

# United States Ombudsman Association 40<sup>th</sup> Annual Conference

## THE OMBUDSMAN: MAKING THINGS PONO Honolulu, Hawaii



**CLICK HERE** or access  
[www.usombudsman.org](http://www.usombudsman.org)

**FOR USOA CONFERENCE INFORMATION  
AND ONLINE REGISTRATION**

**Pre-Conference, Conference and Single-Day  
Registration Options!**

**Please contact the USOA Business office at  
[usoa@assocserv.com](mailto:usoa@assocserv.com) if you have any  
questions or need assistance  
with registration.**



**Pre-Conference: September 16 and 17, 2019 ----- Conference: September 18, 19, and 20, 2019**

**Conference Host: Hawaii Office of the Ombudsman  
Conference Location: Hilton Waikiki Beach**

The Hawaii Office of the Ombudsman and the United States Ombudsman Association (USOA) Board of Directors invite you to join us in Honolulu, Hawaii, for the 40th Annual USOA Conference.

Content at this conference is quite varied in order to appeal to ombudsmen, those involved in conflict resolution, and others who work with the public. Sessions include dealing with abrasive personalities, leveraging reports, understanding the science of human behavior, digital age communications, office management, and an open cage style discussion about critical issues. Our conference will close with an interactive session on vicarious trauma and resiliency.

Prior to the main conference, USOA will offer three pre-conference workshops. USOA is again presenting its highly regarded two-day New Ombudsman Training as a pre-conference workshop. Participants will learn about the origin, characteristics, and standards of an ombudsman office. Instructors will discuss intake, interviewing, investigation techniques, and report writing. They will also examine the role of the ombudsman in promoting an ethical climate in our organizations. Workshop participants will have the opportunity to discuss best practices, time saving tips, and tools of the trade with a group of experienced, successful ombudsmen.

We are fortunate to again be able to offer world-class training in “Dealing with Unreasonable Complainant Conduct” as our second preconference offering. This one-day workshop will provide participants with specific strategies and skills to effectively and confidently deal with unreasonable complainant conduct (UCC) that can consume up an inordinate amount of an agency’s time and resources. It is designed for staff that come in contact with, or respond to, complainants or customers who display unreasonable conduct, as well as supervisors and senior management responsible for setting complaint handling policy. Due to anticipated demand, this one-day workshop will be offered twice. You can attend on either Monday, September 16, or Tuesday, September 17. Each day has a 40-attendee limit so register early!

We are also offering a third pre-conference session, “Administrative Investigations and Demonstrating Your Value.” This session will review planning for a complex investigation based on a social welfare case and interviewing best practices. The session will then explore how to optimize your stakeholder relationships and demonstrate value through strategic communications. This is a one-day training, September 17. (You could attend Dealing with Unreasonable Complainant Conduct on Monday and attend this pre-conference session on Tuesday.)

Conference registration includes networking opportunities with colleagues from around the world during the opening reception on Tuesday night, the conference lunches and breaks, and the networking event on Wednesday evening.

Breakfast, lunch, and break refreshments, along with training materials, are included in the registration fee for both the preconference and conference.

***We are confident you will find the conference challenging and that you will develop new connections and skills – all while enjoying the beautiful sights, sounds, and flavors of Hawaii.*** Contact either of us if you have any questions. See you in September!

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