

	<p>California Caucus of College and University Ombuds 45th Annual Conference November 4-7, 2018 Asilomar Conference Center, Pacific Grove CA</p>
<p>All activities will occur in the Kiln Room unless specified.</p>	
<p>Sunday, November 4, 2018</p>	
<p>4:00 - 6:00 PM</p>	<p>Conference registration: Kiln room Room check-in: Asilomar Front Desk Registrar: Dana Hinojosa</p>
<p>5:00 - 6:00 PM</p>	<p>Welcome Reception</p>
<p>6:00 - 7:00 PM</p>	<p>Conference Kick-Off Dinner Welcome: Marcia Gee Riley and Emma Phan, Co-Convenors</p>
<p>7:00 - 8:30 PM</p>	<p>Playing Your Identity Card Presenter: Amanda Dean</p>
<p>Monday, November 5, 2018</p>	
<p>7:30 - 8:15 AM</p>	<p>Breakfast Location: Crocker Dining Hall</p>
<p>8:30 - 8:45 AM</p>	<p>Opening Remarks</p>
<p>8:45 – 9:30 AM</p>	<p>Ancient Wisdom and the Fine Art(s) of Ombudsing Presenters: Jan Morse & Julie Showers</p>
<p>9:30 – 9:50 AM</p>	<p>Ideas for implementing an Active Bystander Culture Presenter: Ruthy Kohorn Rosenberg</p>
<p>9:50 – 9:55 AM</p>	<p>Break</p>
<p>9:55 – 10:40 AM</p>	<p>Case Study: Application of Trauma Informed Care Presenters: Breanne Taylor, Jenna Brown, & Katherine Greenwood</p>
<p>10:40 – 10:50 AM</p>	<p>Break</p>
<p>10:50 – 11:50 AM</p>	<p>Building Psychological Safety, Innovation and Teaming in Learning Organizations Presenter: C. McKenna Lang</p>

12:00PM - 1:00 PM	Lunch Location: Crocker Dining Hall
1:15 PM – 2:15 PM	Building an Options-Focused Website Presenter: Mark Patterson
2:15 – 2:20 PM	Break
2:20 – 3:05 PM	Student Activism, Administrative Formality, and the Role of the Ombuds Presenter: Emma Phan
3:05 – 3:25 PM	When the Peer Becomes the Boss Presenter: Tom Kosakowski
3:25 – 3:35 PM	Presentation of Awards Valerie Craigwell White Award Pete Small Award Volunteer Peer Award
3:35 – 3:45 PM	Break
3:45 – 5:15 PM	Peer to Peer Case Studies Presenters: Katherine Greenwood & Patricia Ponce
6:00 - 7:00 PM	Dinner Location: Crocker Dining Hall
7:15 - 8:30 PM	“And the Oscar Goes to”..... Using Interactive Theatre as a Platform to Enhance Ombuds Practice Presenters: L. Trey Wilson & Donna Douglass Williams
Tuesday, November 6, 2018	
7:30 - 8:15 AM	Breakfast Location: Crocker Dining Hall
8:30 - 8:45 AM	Announcements
8:45 – 9:05 AM	It's About Time (to address abrasive conduct in higher ed) Presenter: Jan Morse
9:05 – 9:50 AM	Mask: Resolving the Tension between Ombuds as Superhero and Human Presenter: Caroline Adams
9:50 – 9:55 AM	Break
9:55 – 10:55 AM	Bantamweight vs. Heavyweight: Academic Civility and Academic Freedom on Campus Presenter: C. Kevin Coonrod

10:55 – 11:05 AM	Break
11:05 AM – 12:05 PM	The Future of Cal Caucus: An Organizational Review of our mission, vision, and path forward Presenters: Marcia Gee Riley & Emma Phan
12:05 – 12:15 PM	Group Photo
12:15 – 1:00 PM	Lunch Location: Crocker Dining Hall
1:00 - 5:00 PM	Caucus and Small Group Discussions This session provides time for self- and small group reflection, and for networking with colleagues. Groups form around shared interests in a topic and/or activity. Possible activities include: State Park Ranger Guided Tour, Aquarium, Wine tour/tasting Possible discussion topics include: Future of Tech and Ombudsing, Contract Ombuds, Self-Care, Confidentiality Sign-up sheets and additional will be posted at the back of the room.
6:00 - 7:00 PM	Dinner Location: Crocker Dining Hall
7:30 - 9:00 PM	Gift Exchange This Cal Caucus tradition provides an entertaining way to learn more about your colleagues. Bring a wrapped gift (to keep it a surprise) that represents a passion or interest in your life. <i>Maximum \$25.</i>
Wednesday, November 7, 2018	
7:30 - 8:15 AM	Breakfast Location: Crocker Dining Hall
8:30 - 8:45 AM	Announcements
8:45 – 9:45 AM	"Intersectionality, Flower Power and Intentional Fairness" – From Theory to Ombuds Practice. Presenter: Kevin Weins & Laura Reid
9:45 – 10:05 AM	Declare Dignity: A Model for Conflict Resolution Presenter: Elisa Enriquez
10:05 – 10:15 AM	Break
10:15 – 11:15 AM	The Role of the Ombuds when Consultants are hired Presenters: Lisa Neale & Hector Escalante
11:15 AM - 12:00 PM	Cal Caucus Debrief and Planning Meeting – Roundtable Debriefts Caucus content debrief - continuing the conversations ... Please take advantage of this opportunity to share your ideas and

	<p>shape the direction of the next conference.</p> <p>We will divide up into small roundtable groups to discuss various aspects of the Caucus, discuss how the Caucus is working, and to join any of our committees for the upcoming year. You can join any of the topics of interest.</p>
12:00 – 12:30PM	<p>Annual Meeting of the Members of the California Caucus of College and University Ombuds (Voting for Board of Directors & Treasurer’s Report) All attendees encouraged to attend!</p>
12:30 - 1:00 PM	<p>Annual Board of Directors Meeting</p>

Session Descriptions

Playing your Identity Card

Amanda Dean, Assistant Ombuds for Students and Postdocs, UC Berkeley

How does identity effect your own conflicts and how you serve visitors? Identity is one of the primary dynamics of conflict. How we see ourselves effects how we respond to the world. This session is designed as a fun and interactive way to explore personal identity and get to know how other attendees see themselves. Using some chosen questions, tables will discuss how identity effects their lives and their Ombuds practice.

After the discussion participants will spend the remaining time making playing cards that represent their identity markers. Using collage, coloring, and other artistic mediums participants will make physical cards that display elements of their identity. These cards can then be used in conversation, facilitated discussions, as a way to reveal to others how you see yourself, or as a personal reflection tool. This session will allow participants to look back, reflect on their personal experiences and history, and better understand where they are moving in our ombuds practice.

Ancient Wisdom and the Fine Art(s) of Ombusing

Jan Morse, Ombudsman and Director, Student Conflict Resolution Center, University of Minnesota

Julie Showers, Director, Office of Conflict Resolution, University of Minnesota

Attendess will learn about the historical and cultural context of the Ombudsman role, and how an understanding of the early concept can inform modern day practice. An exploration of ways to use the creative arts to develop innovative options and approaches to difficult problems. The term 'ombudsman' is commonly attributed to the Swedish language but it is etymologically rooted in the Old Norse word 'umboðsmaðr', which meant something like representative or proxy. The history of the Vikings, a culture which flourished for nearly 300 years, until the time of the Norman Conquest, shows that the Vikings were skilled traders. In addition, they sought to move beyond the feudal and tribal systems of social organization to meet in local and regional groups to talk about important matters, settle disputes, and set laws. Ancient 'Viking Laws' perhaps provide modern day guidance in the current environment of increasing numbers of unreasonable, intransigent users and a rapidly shifting landscape.

