
Programme

18th ENOHE Annual Conference 2023 Prague

Existing programme may be subject to amendments

Date and venue

[Wednesday, 14 June](#)

[Thursday, 15 June](#)

[Friday, 16 June](#)

Charles University, Street Ovocný trh 560/5, Prague 1, (Karolinum) [Google maps](#)

Wednesday, 14 June 2023

Time	Session Room 1	Session Room 2
09:00	Registration	
10:00	Welcome to Prague <i>Speakers:</i> Josef Leidenfrost, Jean Grier, Michaela Antonin Malanikova, Jaroslav Šotola	
10:10–11:00	First Plenary prof. PaedDr. Radka Wildová, CSc. Senior Director of Higher Education, Science and Research MŠMT Prof. MUDr. Milena Králíčková, Ph.D., Rector of Charles University Prague Coffee and networking	
11:30	1: Student relations 1 See more 1a: Cooperation between Student Ombudsperson and Student Representatives: what model? <i>Speakers:</i> Jorge A. Ribeiro Pereira, Anna-Katharina Rothwangl 1b: Balance power structure at meetings with management by inviting student politicians <i>Speaker:</i> Bo Gad K?hlert	2: Empowerment See more 2a: Integrating fairness into everyday ways of thinking <i>Speaker:</i> Martine Conway 2b: Taking a Step Back Into Action: How to Foster Student Agency in Higher Education Through Self-Advocacy and Empowerment <i>Speaker:</i> Navneet Chand
12:45	Lunch and networking	
13:45	3: Student relations 2 See more 3a: Actual actions to improve relationship with student representatives at the Carlos III University of Madrid	4: Internships See more 4a: Digital Internship Group: A Short Report on the Experiences to Date of an International Experiment

	<p><i>Speaker:</i> Emilio Olías Ruiz</p> <p>3b: Building mutual trust: ombuds cooperation with the students</p> <p><i>Speaker:</i> Jan Galkowski</p>	<p><i>Speakers:</i> Wolf Hertlein, Jorge A. Ribeiro Pereira, Gizem Güray, Rina Meyer</p> <p>4b: Internship as a pathway to learn from each other and review our activity approach</p> <p><i>Speakers:</i> Jorge A. Ribeiro Pereira, Michaela Antonín Malaníková, Jaroslav Šotola, Gizem Güray</p>
15:00	Coffee and networking	
15:30–16:45	<p>5: Wider world See more</p> <p>5a: "Cancel Culture", and what next? – A plea for an open culture of discussion at universities <i>Speaker:</i> Wolf Hertlein</p> <p>5b: Ombudsperson and SDGs: what role and what for? <i>Speakers:</i> Jorge A. Ribeiro Pereira, Cristina Ayoub Riche</p>	<p>6: Workshop See more</p> <p>Building a culture of early resolution of complaints <i>Speaker:</i> Jean Grier</p>
16:45–18:00	<p>7: ENOHE Initiatives See more</p> <p>7a: Intervision: Peer Case Consultation for and by ENOHE Members <i>Speakers:</i> Wolf Hertlein, Bo Gad K?hlert, Marianne H?va Rustberggard</p> <p>7b: ENOHEpedia: A thesaurus for professionals for everyday and for the future <i>Speakers:</i> Josef Leidenfrost, Jean Grier, Lies Poesiat, Jorge A. Ribeiro Pereira</p>	<p>8: Evaluation 1 See more</p> <p>8a: The contribution of the ombudsperson to higher education institutions <i>Speaker:</i> Daniel More</p> <p>8b: The Value of the Ombuds' Narrative in Program Evaluations: Revisiting Larry B Hill's The Model Ombudsman (1977) <i>Speaker:</i> Natalie Sharpe</p>
19:00	Organ concert (spouses welcome – must be pre-booked (no charge))	

Thursday, 15 June 2023

Time	Session Room 1	Session Room 2
10:00	<p>Second Plenary</p> <p>Robert Behrens, National Ombudsman, UK</p> <p>The Art of the Ombudsman - research, reform and progress</p>	
11:00	Coffee and networking	
11:30	<p>9: Starting out See more</p> <p>9a: Charles University on Its Way to Ombudsing <i>Speaker:</i> Kateřina Šámalová</p> <p>9b:</p>	<p>10: Professionalising See more</p> <p>10a: The Academic Ombudsman and defining the content of the rules of ethics - practical issues</p>

