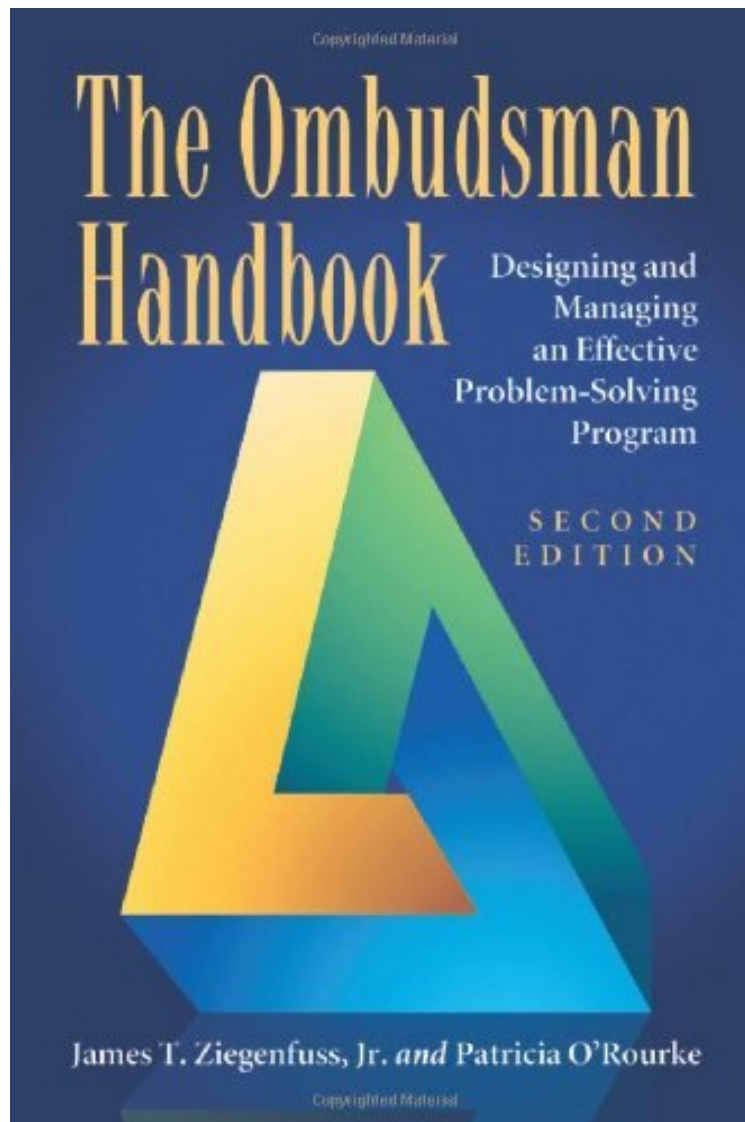


[Mobile ebook] The Ombudsman Handbook: Designing and Managing an Effective Problem-Solving Program

The Ombudsman Handbook: Designing and Managing an Effective Problem-Solving Program

James T. Ziegenfuss Jr.

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2 of 2 people found the following review helpful. Gave me some much needed information. By Dr. Oceanfront I needed to set up an ombudsman program and this was one of the books I used to gain some much needed information. The

covers a lot of details, which I will list below. Here is the table of contents: Purpose, principles and procedures
— Human resources problems and the need for ombudsmen
— Methods for solving organizational problems
— Ombudsmen in diverse settings: distinctions and similarities
— Problem-solving
— Implementing an effective ombudsman program: a guide for human resources managers
— Designing and implementing an ombudsman program
— Using authority and power as tools for effective problem-solving
— A day in the life of an organizational ombudsman
— Ombudsman experiences: learning that all problems are important
— Value to top management
— Information for the practicing or aspiring ombudsman
— The ombudsman in the structure of the organization
— Ethical and legal issues
— Evaluation and control
— Bottom-line benefits of problem-solving programs
— The future.

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expensive

Public and private organizations can benefit from the creation and implementation of an ombudsman program designed to problem-solve at the organizational level. This timely book presents the ombudsman in concept and in practice, offering full design and operational details from start-up to key activities and roles, as well as the benefits for the top executives, the employees and the customers. Case studies from numerous fields are examined to illustrate how a strong ombudsman program is vital to avoiding litigation, resolving conflicts and assisting management.