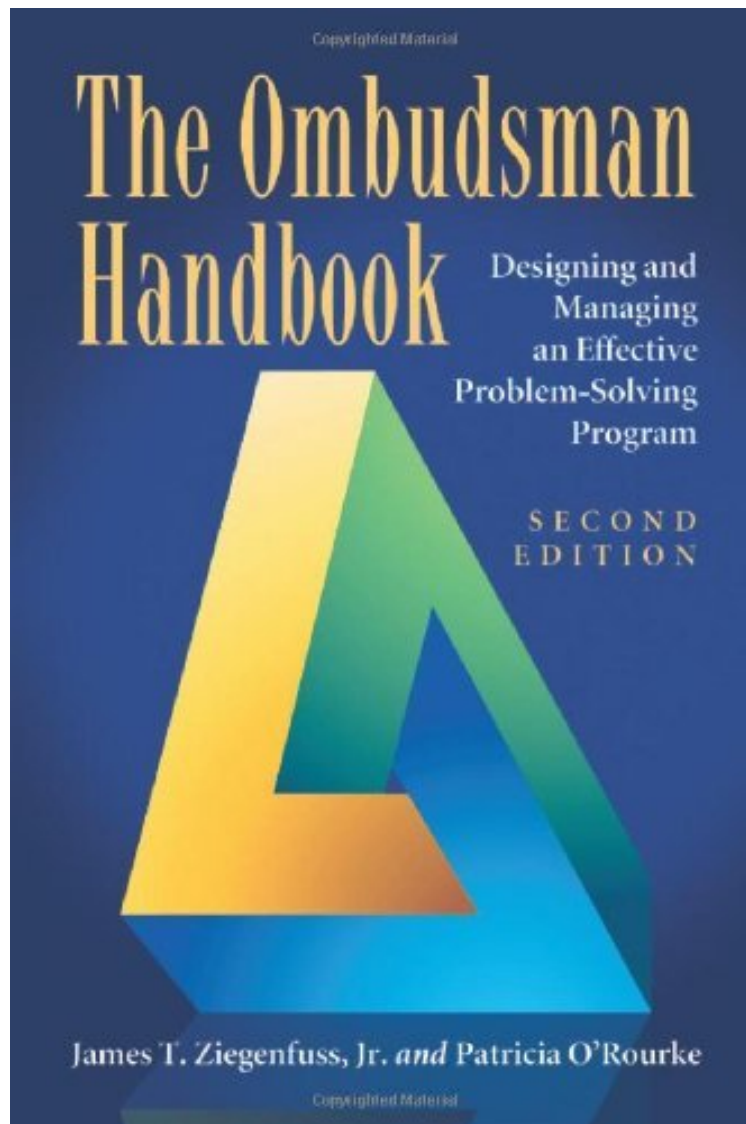


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## The Ombudsman Handbook: Designing and Managing an Effective Problem-Solving Program

*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. OceanfrontI 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  
mdash; Human resources problems and the need for ombudsmen mdash; Methods for solving organizational problems  
mdash; Ombudsmen in diverse settings: distinctions and similarities mdash; Problem-solving mdash; Implementing an  
effective ombudsman program: a guide for human resources managers mdash; Designing and implementing an  
ombudsman program mdash; Using authority and power as tools for effective problem-solving mdash; A day in the life  
of an organizational ombudsman mdash; Ombudsman experiences: learning that all problems are important  
mdash; Value to top management mdash; Information for the practicing or aspiring ombudsman mdash; The  
ombudsman in the structure of the organization mdash; Ethical and legal issues mdash; Evaluation and control  
mdash; Bottom-line benefits of problem-solving programs mdash; The future. 1 of 1 people found the following review  
helpful. Great Resource By Tasha This book has helped me get acclimated to my new role. What a great investment in  
yourself. 0 of 0 people found the following review helpful. Four Stars By Nancy Costello 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.