

JUDICIAL TRAINING:

the right skills to embrace
the digitalisation of justice

26, 27 & 28 April 2023



2023 CONFERENCE OF STAKEHOLDERS

26 APRIL

Training on the impact of digitalisation on the substance of handled cases

9.30-10.15

OPENING SESSION

Didier Reynders, *Commissioner for Justice*

Stephan Uttersköld, *Director of Education, Swedish Prosecution Service* & **Erik Brattgård**, *Swedish Judicial Training Academy*

Dirk Staudenmayer, *Directorate General for Justice & Consumers, Head of Unit, Digital transition & judicial training*

10.15-10.45

KEYNOTE SPEECH

Paul Nemitz, *Directorate General for Justice & Consumers, Principal adviser for Strategies for Digital Transition*

10.45-11.00

BREAK

11.00-11.45

1ST SET OF WORKSHOPS

1. REGULATORY FRAMEWORK FOR DIGITAL PLATFORMS

Menno Cox and Enrico Camilli, *European Commission, Directorate General for Communications Networks, Content and Technology*

Workshops will present the key developments and concepts in the emerging regulatory framework for Digital Platforms (notably Digital Services Act and Digital Markets Act) impacting practice of justice professionals and requiring to build their relevant capacity.

2. IT IS ALL CYBERCRIME

Claudia Pina, *supporting coordinator, European Judicial Cybercrime Network (EJCN)*

This presentation aims to share the EJCN experience on the training needs of the judiciary in cybercrime and how they were addressed them within the Network.

These needs have changed due to the evolution the digital revolution, currently the borders of what can be considered cyber-crime have greatly expanded, potentially every criminal activity has a cyber-element or the need to gather digital evidence.

Considering this new reality, it is important to identify the common topics in cybercrime and cyber enabled crime, extending a minimum level of knowledge on digital evidence, cybercrime and cryptocurrencies to the judiciary as a whole.

During the presentation, the EJCN will share how this effort evolved and propose suggestions on topics and format, given the activities and feedback obtained so far.

3. ELECTRONIC EVIDENCE

Teresa Magno, *Eurojust*

Lina Aksu, *Eurojust*

The representatives of EUROJUST will provide participants with an overview of the challenges faced by the EU judicial practitioners when accessing cross-border electronic evidence in criminal investigations, the emerging capacity-building needs in this area and the experience of SIRIUS project related to the development of resources in response to these challenges and needs. It will also explore the matters of handling, evaluation and admissibility of electronic evidence in cross-border cases, including the chain of custody of electronic evidence collected under foreign jurisdiction.

4. THE USE OF AI IN JUSTICE AND LEGAL PRACTICE: WHY TRAINING MATTERS

Simone Cuomo, *Secretary General, Council of Bars and Law Societies of Europe CCBE*

AI is about to infiltrate many aspects of people's daily lives, including justice and legal services. The question arises how we can ensure that the use of AI tools reinforces justice and does not erode the quality of justice? This session will particularly address the possible uses of AI in court systems and the impact this could have on the principles and procedural architecture underpinning judicial proceedings. Another aspect which will be addressed is the opportunities AI technologies could offer to lawyers and the importance of training in this regard.

11.45-11.50 **BREAK**

11.50-12.35 **2ND SET OF WORKSHOPS**

1. A DIGITAL COMPETENCE FRAMEWORK FOR JUSTICE

Abigail Fernández González, *Director of the Centre for Legal Studies, Spain*

Teresa Muñoz-Reja Herrero, *Deputy Director of the Centre for Legal Studies, Spain*

Following the Digital Competence Framework for Citizens, it is necessary to define a specific framework for Justice, in order to identify and determine the skills and competences required by justice professionals and to offer them the most suitable and accurate training.

In the session it will be presented the first draft of the Digital Competence framework for justice professionals we are developing in Spain, with the competence areas already identified as well as the next steps to be taken

2. EU AGENCIES EXPERIENCE AND OFFER OF JUDICIAL TRAINING ON DIGITALISATION

Noemi Alexa, *Head of sector, Exchange, Research and Analysis, European Union Agency for Law Enforcement Training CEPOL*

CEPOL plays an essential role in the prevention of serious and organised crime, terrorism, cybercrime, border management and other emerging security threats promoting & improving cross-border cooperation through the provision of vocational training. Offering joint training for law enforcement officials and judicial professionals is a strategic level need in the EU, as indicated in the EU STNA 2022-2025. CEPOL is a leading institution providing innovative high-quality training activities for law enforcement (LE) often accessible to judicial professionals. CEPOL will present its digital training tools enabling participants to acquire the necessary skills, knowledge, and expertise to tackle various forms of criminality. These activities are aligned with the EU's overall strategic objectives and policies aiming to enhance the interoperability and effectiveness of LE/judicial institutions across the EU.

