



**California Caucus of College and University Ombuds
46th Annual Conference**

November 10-13, 2019
Asilomar Conference Center, Pacific Grove CA

All activities will occur in the Fred Farr Room unless specified.

Sunday, November 10, 2019

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| 4:00 - 6:00 PM | <p>Conference registration: Fred Farr room Room check-in: Asilomar Front Desk Registrar: Dana Hinojosa</p> <p><i>*Limited printed copies will be available of the article shared by our Guest Speakers</i></p> |
| 5:00 - 6:00 PM | Welcome Reception |
| 6:00 - 7:30 PM | <p>Conference Kick-Off Dinner Welcome: Marcia Gee Riley and Emma Phan, Co-Conveners</p> |
| 7:30 - 8:30 PM | Get to know you/ social time/tone setting |

Monday, November 11, 2019

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| 7:30 - 8:15 AM | Breakfast Location: Crocker Dining Hall |
| 8:30 - 8:45 AM | Opening Remarks |
| 8:45 – 9:50 AM | Reflection: Using the Self-Box to Understand our Public and Private Selves Presenter: Jon Lee & Megan DeBrito |
| 9:50 – 10:40 AM | Politics, partisanship, and radical empathy in Ombuds practice Presenter: Brent Epperson |
| 10:40 – 10:55 AM | Break (15mins) |
| 10:55 – 12:00 PM | When Empathy Is Hard; Advanced Skills for Ombuds Presenter: Mary-Beth Stevens |
| 12:00PM - 1:00 PM | Lunch Location: Crocker Dining Hall |

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| 1:15 PM – 2:20 PM | Speaking Truth to Power Presenter: Hector Escalante |
| 2:20 – 3:10 PM | Ombuds Power Disruption Presenter: Mark Patterson |
| 3:10 – 3:25 PM | Break (15 minute) |
| 3:30 – 4:35 PM | Where do we go from here? Beginning to reflect on microaggression, safe spaces, diversity, and the Ombuds Office Presenter: Emma Phan |
| 4:35 – 5:00 PM | Presentation of Awards Valerie Craigwell White Award Pete Small Award Volunteer Peer Award |
| 6:00 - 7:00 PM | Dinner Location: Crocker Dining Hall |
| 7:15 - 8:30 PM | Guest Speaker Introduction: Presenters from <i>The National Equity Project</i> will lead an activity to help frame and prepare us for our time together on Tuesday. |
| Tuesday, November 12, 2019 | |
| 7:30 - 8:15 AM | Breakfast Location: Crocker Dining Hall |
| 8:30 - 8:45 AM | Announcements |
| 8:45 - 11:45 AM | Guest Speaker/Workshop: <i>Pre-read "Willing to be Disturbed" by Margaret J. Wheatley. Article will be shared in advance.</i> Our guest speakers are from The National Equity Project and their focus for this session will be to support reflection, learning, skill-building and deep discourse about what is required of each of us – given our identity and experiences – to assume our roles with grace, equity consciousness, and skill. |
| 11:45 AM – 12:00 PM | Group Photo |
| 12:00 – 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. (continued next page) |

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| | <p><i>Possible discussion topics include:</i> Future of Tech and Ombudsing, Contract Ombuds, Self-Care, Confidentiality.</p> <p><i>Possible activities include:</i> State Park Ranger Guided Tour, Aquarium.</p> <p>This is also a time for personal reflection or debriefing of the workshops experienced so far.</p> <p>Sign-up sheets and additional will be posted at the back of the room.</p> |
| 6:00 - 7:00 PM | Dinner Location: Crocker Dining Hall |
| 7:30 - 9:00 PM | <p>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></p> |
| Wednesday, November 13, 2018 | |
| 7:30 - 8:15 AM | Breakfast Location: Crocker Dining Hall |
| 8:30 - 8:45 AM | Announcements |
| 8:45 – 9:55 AM | Behind Closed Doors: Tools For Skill Modeling in the Context of Intake Presenter: Kimberly Jackson-Davidson |
| 9:55 – 10:15 AM | Can This Mentorship Be Saved Presenters: Jan Morse & Jenna Brown |
| 10:15 – 10:30 AM | Break (15mins) |
| 10:30 – 11:20 AM | Institutional Betrayal and the Role of Ombuds Presenters: Shirley Nakata & Richard Hart |
| 11:20 AM - 12:00 PM | Cal Caucus Debrief and Planning Meeting – Roundtable Debriebs |
| 12:00 – 12:30 PM | 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! |
| 12:30 - 1:00 PM | Annual Board of Directors Meeting |

Session Descriptions

Reflection: Using the Self-Box to Understand our Public and Private Selves

Jon Lee, Associate Ombud, University of New Mexico

Megan DeBrito, Assistant Ombuds, University of California Santa Barbra

The term “persona” comes from Greek drama wherein an actor would wear a mask. Carl Jung described the “persona” as a fundamental archetype symbolizing the complicated system of relations between individual consciousness and society. This session will use the activity of creating a “Self Box” in service of deep self-reflection.

