

**PRELIMINARY PROGRAM / PROGRAMME PRÉLIMINAIRE**

**BUILDING BETTER WORKPLACES:  
TOWARD COMPREHENSIVE CONFLICT RESOLUTION SYSTEMS**

**CONSTRUIRE DE MEILLEURS LIEUX DE TRAVAIL :  
VERS DES SYSTÈMES COMPLETS DE RÉOLUTION DE CONFLITS**

**May 6, 2025 / 6 mai 2025**

	<b>AMPHITHEATRE / AMPHITHÉÂTRE</b>	<b>G 1130</b>
8:00	<b>REGISTRATION / INSCRIPTION (ATRIUM)</b>	
9:30	<p><b>WORD OF WELCOME / MOT DE BIENVENUE</b></p> <p>□ <b>Patrick Leroux</b>, Rector / Recteur, Saint Paul University / Université Saint-Paul</p> <p><b>OPENING REMARKS / DISCOURS D'OUVERTURE</b></p> <p>□ <b>Jean-François Rioux</b> and <b>Brent Epperson</b>, Professors, Saint Paul University</p>	
10:30	<b>PAUSE (ATRIUM)</b>	
11:00	<p><b>PANEL 1 - EVOLVING ROLES OF OMBUDS IN CONFLICT RESOLUTION</b></p> <p>□ <b>Jorge Pereira</b> - <i>The Role and Evolution of the Public Sector Ombudsman in Portugal</i></p> <p>□ <b>Endale Gizaw</b> (Online) - <i>The Role of Ombudsman in Conflict Resolution in the Ethiopian Context</i></p> <p>□ Chair: <b>Heather McGhee-Peggs</b></p>	<p><b>PANEL 2 - INNOVATIONS IN CONFLICT RESOLUTION PRACTICE</b></p> <p>□ <b>Sylvie Richard</b> - <i>Ombudsing in Challenging and Uncertain Times</i></p> <p>□ <b>Nadia Ferrara</b> - <i>Conflict Resolution Through the Lens of Cultural Humility</i></p> <p>□ Chair: <b>Natalie Dupuis</b></p>

12:30	<b>LUNCH (MULTI ROOM / SALLE MULTI)</b>	
13:30	<b>PANEL 3 - COACHING INNOVATIONS IN OMBUDS PRACTICE</b>  <input type="checkbox"/> <b>Laura Armstrong and Brent Epperson</b> - <i>Advancing Conflict Coaching in Ombuds Practice: The EASE Model</i>	<b>PANEL 4: EMERGING VOICES IN CONFLICT RESOLUTION (STUDENT PANEL)</b>  <input type="checkbox"/> <b>Irena Chmiel Farias</b> - <i>Indigenous Mediation Models in Conflict Transformation</i>  <input type="checkbox"/> <b>Ethan McNeil</b> - <i>Artificial Intelligence in Alternative Dispute Resolution</i>  <input type="checkbox"/> Chair: <b>Yasamin Ghorabankhani</b>
15:00	<b>PAUSE (ATRIUM)</b>	
15:30	<b>PANEL 5 - CHALLENGES TO OMBUDS WORK</b>  <input type="checkbox"/> <b>Julie Boncompain and Heather McGhee-Peggs</b> - <i>Anonymous Complaints: A Challenge for the Workplace and for Ombuds</i>  <input type="checkbox"/> <b>Diego Garcia Ricci</b> - <i>Ombuds and Artificial Intelligence in Education</i>  <input type="checkbox"/> Chair: <b>Jean-François Rioux</b>	<b>PANEL 6 - OMBUDS MODELS AND OMBUDS EXPANSION GLOBALLY</b>  <input type="checkbox"/> <b>Chuck Doran</b> (Online) and <b>Brent Epperson</b> (in-person) - <i>Promoting the Growth of Embedded and Outsourced Ombuds Globally</i>  <input type="checkbox"/> <b>Shirley Dufour and Nadia Cardinal</b> - <i>Shared Ombuds Services: A Unique Model of Ombuds Services Delivery within the Government of Canada</i>  Chair: <b>Enkelejda Sula-Raxhimi</b>
17:00	<b>COCKTAIL RECEPTION / RÉCEPTION COCKTAIL (MULTI ROOM / SALLE MULTI)</b>	

**May 7, 2025 / 7 mai 2025**

	<b>AMPHITHEATRE / AMPHITHÉÂTRE</b>	<b>G 1130</b>
9:00	<p><b>PANEL 7 - INNOVATIVE MODELS IN CONFLICT MANAGEMENT</b></p> <ul style="list-style-type: none"> <li>□ <b>François Boileau</b> - <i>The Integration of Ombuds Roles within Existing Organisational Frameworks</i></li> <li>□ <b>Darlene Doiron</b> (Online) - <i>A New Way Forward: Integrating the 'Let Them Theory' into Modern Conflict Management in the Workplace</i></li> <li>□ Chair: <b>Sylvie Richard</b></li> </ul>	<p><b>Panel 8 - EMPATHY IN CONFLICT RESOLUTION</b></p> <ul style="list-style-type: none"> <li>□ <b>Jafer Waged</b> (Online) - <i>Teaching Empathy Through Restorative Practices</i></li> <li>□ <b>Evariste Salindjoukou</b> - <i>Empathy at the Core</i></li> <li>□ Chair: <b>Laura Armstrong</b>,</li> </ul>
10:30	<b>PAUSE (ATRIUM)</b>	
11:00	<p><b>PANEL 9 - SYSTEMS THINKING IN CONFLICT RESOLUTION</b></p> <ul style="list-style-type: none"> <li>□ <b>Ian Renaud</b> - <i>The Seven Levels of Conflict Resolution: A Holistic Approach for Lasting Peace</i></li> <li>□ <b>Jean-François Rioux</b> - <i>Peaceful Systems of Conflict Resolution: A Typology Based on Three Attributes</i></li> <li>□ Chair: <b>Marie Boglari</b></li> </ul>	<p><b>PANEL 10 - DEALING WITH DIFFICULT PEOPLE AND CREATING PEACEFUL WORKPLACES.</b></p> <ul style="list-style-type: none"> <li>□ <b>Robert Howard and Grant Cybulski</b> - <i>Dealing with CRABs (Challenging Responsible Authority Behaviours)</i></li> <li>□ <b>Alnoor Maherali</b> (Online) - <i>The Role of Ombuds in Conflict Mitigation</i></li> <li>□ Chair: <b>Julie Boncompain</b></li> </ul>
12:30	<b>LUNCH (MULTI ROOM / SALLE MULTI)</b>	
13:30	<p><b>PANEL 11 - WORKPLACE ETHICS EVOLVING</b></p> <ul style="list-style-type: none"> <li>□ <b>Ikedi Obikaonu</b> - <i>Organisational Ethics</i></li> <li>□ <b>Suzanna Andreska</b> (Online) - <i>The Ombuds Offices in Czech</i></li> </ul>	<p><b>PANEL 12 - MEASURING TRUST</b></p> <ul style="list-style-type: none"> <li>□ <b>Loïc Berthout</b> - <i>Measuring Trust Between Business Partners: A Practical Tool</i></li> </ul>

	<i>Universities: Symbolic Justice or Symbol of Justice?</i>  <input type="checkbox"/> Chair: <b>Vern Redekop</b>	
15:00	<b>ROUNTABLE ON THE EVOLVING SYSTEMS OF CONFLICT RESOLUTION</b>  <b>Participants TBA</b>  Chair: <b>Brent Epperson</b>	
16 :30	<b>END OF THE SYMPOSIUM / FIN DU SYMPOSIUM</b>	