

United States Ombudsman Association 39th Annual Conference



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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 if you have any
questions or need assistance
with registration.



Pre-Conference: September 24 and 25, 2018 ----- Conference: September 26, 27, and 28, 2018

Conference Host: Oregon Secretary of State Small Business Advocacy
Conference Location: Marriott Courtyard Portland City Center

The Oregon Secretary of State Small Business Advocacy office and the United States Ombudsman Association (USOA) Board of Directors invite you to join us in Portland, Oregon, for the 39th Annual USOA Conference. The Pacific Northwest is an extraordinary place. We hope you'll come check out all that Portland has to offer: <https://www.travelportland.com/>

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. Featured sessions include fundamentals of a fair investigation, leveraging the power of the press, how not to give legal advice, starting and growing an ombudsman office, communicating transparency and change, the role of the ombudsman in advancing racial equity, expediting fairness by resolving systemic issues in a timely manner, navigating an audit, and storytelling for report writing. Our conference will close with an inspiring, thought-provoking and instructional session on communicating effectively with people living in poverty. Our keynote speaker, the former United States Environmental Protection Agency Ombudsman, will speak to the importance of an independent ombudsman in a democratic system.

Prior to the main conference, USOA will offer two pre-conferences. 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 24, or Tuesday, September 25. Each day has a 40-attendee limit so register early!

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 Thursday 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 Pacific Northwest. Contact either of us if you have any questions. See you in September!

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