

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

	AMPHITHEATRE / AMPHITHÉÂTRE	G 1139
8:00	REGISTRATION / INSCRIPTION (ATRIUM)	
9:30	WORD OF WELCOME / MOT DE BIENVENUE <ul style="list-style-type: none"> • Patrick Leroux, Rector / Recteur, Saint Paul University / Université Saint-Paul OPENING REMARKS / DISCOURS D'OUVERTURE <ul style="list-style-type: none"> • Jean-François Rioux and Brent Epperson, Professors, Saint Paul University 	
10:30	PAUSE (ATRIUM)	
11:00	PANEL 1 – EVOLVING ROLES OF OMBUDS IN CONFLICT RESOLUTION <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 	PANEL 2 – INNOVATIONS IN CONFLICT RESOLUTION PRACTICE <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: Marie Boglari

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 – <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 and Brent Epperson – <i>Promoting the Growth of Embedded and Outsourced Ombuds Globally</i> • Miranda Charles – <i>The Integration of Ombuds Roles within Existing Organisational Frameworks</i> • Chair: Enkelejda Sula-Raxhimi
17:00	COCKTAIL RECEPTION / RÉCEPTION COCKTAIL (MULTI ROOM / SALLE MULTI)	

May 7, 2025 / 7 mai 2025

	AMPHITHEATRE / AMPHITHÉÂTRE	G 1139
9:00	PANEL 7 – INNOVATIVE MODELS IN CONFLICT MANAGEMENT <ul style="list-style-type: none"> • Shirley Dufour and Nadia Cardinal – Shared Ombuds Services: A Unique Model of Ombuds Services Delivery within the Government of Canada • Darlene Doiron – <i>A New Way Forward: Integrating the 'Let Them Theory' into Modern Conflict Management in the Workplace</i> • Chair: Sylvie Richard 	Panel 8 – EMPATHY IN CONFLICT RESOLUTION <ul style="list-style-type: none"> • Jafer Waged– <i>Teaching Empathy Through Restorative Practices</i> • Evariste Salindjoukou – <i>Empathy at the Core</i> • Chair: Laura Armstrong,
10:30	PAUSE (ATRIUM)	
11:00	PANEL 9 – SYSTEMS THINKING IN CONFLICT RESOLUTION <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: Natalie Dupuis 	PANEL 10 – DEALING WITH DIFFICULT PEOPLE AND CREATING PEACEFUL WORKPLACES. <ul style="list-style-type: none"> • Robert Howard and Grant Cybulski – <i>Dealing with CRABs (Challenging Responsible Authority Behaviours)</i> • Alnoor Maherali – <i>The Role of Ombuds in Conflict Mitigation</i> • Chair: Julie Boncompain
12:30	LUNCH (MULTI ROOM / SALLE MULTI)	
13:30	PANEL 11 – WORKPLACE ETHICS EVOLVING <ul style="list-style-type: none"> • Ikedi Obikaonu – <i>Organisational Ethics</i> 	PANEL 12 – MEASURING TRUST <ul style="list-style-type: none"> • Loïc Berthout – <i>Measuring Trust Between Business Partners: A Practical Tool</i>

	<ul style="list-style-type: none"> • Suzanna Andreska (Online) – <i>The Ombuds Offices in Czech Universities: Symbolic Justice or Symbol of Justice?</i> • Chair: Vern Redekop 	
15:00	ROUNTABLE ON THE EVOLVING SYSTEMS OF CONFLICT RESOLUTION <ul style="list-style-type: none"> • Participants TBA • Chair: Brent Epperson 	
16 :30	END OF THE SYMPOSIUM / FIN DU SYMPOSIUM	