

# The University of Oregon Ombudsman Program

## Summary of Experience: Bruce MacAllister

Bruce MacAllister will bring his experience to the University of Oregon when he joins us in March 2014. Here are some of the highlights of his work experience as it applies to his role as the new University Ombudsperson.

- Twenty years' experience working with the University of California, ten years as the Ombudsman for Los Alamos National Laboratory and ten years working with employee relations, policy, and leader and manager training.
- Extensive ombuds program experience with professional roots that include participation in current and former ombuds professional associations, including the University and College Ombudsman Association (UCOA), the Ombudsman Association (TOA), and the United States Ombudsman Association (USOA) and, currently, the International Ombudsman Association (IOA).
- Three years' serving as a Director on the Board of Directors of The Ombudsman Association (now the IOA).
- Member of the IOA international training faculty for training new ombuds.
- Extensive experience in design, implementation, and program management for Ombuds Programs. MacAllister has designed and implemented a number of ombuds programs, including for the University of California at Los Alamos, The Greater Albuquerque Association of Realtors, and the International Foundation for Online Responsibility, where I currently serve as its Ombudsman Program Director (see, for example, the Greater Albuquerque Association of Realtors Ombudsman Program, (<http://www.gaar.com/code-of-ethics/ombuds> and <http://bizexteam.com/index.php/2012/01/11/new-ombudsman-program-for-real-estate-transactions-in-albuquerque/> and for the International Foundation for Online Responsibility, <http://www.iffor.org/ombudsman>).
- Rich experience in virtually all forms of conflict resolution and in training others in communication, mediation, and effective negotiation skills.
- Training and consulting experience with many state and federal agencies and other organizations in organizational conflict resolution, mediation, and manager training and coaching.
- Extensive experience working in the higher education setting as an ombudsman, consultant, and executive.
- Extensive legal experience as a corporate litigator, criminal defense attorney, agency general counsel, and attorney for low-income and elderly individuals.
- Extensive experience working with high level negotiations and resolving complex issues involving many stakeholders, working directly with university and national laboratory chief executives, state governors, state attorneys general, state legislatures, and higher education officials.

## **Bruce J. MacAllister, J.D.**

1473 Bishops Lodge Road  
Santa Fe, NM 87506-0004

Tel: 505-660-7800 Fax: 505-983-4951

E-mail: [Bruce@Bizexteam.com](mailto:Bruce@Bizexteam.com) Web: <http://bizexteam.com>

### **Career Summary**

An accomplished leader, executive manager, and organizational troubleshooter with a demonstrated record of achievement and successes in leading teams, programs, and organizations to obtain outstanding results. A strong record of success in launching new programs and in identifying and correcting serious organizational, productivity, and systemic problems involving complex work environments including elite national research facilities, international corporations, and colleges and universities.

### **Core Competencies**

Executive-level Leadership/Management, Employment and Corporate Law, Management Coaching and Counseling, Finance, Budget, Program Management, Legislative and Policy Analysis and Coordination, Training, Organizational Development, Dispute Resolution, Ombudsman, and Information Technology and Data Management Systems.

### **Position Overviews and Some Key Accomplishments**

#### **Organizational Excellence and Legal Consultant (2004 - Present)**

Co-founder and senior partner in the consulting firm of **Business Excellence Solutions**, which provides organizational excellence and conflict resolution consulting in the U.S. and Canada to corporate, federal, state, and provincial agencies.

- Conduct high-level workplace and community mediations and facilitations, including tribal consultations, international business mediations, environmental impact hearings, and Internet-based conflict resolution for international registry domains.
- Work in close collaboration with executive leadership to provide ombudsman and organizational consulting services to a diverse range of organizations, including the International Foundation for Online Responsibility, the Assistant Secretary for Indian Affairs – U.S. Department of the Interior, Los Alamos National Laboratory, the U. S. Defense Department's Center for Counter Measures, and other elite non-profit, higher-ed, and corporate clients.
- Review large programs and budgets for legal issues including regulatory compliance, and work internationally with organizations in areas involving curriculum development, conflict resolution, and organizational development.
- Design and implement compensation and student/faculty/staff complaint systems for higher education institutions and consult on policy development for high-tech and higher education organizations.
- Expert and popular trainer in employee relations, legal awareness and compliance, conflict resolution, communication and rapport.

#### **Resource Center Manager, Regional Office, Energy Employees Compensation Resource Center, Paragon Technical Services (2008)**

- Manage operations and staff in the Regional Office for a prime contractor to the United States Department of Labor. Responsible for claims administration in Texas, New Mexico, and part of Arizona to handle compensation claims for current and former workers who may be eligible for compensation under federal energy worker compensation laws.
- Design and implement outreach programs to reach potentially eligible employees with special focus on current and former workers at major national energy, defense, and research facilities within the region.

#### **Interim Vice President for Finance and Administration, Santa Fe Community College (2006-2007)**

Managed a \$24M annual General and Instructional budget and led capital campaign for funding for key new projects amounting to more than \$30M. Served as CFO, COO, and acting CIO for an institution serving nearly 15,000 full/part-time students, serving as executive-level manager for nearly 200 employees and 14 departments, managing all operational aspects of the college, including: Budget, Finance, Payroll, IT, HR, Plant Operations and Maintenance, Procurement and Warehousing, Fleet Operations, Campus Security, and Enrollment and Student Services and most auxiliary services such as Food Services, Campus Book Store and the Early Childhood Development Center.

