

United States Ombudsman Association's 42nd Annual Conference

The Westin Atlanta Perimeter North, Atlanta, Georgia

2023 Pre-conference trainings: Monday, September 11 & Tuesday, September 12

Breakfast, lunch and breaks are included in registration. Pre-conference sessions are not included in the main conference registration. You must register for pre-conference sessions separately.

Pre-conference #1	Pre-conference #2	Pre-conference #3
<p>New Ombudsman Training</p> <p>September 11 & 12 8:30 AM – 5:00 PM (Two-day training)</p> <p>Attendance is capped at 30 participants</p> <p>This two-day workshop is for individuals who are newer to the role of government ombudsman. Instructors include experienced general jurisdiction legislative ombudsman, executive branch ombudsman and jurisdiction/agency-specific ombudsman.</p> <p>Participants will learn about the origin, characteristics and standards of a classical ombudsman office. Instructors will discuss basic intake, interviewing and investigation techniques, report writing, and will present a case study to enable participants to apply knowledge to practice. The workshop will examine the role of the ombudsman in promoting an ethical climate in our agencies and review ethical challenges an ombudsman may face.</p> <p>Participants will also have the opportunity to discuss best practices, time saving tips, and tools of the trade with a group of experienced, seasoned ombudsman.</p> <p>Instructors:</p> <p><i>Experienced Ombudsman from Various Jurisdictions (to be announced)</i></p>	<p>Managing Unreasonable Conduct by a Complainant</p> <p>September 11 OR 12 8:30 AM – 5:00 PM</p> <p>This is a one-day workshop. Attendance is capped at 30 per day.</p> <p>Unreasonable conduct by complainants (UCC) can take up substantial time and resources in your workplace. This world-renowned one-day workshop is designed to help you identify and manage unreasonable conduct, deliver effective prevention and resolution policies and strategies, and support staff members and colleagues impacted by complainant behavior.</p> <p>This workshop is for staff who come into contact with or respond to complainants who display unreasonable conduct, as well as supervisors responsible for setting complaint handling policy.</p> <p>Participants will learn to:</p> <ul style="list-style-type: none"> • define the characteristics and impacts of unreasonable conduct • consider why some complainants behave unreasonably • identify the warning signs, escalations, and safeguards of unreasonable conduct • implement key strategies to <i>prevent</i> unreasonable conduct • identify and apply key strategies, principles and policies to <i>manage</i> the conduct • reflect on your personal and organizational experiences of unreasonable conduct <p>Instructor:</p> <p><i>Donald Sword – Educator and Attorney, New South Wales, Australia</i></p>	<p>Sharpening Your Teeth</p> <p>Advanced Investigative Training</p> <p>September 12 8:30 AM – 5:00 PM</p> <p>Following a three-year hiatus during the COVID-19 pandemic, Ombudsman Ontario has commenced development on an updated version of its renowned <i>Sharpening Your Teeth</i> (SYT) administrative investigation training. While the full three day course is still under development, Ombudsman Ontario is pleased to offer a one day pre-conference session.</p> <p>Ontario Ombudsman Paul Dubé and Deputy Ombudsman Barbara Finlay will focus on <i>THE WHYS, WHENs and HOWs OF CONDUCTING AN OMBUDSMAN ADMINISTRATIVE INVESTIGATION</i> and share practical strategies and considerations relevant to both individual and systemic investigations. This session will take participants through the various steps of an administrative investigation, from deciding which issues to investigate, how to develop a detailed investigative plan and avoid “scope creep”, to tips on collecting and processing evidence and interviewing witness, to the drafting of the report, and strategies for getting recommendations accepted.</p> <p>Instructors:</p> <p><i>Paul Dubé, Ontario Ombudsman and Barbara Finlay, Deputy Ombudsman</i></p>