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the "Organizational Chart Cantoon"

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## Ombudsman 101 July 28 - July 30, 1992 Hyatt Regency Crystal City Arlington, Virginia

Purpose: To provide basic information and training that will enable 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, JU 8:30 am	LY 28, 1992  Registration - (coffee available) Kennedy Room, 3rd Floo	r	
9:00	INTRODUCTION Vincent J. Riley, Past President of The Ombudsmen Association; retired Ombudsman, World Bank.		
9:15	OVERVIEW  Mary P. Rowe, special assistant to the President, Massachusett Institute of Technology.		
	History of ombudsmanry, scope and duties of today's ombudsmand definition of a neutral, background on alternative dispute resolution potential for "making a difference" in the organization.	n, n,	
10:15	Break		
10:30	CONFIDENTIALITY  Janet Newcomb-Briggs, Douglas Aircraft Company, McDonne Douglas Corporation.	эII	
	Need, how to maintain, limits, duty to warn, COA code, you and the law, shield law, privilege, what the client should do, what to do broken.		
Noon	Lunch Roosevelt Roo	m	
1:00 pm	LISTENING TO UNDERSTAND Kennedy/Jefferson Room Ridge Associates	15	
3:00	Break		
3:15	LISTENING TO UNDERSTAND (continued)		
5:00	Adjourn. Evening Open.		

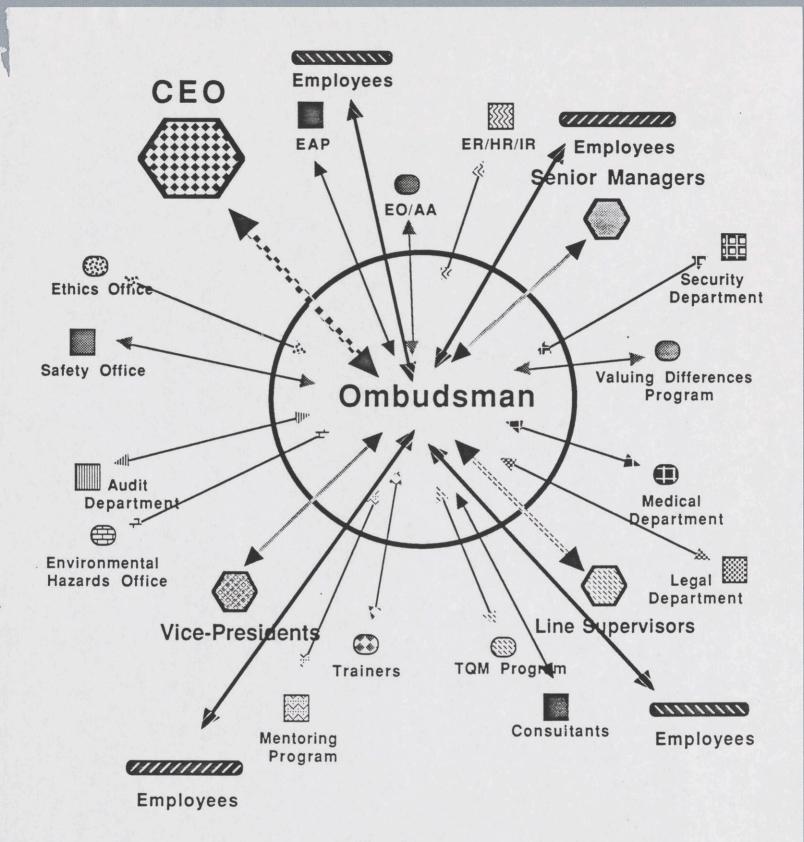
## WEDNESDAY, JULY 29, 1992

8:30 am	Continental Breakfast Kennedy Room		
9:00	INTERVIEWING AND INQUIRING Carole M. Trocchio, Southland Coporation		
	Interviewing techniques, problem resolution, tips on conducting an inquiry.		
10:15	Break		
10:30	RELEVANT EMPLOYMENT LAWS Sam Scott Miller, Partner; Orrick, Herrington, and Sutcliffe		
	Capsule reviews of key rules and regulations governing the workplace.		
Noon	Lunch Jefferson Room		
1:00 pm	TAKING THE RIGHT STEPS  Mary P. Rowe and Carole M. Trocchio  Kennedy Room		
	Mediation, dispute resolution, negotiations, shuttle diplomacy, dealing with difficult people, sources of power, EAPs.		
2:15	Break		
2:30	ROLE OF OMBUDSMAN IN A MUTILCULTURAL ORGANIZATION Thomas A. Bolden Jr., Ombudsman, AT&T Transtech.		
	The changing diversity in the American workforce; the challenges this presents to management and to the Ombudsman.		
5:00	Adjourn. Evening open.		

## THURSDAY, July 30, 1992

8:30 am	Continental Breakfast	Kennedy Room	
9:00	OPERATING AN OMBUDSMAN'S OFFICE  Virgil M. Marti, retired ombudsman, McDonnell Douglas Corporation		
	Logging and following up, keeping and using staffing, file and note keeping, recording devinumbers, setting up an office, personal safety, etc.	vices, 800 phone	
10:15	Break		
10:30	COMMUNICATING Linda B. Gessay, United Technologies Corporation	on	
	"Advertising" your function to your constituer awareness, identifying and reporting trends; gai communicating management's support.		
11:45	CLOSING REMARKS Louis R. Garcia, President, The Ombudsman As	ssociation	

You <u>can</u> make a difference.



CARTOON
Organizational Chart



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