



2020 Annual Conference Agenda

Time	Session
9:30am – 10:00am	Virtual Networking Open Forum
10:00am – 10:10am	Welcome & Opening Remarks
10:10am – 10:55am	COFO Mentoring Committee <ul style="list-style-type: none"> • Brenda Doty, Trial Attorney, Federal Maritime Commission • Laurel Gordon, Deputy Ombuds, United States Marshals Service • David Michael, Senior Program Advisor, NIH Office of Research Facilities
10:55am – 11:05am	Morning Break
11:05am – 11:35am	COFO Executive Committee Q&A Session
11:35am – 12:15pm	Plenary 1: Mindfulness: Cultivating Present Moment Awareness <ul style="list-style-type: none"> • Cynthia Pyle, Training & Development Specialist, Federal Mediation and Conciliation Service, and Wellness Practitioner
12:15pm – 1:30pm	Lunch
1:30pm – 1:45pm	IOA Effectiveness Project <ul style="list-style-type: none"> • Jenn Mahony, Associate Ombudsman, National Institutes of Health • Bill Maurer, Ombudsman, United States Census Bureau
1:45pm – 2:45pm	Plenary 2: Dealing with High Conflict Clients <ul style="list-style-type: none"> • Megan Hunter, CEO and Co-Founder, High Conflict Institute
2:45pm – 3:00pm	Afternoon Break
3:00pm – 4:00pm	Plenary 3: Ombuds Unity Panel <ul style="list-style-type: none"> • Elizabeth Hill, Associate Director, University of Colorado Boulder Ombuds Office; American Bar Association Section of Dispute Resolution Council Member, Section Marketing Officer, and Immediate Past Co-Chair; ABA DR Ombuds Committee • Chuck Howard, Executive Director, International Ombudsman Association • Jon Lee, Associate Ombudsperson, University of California San Francisco; Co-Chair, ABA DR Ombuds Committee • Robin Matsunaga, Ombudsman, State of Hawaii; President, United States Ombudsman Association • Paul Sotoudeh, Chief Ombudsman, U.S. Patent and Trademark Office; Chair, COFO <i>Panel Discussion Moderated By:</i> <ul style="list-style-type: none"> • Wendy Kamenshine, Ombudsman, Consumer Financial Protection Bureau
4:00pm – 5:00pm	Plenary 4: Supervision for Organisational Ombudsmen: Growing the Profession through Supportive, Ethical, Reflective Practice <ul style="list-style-type: none"> • David Miller, Ombudsman, Distinguished Emeritus, International Ombudsman Association • Fred Wright, Workplace Conciliator, Department of Environment, Land, Water & Planning, State of Victoria, Australia
5:00pm	Closing Remarks