



# Joan E. Engel

Practice Leader

Organizational Ombudsman Services

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Joan Engel created the Organizational Ombudsman Practice at Career Concepts, Inc. in 2006 and has been Practice Leader since that time.

With a balanced background in both Human Resources and Operations leadership, Joan led large national organizations for one of the country's premier financial institutions. She brings a mature perspective to her clients, one that values the different viewpoints of all of the constituents in an organization. In 2000, Joan began her own Human Resources consulting practice. And, in 2006, she joined Career Concepts, Inc. to lead the Organizational Ombudsman Practice.

Valuing education, Joan was the MBA Graduate Student of the Year from LaSalle University. Recently, she has obtained the following certifications:

- Certified Organizational Ombudsman Practitioner<sup>CM</sup>
- Senior Career Transition Consultant, CPI
- Certified Life Options Retirement Coach

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# What is an Organizational Ombudsman?

An Organizational Ombudsman is a neutral, impartial dispute resolution professional who provides confidential, informal, independent, and neutral assistance to employees, managers, and/or clients of corporate, government, and educational Institutions.

## QUOTES FROM OUR CLIENTS ...

"The Ombudsman Office is a brilliant move for my company. I've used their services 3 times and appreciate the ability to plan interactions with management on different topics"  
From a Top-Tier Pharmaceutical Company

"I wish that I hadn't waited so long to contact the Ombudsman Office. They were highly professional and quickly helped me frame a plan for my personal development. Now my career plan is back-on-track."  
From a Top-Tier Financial Services Company

## ETHICAL PRINCIPLES

- INDEPENDENCE
- NEUTRALITY & IMPARTIALITY
- CONFIDENTIALITY
- INFORMALITY

## The CO-OP<sup>CM</sup> certification: A badge of expertise

### What is CO-OP<sup>CM</sup> ?

CO-OP<sup>CM</sup> is the certification mark used by those who have completed all of the necessary requirements to become a Certified Organizational Ombudsman Practitioner as set by the Board of Certification for the International Ombudsman Association (IOA).

### How is the CO-OP<sup>CM</sup> awarded?

This certification is awarded to those who have passed the certification examination and have demonstrated at least one year of full-time practice in the role of organizational ombudsman in adherence to the Code of Ethics and Standards of Practice of the International Ombudsman Association (IOA).

## WHEN CAN AN ORGANIZATIONAL OMBUDSMAN HELP ???

- In high change environments where employees may need help navigating new waters
- When trust in management is low
- As part of a response to EEO problems or a formal complaint
- When internal staffing constraints or structure does not support employees needs for problem resolution skills
- As part of a strategic commitment to resolve problems internally



WE'VE WORKED WITH A DIVERSE CUSTOMER BASE. HOW CAN WE HELP YOU?

Providing both on-site and remote Organizational Ombudsman services to corporate, government, and educational institutions