

This folder has
the
"Organizational
Chart Cartoon"
Poking fun at
the OO as the
center of the
universe

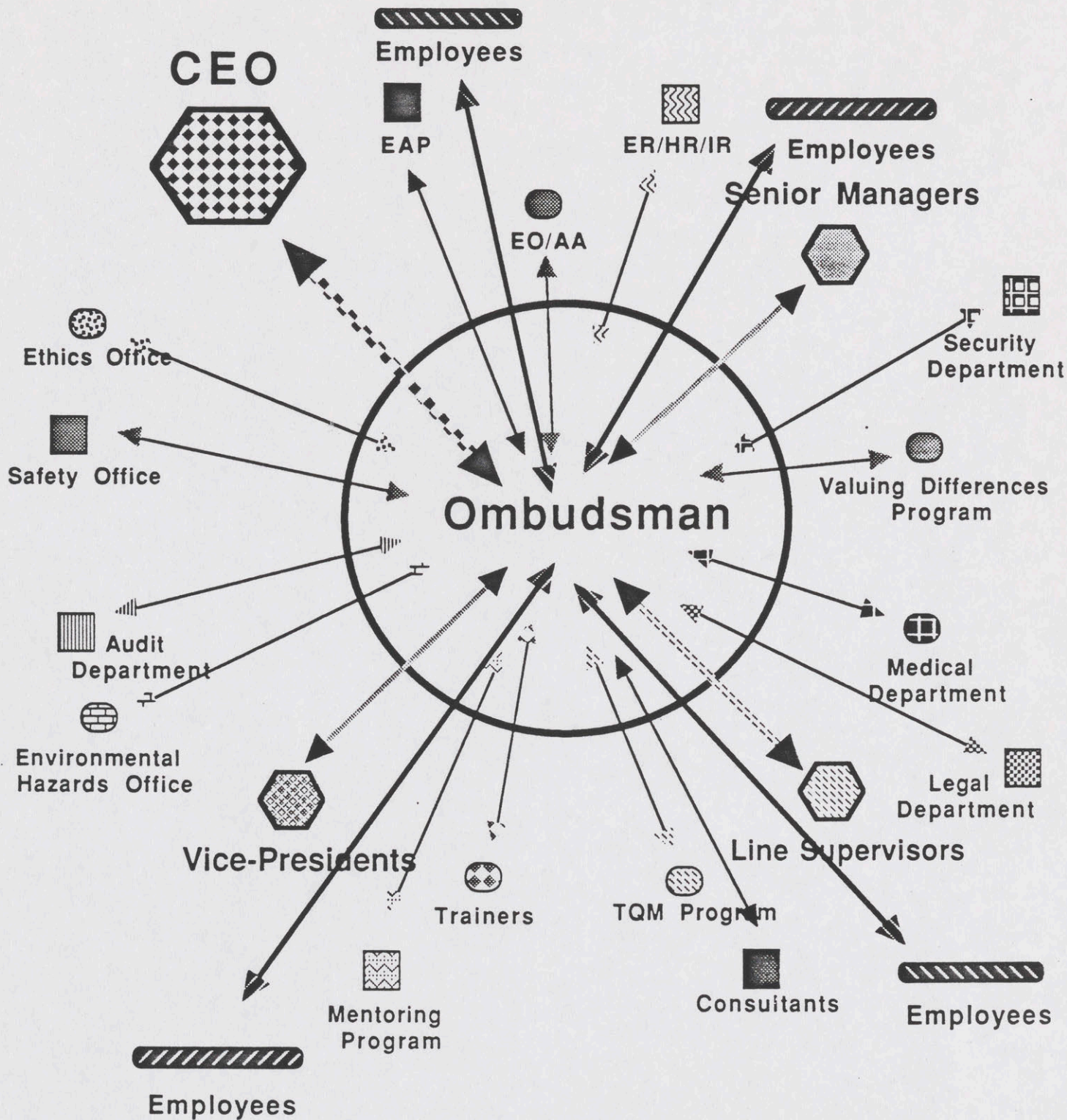
WEDNESDAY, JULY 29, 1992

8:30 am	Continental Breakfast	Kennedy Room
9:00	INTERVIEWING AND INQUIRING <i>Carole M. Trocchio, Southland Coporation</i> <i>Interviewing techniques, problem resolution, tips on conducting an inquiry.</i>	
10:15	Break	
10:30	RELEVANT EMPLOYMENT LAWS <i>Sam Scott Miller, Partner; Orrick, Herrington, and Sutcliffe</i> <i>Capsule reviews of key rules and regulations governing the workplace.</i>	
Noon	Lunch	Jefferson Room
1:00 pm	TAKING THE RIGHT STEPS <i>Mary P. Rowe and Carole M. Trocchio</i> <i>Mediation, dispute resolution, negotiations, shuttle diplomacy, dealing with difficult people, sources of power, EAPs.</i>	Kennedy Room
2:15	Break	
2:30	ROLE OF OMBUDSMAN IN A MUTILCULTURAL ORGANIZATION <i>Thomas A. Bolden Jr., Ombudsman, AT&T Transtech.</i> <i>The changing diversity in the American workforce; the challenges this presents to management and to the Ombudsman.</i>	
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 data, budgeting, staffing, file and note keeping, recording devices, 800 phone numbers, setting up an office, personal safety, etc.*
- 10:15 **Break**
- 10:30 **COMMUNICATING**
Linda B. Gessay, United Technologies Corporation
- "Advertising" your function to your constituencies, maintaining awareness, identifying and reporting trends; gaining, keeping and communicating management's support.*
- 11:45 **CLOSING REMARKS**
Louis R. Garcia, President, The Ombudsman Association

You can make a difference.



CARTOON
Organizational Chart



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The remaining contents of this folder have been redacted.

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