International Ombudsman Institute
Institut International de l'Ombudsman
Instituto Internacional del Ombudsman

"Sharpening Your Teeth" Training

Vienna, 14 – 17 November 2010

Draft-Programme

Sunday November 14, 2010

All day	**Arrival of participants**
Afternoon	**Guided city tour**
6:00 p.m.	**Informal get-together at the Austrian Ombudsman Board**

Monday November 15, 2010

9:00 - 9:30 a.m.	**Introduction and Welcome** I.O.I. Secretary General Peter Kostelka and Ontario Ombudsman André Marin
9:30 - 10:45 a.m.	**Systemic Investigations** An introduction to identifying systemic cases and conducting effective and efficient investigations.
10:45 - 11:00 a.m.	**BREAK**
11:00 a.m. - 12:15 p.m.	**Principles of Excellent Investigation** A discussion of the eight principles that underlie thorough and objective investigations of any kind.
12:15 - 1:45 p.m.	**LUNCH hosted by the I.O.I.**
1:45 - 3:00 p.m.	**Planning an Investigation** How to structure and prepare an investigation plan that will act as a road map throughout the investigation.

3:00 - 3:15 p.m.	**BREAK**
3:15 - 5:00 p.m.	**Preparation of Investigation Plans**
	Scenario: Presentation of a customized investigation scenario.
7:00 p.m.	**Dinner hosted by the I.O.I.**

Tuesday November 16, 2010

9:00 - 9:45 a.m.	**Investigation Plans**
	Groups will present an aspect of their investigation plan.
9:45 -10:30 a.m.	**Case Study 1**
	Investigation into a Ministry's Disability Adjudication Unit handling claims for assistance made by persons with disabilities.
10:30 - 10:45 a.m.	**BREAK**
10:45 a.m. - 12:00 p.m.	**Witnesses and Interviewing**
	How to identify and prioritize witnesses and interview them.
12:00 - 1:30 p.m.	**LUNCH hosted by the I.O.I.**
1:30 - 2:00 p.m.	**Witnesses and Interviewing (Continued)**
2:00 - 2:30 p.m.	**Wish Lists**
	Which documents to obtain and how to get them. Tips for drafting effective "wish list" letters when requesting documents.
2:30 - 3:00 p.m.	**...and Whistleblowers**
	How do you deal with the confidentiality of whistleblowers and threats of retaliation?
3:00 - 3:15 p.m.	**BREAK**
3:15 - 4:30 p.m.	**Case Study 2**
7:00 p.m.	**Dinner hosted by the I.O.I.**

Wednesday November 17, 2010

9:00 - 10:00 a.m.	**Assessing the Evidence** How to weigh the evidence gathered for sufficiency, reliability and relevance.
10:00 - 10:15 a.m.	**BREAK**
10:15 a.m. - 12:00 p.m.	**Report Writing** A session on drafting a compelling, persuasive and highly readable report.
12:00 - 1:00 p.m.	**LUNCH hosted by the I.O.I.**
1:30 - 2:45 p.m.	**Watchdogs Bark!** This session will focus on the whys and hows of making your report matter via all manner of media, from traditional print to Twitter.
2:45 - 3:00 p.m.	**BREAK**
3:00 - 4:00 p.m.	**Closing Remarks**

Please note that the training programme will be performed in English.