



# SHARPENING your **TEETH**

November 28-30th, 2011


Sutton Place Hotel  
955 Bay St., Toronto, ON



As we prepare to write and publish our first systemic investigation report, this course will prove to be a guide.  
Very timely!  
**SYT 2009 Alumnus**

Since 2005, the Ontario Ombudsman's Office, under the leadership of Ombudsman **André Marin**, has pioneered an innovative methodology for conducting systemic investigations.

The **Special Ombudsman Response Team (SORT)**, which conducts the majority of these investigations, has acquired a reputation for tackling issues efficiently and expeditiously.



"This training session was the best I have ever attended -- by a long shot."  
**2009 SYT Alumnus**

Our Toronto course has welcomed colleagues from: Australia, Bermuda, Scotland, South Korea, Israel, Brazil, Ireland, Holland, the Caribbean, the United Kingdom and the U.S.

**SYT** training has also been delivered to oversight agencies and investigative professionals in: Hong Kong, Ethiopia, Thailand, Switzerland, Brazil, South Africa, Trinidad & Tobago, Northern Ireland, Morocco, the U.S. and Bermuda.



Past **SYT** participants include virtually every provincial ombudsman office in Canada and numerous federal and provincial oversight agencies.

"The best training session I've had in a decade. Fantastic presenters and visual media. Thank you!"  
**SYT 2009 Alumnus**

"One of the, if not the, top training seminars of its kind in the world"  
James Rosado Senior Investigating Officer,  
Gibraltar Public Services Ombudsman

# SHARPENING your TEETH

SYT is designed to demonstrate the unique techniques used by SORT and how they can be **easily adapted** by other oversight agencies for their own use.

The Ombudsman of Ontario and senior investigative, operational and legal staff will lead all sessions.

## Course Overview

Principles of Excellent Investigation  
Investigative Challenges  
Case Assessment  
Systemic Investigations  
Planning an Investigation  
Witnesses & Interviewing  
Whistleblowers  
Documents  
Physical Evidence  
Assessing the Evidence

“...tremendously useful in terms of thinking about how to investigate properly and report effectively”

SYT 2009 Alumnus



## Case Studies

Examine the strategies used by SORT to conduct effective systemic investigations.

## Report Writing

An acclaimed legal scholar and prolific author leads a master class in writing a compelling and highly readable report.

## Watchdogs Bark!

An inside look at how Ombudsman Ontario rolls out its striking reports.

*Plus:* tips on how to harness new and traditional media to get your message out.



“...exactly what these Ombudsmen require in order to improve their effectiveness”

Adv. Mabedle Lawrence Mushwana  
Public Protector of South Africa

“Take our approach,  
make it fit *your* world”



# SHARPENING your TEETH



SYT is an advanced course designed for professionals employed in investigative and administrative oversight capacities. The course is held on a cost-recovery basis and space is very limited.

## For more information

please contact:

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**or visit us at:**



[www.ombudsman.on.ca/en/what-we-do/  
training/sharpening-your-teeth.aspx](http://www.ombudsman.on.ca/en/what-we-do/training/sharpening-your-teeth.aspx)