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Corporate Ombudsman Association convention

1989

AGENDA

Corporate Ombudsman Association
Annual Conference
May 22-24, 1989

Monday, 22 May 1989

1:00 p.m. - 3:00 p.m.	Board of Directors Meeting Presidential Suite (1624)
4:00 p.m. - 5:30 p.m.	New Member Orientation Pin Oak Room
6:30 p.m. - 8:00 p.m.	Reception - Esplanade Host: North Carolina Department of Transportation

Tuesday, 23 May 1989

7:30 a.m. - 8:30 a.m.	BREAKFAST - Ballroom A
8:30 a.m. - 8:45 a.m.	President's Welcome - Ballroom A North Carolina's Welcome -- Lt. Governor James C. Gardner
8:45 a.m. - 10:15 a.m.	Ethics/Dramatized Case Study -- Carole Trocchio
10:15 a.m. - 10:45 a.m.	BREAK/Networking
10:45 a.m. - 11:50 noon	Legal Issues -- Jerome Weinstein, Esq. -- James Simon, Esq.
12:00 noon - 1:00 p.m.	LUNCH - Ballroom B/C
1:15 p.m. - 3:15 p.m.	Confidentiality -- K. Buckler, et. al. Issues and Definitions Case Studies Discussion
3:15 p.m. - 3:45 p.m.	BREAK/Networking
3:45 p.m. - 5:00 p.m.	Report on Ombudsman Research -- Lee Robbins, Ph.D. -- Mary Rowe, Ph.D. -- James Ziegenfuss, Ph.D.
6:30 p.m.	DINNER - Outside hotel on Mall Pig Pickin' on the Mall

Wednesday, 24 May 1989

7:30 a.m. - 8:30 a.m.	BREAKFAST - Ballroom A
8:30 a.m. - 10:00 a.m.	Tools-of-the-Trade - Ballroom A -- Jeraldine Brown -- Susan Hobson-Panico
10:00 a.m. - 10:30 a.m.	BREAK/Networking
10:30 a.m. - 12:00 noon	Ombudsman/Catalyst for Change -- Robert Morrissey -- Brian Gimlett
12:00 noon - 1:30 p.m.	LUNCH - Ballroom B/C
1:30 p.m. - 2:15 p.m.	Mary Rowe's Crystal Ball
2:15 p.m. - 3:30 p.m.	Annual Meeting of the Corporate Ombudsman Association Introduction of Officers and New Board Members New President's Address
3:30 p.m.	ADJOURN

**BALLROOM A IS PERMANENTLY ASSIGNED TO OUR CONVENTION FOR ALL
GENERAL SESSIONS - THEREFORE MATERIALS DO NOT NEED TO BE REMOVED
AT THE END OF THE DAY**

**PLEASE FILL OUT THE CONFERENCE EVALUATION FORM IN YOUR PACKET
AT THE END OF THE CONFERENCE
AND PLACE IT ON THE TABLE AT THE BACK OF THE ROOM**

REFLECTION OF AN OMBUDSMAN

I am planning to retire before long. This caused me to be thinking about what suggestions I might pass along to my replacement. While on a recent flight I scribbled down the following thoughts which seemed to me to be appropriate.

Those thoughts were the following:

Be neutral.

Be cognizant of the responsibilities of management and the rights of the employees, but don't lose sight of the responsibilities of employees and the rights of management.

Management should treat the employee with dignity and respect, but the employee is expected to work. Conversely, the employee should treat management with dignity and respect.

Don't become emotionally involved with clients, stay detached.

There are always three (at least) sides to every story.

What the client sincerely believes to be fact may be misunderstood or imagined and in some cases contrived.

Look for the "Hidden Agenda." The stated problem may be the tip of the iceberg or the last straw. It only helps a little to give an aspirin when there are compound fractures.

Perception is reality. What is perceived by the employee is a real problem to them, even if it is not true.

The client must take ownership to their contribution to the problem.

Help people to help themselves; i.e., teach them to fish, don't just hand them fish.

Has the client discussed this matter with their supervisor? If not, why not?

Is it an isolated problem? Get them back into the system.

If the system needs fixing, lobby to fix it. Constructive suggestions should always be considered.

Not all problems are completely (or even partially) solvable.

You can't snatch the world out of the air and throw it into a new orbit. Keep nudging at it and you will see progress without destroying yourself.

Don't beat yourself up over an occasional failure.

Virg Marti

1990

May 25, 1989

PRELIMINARY AGENDA
Corporate Ombudsman Association
Annual Conference, Hershey, PA
May, 1990

Tuesday, 22 May 1990

- 1:00 p.m. - 3:00 p.m. Board of Directors Meeting
- 4:00 p.m. - 5:30 p.m. New Member Orientation
- 6:30 p.m. - 8:00 p.m. Reception
Host:

Wednesday, 23 May 1990

- 7:30 a.m. - 8:30 a.m. BREAKFAST
- 8:30 a.m. - 8:45 a.m. President's Welcome
- 8:45 a.m. - 9:15 a.m. Key Note Speech
- 9:15 a.m. - 10:15 a.m.
- 10:15 a.m. - 10:45 a.m. BREAK/Networking
- 10:45 a.m. - 11:50 noon Legal Issues
Jerome Weinstein, Esq.
James Simon, Esq.
- 12:00 noon - 1:00 p.m. LUNCH
- 1:15 p.m. - 3:15 p.m. Issues and Definitions
Case Studies
Discussion
- 3:15 p.m. - 3:45 p.m. BREAK/Networking
- 3:45 p.m. - 5:00 p.m. Report on Ombudsman Research
Lee Robbins, Ph.D.
Mary Rowe, Ph.D.
James Ziegenfuss, Ph.D.
- 6:30 p.m. DINNER

L/B/O

Thursday, 24 May 1990

7:30 a.m. - 8:30 a.m.	BREAKFAST
8:30 a.m. - 10:00 a.m.	Tools-of-the-Trade
10:00 a.m. - 10:30 a.m.	BREAK/Networking
10:30 a.m. - 12:00 Noon	
12:00 noon - 1:30 p.m.	LUNCH
1:30 p.m. - 2:15 p.m.	Mary Rowe's Crystal Ball
2:15 p.m. - 3:30 p.m.	Annual Meeting of the Corporate Ombudsman Association
	Introduction of Officers and New Board Members
	New President's Address
3:30 p.m.	ADJOURN

PLEASE FILL OUT CONFERENCE EVALUATION FORM AND PLACE ON BACK TABLE

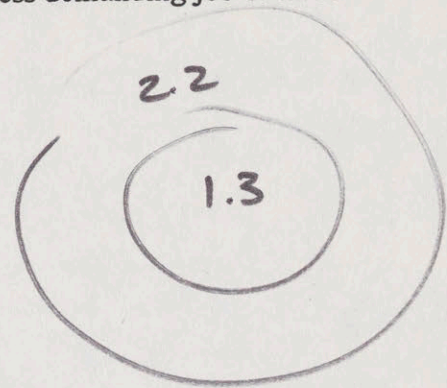
CHILD CARE

Fortune Survey: Dual-earners, child(ren) under 12 (1987):

- Fortune Survey employees who were child carers were much more likely to be absent;
- 52% of all absenteeism was for family-related reasons;
- Child care breakdown was significantly associated with stress and serious health problems;
- 16% fathers and 21% mothers said families interfered with their jobs;
- 37% fathers and 41% mothers said their job interfered with their family life;
- One in four workers refuses a promotion or takes a less demanding job because of his or her family life.

Of all 1989 US first graders:

- one in four is poor;
- one in five is likely to be a teenage parent;
- one in six has no health care;
- one in seven may drop out of school;
- one in two will live with a single parent;
- one in two will be in an inadequate child care arrangement.



President of
Princeton:
Y4

Major Employer Child Care Initiatives:

- Flexible work arrangements (now used by one employee in eight--Bureau of Labor Statistics);
- Leave policies;
- Benefits geared to very diverse family types;
- Dependent care policies: information and referral, on-site care, aid to help pay costs;

- Educational and wellness services: employee assistance, peer support, relocation counseling, etc.;

- The American Society of Personnel Administration 1988 survey reports that nearly half of their companies are considering some kind of child care support.

ELDER CARE

- One in eight Americans is over 65;

- By the year 2030, it will be one in five;

- Nearly half of people in their late 50's have at least one surviving parent;

- Elder care responsibilities produce problems for employees and therefore for employers;

- Travelers Insurance Co. (1985) study reported that 28% of employees over 30 provided elder care--on the average more than 10 hours per week;

- The most frequent employee problems associated with elder care are: absenteeism, use of sick time, quitting work, tardiness, use of the telephone;

- Retirement Advisors study found elder care to be a "notable" problem for the employees of one-third of employers;

- 57% of the care-giver employees exhibited stress and/or emotional distress;

- In a recent NAAAA study a fourth of care-giving employees considered quitting, nearly a third considered changes in work schedules;

- A 1988 BNA study shows one in five reporting organizations let workers use sick leave for elder-care needs;

- Two organizations in three offer some kind of help to care-taking employees: leave benefits, work schedule adjustments, etc.;

- 2% plan to add elder-care benefits or services.

Children's Defense Fund FY 1989

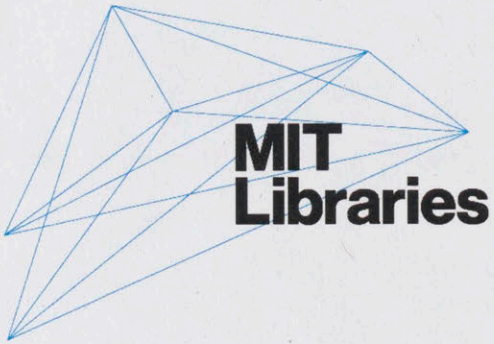
- A US baby is more likely to die than one born in Singapore;

- A US black baby born in Boston is more likely to die than one born in Jamaica;

- The black/white infant death ratio increased from 1.43::1 in 1950, to 1.98:: 1 in 1985;
- In 1986 there were 2.2 million reported cases of child abuse or neglect;
- By the end of 1988, 80% of families saw a real drop in family income since 1977 (CBO);
- We lose more US children to poverty every five years than we lost in battle casualties during the Vietnam war;
- Of every 100 children born in the US today:
 - 13 will be to teenage mothers,
 - 15 will be to households where no parent is employed,
 - 15 will be with a below poverty working parent,
 - 25 will be on welfare at some point before adulthood.
- Poor children, regardless of race, are three times as likely as more affluent children, to drop out of school;
- Youths who by age eighteen have the weakest academic skills are eight times as likely to bear children out of wedlock, nine times as likely to drop out, five times more likely to be out of school and out of work;
- In 1986 Japan had over 15,000 students in the US, fewer than 1,500 US students were in Japan.

Department of Labor Women's Bureau, 1988 Friedman and Galinsky

- Families with breadwinner father, homemaker mothers and two children account for 3.7% of US families;
- Women are 44% of the US labor force;
- Six in ten of mothers with children under six are in paid employment;
- More than half of mothers of children under one are back in paid employment, usually full-time;
- 40% of the labor force are working parents; 25% have some responsibility for an aging relative;
- In 1980 men contributed 20% of family work, by 1990 an estimated 33%;
- Parents whose work schedules are very different (e.g. staggered), experience most stress and work/family conflict.



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