

**I.O.I. Regional Training Programme**  
**Asia and Australasia & Pacific Regions**

Date : 21 - 25 May 2012 (Monday - Friday)

Place : Hong Kong & Macao, China

Medium : English

Target Participants : Frontline and middle-level workers with core duties in complaint handling

Fee : Free for I.O.I. Members within Asia and Australasia & Pacific Regions  
 : US\$400/person for others

Places : 40

Nomination : Interested parties should first read the "Points to Note" before filling out the Nomination Form

Deadline : 15 March 2012

Enquiry : Ms. Kathleen Chan, Senior Manager (External Relations), Office of The Ombudsman, Hong Kong  
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Date	Start	End	Programme / Speaker	Venue
<b>Monday, 21 May, 2012</b>				
			Arrival in Hong Kong of speakers and participants	
<b>Tuesday, 22 May, 2012</b>				
	8:00 AM	9:00 AM	Registration	The Park Lane Hong Kong
	9:00 AM	9:15 AM	Welcome by Mr. Alan Lai, The Ombudsman, Hong Kong and Dr. Fong Man Chong, Commissioner Against Corruption, Macao	
	<b>Workshop 1 - Managing unreasonable complainant conduct</b>			
	9:15 AM	12:30 PM	Mr. Bruce Barbour, Ombudsman and Mr. Chris Wheeler, Deputy Ombudsman, N.S.W., Australia	
	12:30 PM	2:00 PM	Lunch (hosted by the Office of The Ombudsman, Hong Kong)	
	2:00 PM	5:00 PM	Mr. Bruce Barbour, Ombudsman and Mr. Chris Wheeler, Deputy Ombudsman, N.S.W., Australia	
	7:00 PM	9:30 PM	Dinner (hosted by the Office of The Ombudsman, Hong Kong)	
<b>Wednesday, 23 May, 2012</b>				
	<b>Workshop 2 - "e-People" - an integrated hub of complaints, opinions and creative ideas</b>			The Park Lane Hong Kong
	9:00 AM	10:30 AM	Ms. Kim Young-ran, Chairperson, Anti-Corruption & Civil Rights Commission, Korea	
	<b>Workshop 3 - Approaching complaints with BMS Model</b>			
	10:45 AM	12:15 PM	Professor Cecilia Chan, The University of Hong Kong	
	12:15 PM	1:30 PM	Lunch (hosted by the Office of The Ombudsman, Hong Kong)	
	1:30 PM	2:00 PM	Departure for Macao Ferry Terminal	
	2:00 PM	3:00 PM	Ferry to Macao	
	3:00PM	4:00PM	Arrival in Macao and Check-in	Hotel Regency, Taipa, Macao
	4:00PM	6:30PM	Taipa and Coloane City Tour (Taipa Houses, Coloane City, Venetian Hotel)	
	7:00PM	9:00PM	Dinner (hosted by the Commission Against Corruption, Macao)	
<b>Thursday, 24 May, 2012</b>				
	<b>Workshop 4 - Best practices for complaint handling</b>			Hotel Regency, Taipa, Macao
	9:00 AM	12:30 PM	Mr. Bruce Barbour, Ombudsman and Mr. Chris Wheeler, Deputy Ombudsman, N.S.W., Australia	
	12:30 PM	2:00 PM	Lunch (hosted by the Commission Against Corruption, Macao)	
	2:00 PM	5:00 PM	Mr. Bruce Barbour, Ombudsman and Mr. Chris Wheeler, Deputy Ombudsman, N.S.W., Australia	
	6:00 PM	8:00 PM	Dinner (hosted by the Commission Against Corruption of Macao)	
<b>Friday, 25 May, 2012</b>				
	<b>City Tour - Optional</b>			
	9:00 AM	12:00 PM	City Tour (Macao Tower, A-Ma Temple, Ruins of St. Paul's, Leal Senado Square)	
	12:30 PM	2:00 PM	Lunch (hosted by the Commission Against Corruption, Macao)	Hotel Regency, Taipa, Macao
	2:30 PM	3:00 PM	Departure for Macau Ferry Terminal	
	3:00 PM	4:00 PM	Ferry to Hong Kong	

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## ***Course Information***

### **Workshop 1: Managing unreasonable complainant conduct by Mr. Bruce Barbour, Ombudsman and Mr. Chris Wheeler, Deputy Ombudsman, New South Wales, Australia**

Unreasonable complainant conduct (UCC) can take up an inordinate amount of an agency's time and resources. Based around strategies developed by Australian Parliamentary Ombudsman offices nationally, this workshop provides participants with specific strategies and skills to effectively and confidently deal with UCC.

By completing this workshop, participants will become familiar with the underlying principles for the management of UCC, develop a range of strategies for managing UCC and apply a range of effective verbal communication skills to help manage UCC. The workshop will also examine your examples, managing expectations, strategies for managing UCC, key messages for complainants/clients/staff, ways to support staff in implementing UCC strategies and staff health and safety considerations.

