

February 9, 2011

**Meeting Location:**

Southern Methodist University  
Plano Campus  
5228 Tennyson Parkway  
Building 3, Room 122  
Plano, Texas 75024

**Hotel Information:**

Mention Ombuds of Texas when reserving for these discounted rates!

TownePlace Suites  
5005 Whitestone Lane  
Plano, TX 75024  
972-943-8200  
\$69/night  
-Shuttle to SMU available

Residence Inn  
5001 Whitestone Lane  
Plano, TX 75024  
972-246-3081  
\$119/night

Courtyard Dallas  
6840 North Dallas Pkwy  
Plano, TX 75024  
972-403-0802  
\$118/night

**FOR MORE  
INFORMATION  
CONTACT**

Belinda Newman  
940-369-8166  
belinda.newman@unt.edu

or

Grace Meyer  
512-936-1208  
grace.meyer@txombuds.org

# Save the date!

## Ombuds of Texas Quarterly Meeting

**With Featured Presentations:**

### **Mediating Dangerously, Kenneth Cloke**

As Director of the Center for Dispute Resolution, Kenneth Cloke has served as a mediator, arbitrator, attorney, coach, consultant and trainer. Ken specializes in resolving complex multi-party conflicts which include: community, grievance and workplace disputes, collective bargaining negotiations, organizational and school conflicts, sexual harassment and discrimination lawsuits, and public policy disputes. Ken also provides services in designing conflict resolution systems for organizations. He is a nationally recognized speaker and author of many books and journal articles.



### **Psychology of Conflict, Tony Picchioni**

Tony Picchioni teaches in the areas of Alternative Dispute Resolution, Mediation, Negotiation, Counseling, Conflict Management, and Decision Theory at SMU. He has provided conflict management, dispute resolution and/or negotiation training for companies and executives, both nationally and abroad. With more than twenty years experience as a mediator, Tony has assisted in resolving all manner of disputes, including those involving employment, commercial contracts, interdepartmental conflicts, and family matters.

### **SMU Dispute Resolution Program, Gary Robinson**

Gary Robinson serves as the Director of SMU's Dispute Resolution program, as well as a senior conflict management consultant with Strategic Resolutions Group, LLC. He consults with hospitals and healthcare organizations on labor relations, risk management, and conflict management. Gary has participated in over 100 mediations either as the attorney of record, the party, or the mediator.