Politics, partisanship, and radical empathy in Ombuds practice

Brent Epperson, Graduate Ombudsman, University of Alberta (Canada)

Post-Doctoral Fellow, Centre national de la recherche scientifique (France)

Like it or not, Ombuds are political actors. Impartiality is an aspirational ideal, but it must be balanced with a commitment to equity. Without it, Ombuds may become complacent—or even complicit—in perpetuating injustices. Multi-partial advocacy for fairness requires political acumen and courage to hold universities accountable. This presentation offers strategies in changing times.

When Empathy Is Hard: Advanced Skills for Ombuds

Mary-Beth Stevens, Laboratory Ombudsman, Los Alamos Natl. Laboratory

Learn skills to influence people, even in cases where you have no positional authority (i.e., when you're an Ombuds). In particular, practice building empathy - the key skill in influencing and in ombudsing - even in cases where it's difficult.

Speaking Truth to Power

Hector Escalante, Ombuds, University of the Pacific

Many visitors who come to the Ombud's office are struggling with safe and effective ways to speak to someone who is in a position of power. It might be their supervisor or someone with whom they interact on day to day basis. These visitors want to speak up but are reluctant to do so because of a real or perceived threat. This 60 minute session explores the dynamics of speaking to power and provides tools to assist people when they need to have an important conversation with someone who is a place of authority. If time permits, participants will practice these tools in a roundtable discussion.

Ombuds Power Disruption

Mark Patterson, University Ombuds, California State University Channel Islands

What if the ways we work and are perceived suddenly and radically changed in fantastic ways? How would we ethically and effectively continue to serve? By considering radical disruption, we may find new and innovative ways to practice.

Where do we go from here? Beginning to reflect on microaggression, safe spaces, diversity, and the Ombuds Office

Emma Phan, Lead Facilitator Operations Manager, Office of the Employee Ombud (Seattle)

At the 2019 IOA Conference, keynote speaker Robin DiAngelo was asked what Ombuds should do to dismantle racist structures. She challenged Ombuds as a profession to figure that out ourselves. This session is a first step into deeper conversations about race, identity, and how they intersect in the Ombuds Office.

Guest Speakers

Our guest speakers are from The National Equity Project and their focus will be to support reflection, learning, skill-building and deep discourse about what is required of each of us –given our identity and experiences – to assume our roles with grace, equity consciousness, and skill.

Pre-read “Willing to be Disturbed” by Margaret J. Wheatley. Article will be shared electronically in advance.

Behind Closed Doors: Tools For Skill Modeling in the Context of Intake

Kimberly Jackson-Davidson, Ombudsperson, Oberlin College

An Ombuds shares how multipartiality, an NVC practice, and a conflict cycle model allow her to provide an initial intake experience that acknowledges the reality of power, privilege, and identity dynamics at play in campus conflict and ways to nurture improved communication in the community one visitor at a time.

Can This Mentorship Be Saved

Jan Morse, Ombudsman and Director, University of Minnesota

Jenna Brown, Ombuds, University of Denver

Mentorships can be messy. How to make this increasingly popular relationship have a better chance for success? In this session we consider situations ombuds are likely to encounter and trends in mentoring, and provide a resource that may assist the ombuds and their organization to design and support effective mentoring relationships.

Institutional Betrayal and the Role of Ombuds

Shirley Nakata, Ombudsperson, University of British Columbia

Richard Hart, Director, ProActive ReSolutions Inc.

Institutional Betrayal Theory focuses on the secondary trauma outcomes that can flow when organizations fail to respond meaningfully in preventing or responding to misconduct. We will discuss Institutional Betrayal Theory and present a “Canadian” approach to fairness that is informed by difference and diversity to help Ombuds as advocates for fairness reduce the risk of Institutional Betrayal and foster Institutional Courage.