This contains teaching cases.
TUESDAY, MAY 14, 1991

4:00 PM – 6:00 PM
NEW MEMBER ORIENTATION

ROOM

SPEAKERS: MS. MARY G. SIMON,
PRESIDENT – COA;
OMBUDSPERSON,
AT&T BELL LABS
NORTH ANDOVER, MA.

PROF. MARY P. ROWE,
OMBUDSMAN, SPECIAL
ASSISTANT TO THE PRESIDENT
MASSACHUSETTS INSTITUTE OF
TECHNOLOGY, BOSTON, MA.

GENERAL OVERVIEW OF THE
ROLE OF THE OMBUDSMAN.
WHAT IS THE COA?
WHAT ARE THE COA GOALS?
INTRODUCTION OF COA BOARD.
INTRODUCTION OF NEW MEMBERS

6:00 PM – 7:30 PM
RECEPTION - HOR'S D'OEUVRES, ETC.
HOSTED BY THE
CONTROL DATA CORPORATION

*** DINNER IS OPEN FOR NETWORKING ***
WEDNESDAY, MAY 15, 1991

7:30 AM - 8:30 AM
CONTINENTAL BREAKFAST

8:30 AM - 9:00 AM
OPENING REMARKS

8:30 AM - 9:00 AM
ROOM

CONTINENTAL BREAKFAST

8:30 AM - 9:00 AM
ROOM

OPENING REMARKS

9:00 AM - 9:30 AM
MARY ROWE’S CRYSTAL BALL

9:30 AM - 10:15 AM
LEGISLATIVE INITIATIVES AND LEGAL DECISIONS THAT WILL IMPACT ON THE OMBUDSMAN IN THE 1990S.
DISABLED AMERICANS ACT
ADMINISTRATIVE DISPUTE RESOLUTION ACT
FAMILY LEAVE ISSUES

SPEAKERS: MR. JAMES SIMON, ESQUIRE,
NUTTER, MCCLENENN & FISH
MR. JEROME WEINSTEIN, ESQUIRE,
NUTTER, MCCLENENN & FISH

10:15 AM - 10:30 AM
BREAK (JUICES, COFFEE, TEA, ETC.)

10:30 AM - 12:30 PM
LEADING BY VALUES

SPEAKER: MR. STEVEN DOLNY, CONSULTANT,
PERSONNEL RELATIONS,
GENERAL ELECTRIC CORPORATION
FAIRFIELD, CONNECTICUT

12:30 PM - 1:30 PM
LUNCH (OPEN)
WEDNESDAY, MAY 15, 1991

1:30 PM - 2:45 PM  COPING WITH DIFFICULT PEOPLE (TENTATIVE
SPEAKER: DR. ROBERT BRAMSEN
AUTHOR: COPING WITH DIFFICULT PEOPLE;

2:45 PM - 3:00 PM  BREAK (SODA, ICED TEA, ETC.)

3:00 PM - 3:15 PM  COPING WITH DIFFICULT PEOPLE CONTINUED

4:15 PM - 4:25 PM  MINI BREAK

4:25 PM - 5:00 PM  ANNUAL COA MEETING: SERVICE TO MEMBERS
(NON-MEMBERS WELCOME)

5:00 PM  CONFERENCE CONCLUDES FOR THE DAY

DINNER IS OPEN FOR NETWORKING
1991 COA CONFERENCE
MINNEAPOLIS, MINNESOTA

THURSDAY, MAY 16, 1991

7:30 AM — 8:30 AM
-----ROOM
CONTINENTAL BREAKFAST

8:30 AM — 9:45 AM
-----ROOM
MEDIATING SEXUAL HARASSMENT COMPLAINTS
SPEAKER: PROF. HOWARD GADLIN, OMBUDSMAN,
UNIVERSITY OF MASSACHUSETTS,
AMHERST, MA.

9:45 AM — 10:00 AM
BREAK (JUICES, COFFEE, TEA, ETC.)

10:15 AM — 11:45 AM
DIVERSITY IN THE WORKPLACE
SPEAKER: DR. RICHARD ORANGE,
PORTSMOUTH CONSULTING GROUP AND
ADJUNCT FACULTY MEMBER — AMERICAN UNIV.
WASHINGTON, D.C.

11:45 AM — 12:00 PM
CLOSING REMARKS/INTRODUCTION OF NEW
COA PRESIDENT
SPEAKERS: MS. MARY SIMON
MR. VINCENT J. RILEY
THE WORLD BANK,
WASHINGTON, D.C.

12:00 PM
CONFERENCE CONCLUDES.

HAVE A SAFE TRIP HOME AND SEE YOU NEXT YEAR!!!!
ADDITIONAL TOPICS TO BE CONSIDERED

1. USE OF MEYERS-BRIGGS INDICATOR IN CONFLICT RESOLUTION [DUQUET/NEWCOMB]
2. EVALUATING THE EFFECTIVENESS OF AN OMBUDSMAN PROGRAM [ROWE]
3. CASE STUDIES [VARIETY OF MEMBERS]
4. OMBUDSMAN STRESS AND BURNOUT [GUEST SPEAKER?]
5. ETHICAL ISSUES OF THE 1990S' [JOHN MURPHY]
6. LEGAL STATUS OF CASES MEDIATED OMBUDSMEN [CAROLE TROCCHIO]
COA Board Meeting Agenda  
January 10, 1991

8:30AM  - Coffee & Rolls
9:00  - Minutes of the September 20 & 21, 1990 meetings
9:05  - Executive Officer’s Report  
      Gene Herbert
      1990 Financial Status
      Financial Projections for the 1991 Conference
9:30  - 1991 Conference Plans  
      Vince Riley
      Brian Gimlett
      Facilities
      Agendas & Speakers
      Certificates
      T-shirts
      Association Meeting - Bylaws
12:00P  - LUNCH
12:30  - Ombudsman Training  
      Bob Morrissey
1:00  - Research Status  
      Mary Rowe
1:20  - Shield Law Update  
      Jan Newcomb, Mary Rowe
1:40  - Nominating Committee Report  
      Luge Luetjen
2:00  - Membership Committee Report  
      Carole Trocchio
2:20  - Newsletter Status  
2:40  - Other Business  
      "K" Buckler
      1992 Plans
3:00  - ADJOURN

Dawn - No  
Gene H - No - injured
Brian - Late  
Carole - No
Luge - No  
Elina - No
The remaining contents of this folder have been redacted.

If you would like to see the full folder, please email the
Department of Distinctive Collections at
distinctive-collections@mit.edu