



## PDH Tracking Sheet for CO-OP® Recertification 2024 IOA Conference

To all Certified Organizational Ombuds Practitioners,

Continued use of the CO-OP® credential requires recertification every four years. Recertification demonstrates that the practitioner has kept abreast of developments in the field and has maintained a level of professional knowledge consistent with status as a certified practitioner.

Below you will find a Professional Development Hour (PDH) Tracking Sheet for verification of attendance at each of the sessions you attend. Each of these sessions has been reviewed by the recertification committee of the CO-OP® Board to ensure that they meet the requirement of falling within one of the seven testing domains. Also, each session has been assigned a specific number of PDH. Please note that the maximum amount of PDH to be claimed from one conference is 15, regardless of how many sessions you attend or present. **Also, note that some of the sessions will be recorded and available for viewing after the event's conclusion to maximize your PDH.**

You are responsible for maintaining a completed PDH Tracking Sheet for recertification purposes. If your application is selected for audit, you will also be asked to verify your attendance at the conference, for example, by providing proof of registration or payment.

= recorded session

Day One   18 March 2024		
	PDH	Attended
<b>KEYNOTE: Khaliah O. Guillory</b>	1.0	
<b>MARY ROWE KEYNOTE: Hector Escalante</b>	.5	
<b>Session Block 1   1:15 PM – 2:15 PM</b>		
1A Staying with & Embracing Conflict: Moving from Triage to Long-Term Recovery	1.0	
1B The Usual Suspects	1.0	
1C Using Positive Psychology to Help Ombuds – and Our Visitors and Organizations – Flourish!	1.0	
1D Failure, Self-Reflections, and Accountability in Ombudsing	1.0	
<b>Session Block 2   2:30 PM – 3:30 PM</b>		
2B Getting Unstuck from Ombuds Data Collection and Analysis: Seven Simple Principles	1.0	
2C An Introduction to Powerful Non-Defensive Communication (PNDC) for Ombuds	1.0	
2D Facilitation Skills-BUILDER	1.0	

<b>Afternoon Topic Choice</b>		
4:00 PM – 5:00 PM Special Topic Discussion: Impacts of Global Events	1.0	
4:00 PM – 5:00 PM Afternoon Snack Sessions (must attend all)	.5	
7:15 PM – Various DINNER WITH AN EXPERT	1.5	
<b>DAY TWO   19 March 2024</b>		
<b>KEYNOTE: Adar Cohen</b>	1.0	
<b>Sector Meetings Pre-Approved</b>		
<b>Corporate Sector Meeting</b>	1.0	
<b>Session Block 3   1:30 PM—2:30 PM</b>		
3A Salaries, Systemic Change, and DEIB – Implications from IOA Compensation and Practice Data	1.0	
3B Leveraging Cultural Diversity: Identifying, Resolving, and Preventing Cultural Conflicts	1.0	
3C Pandora’s Box or Powerful Tool? Befriending Emotions in Ombuds Practice	1.0	
3D Putting Aside Neutrality: When an Ombuds Needs to Advocate for IOA Compliance	1.0	
<b>Session Block 4   2:45 PM—3:45 PM</b>		
4A The New Ombuds in Your Office: What You Think They Need to Know and What They Think They Need to Know	1.0	
4B Advocating for Your Office	1.0	
4C The Spiral of Conflict: Finding Connectedness Through the Darkness and Isolation of Being in Conflict	1.0	
4D Neuroscience, Ombud’s Practice, and Scared Brains	1.0	
<b>Session Block 5   4:15 PM—5:15 PM</b>		
5A Connected...At Arm’s Length – Ombuds, Organizational Leaders, and Human Resources	1.0	
5B Enhancing Visitor’s Engagement: What Are the Vital Functions of Ombud Office Websites?	1.0	
5C Introduction to Research for All Ombuds: What and Why We Need to Know	1.0	
5D Adding Value – Expanding the Pie Beyond the Numbers: Making the Case for Organizational Ombuds’ Continued Fiscal and Operational Utility in Challenging Times	1.0	
<b>KEYNOTE: Star Wars Movie Night Noam Ebner   5:45 PM—7:30 PM</b>	1.5	
<b>DAY THREE   20 March 2024</b>		
<b>Session Block 6   8:30 AM – 9:30 AM</b>		
6A Teaching Resilience Through an Ombuds Lens	1.0	
6B Supercharge Your Ombuds Practice	1.0	
6C Defensive Communication and Threats to Identify: Reshaping Our Communication Choices	1.0	