

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

	AMPHITHEATRE / AMPHITHÉÂTRE	G 1130
8:00	REGISTRATION / INSCRIPTION (ATRIUM)	
9:30	<p>WORD OF WELCOME / MOT DE BIENVENUE</p> <ul style="list-style-type: none"> • Patrick Leroux, Rector / Recteur, Saint Paul University / Université Saint-Paul <p>OPENING REMARKS / DISCOURS D'OUVERTURE</p> <ul style="list-style-type: none"> • Jean-François Rioux and Brent Epperson, Professors, Saint Paul University 	
10:30	PAUSE (ATRIUM)	
11:00	<p>PANEL 1 - EVOLVING ROLES OF OMBUDS IN CONFLICT RESOLUTION</p> <ul style="list-style-type: none"> • Jorge Pereira - <i>The Role and Evolution of the Public Sector Ombudsman in Portugal</i> • Endale Gizaw (Online) - <i>The Role of Ombudsman in Conflict Resolution in the Ethiopian Context</i> • Chair: Heather McGhee-Peggs 	<p>PANEL 2 - INNOVATIONS IN CONFLICT RESOLUTION PRACTICE</p> <ul style="list-style-type: none"> • Sylvie Richard - <i>Ombudsing in Challenging and Uncertain Times</i> • Nadia Ferrara - <i>Conflict Resolution Through the Lens of Cultural Humility</i> • Chair: Natalie Dupuis

12:30	LUNCH (MULTI ROOM / SALLE MULTI)	
13:30	PANEL 3 - COACHING INNOVATIONS IN OMBUDS PRACTICE <ul style="list-style-type: none"> • Laura Armstrong and Brent Epperson - <i>Advancing Conflict Coaching in Ombuds Practice: The EASE Model</i> 	PANEL 4: EMERGING VOICES IN CONFLICT RESOLUTION (STUDENT PANEL) <ul style="list-style-type: none"> • Irena Chmiel Farias - <i>Indigenous Mediation Models in Conflict Transformation</i> • Ethan McNeil - <i>Artificial Intelligence in Alternative Dispute Resolution</i> • Chair: Yasamin Ghorabankhani
15:00	PAUSE (ATRIUM)	
15:30	PANEL 5 - CHALLENGES TO OMBUDS WORK <ul style="list-style-type: none"> • Julie Boncompain and Heather McGhee-Peggs - <i>Anonymous Complaints: A Challenge for the Workplace and for Ombuds</i> • Diego Garcia Ricci - <i>Ombuds and Artificial Intelligence in Education</i> • Chair: Jean-François Rioux 	PANEL 6 - OMBUDS MODELS AND OMBUDS EXPANSION GLOBALLY <ul style="list-style-type: none"> • Chuck Doran (Online) and Brent Epperson (in-person) - <i>Promoting the Growth of Embedded and Outsourced Ombuds Globally</i> • Shirley Dufour and Nadia Cardinal - <i>Shared Ombuds Services: A Unique Model of Ombuds Services Delivery within the Government of Canada</i> <p>Chair:: Enkelejda Sula-Raxhimi</p>
17:00	COCKTAIL RECEPTION / RÉCEPTION COCKTAIL (MULTI ROOM / SALLE MULTI)	

May 7, 2025 / 7 mai 2025

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

	<i>Universities: Symbolic Justice or Symbol of Justice?</i> <ul style="list-style-type: none"> Chair: Vern Redekop 	
15:00	ROUNTABLE ON THE EVOLVING SYSTEMS OF CONFLICT RESOLUTION Participants TBA Chair: Brent Epperson	
16 :30	END OF THE SYMPOSIUM / FIN DU SYMPOSIUM	