Plamen Ivanov, *IP cooperation specialist, European Observatory on Infringements of Intellectual Property Rights EUIPO*

The European Observatory on Infringements of Intellectual Property Rights will present its judicial training activities for judges and prosecutors dealing with IP and related infringements. Special focus will be put on presenting the tailor-made content (substantive IP issues, IP infringements and enforcement in the online environment, including darknet and metaverse, AI facilitated activities, OSINT, etc.) and the means through which the training activities (presential and online) are delivered (presentations by renowned IP professionals and judges, hands-on practical exercises, working groups discussions, etc.).

Gabriel Toggengburg, *Head of Human Rights Structures & Mechanisms Sector Institutional Cooperation and Networks Unit FRA, European Agency for Fundamental Rights FRA*

Persisting low level of Charter use at national level signal a need for enhancing the availability and usage of trainings and training tools dealing with the EU Charter of fundamental rights. The digital arena can provide useful avenues in this regard while at the same time showing also limitations. The presentation will focus on existing FRA tools such as the new Charter-app, the Charterpedia database, the Charter e-guidance for judges or the Charter Trainers' manual - all available at FRA's website.

3. DIGITALISATION OF NOTARIES' TRAINING

Peter Stelmaszczyk, *President of the Council of the Notariats of the European Union (CNUE)*

Marc Wilmus, *Chair of the CNUE "Training" Steering Committee*

Juan Kutz Azqueta, *Notary at Consejo General del Notariado*

Andrea Grisilla, *CNUE Project Manager*

The Council of the Notariats of the European Union (CNUE) plays a leading role in the training of notaries. Over the past decade, on its initiative, several thousand European notaries have had the opportunity to follow training courses in European law or in the law of another Member State. These initiatives have spread to the national level: the national Chambers are also increasingly offering such training courses which, in the long term, will enable the establishment of a European culture of notarial training.

Of course, considerable efforts are being made to adapt the training offer to the needs and realities of the field. Today, digitalisation permeates all the activities of the notaries, whether in their relations with citizens, businesses or administrations: creation and interconnection of registers, dematerialisation of data transfer, setting up companies online, deployment of e-signatures, electronic authentic instruments, videoconferencing and others.

As a result, training methods are evolving to identify concrete needs, the skills to be acquired and the tools to be developed. The workshop will be an opportunity to present the new CNUE e-learning platform, open to all European notaries, as well as an example of national good practice with anti-money laundering training videos produced by the Spanish notariat.

4. THE USE OF AI IN PRISONS AND PROBATION CONTEXTS

Pedro Das Neves, Executive director of IPS Innovative Prison Systems and editor of JUSTICE TRENDS Magazine

Hakan Klarin, CIO of the Swedish Prison Service, expert to the PC-CP of the Council of Europe, Recommendations on the use of AI in Criminal Justice

Emilia Gomez, European Commission Joint Research Centre

Ms Gomez will introduce to the work of the HUMAINT project at the Joint Research Centre, which studies the impact of artificial intelligence on human behaviour and develops methodologies for trustworthy AI. In particular, she will present an interdisciplinary research project on decision making in the context of Risk Assessment of Criminal Recidivism. She will comment on the opportunities and risks brought by the use of AI in this context, and the related challenges in terms of effectiveness, fairness and human oversight.

12.35-12.45

SUMMARY SESSION

27 APRIL

Training on digital professional tools and technologies

9.30-10.00

KEYNOTE SPEECH

Richard Susskind, President of the Society for Computers and Law, former IT adviser to the Lord Chief Justice of England and Wales

10.00-10.20

EUROPEAN COMMISSION E-JUSTICE PORTAL PRESENTATION

Yoana Nikolova, European Commission, Directorate General for Justice & Consumers

10.20-11.00

1ST SET OF WORKSHOPS

1. GUIDE ON THE USE OF AI BASED TOOLS BY LAWYERS AND LAW FIRMS IN EU

Peter Homoki, Surveillance Working Group of the Council of Bars and Law Societies of Europe CCBE

In 2022, the Council of Bars and Law Societies of Europe (CCBE) and the European Lawyers Foundation (ELF) in the margins of project called AI4Lawyers financed with the support of the Justice Programme of the EU prepared the Guide on the use of AI by lawyers and law-firms in Europe. This Guide was produced to help lawyers to better understand the use of Artificial Intelligence (AI) and other novel IT technologies in their daily practice. The Guide's approach is educational and provides practical information on what tools to use and how to use them. During the workshop this Guide will be presented.