- Implemented complete revision and recompilation of all college administrative policies and led a team to design new employee and student discipline and complaint procedures and develop completely revised employee and student handbooks.
- Supervised the implementation of a campus-wide enterprise software system ("Banner") which now supports all business and enrollment operations of the college.
- At the request of the College Governing Board, assumed the "internal receivership" of the college's Early Childhood Development Center, facilitating an in-depth financial review of its operation and restructuring its practices and systems, resulting in a 35% reduction in overall operating cost and saving the College nearly \$200,000 in less than one fiscal year.
- Led the College's capitol and legislative campaigns and led contract negotiations for major projects, including an innovative partnership to share facilities and resources with a healthcare resource.

#### **Laboratory Ombudsman and Ombuds Program Director, Los Alamos National Laboratory (1996-2006)**

Nominated by the workforce and selected by the Laboratory Director to be the first Ombudsman for Los Alamos National Laboratory – a 10,000-person workforce with an annual budget exceeding \$2.2 billion. Served as the chief liaison between the Laboratory's Director and top managers and the laboratory workforce. Selected, trained and developed a high-performing twelve-person team that resolved hundreds of conflict situations annually; many of which, if unresolved, would have developed into multi-million dollar cases, including: complex technology transfer disputes, local business issues, wrongful termination claims, sexual harassment issues, and group conflict situations. Based on staff

size, scope, and volume of cases, this Ombuds Program became one of the largest and most effective programs in the country, and became a recognized benchmark in the ombuds professional community.

- Served on the International Ombudsman Association Board of Directors for three years and as a member of the Ombudsman Association international training faculty, providing entry-level through advanced training in Ombuds skills.

## **Previous Positions**

### **Project Leader for Management and Leadership Development, Los Alamos National Laboratory**

Designed and delivered a variety of highly interactive and engaging management training programs in areas such as legal risk awareness, conflict management, communication, and negotiation skills to a diverse and sophisticated staff of Ph.D.-level leaders and managers. Led a team of professional corporate trainers to design the curriculum and deliver *“Pathways to Leadership,”* a comprehensive in-house training and development program for over 800 leaders and managers. Served as Lead Instructor for *“The Director’s Workshop for Leaders: Risk Management,”* a comprehensive two-day program in legal awareness and compliance issues and received outstanding evaluations by participants. Served as lead Organizational Development expert for the Laboratory.

### **Human Resources Development Division Chief of Staff, Los Alamos National Laboratory**

Directed administrative operations for a complex division of nearly 200 professional HR staff. Responsible for coordinating desktop acquisition, HR information systems, and Division IT issues. Served as the due process hearing officer for all employee disciplinary actions as well as employee grievance appeals.

### **Employee Relations Team Leader, Los Alamos National Laboratory**

Led a dynamic, high-performing team of employee relations specialists, policy specialists, and employee counselors in a sophisticated and diverse workplace of 10,000 employees and contractors. Introduced mediation into the grievance process long before that was a norm in formal processes, training the entire group in workplace mediation. Led a five year initiative that completely redesigned the employee complaint and disciplinary procedures, reducing resolution time by as much as 95% and overall cost by over 65%.

### **General Counsel and Director of Office of Legal Services, New Mexico Corrections Department**

Established first in-house General Counsel’s Office for the state’s second largest agency. Served as chief labor-management negotiator, public spokesperson, and hearing officer for community relations issues. Established comprehensive, federally-mandated staffing patterns and due process systems for employees and inmates, including employee and inmate grievance procedures and inmate involuntary transfer procedures. Created the first in-house automated docket control system for claims against the department. Served as the legislative coordinator during each legislative session and led a team of analysts and others to press for legislation and pursue funding for the department.

## **Education**

### **Bachelor of Science – Phillips University**

Enid, OK

Biology/Chemistry/Pre-medicine

Dean’s Honor Student

### **Juris Doctorate, University of Tulsa**

Tulsa, OK

Graduated top 1/3 of class

### **Post-Doctoral Studies**

### **Harvard University, College of Law**

Cambridge, MA

Studies in Advanced Negotiation

### **Pepperdine University, Straus Institute**

**Pepperdine College of Law**

Malibu, CA

Program in Advanced Mediation  
and Negotiation Skills for Lawyers

### **University of Michigan,**

**School of Business**

Ann Arbor, MI

Labor – Management Relations

## **Other Information**

- Writing samples and additional biographical information available at: <http://bizexteam.com>
- Member (currently in “inactive status”), New Mexico State Bar
- Former DOE “Q” and “SCI” “top-secret” national security clearances, with recent clearance review for streamlined reinstatement.
- Continue with “Guest Scientist” status at Los Alamos National Laboratory to provide consulting assistance to the organization.
- Served as an adjunct professor for the Straus Institute of Dispute Resolution at the Pepperdine University College of Law and served as externship supervisor for LL.M and MBA-level students seeking their advanced degree in dispute resolution and guest lecturer at UNM School of Law.
- Active participant in a wide variety of community charitable activities.
- Former professional ski instructor.
- Active martial arts instructor in Tae Kwon Do and Hapkido with a third-degree black belt in Hapkido.