# 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.

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<td><strong>New Ombudsman Training</strong>&lt;br&gt;September 11 &amp; 12&lt;br&gt;8:30 AM – 5:00 PM&lt;br&gt;(Two-day training)&lt;br&gt;Attendance is capped at 30 participants</td>
<td><strong>Managing Unreasonable Conduct by a Complainant</strong>&lt;br&gt;September 11 OR 12&lt;br&gt;8:30 AM – 5:00 PM&lt;br&gt;This is a one-day workshop.&lt;br&gt;Attendance is capped at 30 per day.</td>
<td><strong>Sharpening Your Teeth</strong>&lt;br&gt;Advanced Investigative Training&lt;br&gt;September 12&lt;br&gt;8:30 AM – 5:00 PM</td>
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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.

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.

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.

**Instructors:**

*Experienced Ombudsman from Various Jurisdictions (to be announced)*

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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.

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.

Participants will learn to:
- 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 prevent unreasonable conduct
- identify and apply key strategies, principles and policies to manage the conduct
- reflect on your personal and organizational experiences of unreasonable conduct

**Instructor:**

*Donald Sword – Educator and Attorney, New South Wales, Australia*

**Instructors:**

*Paul Dubé, Ontario Ombudsman and Barbara Finlay, Deputy Ombudsman*