

MC 709

Corporate Ombudsman Association -- 6th Annual
Conference materials

1989-1991

This contains
teaching
cases

CORPORATE OMBUDSMAN ASSOCIATION

6TH ANNUAL CONFERENCE

OMNI NORTH STAR HOTEL

MINNEAPOLIS, MINNESOTA

TUESDAY, MAY 14, 1991

4:00 PM - 6:00 PM
----- ROOM

NEW MEMBER ORIENTATION

SPEAKERS: MS. MARY G. SIMON,
PRESIDENT - COA;
OMBUDSPERSON,
AT&T BELL LABS
NORTH ANDOVER, MA.

PROF. MARY P. ROWE,
OMBUDSMAN, SPECIAL
ASSISTANT TO THE PRESIDENT
MASSACHUSETTS INSTITUTE OF
TECHNOLOGY, BOSTON, MA.

GENERAL OVERVIEW OF THE
ROLE OF THE OMBUDSMAN.
WHAT IS THE COA?
WHAT ARE THE COA GOALS?
INTRODUCTION OF COA BOARD.
INTRODUCTION OF NEW MEMBERS

6:00 PM - 7:30 PM
----- ROOM

RECEPTION - HORS D'OEUVRES, ETC.
HOSTED BY THE
CONTROL DATA CORPORATION

*** DINNER IS OPEN FOR NETWORKING ***

1991 COA CONFERENCE
MINNEAPOLIS, MINNESOTA

2.

WEDNESDAY, MAY 15, 1991

7:30 AM - 8:30 AM
-----ROOM

CONTINENTAL BREAKFAST

8:30 AM - 9:00 AM
-----ROOM

OPENING REMARKS

CONTROL DATA CORPORATION WELCOME:

SPEAKER: -----

COA PRESIDENT WELCOME - MS. MARY SIMON

9:00 AM - 9:30 AM

MARY ROWE'S CRYSTAL BALL

9:30 AM - 10:15 AM

LEGISLATIVE INITIATIVES AND LEGAL
DECISIONS THAT WILL IMPACT ON THE
OMBUDSMAN IN THE 1990S.

DISABLED AMERICANS ACT
ADMINISTRATIVE DISPUTE RESOLUTION ACT
FAMILY LEAVE ISSUES

SPEAKERS: MR. JAMES SIMON, ESQUIRE,
NUTTER, MCCLENNEN & FISH

MR. JEROME WEINSTEIN, ESQUIRE,
NUTTER, MCCLENNEN, & FISH

10:15 AM - 10:30 AM

BREAK (JUICES, COFFEE, TEA, ETC.)

10:30 AM - 12:30 PM

LEADING BY VALUES

SPEAKER: MR. STEVEN DOLNY, CONSULTANT,
PERSONNEL RELATIONS,
GENERAL ELECTRIC CORPORATION
FAIRFIELD, CONNECTICUT

12:30 PM - 1:30 PM

LUNCH (OPEN)

(3)

1991 COA CONFERENCE
MINNEAPOLIS, MINNESOTA

WEDNESDAY, MAY 15, 1991

1:30 PM - 2:45 PM COPING WITH DIFFICULT PEOPLE (TENTATIVE

SPEAKER: DR. ROBERT BRAMSEN

AUTHOR: COPING WITH DIFFICULT PEOPLE;

2:45 PM - 3:00 PM

BREAK (SODA, ICED TEA, ETC.)

3:00 PM - 3:15 PM

COPING WITH DIFFICULT PEOPLE CONTINUED

4:15 PM - 4:25 PM

MINI BREAK

4:25 PM - 5:00 PM

ANNUAL COA MEETING: SERVICE TO MEMBERS
(NON-MEMBERS WELCOME)

5:00 PM

CONFERENCE CONCLUDES FOR THE DAY

DINNER IS OPEN FOR NETWORKING

(4)

1991 COA CONFERENCE
MINNEAPOLIS, MINNESOTA

THURSDAY, MAY 16, 1991

7:30 AM - 8:30 AM
-----ROOM

CONTINENTAL BREAKFAST

8:30 AM - 9:45 AM
-----ROOM

MEDIATING SEXUAL HARASSMENT COMPLAINTS

SPEAKER: PROF. HOWARD GADLIN, OMBUDSMAN,
UNIVERSITY OF MASSACHUSETTS,
AMHERST, MA.

9:45 AM - 10:00 AM

BREAK (JUICES, COFFEE, TEA, ETC.)

10:15 AM - 11:45 AM

DIVERSITY IN THE WORKPLACE

SPEAKER: DR. RICHARD ORANGE,
PORTSMOUTH CONSULTING GROUP AND
ADJUNCT FACULTY MEMBER - AMERICAN UNIV.
WASHINGTON, D.C.

11:45 AM - 12:00 PM

CLOSING REMARKS/INTRODUCTION OF NEW
COA PRESIDENT

SPEAKERS: MS. MARY SIMON

MR. VINCENT J. RILEY
THE WORLD BANK,
WASHINGTON, D.C.

12:00 PM

CONFERENCE CONCLUDES.

HAVE A SAFE TRIP HOME AND SEE YOU NEXT YEAR!!!!

ADDITIONAL TOPICS TO BE CONSIDERED

1. USE OF MEYERS-BRIGGS INDICATOR IN CONFLICT RESOLUTION [DUQUET/
NEWCOMB]
2. EVALUATING THE EFFECTIVENESS OF AN OMBUDSMAN PROGRAM [ROWE]
3. CASE STUDIES [VARIETY OF MEMBERS]
4. OMBUDSMAN STRESS AND BURNOUT [GUEST SPEAKER?]
5. ETHICAL ISSUES OF THE 1990S' [JOHN MURPHY]
6. LEGAL STATUS OF CASES MEDIATED OMBUDSMEN [CAROLE TROCCHIO]

Bailey

Claire Hauenstein
Sam Miller ?

"New"

lew Ashley

COA Board Meeting Agenda

January 10, 1991

- 8:30AM - Coffee & Rolls
- 9:00 - Minutes of the September 20 & 21, 1990 meetings
- 9:05 - Executive Officer's Report Gene Herbert
1990 Financial Status
Financial Projections for the 1991 Conference
- 9:30 - 1991 Conference Plans Vince Riley
Brian Gimlett
Facilities
Agendas & Speakers
Certificates
T-shirts
Association Meeting - Bylaws
- 12:00P - LUNCH
- 12:30 - Ombudsman Training Bob Morrissey
- 1:00 - Research Status Mary Rowe
- 1:20 - Shield Law Update Jan Newcomb, Mary Rowe
- 1:40 - Nominating Committee Report Luge Luetjen
- 2:00 - Membership Committee Report Carole Trocchio
- 2:20 - Newsletter Status "K" Buckler
- 2:40 - Other Business
- 1992 Plans
- 3:00 - ADJOURN

Dawn - No
Gene H - No - injured
Brian - Late
Carole - No
Luge - No
Olivia - No



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