

The Executive Committee, Coalition of Federal Ombudsman is pleased to invite you to the 2016 Annual Conference! This event and all sessions are centered around the following themes: support, connect, learn, and grow. As a community of practice, federal ombuds must support each other, remain connected, and provide cross-agency assistance so that we continue to sharpen our practice and grow as a profession.

Friday, October 7, 2016

Register ▶

<http://cofo2016.eventzilla.net/>

- 7:30am Check-In
- 8:00am Welcoming Remarks by Scott Deyo, NGA Ombudsman and COFO Chair
- 8:15am Legal Issues and Updates with Dawn Bedlivy, Department of Defense
- 8:45am Resilience Skills for Ombuds with Beth Payne and Ray Leki of the Foreign Service Institute | *This interactive session includes techniques in how to identify low resilience and ways to assist ourselves and others in "bouncing back."*
- 9:30am Identifying and Reporting Systemic Issues with Wendy Kamenshine, Ombudsman, Consumer Financial Protection Bureau
This module shares feedback processes that all ombuds may use.
- 10:30am Keynote Address: Thomas Zgambo, Ombudsman, World Bank Group
- 11:30am *Lunch and Networking*
- 12:30pm Speed Networking with Riley Barrar, Associate Ombudsman, Department of State
Fast paced structured mentoring activities to ask experienced internal and external ombuds all your burning questions!
- 1:15pm Multidisciplinary Collaboration on Intra-Agency Mental Health Concerns with Drs. Mary Tramontin and Karen Eberwein, NGA
- 2:00pm *Break and Networking*
- 2:15pm **Accepting the Challenge: Applying Fairness Principles** | *Round table facilitated dialogue on how to integrate fairness principles and practices in the federal ombuds sphere. This module promotes Howard Gadlin's 2015 keynote address challenge for federal ombuds to effectively represent principles of fairness and how to educate our organizations about those principles. This interactive seminar will be guided by the ACCUO fairness guide.*
- 3:30pm **Federal Ombudsman Program and Practice Standards**, led by the COFO Executive Committee | *We will discuss key issues, concerns, and recommendations for establishing core program and practice standards in the Federal space.*
- 4:00pm **The Future of COFO** | *Key developments, updates and discussion with the COFO Executive Committee*
- 4:30pm Wrap-up and Adjourn

Support, Connect, Learn, and Grow

