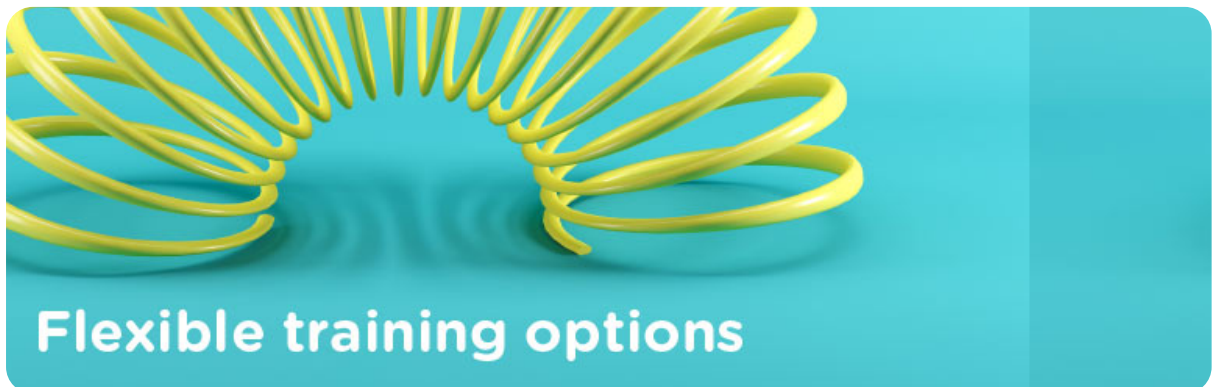


# Flexible training options

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01 Dec 2020

Training

**All our training products are  
available, delivered either  
face-to-face or via webinar**

Whether sharpening your decision-making skills, or refreshing your complaints management techniques, we can help you to keep up-to-date with your training. We train public sector officers in:

- [Complaints management](#)
- [Good decisions](#)
- [Managing unreasonable complainant conduct](#)
- [Practical ethics for local government](#)
- [Practical ethics for state government](#)

## **Plan for 2021!**

Contact us to plan for 2021. We are taking bookings now for February and onwards.

COVID-19 restrictions in 2020 meant we haven't been able to offer as much face-to-face training as we usually do. We have honed our online delivery techniques, so now we can offer either face-to-face or webinar training. At this stage, we offer webinar training to rural and regional Queensland, and SEQ agencies can choose between face-to-face and webinar training.

**To plan your training, call (07) 3035 4120 or email**  
[training@ombudsman.qld.gov.au](mailto:training@ombudsman.qld.gov.au)

*"Thanks for a great training session. Every session that I've been to from the Office of the Ombudsman has been excellent. The information is always relevant and concise and the*

*presenters very professional and human. Please keep 'em coming."*

**Recent training attendee**

Last updated: 15 March 2024