

Resources about Ombuds

"Revised Standards for the Establishment and Operation of Ombuds Officers" on the American Bar Association Website:

<http://www.abanet.org/adminlaw/ombuds/115.pdf>

"Blueprint for Success: How to Effectively Design an Organizational Ombuds Department," by John S. Barkat, Ph.D., on the American Bar Association website:

<http://www.abanet.org/adminlaw/ombuds/blue-3-26-pm2.pdf>

The Journal of the International Ombudsman Association is available online at:

<http://www.ombudsassociation.org/publications/journal/>

These articles are particularly helpful:

BYSTANDER TRAINING WITHIN ORGANIZATIONS PAGE 89

AUTHORS: Maureen Scully and Mary Rowe

ABSTRACT: Active bystanders may play a useful role in discouraging negative behaviors, and, we add, encouraging *positive* behaviors in the workplace. We describe the significance of the bystander role — for example, with respect to safety, diversity, and ethics — and review the challenges for bystanders in moving from a passive to an active stance. Bystander training may help bystanders learn small, concrete strategies for intervening effectively. We review current debates about the power and the limits of the bystander role, the efficacy of training, and the capacity of local bystander action to foster broader organizational changes that support safety, inclusion, and integrity.

Keywords: active bystanders, bystander training, micro-affirmations,

<http://www.ombudsassociation.org/publications/journal/2009Vol2Journal.pdf>

SHARED GLOBAL INTEREST IN SKILLFULLY APPLYING IOA STANDARDS OF PRACTICE

AUTHORS: Nancy Erbe and Tom Sebok

ABSTRACT: Responses to a 2007 survey of IOA members emphasize the importance of skillfully and reflectively adhering to IOA Standards of Practice. SOPs are stressed as instrumental to building ombudsman credibility and effectiveness over time. This article shares some of the survey highlights and themes, including the greatest challenge reported by respondents: hostility from those who have maintained a historically abusive working environment, with a specific look at workplace bullying. The complexity of ombudsman response is demonstrated through case study application of relevant IOA SOPs. The authors hope this article will serve as a springboard stimulating global dialogue that continues to inform sound and skillful ethical practice impactfully addressing the most troubling of institutional concerns.

<http://www.ombudsassociation.org/publications/journal/Volume1Journal.pdf>