



2018 Annual Conference Agenda

Time	Session
7:45am – 9:30am	Registration Opens
8:00am – 8:30am	Optional Morning Networking Activity
8:30am – 8:45am	Welcome & Opening Remarks
8:50am – 9:30am	<p>Keynote Address: <i>Creating a Conflict Competent Organization</i></p> <ul style="list-style-type: none"> • Dr. Brian Polkinghorn - Distinguished Professor of Conflict Analysis and Dispute Resolution, Program Director in the Department of Conflict Analysis and Resolution and Executive Director of the Center for Conflict Resolution at Salisbury University.
9:35am – 10:15am	<p>Plenary 1: <i>The Center Cannot Hold: Challenges to Ombuds in Federal Agencies</i></p> <ul style="list-style-type: none"> • Dr. Howard Gadlin - Retired Ombudsman, National Institutes of Health
10:15am – 10:30am	Morning Break
10:30am – 11:10am	<p>Plenary 2: <i>When People Don't Want to Change: Using Motivational Interviewing for More Productive Visitor Interactions</i></p> <ul style="list-style-type: none"> • Jim Doorley - Clinical Psychology Doctoral Student, Department of Psychology, George Mason University
11:15am – 11:45pm	Speed Mentoring/Networking**
11:45am – 1:00pm	Lunch
1:00pm – 1:40pm	<p>Concurrent Sessions 1</p> <p><i>Can Neutrality and Moral Indignation Co-exist? The Values of Quietude in the Face of Gender-Based Violence</i></p> <ul style="list-style-type: none"> • Jason Byron - Associate Ombudsman, National Institutes of Health <p><i>Influence & Empathy for Third-Party Neutrals**</i></p> <ul style="list-style-type: none"> • Mary Beth Stevens - Laboratory Ombudsman, Los Alamos National Laboratory
1:50pm – 2:30pm	<p>Concurrent Sessions 2</p> <p><i>Setting the Stage for a Facilitated Discussion**</i></p> <ul style="list-style-type: none"> • Rea Wynder - FEMA Ombuds, Federal Emergency Management Agency <p><i>Annual Reports and the Data Within</i></p> <ul style="list-style-type: none"> • David Michael - Deputy Ombudsman, National Institutes of Health • Panel
2:30pm – 2:45pm	Afternoon Break
2:45pm – 3:05pm	<p>Plenary 3: <i>Legal & Legislative Update</i></p> <ul style="list-style-type: none"> • Chuck Howard - Partner & General Counsel, Shipman & Goodwin, LLP
3:10pm – 3:50pm	<p>Plenary 4: <i>Keep Calm and Ombuds On: Hot Topics in Ombuds</i></p> <ul style="list-style-type: none"> • Deanna Yuille - Associate Ombudsman, US Food & Drug Administration • Dr. Bina Patel - Ombudsman, National Ground Intelligence Center • Brian Bloch - Ombudsman, Department of the Interior • Rea Wynder - FEMA Ombuds, Federal Emergency Management Agency
3:55pm – 4:35pm	<p>Plenary 5: <i>Navigating Conflict Through the Art of Neuroscience</i></p> <ul style="list-style-type: none"> • Dr. Thomas A. Van Dillen - Health of the Command Psychologist, United States Army Intelligence and Security Command
4:35pm – 5:00pm	COFO Executive Committee & Closing

** Sessions will not be available via WebEx