



منظمة الموفقين والوسطاء والرفعيين الأفرقة
African Ombudsmen and Mediators Association
Association des Ombudsmen et Médiateurs Africains
Associação dos Ombudsmen e Mediadores



مركز بحث الوافس الأفرقة
African Ombudsman Research Centre
Centre de Recherche des Ombudsmen Africains
Centro de Investigação da Provedoria de Justiça Africana



SAVE THE DATE: WEBINAR

“Dealing with Challenging Behaviour”

Tuesday, November 15, 2022 (10AM SA) GMT+2

Ombudsman worldwide share a lot in common, from similarities in jurisdiction and functions to funding and resource challenges. Perhaps most common is the experience of dealing with challenging behaviour from people who use their services. Equally, people who handle complaints in government often say the most challenging part of their job is managing the behaviour of some people who complain.¹

People may be angry or frustrated when they approach the Ombudsman, sometimes with good reason. They might be vulnerable or distressed. People might not listen to the advice provided, and occasionally, they may demonstrate abusive or threatening behaviour. Although this kind of behaviour is hard to deal with, there can be a legitimate grievance at the heart of related complaints.²

In collaboration with the IOI, AORC’s next Webinar, ‘*Dealing with Challenging Behaviour*,’ will provide skills to deal with this challenge.

The Webinar entitled, ‘*Dealing with Challenging Behaviour*’ would discuss what challenging behaviour is, how to productively deal with challenging behaviour, and in addition, provide clear guidance to Ombudsman offices on how to effectively deal with challenging behaviour.

Webinar Goal: This Facilitated Discussion is an excellent opportunity to enhance the capacity of African Ombudsman throughout the continent in their tasks relating to dealing with challenging behaviour. It will also contribute to the development of skilled resources within the Ombudsman institutions to benefit each participating country and Africa as a whole.

Language: Simultaneous interpretation will be available in English, French, Arabic, Portuguese, and Spanish.

You can register in advance and secure your place using the following link:

https://ukzn.zoom.us/webinar/register/WN_fxmpPXTfS6ieDlffqSEGFq

An official invitation, order of proceedings & details of speakers will follow soon.

Enquiries: Lwelela@ukzn.ac.za OR adonism@ukzn.ac.za

AOMA/AORC WEBSITE: - <http://aoma.ukzn.ac.za>

¹ IOI Best Practice Paper: ‘*Dealing with Challenging Behaviour*’ Issue 6 (April 2021) 1.

² Ibid.