



## Why ‘sharpen your teeth’?

**Sharpening Your Teeth** is an advanced training course designed for professionals working in investigative and oversight agencies.

Hundreds of ombudsmen and administrative investigators from all over the world have taken this course to hone their techniques.

Learn how to plan and execute a major systemic investigation from start to finish. Learn valuable skills in interviewing, assessing evidence, writing reports and using all forms of media to engage the public.

Join us at our annual three-day training conference in Toronto or contact us to arrange for the training to come to you, in English or French.

**Sharpening Your Teeth** is conducted on a complete cost-recovery basis by the Office of the Ontario Ombudsman.

“The content is very useful in enhancing investigative skills.”

“Tremendously useful in terms of thinking about how to investigate properly and report effectively.”

“A wealth of information from a cutting-edge organization.”

– all quotes from SYT participants

### Organizations that have participated in Sharpening Your Teeth training include:

- Federal and provincial agencies and ombudsman offices across Canada
- United Nations (New York and Morocco)
- U.S. Department of Homeland Security
- U.K. Parliamentary and Health Services Ombudsman
- International Ombudsman Institute (courses in Vienna and New Zealand involving multiple countries)
- Ombudsman offices in Brazil, Thailand, Namibia, Hong Kong, Israel, the Netherlands, Pakistan, Indonesia, Ethiopia, Bermuda, Taiwan...

...for many more, see our map at:

[www.ombudsman.on.ca/about-us/training.aspx](http://www.ombudsman.on.ca/about-us/training.aspx)

### Past guest speakers at our Toronto course include:

- Premier of Ontario
- Speaker of the Ontario Legislative Assembly
- Ontario Minister of Health
- Secretary of the Ontario Cabinet (2007, 2011, 2013, 2015)
- International Ombudsman Institute President

### Contact us for more information:

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# SHARPENING your TEETH

ADVANCED INVESTIGATIVE TRAINING  
FOR ADMINISTRATIVE WATCHDOGS



“One of the – if not the – top training courses of its kind in the world.”

“This training session was the best I have ever attended – by a long shot!”

– SYT participants



Toronto • Worldwide: Upon request  
Aussi disponible en français

  
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ONTARIO



# SHARPENING your TEETH



ADVANCED INVESTIGATIVE TRAINING FOR ADMINISTRATIVE WATCHDOGS

## What our course covers:

### Training the world's watchdogs

Created in 2007, Ombudsman Ontario's unique training course is based on the Office's world-renowned techniques in investigating high-profile systemic issues.

The Ontario Ombudsman senior team of experts in investigations, evidence and communications have trained hundreds of professionals from agencies across Canada and the U.S., Central and South America, Asia, Africa, Europe and Australia.

Using models that have helped spark widespread government reforms in Ontario, Sharpening Your Teeth – or “SYT” – takes participants through the investigative process from beginning to end.

The course is regularly updated with real-life examples and features hands-on exercises and useful templates that can be adapted by offices large and small.

Learn valuable skills in interviewing, assessing evidence, writing reports and using all forms of media to engage the public.

- When – and how – to launch a systemic investigation
- Planning an investigation, step by step
- Best practices for thorough, objective investigations
- Latest case studies from Ontario Ombudsman
- Using your resources strategically, efficiently and effectively
- Using social media (Twitter, Facebook, YouTube, etc.) as an investigative tool
- Interview techniques and common problems
- Assessing evidence
- Writing a compelling, readable report
- Getting your message out via traditional and new media
- Guest appearances from senior government officials (Toronto course only)



Take our approach –  
make it fit your world