	On the Edge of Tomorrow: The Difficulties and Opportunities of Ombuds No Man's Land <i>Speakers:</i> Jaroslav Šotola	<i>Speakers:</i> Olga Maria Piaskowska, Piotr Filip Piesiewicz 10b: The Art of Balancing Professionalism and Emotional Involvement <i>Speakers:</i> Marianne H?va Rustberggard, Wolf Hertlein, Bo Gad K?hlert
12:45	Lunch and networking	
13:45	11: Evaluation 2 See more Some Thoughts about the (necessary) Evaluation of the Ombuds Profession: What we can/can't/should/shan't <i>Speakers:</i> Josef Leidenfrost, Jean Grier, Natalie Sharpe, Guadalupe Barrena	12: Systems and processes See more 12a: So you Zoomed the Ombud. What changed? – Revisiting Ombud services outcomes <i>Speaker:</i> Franco Parrella 12b: Navigating hierarchy in Higher Education Institutions – the Ombuds perspective <i>Speakers:</i> Ursula Meiser, Ryan Smith
15:00	13: Networking 1 See more 13a: Ombuds work within a national network: how to relate with peers and with the governance <i>Speakers:</i> Rosa Maria Vasconcelos, Berta Batista 13b: Re-framing international cooperation among university Ombudsperson offices <i>Speakers:</i> Jorge A. Ribeiro Pereira, Guadalupe Barrena	14: Workshop See more Conflicts stress you? – Here you learn to deal with conflicts better! <i>Speaker:</i> Wolf Hertlein
16:15	Coffee and networking	
16:45–17:45	ENOHE Elections and General Assembly	
19:30	Gala Dinner (spouses welcome at additional cost – must be pre-booked)	

Friday, 16 June 2023

Time	Session Room 1	Session Room 2
10:00	Third Plenary Jo?o Leit?o, Associate Professor with Habilitation, University of Beira Interior and University of Lisbon Civic Universities: Digitalizing the Pillars of Hybrid Universities	
11:00	Coffee and networking	
11:30	15: Cooperation and collaboration See more 15a: From Amsterdam to Prague: rethinking cooperation as an opportunity to reaching out.	16: Networking 2 See more 16a: From a one-person experiment to a universal ombuds network.

	<p><i>Speakers:</i> Jorge A. Ribeiro Pereira, Josef Leidenfrost</p> <p>15b: Four languages, three cities, two ombudsmen: Insights into how a Twinning Ombuds Team is working</p> <p><i>Speakers:</i> Brent Epperson, Josef Leidenfrost</p>	<p>Implementation of ombuds institutions in Polish higher education</p> <p><i>Speakers:</i> Anna Cybulko, Magdalena Miksa</p> <p>16b: Networking as an Instrument for Improving Ombudsman Work - the Example of the Network of German Ombudsman Offices</p> <p><i>Speakers:</i> Helga Nolte</p>
12:45	Lunch and networking	
13:45	<p>17: Gender-based violence See more</p> <p>17a: One-to-one teaching and supervising at universities (of the arts): Special challenges also for ombudspersons <i>Speakers:</i> Anna-Katharina Rothwangl, Michaela Raisová, Jorge Pereira</p> <p>17b: Prevention of gender-based violence in higher education as part of the ombuds practice <i>Speakers:</i> Michaela Antonín Malaníková, Guadalupe Barrena, Marcela Linková, Urenda Qúeletzú Navarro Sánchez</p>	<p>18: Looking back/looking forward See more</p> <p>18a: Higher education Ombuds offices in Spain and Portugal: a prospective study <i>Speakers:</i> M? Elena Gómez, Sara Sousa</p> <p>18b: Fifty years of the ombuds office at the Université du Québec ? Montréal to share <i>Speakers:</i> Dominique Demers</p>
15:00	Coffee and networking	
15:30	<p>19: Handling conflict See more</p> <p>19a: Difficult Conversations: A Framework to Strengthen Communication and Conflict Resolution Skills in our Communities <i>Speaker:</i> Ryan Smith</p> <p>19b: Complaints on Complaints: Higher Education Ombuds and the Issue of Reprisal <i>Speaker:</i> Carolyn Brendon</p>	<p>20: Evaluation 3 See more ENOHE and its Activities: A feedback session on the Conference and ENOHE events this year; and for the coming years</p> <p><i>Introduction:</i> Jean Grier, Josef Leidenfrost</p> <p>All participants in this Session are invited to contribute.</p>
16:45	Plenary farewell	
17:30	Guided walking tour of Prague city centre (spouses welcome – must be pre-booked (no charge))	