



COALITION OF FEDERAL OMBUDSMAN

ANNUAL CONFERENCE SUMMARY

Held on September 30, 2013 at the
United States Patent And Trademark Office
600 Dulany Street, Alexandria, Virginia

- 8:15 – 8:55 The Ombuds’ Road Ahead Howard Gadlin
- Dr. Gadlin discussed a barriers, challenges, and opportunities facing ombuds in the upcoming years.*
- 9:00 – 9:40 Legal Updates Charles Howard
- Mr. Howard discussed various legal updates and significant cases as related to ombuds privilege, confidentiality, and the Administrative Dispute Resolution Act.*
- 10:00 – 11:25 Roundtable Discussions Scott Deyo
- Mr. Deyo used an O.M.B.U.D.S. program evaluation model to facilitate group discussions challenges and opportunities for expanding and improving upon dispute resolution systems within the government. [See attached summary of model used]*
- 12:30 – 1:20 Ethical Dilemmas Wendy Kamenshine and Sheryl Brown-Norman
- The facilitators discussed the anatomy of ethical dilemmas, presented four case scenarios (related to confidentiality, imminent harm, etc.), encouraged audience discussion, and shared potential actions ombuds could take to resolve the dilemma.*
- 1:45 – 2:10 Video Games for Ombuds Sarah Stanton
- Ms. Stanton discussed how the U.S. Air Force is maximizing ground-breaking technology to improve dispute resolution skills of personnel around the globe by using 3D avatars in an immersive online training environment. Emphasis was placed on how such an educational platform could be used within the ombuds community.*
- 2:15 – 2:45 Reflections from the Field Denise McKenney
- As a Commissioner at the Federal Mediation and Conciliation Service, Ms. McKenney reflected on over 25 years of experience in mediation of collective bargaining agreements between unions/management, workplace disputes, training design/delivery, and systems design. She discussed learning points from her most interesting, complex, and difficult cases, and provided recommendations on how to stay emotionally healthy as a conflict resolution practitioner.*
- 3:15 – 4:15 Roundtable Panel Follow-up and Panel Q&A Wendy Kamenshine
Sheryl Brown-Norman
Brian Bloch and
Charles Howard
- Mr. Deyo summarized key points from earlier discussions and facilitated a Q&A session with a distinguished panel. Topics included how to address difficult issues, the role of ombuds in unique organizational cultures, differences between ADR and ombuds, etc.*

ROUND TABLE

Dialogue. Collaboration. Innovation.

Opportunities

What opportunities are ripe for the profession? What are some common, cross-government issues? How can we coordinate and support each other?

Measuring

How is success measured by you, visitors, executives? How do you communicate value? What should you do more of? Less of? Is it effective? What should you change?

Barriers

What challenges have you faced this year?
How did you deal with it?

Uncertainties

What questions do you have? What do you need help with?

Development

How can we grow as practitioners, offices, and as a profession?

Strategies

As a Coalition, what should we be focusing on? What are the most important goals? What should we start, continue, and stop doing?