

What is fairness? Is it really that simple?
What if your idea of fairness is not your client's idea of fairness?

Join us for a workshop on **October 23, 2019.**

The Fine Art of

Fairness

A Guide to Fair Practice



**Ombudsman
Saskatchewan**
Promoting Fairness

8:30 a.m. - 5:00 p.m.
Kramer Building
Room #3
1146 102 Street
North Battleford SK S9A 1E9

To register, contact Ryan Kennedy at ombsktn@ombudsman.sk.ca or 1-306-933-5500.
There is no cost to attend. Bring or buy your own lunch.

Topics include:

1. Ombudsman 101

Everything you wanted to know about the Ombudsman's office but were afraid to ask (or no one has clarified for you).

2. Fairness

What is it? What do you need to know to be fair? How fair is fair? Review the fairness checklist for individuals and agencies.

3. Power, Rights and Interests

Learn how to draw out your clients' underlying needs - and how those needs affect their ideas about fairness.

4. Decision-making and Decision Writing

What makes a decision fair? How can you build fair decision-making into your regular processes? What should you consider when communicating a decision?.

Putting into practice what you learn can help you:

- increase your clients' understanding about decisions that affect them.
- increase your clients' overall satisfaction with your office.
- gain confidence when using discretion as part of your decision-making process.
- work collaboratively with complainants.
- avoid escalation of complaints.