



Ombuds of Texas Quarterly Meeting

Meeting Date: Wednesday, February 8, 2012

Meeting Location: LCRA, Dalchau Service Center, Room A502-A503
3505 Montopolis Drive, Austin 78744

Meeting Time: 9:00 am – 3:00 pm

AGENDA

9:00 am Check in/ Welcome/ Networking Activity/ Announcements
Lauren Bloom and Drew Canham, Ombuds of Texas Co-chairs
Candace Jennings for Networking Activity

10:00 am “Conflict Management Coaching: A Crucial Tool for Ombuds”
Pattie Porter, LCSW, Conflict Connections(TM), Inc.,
The Texas Conflict Coach(TM)

Dealing with conflict is a constant source of work for Ombuds and it can be particularly challenging when working with highly emotional individuals reacting to a dispute. Helping managers and employees become competent in effectively dealing with disputes is a valuable asset that Ombuds provide to the organizations they serve. By using conflict management coaching as a tool, the Ombuds is offering a structured process to support individuals in how to engage constructively with others in the midst of conflict and support in developing a path forward.

11:45am Lunch On Your Own

1:00 pm Who We Are

Ombuds of Texas Leadership Team

Lauren Bloom, Drew Canham, Erin Knight, Ray Glenn, Doreen Martinez,
Candace Jennings, Mary Moody, Amos Morale, Walt Krudop, Melinda Miner

1:30 pm What Would You Do?

Drew Canham

2:15 pm Ombuds of Texas Business- Mentoring program

Melinda Miner and Walt Krudop
Mentoring Team Leaders

2:45 pm Stump the Ombuds (Time permitting)

Amos Morale

Bring your own tricky scenarios and hear the feedback from other Ombuds about what they would do.

3:00 pm Departure

Next Meeting: Wednesday, May 9, 2012, Marathon Oil Reserve, San Antonio, TX
