

Welcome to

Ombudsman CORE  
Training



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Ombudsman Selection Process

- Solicitation
- Appointment
- Indoctrination Training
- CORE Training
- Maintenance



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Becoming an Ombudsman

- Eligibility
- Appointment



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**CORE Ombudsman Training**  
**Module 1**

**Role of a Unit Ombudsman**



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**Role of a Unit Ombudsman**

- Liaison
- Command Advisor
- Family Resource



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**Responsibilities of a Unit Ombudsman**

- Report to CO or POC
- Keep issues within the Chain of Command
- Confidentiality
- Mandated Reporting
  - Routine Reporting
- Communication link



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### Responsibilities of a Unit Ombudsman

- Maintain Resource Binder
- Work-Life Advocate
- Command Representative
- Welcome New Families
- Act within scope of appointed responsibilities



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### Responsibilities of a Unit Ombudsman

- Roster
- Disaster preparedness
- Personal Emergency
- NOT RESPONSIBILITIES



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### Responsibilities of a Unit Ombudsman

- Resignation
  - Command notification
  - Resignation letter
  - Aide in search
  - Turn over resource files
  - Letter of recommendation



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**Responsibilities of a Unit Ombudsman**

Ethics

- Support the Command
- Work within the Chain of Command
- Maintain Confidentiality
- Meet the Standards of Professionalism



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**Responsibilities of a Unit Ombudsman**

Professionalism

- Specialty Training
- Respecting the Role
- Separating Personal life from position
- Role Model
- Professional Courtesy



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**CORE Ombudsman Training**  
Module 2

Commandant Instruction  
1750.4D



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**Commandant Instruction  
Ombudsman Program**

- Program Support
  - Commandant Instruction, Pg. 13
    - Command Approval
    - Keep Receipts and Records
    - File timely



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**Commandant Instruction  
Ombudsman Program**

- Ombudsman Program Advisory Committee
  - Commandant Instruction, Enclosure (2)
    - Effective when several Commands are in a close geographic area like an ISC or Sector.



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**CORE Ombudsman Training  
Module 3**

**Communications**



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## Communications

Sender                  Message                  Receiver

**Verbal**  
**Written**

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## Effective Communications

- Active Listening
  - Barriers
    - Preconceived notions
    - “wants” “needs”
    - Information Overload
    - Preoccupation
    - Perceptions

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## Active Listening Tools

- Focus
- Remain Open
- Identify, acknowledge and respond appropriately to feelings
- Paraphrase
- Open Ended Questions/Clarify
- Non-verbal cues
- Summarize & restate

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### Words/Phrases to Avoid

- You Should .....
- You need to .....
- I would .....
- If I were you .....
- That's really dumb (stupid, etc.)
- I can't believe you .....
- I promise .....



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### Command Communications

- Frequency
- With whom and how
  - Emergency
  - Deployed
  - Urgent
  - Routine



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### Family Communications

- Phone calls
  - Boundaries
  - Contact log
- Phone Tree
- Briefings/Presentations
  - Topics to cover



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## Phone Tree

- Volunteers
- Instruction
- Script
- Maintenance

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## Rumor Control

- Nothing is official unless it comes from the Command
- Command representative
- Role model
- Discourage gossip and “trash talk”

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## Media

- Refer to media to Public Affairs (PA)
- PA requests
  - Option to decline
  - Ask for prepared statement
  - Ask for preparation assistance

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## Written Communication

- E-mails
  - Bcc
  - Timely
  - OPSEC



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## Newsletters

- Communication tool
  - Inform
  - Educate
  - Connect
  - Encourage/ inspire
- Frequency
- Budget
- Editor or Contributor



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## Newsletter Guidelines

- Command input
- Article content
- Format
- Graphics
- Things that can't be included
- Remember to include OC at Work Life



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## Newsletter Tips

- Spell check – proof read
- Know your audience
- Give credit to sources
- Other spouse as the editor
- Distribution
  - Mailing
  - Electronic

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## Websites

- CG Websites
  - uscg.mil or uscg.gov
- Public domain websites
- Links
- Content

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## CORE Ombudsman Training Module 4

## Resources/Referrals

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## Coast Guard

- Work-Life
- Chaplain
- Other CG service providers



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## Work Life

- Program Managers
- Programs
- Employee Assistance 800 Number  
1-800-222-0364  
[www.worklife4you.com](http://www.worklife4you.com)  
(useg, uscg)



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## Work Life

- [Work Life Overview](#)



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## Coast Guard Chaplains

- Navy Chaplains
- Locations
- Ministry
- 100% Confidentiality



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## Other CG providers

- Servicing Personnel Office (SPO)
- Command Center
- Command Financial Specialist (CFS)
- Legal
- Customer Service/ID Cards
- Housing Office
- Morale, Wellbeing and Recreation (MWR)
- Exchange
- Health Benefits Advisor (HBA)
- Educational Service Officer (ESO)
- CG Mutual Assistance



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## Sister Services

- Family Support Centers
- Ombudsman Training/Meetings
- Chaplains Office
- Online Tools
  - Navy Lifelines
  - NMFA
- Publications
  - Military Money



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## Community Services

- Chamber of Commerce
- Dept. of Licensing
- WIC
- Hotlines
- CFC Brochure
- United Way Resources Directory
- Local Phone Book

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## Crisis/Emergency

- Planning
  - Family
  - Unit
- Community Resources
- National Resources
  - DHS
  - Red Cross

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## Crisis/Emergency

- CG Plan
- Unit Plan
- Key Questions
  - POC
  - Establishing Plan
  - Evacuations

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## Resource List/Binder

- Resource List
  - Frequently called/needed numbers
- Resource Binder
  - Sort and organize resources
  - Up to date



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- Scenarios



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## CORE Ombudsman Training Module 5 Ombudsman Self Care



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**The Right Start**

- What an Ombudsman is and is not
- Office hours
- What is an emergency



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**Maintaining Momentum**

Personal Support Resources

- Ombudsman Coordinator
- Health and Wellness Program
- EAP and CISM Program Manager
- Ombudsman Network
- Non-Ombudsman Resource



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**Preventing BURNOUT**

Pace yourself  
Ombudsman relief  
Ombudsman Coordinator



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**Continuing Education**

CORE Training  
Maintenance Training



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**Ombudsman CORE Training**

Questions?  
Questions?  
Questions?  
Questions?  
Questions?



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**CORE OMBUDSMAN  
TRAINING**

**MISSION COMPLETE**



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