Session participants will be provided with copies of the Viking Laws and asked to choose a few that resonate, and to describe to table mates how the Laws might inform ombuds work. Often we are the office of last resort; people come to us after the failure of the usual methods. If we are not able to help the person resolve their issue, it is unlikely that they will have other good options. To engage with our future, it seems we have opportunities to do more than shift perspectives, a useful but limited strategy. In this session we will explore how connecting our users to the arts can open a path to creative problem-solving. As a group we will examine, describe, and demonstrate the ways in which theater, music, metaphor and stories, dance, film, etc. provide a means of understanding circumstances in novel ways. Ombuds artists will be invited to share their insights and wisdom.

Ideas for implementing an Active Bystander Culture

Ruthy Kohorn Rosenberg, University Ombudsperson, Brown University

This session will introduce the concept and skills of Active Bystander as one way to combat bullying, incivility, and mean behaviour. The Active Bystander concept is often used with students to combat sexual assault and alcohol abuse. Ruthy will talk about her journey and share ideas, in order to help change the culture of our institutions.

Case Study: Application of Trauma Informed Care

Breanne Taylor, Associate Ombuds, Oregon State University

Jenna Brown, Ombuds, University of Denver

In this session, participants will explore how Ombuds can incorporate the principles of trauma informed care into their practice. This session will discuss how the principles and techniques of trauma informed care can be shifted into a practical application within ombuds work. It will also describe on what trauma-informed care means for ourselves within the context of ombudsing. Participants will explore and work through a complex case study that identifies and teases out the intersecting issues that arise when conflict, trauma, and self-care are viewed through the ombuds lens. Discussion will encompass how to address the past in order to move forward, how to work with individuals experiencing emotional triggers, and identify ways to care for yourself while caring for others. Participants will leave the session with a better understanding of how to incorporate trauma informed care within their ombuds practice and strategies to care for themselves.

Building Psychological Safety, Innovation and Teaming in Learning Organizations

C. McKenna Lang, Faculty Ombudsperson, Seattle University

In 1999, Amy Edmondson published a paper entitled "Psychological Safety and Learning Behavior in Work Teams." This paper deeply researches behavior in work teams and identifies Psychological Safety as a key construct. What is Psychological Safety? Edmondson defines the construct as: "a shared belief that the team is safe for interpersonal risk taking." Psychological Safety prioritizes difference and inclusion as fundamental to group success. Recently, Google, in creating "Project Aristotle," determined that Psychological Safety is a critical construct for high performing teams. Edmondson's work spans many sectors including health care and education. How do we create Psychological Safety? This presentation will focus on Psychological Safety and the Ombuds office, and participants will be provided with 5 key factors that individuals can model to enact and foster strong teaming.

Building an Options-Focused Website

Mark Patterson, University Ombuds, College of William & Mary

Does your office website describe what an Ombuds is but doesn't help potential visitors address issues? Would you like to generate more website traffic and help more visitors come to your office? This session offers a framework for upgrading your site and will employ creative tools to identify best practices. Gain skills for developing an ombuds website that visitors will be drawn to, especially for offices with limited staff and resources. This session is a blend of presentation, best-practices, group brainstorming, and information sharing. Ideas will then be presented to the entire audience of what they feel are the most useful, engaging or just plain fun ideas that might be applied to an Ombuds office website.

Student Activism, Administrative Formality, and the Role of the Ombuds

Emma Phan, Associate Ombud, University of Washington

This session will examine the tenet informality of the Ombuds role in different institutional contexts and discuss best practices around informality for Ombuds who practice at different institutions. The institutional culture in which an Ombuds practices tempers their engagement with systemic issues. The UW Ombud Office serves 5 distinct campus entities, but one broad trend across all of the institutions is the emergence of increasingly public student activism. This presentation will explore activism, informality, and the role of the Ombuds. The institutional culture greatly impacts how activism emerges and finds root within the institution. The level of access to administrators and the informality of policies and procedures at our smaller campuses has created a marked difference in how student activism impacts those campuses.

How does the Ombuds, as an informal entity, support both formality and informality at our institutions? How does our level of access to leadership, being high, have to be considered in light of the access that our clients might otherwise get on their own? This session will include a presentation of these central questions across four UW campus profiles. Participants will then self-select into small groups to focus discussion on a particular campus profile and to examine the impacts of student activism, formality/informality within institutional structures, and the role of the Ombuds.

When the Peer Becomes the Boss

Tom Kosakowski, Associate Director / Ombudsperson, UCLA

When organizations promote employees into management positions over their former peers, conflicts often arise. This session will identify concerns of stakeholders and then provide an opportunity to brainstorm how Ombuds works with these visitors. Participants will learn options and strategies for working with a visitor whose former peer has become their boss, and a boss who now manages their former peers.

Peer to Peer Case Studies

Katherine Greenwood, Ombuds, Director of the Ombuds Office, UC Davis
Patricia Ponce, Student Ombuds, Cal Poly, San Luis Obispo

This dynamic session, focused on two challenging scenarios (based on actual cases,) is designed to encourage participants to reflect, analyze, evaluate, and articulate their various orientations and approaches to casework. Participants, working in small groups, will be invited to collaboratively test a variety of principles, ethics, and strategies shared by their table partners. Elements of suspense and surprise will be woven into this interactive and in-depth session to deepen connections between theory and practice.

“And the Oscar Goes to” Using Interactive Theatre as a Platform to Enhance Ombuds Practice

L. Trey Wilson, Actor, writer, director, producer, teaching artist and facilitator
Donna Douglass Williams, Ombudsperson, Green Climate Fund

Interactive Theatre is a genre whereby there is an active physical relationship between the audience and performance, and that can be engaging and exhilarating. This highly interactive session, led by an Los Angeles based award winning actor, writer and director and an experienced Ombudsperson, offers opportunities to deepen and enhance Ombuds practice via dramatization and interactive exercises.

An interactive role play “theatre” exercise takes participants into the meeting with the visitor as the Ombuds and provides learning opportunities on 1) building rapport with visitors; 2) asking clarifying questions to further understand the visitor narrative; 3) balancing listening with notetaking; 4) exploring resolution options with visitors; 5) strategies for responding to challenging situations.

This session offers opportunities to deepen and enhance Ombuds practice. A group de-brief will end the session to discuss substantive takeaways, as well as how/if the format was an effective learning platform. This immersive exercise is intended to incorporate real life situations into a fast paced, entertaining session that gives participants unique opportunities to deepen their Ombuds skills, as well as offer best practice suggestions “in the moment” after observation and discussion of the scenes.

It's About Time (to address abrasive conduct in higher ed)

Jan Morse, Ombudsman and Director, Student Conflict Resolution Center, University of Minnesota

For the past 10 years the Ombuds Office at the University of Minnesota has been collecting survey data on graduate and professional student experiences concerning offensive, hostile, or threatening behavior which was interfering with their ability to work and learn. Data from the most recent survey will be shared, and an approach described to engage leadership that has shown positive results. What will it take for colleges and universities to meaningfully address the adverse effects on students of abrasive/abusive behavior? Ten years of data tell the story and provide a persuasive basis for action.

Mask: Resolving the Tension between Ombuds as Superhero and Human

Caroline Adams, Director and Campus Ombuds, Univ. of California - Santa Barbara

This session will explore the tension between how we present to others as ombuds, and our inner self. Imposter syndrome, authenticity and the whole person are not new concepts in the workplace, but the disconnect between internal and external creates a unique challenge for ombuds in adhering to the Standards of Practice and maintaining the reputation of the office. Participants will have an opportunity to share experiences; to identify risks; and to determine best realistic practices

Participants will be given an opportunity to have others listen to their struggles with this issue, and any difficult experiences they've had. Competing pressures, changes in norms and expectations will be identified. Finally, through our shared brainstorming and lessons learned, we will help each other in finding the balance that works for their own personality and institution and to explore and try to resolve the tension between our inner selves, and what it means to be the perfect ombuds.

