



**'Sharpening Your Teeth' Training
Vienna, 5 – 8 June 2011
Programme**

Sunday June 5, 2011

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| All day | Arrival of participants |
| 1:00 - 6:00 p.m. | SYT Registration |
| 2:00 - 5:00 p.m. | Guided city tour in English |
| 6:00 p.m. | Informal get-together and dinner |

Monday June 6, 2011

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| 8:15 a.m. | Transfer to the I.O.I. General Secretariat |
| 9:00 - 9:30 a.m. | Welcome and introduction to the I.O.I.
I.O.I. Secretary General Peter Kostelka and
Ontario Ombudsman André Marin |
| 9:30 - 10:15 a.m. | Systemic Investigations
An Introduction to the Special Ombudsman Response Team. What is a systemic investigation? Identifying systemic cases and conducting effective and |

efficient investigations. Plus: tips on how to counter arguments against conducting systemic investigations.

10:15 - 10:45 a.m. **Eight Principles of Effective Investigations**

We will examine the basic principles that underlie thorough and objective investigations with reference to case examples.

10:45 - 11:00 a.m. **BREAK**

11:00 -12:15 p.m. **Case Study and Group Discussion**

A brief case study of a systemic investigation will be presented and then delegations will be invited to provide brief examples of systemic investigations and some of the challenges they face in their own jurisdictions.

12:15 - 1:45 p.m. **LUNCH** (hosted by the I.O.I. General Secretariat)

1:45 - 3:00 p.m. **Planning an Investigation and Case Study**

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

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

3:15 - 5:00 pm **Case Scenario Discussion and Preparation of Investigation Plans**

5:00 p.m. **Transfer to the Hotel**

6:45 p.m. **Snacks at the Hotel, free evening**

Tuesday June 7, 2011

- 8:15 a.m. **Transfer to the I.O.I. General Secretariat**
- 9:00 - 10:30 a.m. **Presentation of Investigation Plans and Group Discussion**
Each group will present an aspect of their investigation plan for the first 45 minutes and then a 30 minute discussion will be held where participants will be encouraged to talk about their experiences in planning investigations in their own respective offices.
- 10:30 - 10:45 a.m. **BREAK – Photo session**
- 10:45 -12:00 p.m. **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
- 12:00 - 1:30 p.m. **LUNCH** (hosted by the I.O.I. General Secretariat)
- 1:30 - 3:00 p.m. **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. We will also cover recording practices as well as how to deal with common problems and the most common errors made by interviewers.
- 3:00 - 3:15 p.m. **BREAK**
- 3:15 - 4:00 p.m. **Wish Lists ...**
Which documents to obtain and how to get them. Tips for drafting effective “wish list” letters when requesting documents.

- 4:00 - 4:30 p.m. **... and Whistleblowers**
How do you deal with the confidentiality of whistleblowers and threats of retaliation?
- 4:30 p.m. **Transfer to the Hotel**
- 6:30 p.m. **Transfer to the restaurant and dinner**
- 9:30 p.m. **Return to the Hotel**

Wednesday June 8, 2011

- 8:15 a.m. **Transfer to the I.O.I. General Secretariat**
- 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 - 12:00 a.m. **Report Writing**
A session on drafting a compelling, persuasive and highly readable report.
- 12:00 - 1:30 p.m. **LUNCH** (hosted by the I.O.I. General Secretariat)
- 1:30 - 2:30 p.m. **Watchdogs Bark: Traditional and Social Media**
You've completed your investigation and written a bombshell report. How do you make sure the public knows and cares? This session will focus on the whys and hows of making your report matter via all manner of media, from traditional print to Twitter. A primer on how to get and keep the public's attention, through good media relations, report packaging, news conference planning and the strategic use of the revolutionary new tools of social media.
- 2:30 - 3:00 p.m. **Group Discussion: Participant Feedback and Wrap-up**
Participants will be invited to share their experiences in their individual offices in the context of the issues covered in the course

All SYT training sessions take place in the I.O.I. General Secretariat, c/o Office of the Austrian Ombudsman Board (Volksanwaltschaft), Singerstrasse 17, 2nd Floor, 1015 Vienna (tel: 0043 1 512 93 88-201)

The training sessions will be held by Ontario Ombudsman André Marin and Deputy Ontario Ombudsman Barbara Finlay. Course material will be distributed at the beginning of the training. Please note that the training programme will be performed in English.

The I.O.I. General Secretariat thanks the following sponsors for supporting the SYT II training in Vienna:

