



2023 Annual Conference Agenda

Time	Session
9:00am – 9:05am	Welcome & Opening Remarks
9:05am – 10:35am	Plenary 1: <i>Facilitating Collaboration in Dispute Resolution with Tools from Other Disciplines</i> <ul style="list-style-type: none"> • Luella Wong, CEO and Founder, Lunar, Inc.
10:35am – 10:45am	Morning Break
10:45am – 11:15am	Plenary 2: <i>The Neutral as Advocate</i> <ul style="list-style-type: none"> • Sarah Gill, Ombuds, Financial Industry Regulatory Authority • Stacy Puente, Ombuds, US Securities & Exchange Commission
11:15am – 11:45pm	Plenary 3: <i>IOA Government Sector Survey Data Review</i> <ul style="list-style-type: none"> • Tim Hedeem, Professor & former University Ombuds, Kennesaw State University
11:45am – 12:00pm	Ombuds Organization Updates <ul style="list-style-type: none"> • Dr. Alicia Booker and Ellen Miller, International Ombuds Association President and Executive Director • Jordan Steffen, United States Ombudsman Association President • Ken Skodacek, Ryan Smith, and Meg Willoughby, ABA Ombuds Committee Co-Chairs
12:00pm – 12:10pm	Blip 1: <i>This Ombuds For You</i> <ul style="list-style-type: none"> • Dr. Belinda Robinson, Associate Ombudsman, Federal Bureau of Investigation
12:10pm – 1:10pm	Lunch
1:10pm – 1:20pm	Blip 2: <i>An Icebreaker About Water</i> <ul style="list-style-type: none"> • Sandi Moore, Associate Ombuds, National Reconnaissance Office
1:20pm – 1:35pm	COFO Mentoring Committee Update
1:35pm – 1:45pm	COFO Peer Practitioner Network Update
1:45pm – 2:45pm	Plenary 4: <i>Gossip's Hidden Virtues: How Ombuds Use Gossip as a Catalyst for Positive Change</i> <ul style="list-style-type: none"> • Teresa Ralicki, Ombuds Analyst, Pinterest
2:45pm – 3:00pm	Plenary 5: <i>Being an Ombuds JEDI: Addressing Justice, Equity, Diversity, and Inclusion</i> <ul style="list-style-type: none"> • Yvonne Vissing, Professor, Salem State University & Policy Chair, UN Convention of the Rights of the Child
3:00pm – 3:10pm	Afternoon Break
3:10pm – 3:40pm	Plenary 6: <i>Evaluation of Ombuds Conflict Coaching Services at the Office of Collaborative Action and Dispute Resolution, U.S. Department of the Interior, FY 2020-2022</i> <ul style="list-style-type: none"> • Mary Chavez Rudolph, Ombuds, Office of Collaborative Action & Dispute Resolution, Department of the Interior • Will Hall, Director, Office of Collaborative Action & Dispute Resolution, Department of the Interior
3:40pm – 4:40pm	Plenary 7: <i>Me, Myself, and AI</i> <ul style="list-style-type: none"> • Dr. Clare Fowler, Executive Vice President & Managing Editor, Mediate.com • Colin Rule, President & CEO, Mediate.com
4:40pm – 5:00pm	COFO Executive Committee Q&A & Closing Remarks