

**ADR LUNCHTIME SERIES PRESENTATION**

## **How an Ombuds Office Serving Employees, Customers, and Citizens Can Bring Greater Success to Your Agency**

An Ombuds Office is rarely understood. Normally, duties include helping and empowering people, explaining policies, providing a bottom up perspective, conflict coaching, giving information and organizational guidance, surfacing issues, identifying systemic trends, and helping people know where to go for other resources. Three distinguished experts from the Ombuds field will present a variety of topics related to Ombuds work. The panelists will define “Ombuds” from various perspectives including academia, private/corporate, federal internal, and federal external. Participants will learn how to start an Ombuds Office, the many tangible benefits of doing so, and how to create greater on-going success through best practices.




**Panelists:** **Rita Franklin**, Director, Office of the Ombudsman, Department of Energy  
**Charles L. Howard**, Partner, Shipman & Goodwin LLC, and author of *The Organizational Ombudsman: Origins, Roles and Operations - A Legal Guide*  
**Wendy E. Kamenshine**, Ombudsman, Consumer Financial Protection Bureau and Chair, Coalition of Federal Ombuds

**Presented by:** **IADRWG, Workplace Conflict Management Section**  
*in collaboration with the Coalition of Federal Ombuds*

**Date:** **Thursday, February 7, 2013**

**Time:** **Noon - 1:30 pm EST** (*Please allow extra time for security procedures*)

**Location:** **U.S. Department of Energy**  
**1000 Independence Ave, SW, Room GE-086**  
**Washington, D.C. 20585**

Travel by Metro:  Yellow Line - L'Enfant Plaza station (exit to Maryland Avenue) OR  
 Orange or  Blue Line - Smithsonian station (exit to Holocaust Museum/Bureau of Engraving and Printing)

To attend in person, please register by email to [cindy.mazur@dhs.gov](mailto:cindy.mazur@dhs.gov) and provide name, citizenship, and agency/employer by February 1st. If you are a federal employee and have an HSPD-12 government ID badge, you do not need to RSVP. Instead, show your HSPD-12 badge to the DOE guard.

To listen only via teleconference, please call (505) 242-2204, access code: 305669. (For connectivity concerns or problems during the teleconference, please call AT&T specialist at (800) 526-2655, folder ID# 939935732).

If you would like to make a comment or pose a question during the program as part of audience participation, please e-mail Victor Voloshin at [Victor.Voloshin@eeoc.gov](mailto:Victor.Voloshin@eeoc.gov).