

ADR LUNCHTIME SERIES

The Online Ombuds as an Element of Workplace Dispute Prevention, Management, and Resolution

The panelists will discuss two ombuds programs and two online ombuds portals developed to manage disputes at two very different agencies: The National Mediation Board and the U.S. Army Medical Command. The discussion will include a review of the design and implementation process for creating the Army's Ombudsman Office in the wake of the problems at Walter Reed Army Medical Center, and the decision to include an online, potentially anonymous, ombuds portal in the program.

Daniel Rainey – Director, National Mediation Board Office of Alternative Dispute Resolution Services and NMB Ombudsman

Dave Turk – Staff Director, Subcommittee on National Security and Foreign Affairs, House Committee on Oversight and Government Reform

Col. Rebecca Baker – U.S. Army, Office of the Surgeon General

Presented by: The Interagency ADR Working Group, Workplace Conflict Management Section

Date: Thursday, July 10, 2008

Time: Noon - 1:30 PM

Please allow extra time for security procedures

Location: U.S. Department of Energy
1000 Independence Ave, SW, Room GJ-015
Washington, D.C.

Directions:

Orange/Blue Line-Smithsonian/Holocaust Museum/Bureau of Engraving and Printing Exit; **Yellow Line**-L'Enfant Plaza/Maryland Ave. Exit

Please RSVP by July 3, 2008, with name, citizenship, and agency/employer to Stephanie Fell, ADR Attorney, FEMA, at Stephanie.fell@dhs.gov. Questions? Call Stephanie at (202)646-4141. If you would like to listen via teleconference, please contact Pamela Pontillo at Pamela.Pontillo@hq.doe.gov.