

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

### **Venue**

All SYT training sessions will take place in the conference room of Hotel Stefanie, 4<sup>th</sup> floor, Taborstrasse 12, 1020 Vienna.

### **Programme**

The training programme is focussed on systemic investigations and how to carry them out effectively. During sections of the course participants will be encouraged to discuss any experience they might have with systemic investigations including how their office selects cases for systemic investigations and challenges they may have experienced in carrying out systemic investigations.

#### **Sunday June 5, 2011**

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

## **Monday June 6, 2011**

- 9:00 - 9:30 a.m.      **Welcome and introduction to the I.O.I.**  
I.O.I. Secretary General Peter Kostelka, Director Rainer Hauser (Bank Austria UniCredit AG), 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** (dining hall, ground floor, Hotel Stefanie)
- 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      **Small Group Exercise: Case Scenario Discussion and Preparation of Investigation Plans**
- 6:30 p.m.      **Snacks at the Hotel Stefanie (garden area), evening free**

## **Tuesday June 7, 2011**

- 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**
- 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** (dining hall, ground floor, Hotel Stefanie)
- 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 - 3:25 p.m.      **BREAK – Family photo**
- 3:25 - 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?
- 6:30 p.m.      **Walk to the I.O.I. General Secretariat – dinner in the former ball room**  
Singerstrasse 17, 1015 Vienna
- 9:30 p.m.      **Return to the hotels (walk)**

## **Wednesday June 8, 2011**

- 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** (dining hall, ground floor, Hotel Stefanie)
- 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

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:

