

## IOI Workshop for NPMs “Communication skills & techniques”

25 – 27 September 2017 | Vienna, Austria

Developing skills in order to optimise interaction and communication with challenging conversation partners, e.g. during visits of places of detention but also in the everyday work with difficult complainants, is of great importance for Ombudsman and NPM staff.

With this innovative training seminar, the IOI strives to create a format that enables participants to learn through a practical approach while at the same time upholding the “do-no-harm” principle, which is so essential when monitoring places of detention.

On the first training day, participants can try out and improve their communication skills and techniques in **role plays** with trained actors, who are familiar with individualized psychiatric clinical patterns of patients and can simulate the patients’ characteristics in an interview situation. The actors can provide elaborated feedback afterwards, which will help participants to improve their actions in similar situations in their field of work.

On the second training day, participants will be able to observe real-life monitoring visits by the Austrian NPM via a **livestream**. This way the training absolutely abides by the “do-no-harm” principle as the clients or patients only have to deal with an already familiar situation and are not disturbed by a larger group of training participants. In addition, the language barrier of the classic shadow monitoring approach, which usually causes additional inconveniences or disturbance for the individuals in the facilities, will also be eliminated, as translation will take place in the training room. Visits are planned to a nursing home and to a facility that provides aftercare to former prison inmates.

The training has a certain NPM focus. However, it could be interesting for participants from non-NPM institutions as well, if they can see a benefit to the everyday work of their staff.

The training will be conducted in English; a high level of English proficiency is therefore requested from participants. The training will further be limited to a maximum of 35 participants and a maximum of **two** representatives per member institution.

## Draft Agenda

Sunday, 24 September 2017

TIME	TOPIC
all day	– Arrival of participants
evening	– Informal get-together (optional)

Day 1 | Monday, 25 September 2017

TIME	TOPIC
09h00 – 10h45	<ul style="list-style-type: none"><li>– Welcome</li><li>– Getting acquainted (warm up / group work)</li><li>– Purpose &amp; objectives of the training</li></ul>
10h45 – 12h45	Group Work <ul style="list-style-type: none"><li>– Role play with trained actors simulating real-life situations with challenging conversation partners</li><li>– Trying out communication skills and interviewing techniques</li><li>– Rounds of feedback / reflection with actors, other participants and medical experts (psychiatrists)</li></ul>
12h45 – 14h00	<i>Lunch</i>
14h00 – 16h45	Plenary Session <ul style="list-style-type: none"><li>– Debriefing of role plays</li></ul>
16h45 – 17h00	Plenary Session <ul style="list-style-type: none"><li>– Conclusion Day 1 (personal gain / benefits etc.)</li></ul>
<i>evening</i>	<i>at free disposal</i>

## Day 2 | Tuesday, 26 September 2017

TIME	TOPIC
09h00 – 10h45	<ul style="list-style-type: none"><li>– Summary of Day 1</li><li>– Introduction program point “livestream”</li><li>– Warm-up (purpose &amp; objectives of the day)</li></ul>
10h45 – 13h00	<ul style="list-style-type: none"><li>– Livestream I =&gt; NPM interviews (followed by round of reflection &amp; feedback in smaller groups)</li></ul>
13h00 – 14h30	<i>Lunch</i>
14h45 – 16h30	<ul style="list-style-type: none"><li>– Livestream II =&gt; NPM interviews (followed by round of reflection &amp; feedback in smaller groups)</li></ul>
16h30 – 17h00	Plenary Session <ul style="list-style-type: none"><li>– Conclusion Day 2 (personal gain / benefits etc.)</li></ul>
<i>evening</i>	<i>official dinner</i>

## Day 3 | Wednesday, 27 September 2017

TIME	TOPIC
09h00 – 09h45	<ul style="list-style-type: none"><li>– Summary of Day 2</li></ul>
09h45 – 11h30	Group Work <ul style="list-style-type: none"><li>– Learning experience</li><li>– Key learnings of the training</li></ul>
11h30 – 11h45	<i>Coffee break</i>
11h45 – 13h00	Plenary Session <ul style="list-style-type: none"><li>– Conclusion and concrete next steps</li></ul>
13h00	<i>End of training</i>