



**10TH WORLD CONFERENCE
OF THE INTERNATIONAL
OMBUDSMAN INSTITUTE**

WELLINGTON | 12 – 16 NOVEMBER 2012
SPEAKING TRUTH TO POWER – THE OMBUDSMAN IN THE 21ST CENTURY



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

**'Sharpening Your Teeth' Training,
Wellington, New Zealand November, 2012**

Day One

8:00 - 8:30 a.m.

Welcome and Introduction

Ontario Ombudsman André Marin

8:30 – 10:00 a.m.

Systemic Investigations

An introduction to the Special Ombudsman Response Team (SORT). What is a systemic investigation? Identifying systemic cases and conducting effective and efficient investigations.

10:00-10:15 am

BREAK

10:15-11:15 am

8 Principles of Effective Investigations and Case Study

We will examine the basic principles that underlie thorough and objective investigations and present a case study which demonstrates what can go wrong when these are not adhered to.

11:15-12:00 pm

Planning an Investigation

How to structure and prepare an investigation plan that will act as a road map throughout the investigation. We will cover how to avoid "issue creep", develop an effective investigation strategy, pinpoint sources of evidence, anticipate potential roadblocks, use resources efficiently and set realistic milestones and timelines

12:00 - 1:00 p.m.

LUNCH

1:00-1:45 pm

Planning an Investigation Continued

1:45 pm -3:00 pm

**Case Scenario Discussion and Group Preparation of
Investigation Plans**

3:00-3:15 pm

BREAK

3:15 pm -4:30 pm

Presentation of Investigation Plans and Group Discussion

Day Two

8:00-8:30 am Wishlists and...

Which documents to obtain and how to get them. Tips for drafting effective “wish list letters” when requesting documents.

8:30-9:00 am Whistleblowers

Strategies for dealing with confidentiality, credibility and threats of retaliation.

9:00-10:00 am Case Study: Using Social Media In the Investigative World

The Ombudsman investigation into the alleged “secret law that was imposed during the G20 Summit in Toronto in June 2010 used social media to reach out to the public and gather a large quantity of evidence. This presentation covers the challenges and rewards of using social media including facebook, twitter and youtube to further your investigation.

10:00-10:15 am BREAK

10:15-10:45 Case Study: Using Social Media (continued)

10:45-12:00 pm Witnesses and Interviewing

How to identify and prioritize witnesses and interview them. We will cover interview preparation, choosing the best location, putting witnesses at ease, dealing with less- than-co-operative witnesses, developing comprehensive question areas, structuring the interview to get maximum information, and assessing whether or not the interview was successful.

12:00 - 1:00 p.m. LUNCH

1:00-2:00 pm Assessing the Evidence

How to weigh the evidence gathered for sufficiency, reliability and relevance.

2:00-3:00 pm Report Writing

A session on drafting a compelling, persuasive and highly readable report.

3:00 -3:15 p.m. BREAK

3:15 -4:30 pm Watchdogs Bark: Making Yourself Heard via Traditional and Social Media

This session will focus on the whys and hows of making your report matter via all manner of media, from traditional print to Twitter.