



Morning Sessions

8:00 Welcome, Introductions, Acknowledgements, and Year In Review

8:15 Martial Arts and Conflict Resolution
Soolmaz Abooli

8:45 Keynote Speaker – Howard Gadlin
with Special Guest, Mary Rowe

9:50 Special Presentation

10:00 Break and Networking

10:15 CONCURRENT SESSIONS

1. Deep Dive For New Ombuds and Interested Agencies
Virginia Behr, Joanne Dea, Scott Deyo, and Bill Maurer

2. Advanced Practice and Ethical Challenges
Kevin Jessar, Noreen Kinnavy, Samantha Levine-Finley, and Teresa Ralicki

11:00 Current Federal Ombudsman Research
chiResolutions

11:30 Speed Mentoring
Riley Barrar

12:00 Lunch and Networking

Afternoon Sessions

1:00 Legal Policy Updates
Julie Smith

1:30 Building Collaborative Partnerships
Renée Coates, Dawn Eilenberger, Rita Franklin, Patrick Holman, and Robert Scott

CONCURRENT SESSIONS

For External Ombuds

2:30 Ombuds Writing: Using A Framework to Be Clear, Concise, and Effective
Wendy Kamenshine

3:00 Working with Challenging External Customers
Rena Girinakis, Claire Heffernan, and Guy Weber

For Internal Ombuds

2:30 Applying Standards (with Policies, Briefings, and Reports)
Monique Bookstein and Scott Deyo

3:00 Working with Challenging Internal Visitors
David Michael

3:45 The Federal Ombuds – Your Thoughts and Next Steps
COFO Executive Committee

4:15 Closing Remarks and Adjourn