

EXECUTIVE DEVELOPMENT PROGRAMME

Creating the Effective Ombudsman – Strategies, Performance, Best Practices

In response to a combination of local and global realities, Ombudsman offices have been established in over 200 developed and developing democracies, including national governments, business establishments as well as the leading international organisations. The institution has clearly emerged as an inevitable instrument for the advancement of good governance in contemporary societies. However, Ombudsman and Ombudsman-like organisations present distinctive operational and management issues that several key functionalities continue to wrestle with. Repeatedly, studies have confirmed that many offices perform well below average in most critical areas, with attendant disappointing impact on the overall quality of governance in organisations and society at large.

This programme is designed to deepen participants' familiarity with key principles and will offer them practical and imaginative approaches for running an Ombudsman office effectively. It aims to develop critical competencies and enhance the knowledge-base of Heads and senior officials of Ombudsman and related Complaints Handling offices. Key benefits of the programme for participants, their organisations and governments include:

- Deeper appreciation of contemporary issues concerning the role and performance of the Ombudsman institution worldwide
- Robust knowledge of international best practices and practical tools to implement them effectively in different ombudsman regimes
- Development of critical leadership competencies appropriate to the ombudsman role and prevailing demands on the institution
- Benefit from post-training advice and support to implement the outcomes of the course, enhance individual effectiveness, and secure continuous improvement in the respective organisations

Date: Available on Request

Venue: Abuja, Nigeria

Fees: USD850.00 (*including lunch for participants*)
(For minimum of 3 participants registered)

For more information and to participate please contact:

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