

Tsunamis at the Water Fountain
Navigating Workplace Disputes



December 1, 2011

IOA Pre-conference Course to be presented at the Asia Pacific Mediation Leadership Summit

This one-day specialized course, being held at the Summit venue, will explore the nature of work in the 21st century and the dynamics of workplace interaction. Given that the average individual spends most of his waking hours at work, disputes in the work place can be intense, seemingly all consuming and can have consequences for the health of individuals, teams and organizations.

Mediators and CR practitioners who wish to address work place disputes need not just specific skills of intervention, but also a very complex appreciation of the world of work and the specific stresses and strains it imposes on all of us who are part of it.

Part of that understanding should also be of mechanisms organizations use to address workplace conflict. This workshop will introduce the participants to the effective use of the organizational ombudsman in helping organizations address workplace conflict through an independent, confidential, impartial and informal channel.

This workshop is being offered and hosted by the International Ombudsman Association (IOA). The IOA is pleased to work with Meta-Culture of Bangalore, India in delivering this workshop. Mr. Ashok Panikkar, Executive Director of Meta-Culture and Ms. Indumati Sen, Ombudsman for the International Baccalaureate will be co-presenters.

1-Day Agenda

Introduction	9:15 - 9:30
Who we are - IOA	
Who we are - Meta-Culture, Trainers	
Ice Breaker	9:30 – 10:00
Goals and Expectations	10:00 - 10:15
The World of Work	10:15 – 11:00
What work means	
The meaning, purpose and value of work	
Existential issues and the issue of Identity	

Tea Break	11:00- 11:15
The World of Groups and teams How Groups and Teams function	11:15- 12:00
Trouble in Paradise The “all you can eat” Conflict Buffet Dynamics of Workplace Conflict The nature of Diversity The nature of Differences The nature of Disputes and Conflicts	12:00- 1:15
Lunch	1:15- 2:15
Changing the way we think about conflict Leveraging Diversity and Difference for Growth and Innovation Traditional Grievance Mechanisms and Constraints of Escalatory Investigative Models Informal Mechanisms: Mediation and Organizational Ombudsmanry	2:15- 3:00
Tea	3:00-3:15
Organizational Ombudsmanry Carving out a space for trust and dialogue in the workplace Key principles for practice as an organizational ombudsman <i>IOA Code of Ethics</i> <i>IOA Standards of Practice</i> <i>Independence</i> <i>Confidentiality</i> <i>Impartiality</i> <i>Informality</i> Role and function: the micro and the macro benefits <i>Individual issues and conflict situations</i> <i>Broader systemic issues and trends</i> Tools and skills of the trade for enhancing communication and resolution	3:15-5:30
Check out Q & A Evaluations	5:30- 5:45