

11th ENOHE Conference

University of Warsaw

15-17 May 2014

Draft Programme

Thursday 15 May 2014

13.30 Registration opens, tea and coffee

14.10-17.00 Participative workshops

Developing and Maintaining Ombudsman Skills <i>Chairs: Jenna Brown, University of Denver and Wolf Hertlein, Technische Universität Darmstadt, Germany</i>	Conflict Management in Higher Education: from problems to solutions through empowerment <i>Chairs: Doris Kiendl-Wendner, University of Applied Sciences JOANEUM, Graz, Austria, and Josef Leidenfrost, Austrian Student Ombudsman</i>
These are facilitated workshops to which all delegates are cordially invited. Please bring along any relevant materials from your institution	

18.00 ENOHE side meeting

Friday 16 May

08:30 Breakfast; registration for latecomers

09.00 **Official Conference Opening**
Prof. Tadeusz Tomaszewski, Provost, University of Warsaw

09:20 Plenary I

Empowerment, Public Trust and the Ombudsman <i>Rob Behrens, OIA, UK</i>
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10.20 Break

10.35 Parallel session I

<p>Empowering Ombudsmen What I learned during my mandate as Ombudsperson for Students <i>Spencer Boudreau, McGill University, Canada</i></p> <p>(Additional speaker to be confirmed)</p>	<p>Empowering Students Ombudsperson as a factor for empowering autonomy: a Latin American approach. <i>Jorge Tinoco, National Autonomous University of Mexico, Mexico</i></p> <p>(<i>Patricia Begne, Universidad de Guanajuato, Mexico</i>)</p>
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11.55 Coffee Break

12.15 Plenary session II

<p>A Perspective on Organisational Conflict Management <i>Doug Yarn, GSU College of Law</i></p>

13:05 Lunch

14.05 Parallel session II

<p>Empowering Universities The Power of Structural Impartiality <i>Nora Farrell, Ryerson University, Canada</i></p> <p>University Ombudsman: tool for social innovation <i>Cristina Riche, Universidade Federal do Rio de Janeiro, Brazil</i></p>	<p>Empowering Ombudsmen Governance that Empowers <i>Ram Gidoomal, OIA Board, UK</i></p> <p>Empowering consistency and learning from key resources <i>Steven du Crôs, OIA, UK</i></p>
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15.25 Coffee break

15.50 Parallel session III

<p>Empowering Universities Benefits of dispute resolution systems in organisations. Example of the University of Warsaw <i>Ewa Gmurzynska, University of Warsaw, Poland</i></p> <p>(The Canadian perspective) <i>Kristen Robillard, Concordia University, Canada</i></p>	<p>Empowering Students Students and Money? Ombudsmen! Empowering Students <i>Marta Elena Alonso de la Varga, Universidad de León, Spain and Josef Leidenfrost, Austrian Student Ombudsman</i></p> <p>(Additional speaker to be confirmed)</p>
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17.10 End

7:15 pm Gala Dinner

Saturday 17 May

08.45 Breakfast

09.15 Parallel session IV

<p>Empowering Students Difficult behaviour of students <i>Lies Poesiat, VU Universiteit Amsterdam, The Netherlands</i></p> <p>Empowering students for fairness, not advantage <i>Natalie Sharpe, University of Alberta, Canada</i></p>	<p>Empowering Universities Working within a new model complaint handling procedure <i>Jean Grier, University of Edinburgh, UK</i></p> <p>Towards Early Resolution and a Good Practice Framework <i>Rob Behrens, OIA, UK</i></p>
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10.35 Morning coffee

10.50 Parallel session V

<p>Empowering Ombudsmen How to find, choose and appoint the correct person? <i>Anna Cybulko, University of Warsaw, Poland</i></p> <p>Self-empowerment for Ombudsmen: it depends on you <i>Wolf Hertlein, Technische Universität Darmstadt, Germany</i></p>	<p>Empowering Universities (Ombudsmen for employees) <i>Paul Herfs, Universiteit Utrecht, The Netherlands</i></p> <p>Managing rising complaints: concept, implementation and sustainability <i>Kathy Sherlock, University of Huddersfield, UK</i></p>
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12.10 Plenary session III

The Road to Salzburg: selling the ombudsman message
Chair: Doris Kiendl-Wendner, University of Applied Sciences JOANNEUM, Graz, Austria

Closing remarks
Chair: Ram Gidoomal
Ewa Gmurzynska, Rob Behrens and Josef Leidenfrost

13:20 Lunch