. Suspect there is a double standard throughout industry - an "us" and "them", "mgmt", "workers".

Suggest that presentations next year be on vu-graphs than on flips charts so that everyone can see. Also, for formal presentations, handouts for audience.

Handouts from all talks. List of good workshops and seminars (and other resources for a variety of skills area).

Very good, constructive materials. Always appreciate update on legal issues. I am interested in learning new skills and the conference helped there and also seeing various ways other ombudsmen approach cases. Especially enjoyed Peer Reviews by Harvey Caras.

Enjoyed the Peer Review Process and also the legal perspectives. Never seems to be enough time to fit it all in.



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