



**Session 4: How ombuds institutions can respond to crises and threats**

<b>Breakout group 1: Political Attacks</b> Room: White Hall	
1	Raising credibility in light of political attacks from the media or politicians, either through greater transparency or by increasing the validity of recommendations through expert council.
2	Establishing congenial relationships with parliamentarians to create feasible and practical recommendations.
3	Use of judicial bodies both nationally and internationally to exert greater pressure for the implementation of recommendations.
4	Assessments of media coverage via specialised teams within the ombuds institution that may be preventative in nature.

<b>Breakout group 2: Negative Media Coverage</b> Room: First Floor, Room One	
1	Fake news is a problem. Today, being able to keep up with news stories and social media requires a lot of time and effort, and many of the stories about ombuds institutions are not based on reality.
2	It is important for ombuds institutions to monitor social media and the media to keep up to date and to respond to news stories, and possibly initiate investigations if the account merit an investigation.
3	To counteract negative news coverage, ombuds institutions can promote positive and successful stories to demonstrate their good work.
4	DCAF published a guide to social media for ombuds institutions that may be useful for ombuds institutions to be better able to use and engage in social media.

<b>Breakout group 3: Budgetary Cuts</b> <b>Room: Great hall</b>	
<b>1</b>	<b>Wishlist</b>
<b>2</b>	<b>Draw budget</b>
<b>3</b>	<b>No targeted cuts</b>
<b>4</b>	<b>Long term perspective to deal/ avoid cuts : priority on education, training of the staff</b>

<b>Breakout group 4: Lack of cooperation with the Ministry of Defence</b> <b>Room: Second Floor, Room Two</b>	
<b>1</b>	<b>Il faut donner un cadre légal clair à l'action du Médiateur (libre accès aux bâtiments, aux documents, etc.)</b>
<b>2</b>	<b>Il faut créer la confiance et la connaissance mutuelles (protocoles d'accord, rencontres formelles et informelles entre médiateur, parlement et responsables militaires). Désignation d'un point focal de bon niveau au ministère de la défense.</b>
<b>3</b>	<b>Il faut que le Médiateur puisse intervenir à tous les niveaux de formation des militaires (écoles d'officiers, écoles de guerre, formation continue) pour expliquer et convaincre de l'intérêt de la médiation au sein des forces armées.</b>
<b>4</b>	<b>Intensifier la coopération institutionnelle internationale en particulier par le partage des bonnes pratiques.</b>

<b>Breakout group 5: Recommendations not being respected/implemented</b> <b>Room: Blue hall</b>	
<b>1</b>	<b>Main problem is a lack of ability to conduct systemic or thematic investigation and make recommendations on that.</b>
<b>2</b>	<b>Responsible institutions are nominally accepting them, but it is hard to confirm if they are actually being implemented.</b>
<b>3</b>	<b>Important tool ombuds institutions can use their annual reports, especially when they make it public and accessible to the media.</b>
<b>4</b>	<b>Media coverage can also be problematic because ombuds institutions cannot control what would media report on their work.</b>