



Queen Margaret University
EDINBURGH



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

International Ombudsman Institute Training Vienna, 16 – 19 September 2012

Draft Programme

Sunday September 16, 2012

All day	Arrival of participants
1:00 - 6:00 p.m.	Registration, lobby of Hotel Stefanie
2:00 - 5:00 p.m.	Guided city tour in English (two groups)
6:00 p.m.	Informal get-together and dinner Meeting point: lobby, Hotel Stefanie Transfer to the restaurant Heuriger Zimmermann, Armbrustergasse 5, 1190 Vienna

Monday September 17, 2012

9:00 - 9:30 a.m.	Welcome and introduction to the IOI IOI Secretary General Peter Kostelka Introduction and course purpose Queen Margaret University
9:30 - 10:45 a.m.	Complaint diagnosis and assessment Making reliable decisions on whether to investigate
10:45 - 11:00 a.m.	BREAK

- 11:00 -12:15 p.m. **Operating within legal frameworks**
- 12:15 - 1:45 p.m. **LUNCH** (dining hall, ground floor, Hotel Stefanie)
- 1:45 - 3:00 p.m. **Conflict and managing challenging behaviour**
- 3:00 - 3:15 p.m. **BREAK**
- 3:15 - 4:00 p.m. **Preventing things from going wrong**
- 4:00 - 5:00 p.m. **Group discussion on topic selected by participants**
- 6:30 p.m. **Snacks at the Hotel Stefanie (garden area), evening free**

Tuesday September 18, 2012

- 9:00 - 10:45 a.m. **Planning and carrying out effective investigations**
- 10:45 - 11:00 a.m. **BREAK**
- 11:00 -12:15 p.m. **Gathering and managing evidence**
- 12:15 - 1:45 p.m. **LUNCH** (dining hall, ground floor, Hotel Stefanie)
- 1:45 - 3:30 p.m. **Investigative reasoning, effective interviewing**
- 3:30 - 4:00 p.m. **BREAK – Family photo**
- 4:00 - 5:00 p.m. **Panel discussion on topic selected by participants**
- 6:30 p.m. **Walk to the IOI General Secretariat – dinner in the former ball room**
Special guest: Sponsor Rainer Hauser (Director, Bank Austria),
Singerstrasse 17, 1015 Vienna
- 9:30 p.m. **Return to the hotels (walk)**

Wednesday September 19, 2012

- 9:00 - 10:15 a.m. **Critical thinking, decision making**
- 10:15 - 10:30 a.m. **BREAK**
- 10:30 - 12:15 a.m. **Reaching and acting on reliable findings – making proportionate recommendations**
- 12:15 - 1:45 p.m. **LUNCH** (dining hall, ground floor, Hotel Stefanie)
- 1:45 - 3:00 p.m. **Producing clear written documents – reporting persuasively**
- 3:00 - 4:00 p.m. **Discussion topic selected by participants**

Venue: All training sessions will take place in the conference room of Hotel Stefanie, 4th floor, Taborstrasse 12, 1020 Vienna.

The training sessions will be held by Eric Drake, Kerry Barker and Craig Cathcart from Queen Margaret University, Edinburgh. Please note that the training programme will be performed in English.

Pre-course preparation will include:

- Reading case study
- Questions in relation to their ombudsman or complaint handling organisation
- Email responses to Queen Margaret University
- Preparation for discussion topics

The IOI General Secretariat thanks the following sponsors for supporting the IOI training course 2012:

