

How can a Fair Practices Workshop help?

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; and
- ♦ avoid escalation of complaints.

promoting fairness

January 2008



The Fine Art of Fairness *A Guide for Fair Practice*



***Would your clients
say you are fair?***

for government ministries, agencies,
boards and Crown corporations

Fairness...

Is it really that simple?

What is fairness anyway?

What if your idea of fairness is not your client's idea of fairness?

Ever get stuck trying to do the right thing, but you get caught up in the emotion of the situation and find yourself acting differently than you would like?



Every day government employees make decisions that affect someone's life. Sometimes those decisions are accepted and sometimes they are challenged. Sometimes people complain that they weren't treated fairly. Sometimes people complain that the decision is wrong. Sometimes they complain that the decision wasn't fair.

We can help.

Ombudsman Saskatchewan offers a Fair Practices Workshop. We provide the tools to help you make decisions in a fair manner, deliver difficult decisions or information, and have effective conversations with clients.

The workshop includes topics such as:

- 1. 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.
- 2. Communication**
Make your communications with clients more effective through listening, questioning and reframing.
- 3. Interests**
Learn how to draw out your clients' underlying needs - and how those needs affect their ideas about fairness.
- 4. The Ombudsman**
Everything you wanted to know about the Ombudsman's office but were afraid to ask (or no one has clarified for you).

Call us.

We can arrange a Fair Practices Workshop that fits your needs.

- ♦ Two-day, full-day and half-day modules are available.
- ♦ This interactive workshop includes small and large group discussions, demonstrations and lectures.
- ♦ There is no cost for the workshop.

For more information contact us:

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