Mr. Bruce Barbour, specializing in administrative law and with over 25 years' experience in administrative law, investigations and management, was appointed N.S.W. Ombudsman in June 2000. He has a significant interest in the development and expansion of the Ombudsman model internationally. He was Regional Vice President of APOR and Board member of the I.O.I. for seven years, serving on many committees. He is currently a Board member of the Pacific Ombudsman Alliance, which has a strong commitment to helping Ombudsman offices in developing nations.

Mr. Chris Wheeler is the Deputy N.S.W. Ombudsman and has over 25 years' experience in complaint handling and investigations, as well as extensive experience in management and public administration. He is currently responsible for the work of the Public Administration Division of the Ombudsman and direct oversight of the responsibilities conferred on the Ombudsman under the *Public Interest Disclosures Act*. He also has responsibility to lead and coordinate the preparation of publications issued by the N.S.W. Ombudsman to guide and improve the performance by public officials of their duties. He is also the Project Sponsor of the *Dealing with Unreasonable Complainant Conduct* project currently being undertaken by the nine Australasian Parliamentary Ombudsmen, looking at better ways to manage unreasonable complainant conduct. He has presented training workshops internationally and is regarded highly for his innovative work around complaint handling.

## **Workshop 2: ‘e-People’ – an integrated hub of complaints, opinions and creative ideas by Ms. Kim Young-ran, Anti-Corruption & Civil Rights Commission, Republic of Korea**

Workshop 2 is on Korea’s use of modern technology in resolving even trivial complaints after listening closely to the voices of the people and accepting their creative ideas positively. Inspired by *Sinmoongo* (Big Drum), an ancestral system of handling complaints against the government, ‘e-People’ is the people’s online portal integrating all channels of administrative organization to the people to upgrade the whole function of petition, proposal and policy discussion services. It provides one-stop service for complaints and proposals and enhances efficiency in complaint handling.

Ms. Kim Young-ran is now Chairperson, Anti-Corruption & Civil Rights Commission, Republic of Korea, who was also the first female Justice of the Supreme Court in Korea. Under her leadership, ‘e-People’ won the UN Public Service Awards in May 2011 in recognition of its highly interactive communication with citizens.

## **Workshop 3: Approaching complaints with BMS Model by Professor Cecilia Chan, The University of Hong Kong**

Workshop 3 introduces to participants the framework of ‘Integrative Body-Mind-Spirit’ Model and its application to complaint handling. Being the front-line staff in frequent contact with angry customers, complaint handlers are under great pressure. Studies indicated that job stress impacts negatively on employees’ well-being. Stressed employees are at higher risk of developing physical illnesses (e.g. cardiovascular disease, hypertension, etc.) (O’Neill & Davis, 2011), psychological disorders (e.g. depression, anxiety, etc.) (Motowidlo, Packard, & Manning, 1986), cognitive impairment (e.g. concentration, memory problems, etc.), and maladaptive behaviours (e.g. substance abuse). These in turn, lead to poorer work performance (Beehr, Jex, Stacy & Murray, 2000; Varca, 1999), higher absenteeism and turnover, or injury (Thomas, Colligan & Higgins, 2006), causing direct economic losses to companies.

In order to operate sustainably, the well-being of employees is one of the most important aspects that companies cannot ignore. Based on the integration of Eastern and Western philosophical concepts of the BMS Model, some practical skills empathizing empathy cultivation, meaning reconstruction, team resources identification and mobilization as well as such self-care capacities as trivial physical exercises and *qigong* in maintaining one’s own emotional stabilities in dealing with difficult clients will be shared. Such an intervention framework underscores the three important foci of conflict management (e.g. prevention, during the conflict and in the aftermath) and the relationships among them (e.g. relax, recharge, redefine and resolve). While the concepts can also be applied to the clients, some proactive strategies to better understand the unspoken needs of the clients will also be discussed.

Professor Cecilia Chan is currently Associate Dean of Faculty of Social Sciences, The University of Hong Kong and has researched widely on and contributed tremendously to the studies of spirituality, clinical practice and behavioural health. She is also a seasoned trainer tailoring corporate training programmes for clients emphatic of health management. The workshops delivered by Professor Chan and her team have gained resounding feedback on the applicability of the BMS Model.

**Workshop 4: Best practices for complaint handling by Mr. Bruce Barbour, Ombudsman and Mr. Chris Wheeler, Deputy Ombudsman, New South Wales, Australia**

This last workshop of the programme provides an overview of essential elements of and best practices for an effective complaint handling system. Using Australian and International Standards as a reference, participants are given guidance about what good complaint policies and practices should look like. Cultural and organizational issues relating to complaints will be examined. It also provides an opportunity to learn how to use complaints to improve service delivery.

By completing this workshop, participants will have information to understand key elements of policies and procedures for effective complaint handling, identify skills participants already use for effective complaint handling, examine an organization's complainants culture and support staff involved in complaint handling.

For the presenters' background, please refer to "Workshop 1".