



منظمة الموقنين والوسطاء والرفعيين الأتلفة
African Ombudsman and Mediators Association
Association des Ombudsmen et Mediateurs Africains
Associação dos Ombudsmen e Mediadores



مركز بحث الموقنين الأتلفة
African Ombudsman Research Centre
Centre de Recherche des Ombudsmen Africains
Centro de Investigação da Provedoria de Justiça Africana

SAVE THE DATE: AORC WEBINAR
Conflict Resolution and Management
Tuesday, 2 November 2021 (10AM SA) GMT+2

The Ombudsman is an independent, impartial public official with authority and responsibility to receive, investigate or informally address complaints about government actions, and, where appropriate, make findings and recommendations, and publish reports. The Ombudsman conducts inquiries and investigations in an impartial manner that is free from bias and conflicts of interest.

The institution of the Ombudsman, by receiving and investigating complaints from aggrieved persons claiming maladministration, enables ordinary citizens to hold governments to account - and in the case of dual or multiple mandates to also tackle corruption and human rights abuses. Accountability, in turn, is essential for the effective functioning of administrative institutions and the delivery of public services.

Due to the nature of their work, Ombudsman institution staff are forced to deal with a broad range of conflicts, either in the workplace or as part of their investigations. Regardless of whether conflict is internal or external, the main aim of the Ombudsman is to resolve such conflict in the most cost effective and timeous manner to limit any negative impact on the individuals and organisations concerned.

This "Conflict Resolution and Management" webinar will focus on addressing the conflict situation to diffuse the potential conflict. The speakers will discuss facilitators and inhibitors of communication; how to deal with resistance and difficult people and how to deal with volatile interviews.

Webinar Goal: This Webinar is an excellent opportunity to enhance the capacity of African Ombudsman throughout the continent in their tasks. It will also contribute to the development of skilled resources within the Ombudsman institutions to the benefit of each participating country and Africa as a whole

Language: Simultaneous interpretation will be available in English, French, Arabic, Portuguese.

You can register in advance and secure your place using the following link:

https://ukzn.zoom.us/webinar/register/WN_Z62SUASkadsQkF96VcQ

An official invitation, order of proceedings & details of speakers will follow soon.

Enquiries: Lwelela@ukzn.ac.za OR adonism@ukzn.ac.za

AOMA/AORC WEBSITE: - <http://aoma.ukzn.ac.za>