

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 **March 6, 2019.**

The Fine Art of

# Fairness

A Guide to Fair Practice



**Ombudsman  
Saskatchewan**  
*Promoting Fairness*

8:30 a.m. - 5:00 p.m.  
Regina Food Bank  
Ed Bloos Centre  
445 Winnipeg Street  
Regina SK S4R 8P2

To register, contact Ryan Kennedy at [ombsktn@ombudsman.sk.ca](mailto: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.