

This course had a good
video
Some materials were
used in the
Pamphlet Dealing
with the Fear of
Violence
(Rowe + Wilcox)

The Ombudsman

A S S O C I A T I O N

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COACHING AND MOTIVATING VISITORS TO HELP THEMSELVES

FEBRUARY 6, 1997
Fisherman's Wharf Hotel, San Francisco, CA

AGENDA	
8:00-8:30 a.m.	Introductions
8:30-9:00	Framework
9:00-10:30	Dealing With Ombuds Frustration: When the Ombuds is Very Frustrated with the Visitor
10:30-11:00	Break
11:00-12:00 noon	Empowering the Individual: The Case of The Very Generous – and Abusive – Boss
12:00-1:00	Lunch
1:00-2:00	A Potential Suicide: The Role of the Ombuds When More Help Is Also Needed
2:00-3:00	Visitor with a Possible False Claim: A Negative Performance Evaluation Seen as Harassment
3:00-3:30	Break
3:30-4:30	Motivating Senior Managers: Senior Managers May Also Need Coaching and Motivating to Help Themselves
4:30-5:00	Pros and Cons of Helping People Help Themselves

DISCLAIMER: As with all specialized TOA courses, this course is intended to provoke thought and discussion about difficult problems. It is not intended as legal advice, or advice about specific situations. In dealing with specific cases the Ombuds should always consider consultation with appropriate professionals.

The
Ombudsman
A S S O C I A T I O N

**VIOLENCE AND FEAR OF VIOLENCE
IN THE ORGANIZATION**

February 7, 1997
Fisherman's Wharf Hotel, San Francisco, CA

AGENDA	
8:00-8:30 a.m.	Introductions
8:30-9:15	Making a Threat versus Being a Threat <i>"The Rabbit Hunter"</i>
9:15-9:45	Confidentiality and Neutrality <i>"Tom Jones has been fired"</i>
9:45-10:15	Break
10:15-11:30	How Serious is This Case? <i>"Wilcox versus Wilcox"</i>
11:30-12:30	Ingredients for Violence: Person, Setting, Situation, Target <i>"You're the problem"</i>
12:30-1:15 p.m.	Lunch
1:15-2:30	What is the Problem: Culture? Malice? Violence? <i>"I'm sure it's T.K. Lee"</i>
2:30-3:00	Dealing With a Potentially Vengeful Visitor <i>"She has access to the whole computer system"</i>
3:00-3:30	Break
3:30-4:00	Dealing with Fear in the Workplace <i>"I'm gonna getcha!"</i>
4:00-5:00	Systems Approach and the Role of the Ombuds in the System

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