**In Cooperation With:**



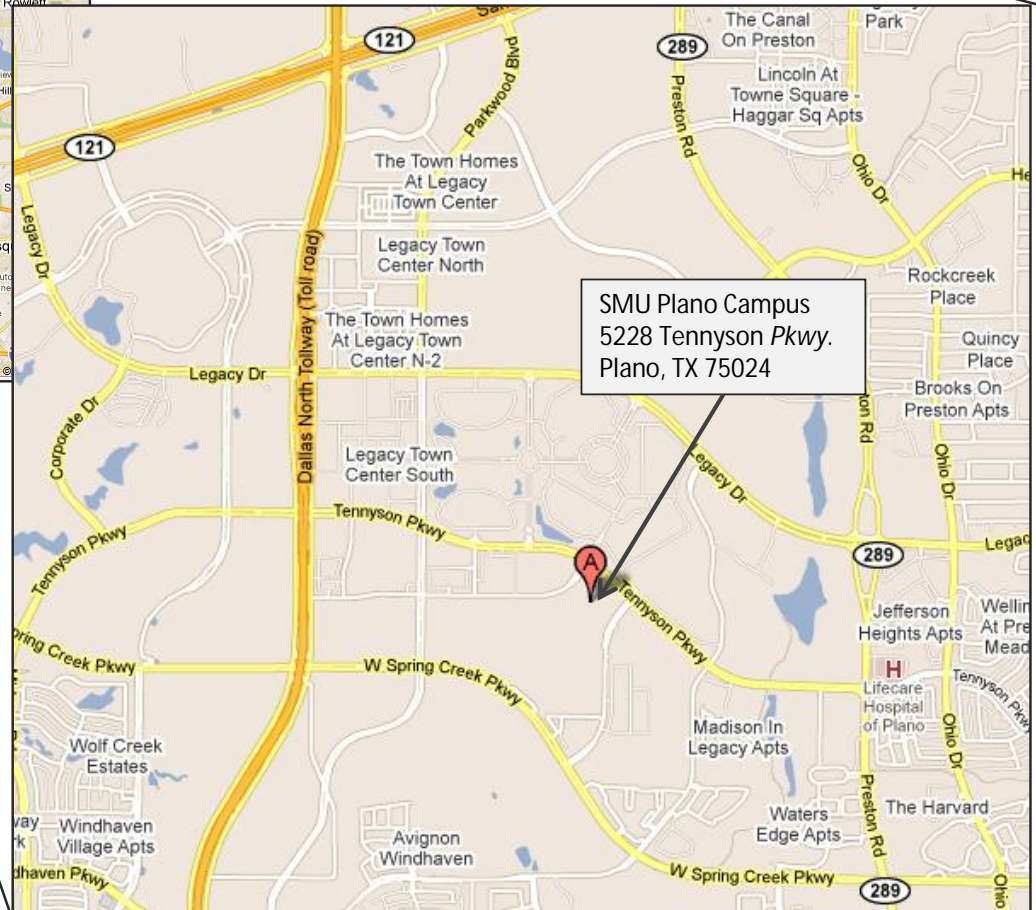
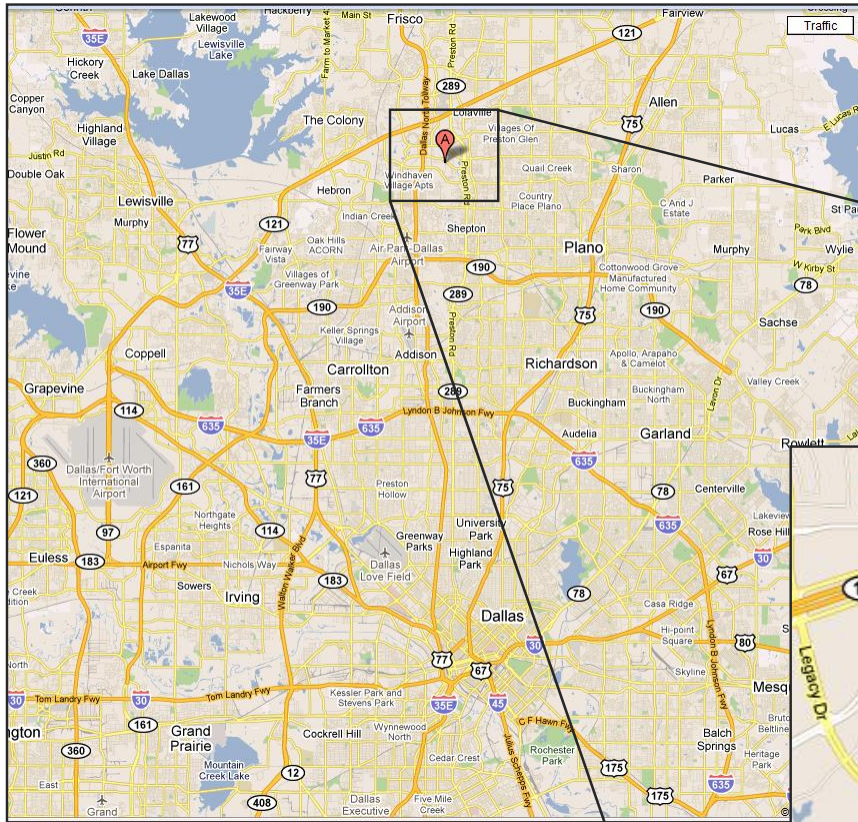
SMU<sup>SM</sup>

AND

UNT<sup>TM</sup>  
UNIVERSITY OF  
NORTH\*TEXAS

# SMU Plano Campus

(see next page for campus map)



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