

**EFFECTIVE DECISION WRITING
Forum of Canadian Ombudsman**

AGENDA
April 4, 2023 - 10:00 am to 5:00 pm EST

NOTE: ALL TIMES EASTERN

- 9:45 AM JOIN VIDEOCONFERENCE & TROUBLESHOOTING**
- 10:00 AM INTRODUCTION TO THE DAY**
Pamela Chapman, Legal Educator & Consultant
Icebreaker: what are your goals for your decisions?
- 10:20 AM FUNDAMENTAL PRINCIPLES OF EFFECTIVE WRITING**
- The duty to give reasons
 - Clarity & conciseness
 - The importance of audience
- Exercises: brainstorm, information processing demonstration*
- 11:10 AM BREAK**
- 11:20 AM HOW TO MAKE READERS SMART**
- Provide context before details, including writing point-first
 - State the issues clearly & precisely
 - Provide an effective introduction
 - Use the issues to organize the decision
- 12:00 PM BREAK**
- 12:10 PM EXERCISE: CONTEXT & POINT-FIRST**
Review sample introduction for issue identification, context & point-first. Identify problems and propose solutions. Participants will work in small groups and then debrief in plenary.
- 1:00 PM LUNCH**
- 1:45 HOW TO EXPLAIN 'WHY'**
- Guide the reader through the decision using context & point-first
 - Manage detail to improve clarity

- Balance detail and conciseness

Exercises: review & revise examples on slides

2:30

BREAK

2:40

EXERCISE: ANALYSIS & EXPLANATION

Review and revise the analysis section of a sample decision. Participants will work in small groups and then debrief in plenary.

3:10

HOW TO SHOW THAT YOU LISTENED

- Make your paragraphs & sentences clear
- Use plain language
- Adopt a neutral, respectful & compassionate tone
- Revise & edit to support your writing goals

Exercises: substitute language, repair sentences

4:00

BREAK

4:10

EXERCISE: CLARITY BINGO

Review a passage from a sample decision to identify writing problems.

4:45

REVIEW, FINAL QUESTIONS & DISCUSSION

5:00

END OF DAY