Bantamweight vs. Heavyweight: Academic Civility and Academic Freedom on Campus

C. Kevin Coonrod, Ombudsperson, Auburn University

Let's get ready to rumble! In the near corner, weighing in at 250 pounds, Academic Freedom! And in the far corner, at a scrawny 135 pounds, Academic Civility! Can the concepts of civility and academic freedom co-exist compatibly in academe? This presentation will discuss the

history and future of professorial tenure and its impact on academic freedom and abrasive behavior.

This session will educate attendees on abrasive behavior in academe, describe limitations academic freedom places on addressing those behaviors, and ask for discussion and creative ideas on how to work with abrasive conduct on campus. Also included is a snapshot of the origination of tenure and academic freedom and a discussion of those principles in the context of civil behavior that is and is not exhibited by faculty on university and college campuses today.

More specifically this session will discuss the question, “does academic freedom excuse or enable the lack of courtesy frequently exhibited by some faculty members towards other faculty, students and administrators?” If so, how can faculty be motivated to act civilly towards each other, and what is the role of the Ombuds?

The Future of Cal Caucus: An Organizational Review of our mission, vision, and path forward

Emma Phan, Associate Ombud, University of Washington

Marcia Gee Riley, Director and Ombudsperson for Students and Postdocs, UC Berkeley

Cal Caucus has experienced tremendous growth and increasing popularity throughout the Ombuds community. Ombuds routinely return to Cal Caucus because of the experience it provides, which has been characterized as unique, and unlike any other conference or professional development experience. In 2017, there were 26 new participants (over a third of the overall participants) in Cal Caucus, many of whom have joined the Planning Committee and Program Committee. Those new voices and perspectives are helping Cal Caucus to evolve and grow, while the many Cal Caucus returners continue to share their historical perspective. With this year’s theme, and in celebrating 45 years of Cal Caucus, this session will step back and look at our overall organizational mission and vision. Application of the VMOSA (Vision, Mission, Opportunities, Strategies, and Action Plans) model or another similar organizational review will help guide small and large group conversations to identify what makes Cal Caucus unique, and to provide a framework that future volunteers can use to “honor our past while engaging with our future”.

"Intersectionality, Flower Power and Intentional Fairness" – From Theory to Ombuds Practice

Kevin Wiens, Student Ombuds, University of Calgary

Laura Reid, Ombudsperson, Simon Fraser University

This session will explore our diversity, positions of power and marginalization to better understand how to empower our clients and build strategic alliances to make higher education institutions more fair and equitable. How we view the “facts” of our lives or the particulars of an ombuds case is based on our assumptions, our beliefs, our lived experiences, and the statuses that we are born into and and/or achieve.

The concept of intersectionality shows many factors at play: racial construct, ethnic identity(ies), sex, gender, class, age, ability, region of origin, etc. As ombuds, we cannot help our clients understand their situation without gaining an understanding of their own experiences of marginalization and oppression. In this session, factors will be explored that may contribute to or take power away from us. The Flower Power exercise helps us to better understand how we construct our reality, and how we may express our power or marginalization. Flower Power returns us to a period of campus activism and the beginning of ombudsing in higher education.

The Flower Power educational tool reveals petals of privilege and marginalization, so we can empower our clients to find strategic alliances to promote intentional fairness.

Declare Dignity: A Model for Conflict Resolution

Elisa Enriquez, Ombudsman, Los Alamos National Laboratory

In this session participants will learn about Dr. Donna Hick's Dignity Model and how it can be used in conflict resolution work. The 10 Elements of Dignity and the 10 Violations of Dignity will be introduced, as well as group discussion on ways to apply it in the Ombuds role.

Examples of the elements and violations of dignity will lead to discussion on ways to promote dignity in the workplace as ombuds professionals.

The Role of the Ombuds when Consultants are hired

Lisa Neale, Associate Director and Ombuds, University of Colorado Denver

Hector Escalante, University Ombudsperson, University of the Pacific

This workshop explores opportunities to strategically think about how institutions can best utilize outside consultants while also drawing upon the possible knowledge and relationships already established by an Ombuds office. Guiding principles and ideas on how to accomplish this synergy will be shared.