2. PRINCIPLES AND STANDARDS OF DIGITALISATION OF PROFESSIONALS: GUIDELINES OF THE EUROPEAN COMMISSION FOR THE EFFICIENCY OF JUSTICE (CEPEJ), EUROPEAN NETWORK OF COUNCILS FOR THE JUDICIARY DIGITAL JUSTICE WORKING GROUP RECOMMENDATIONS

Daniel Schmidt, Secretary of the Working Group on Cyberjustice and AI European Commission for the Efficiency of Justice (CEPEJ) Council of Europe

The Council of Europe's Commission for the Efficiency of Justice (CEPEJ) is supporting its member States in the digital transformation of its judiciaries to make sure that efficiency gains are in line with human rights and rule of law. Concretely, we will look at the status and trends in the digital transformation of judiciaries in Europe, highlight the underlying principles and discuss the potential impact on the skills and knowledge needs of legal professionals and training providers

Egidija Tamošiūnienė, *Vice-president of the Lithuanian Council for the Judiciary, member of the ENCJ Digital Justice group*

On the behalf of the European Network of Councils for the Judiciary, the work carried out by the Digital Justice workgroup will be presented. The goal of the workgroup is to exchange opinions and develop standards in the areas, which the judiciary itself and councils for the judiciary deem important. The workshop will therefore allow attendees to familiarize first hand with these topics discussed so far and the activities foreseen.

3. VIGILANCE REGARDING THE USE OF DIGITAL TOOLS: AI AND THE RULE OF LAW

Prateek Sibal, *Programme Specialist for AI, Emerging Tech and Internet Governance at UNESCO*

In 2021, Judicial operators in 100 countries expressed interest in learning about AI and the rule of law in a survey launched as part of UNESCO's Judges Initiative. Judicial operators worldwide requested capacity building support in two domains: the use of AI in judicial systems as an administrative and assistive tool and the legal implications of AI in society in general.

In response to these needs, UNESCO launched its Massive Open Online Course (MOOC) on AI and the Rule of Law with the National Judicial College, United States that has reached 4500 judicial operators in 7 languages in 138 countries. The workshop will introduce this course to the participants and share how it can be used for capacity building at the national level. The session will also discuss how judicial operators in the EU can engage with other UNESCO tools for the judiciary like the upcoming train-the-trainer manual on AI and the webinars on generative AI, intellectual property, metaverse and artificial intelligence related evidence.

11.00-11.15 **BREAK**

11.15-11.55 **2ND SET OF WORKSHOPS**

1. DIGITALISATION OF JUDICIAL COOPERATION IN CIVIL MATTERS

Marie Vautravers and Dragos Serban, *European Commission, Directorate General for Justice & Consumers*

Within the next decade, all courts and competent authorities involved in a cross-border civil or commercial case will be required to use digital tools to, for example, initiate a case, communicate, request or issue a certificate. All legal practitioners will have the possibility to use an electronic platform to apply for certificates, assistance or launch specific proceedings. This applies to all civil and commercial matters including family law, succession, small claims, protection of adults or insolvency cases. This workshop will present the next steps in the development of digital tools and the categories of practitioners affected by this digital revolution!

2. DIGITALISATION OF JUDICIAL COOPERATION IN CRIMINAL MATTERS

Katerina Entcheva and Sabina Valek Derganc, *European Commission, Directorate General for Justice & Consumers*

The Commission work on digitalisation in criminal matters concentrates on providing faster, secure and reliable communication in cross border judicial cooperation procedures in criminal matters, guarantying at the same time protection of procedural and human rights. This workshop is dedicated to the IT system that will allow such a communication among Member States competent authorities (e-EDES/e-CODEX) and the upcoming novelties in digital communication in criminal matters, as well as on the digitalisation of exchanging electronic evidence, transfers of criminal proceedings and communication with Eurojust.

3. DIGITAL TOOLS FOR CJEU CASE-LAW SEARCH

Pedro Cabral, *Head of Unit at the Research and Documentation Directorate, Court of Justice of the European Union*

Carolina Garcia Rato, *Research and Documentation Directorate, Court of Justice of the European Union*

This workshop will focus on the digital tools available in the Court of Justice of the EU's website allowing searches in its case-law and access to a number of documents relating to its analysis. Special attention will be given to Infocuria, the search engine, in order to present its functionalities and the most efficient ways to perform searches.

11.55-12.30 **3RD SET OF WORKSHOPS**

1. LES DÉFIS DE LA NUMÉRISATION DE LA JUSTICE : PROCÈS NUMÉRIQUE ET FORMATION JUDICIAIRE, FRANCE ET ITALIE, EXPÉRIENCES COMPARÉES

Haffide Boulakras, *Directeur adjoint de l'École nationale de la magistrature, France*

Gianluca Grasso, *Membre du Conseil de direction de la Scuola superiore della magistratura, Italy*

L'adoption de moyens technologiques innovants au sein d'une organisation induit une transformation qui peut être majeure. Ces changements principalement dans les modalités d'information et de communication propres à la structure doivent être anticipés et pris en compte afin d'accompagner cette transformation et en tirer bénéfice.

Initiés depuis des dizaines d'années sur le territoire de nombreux pays européens, la numérisation et le développement de systèmes automatisés, ainsi que l'impact des algorithmes et de l'open data, font évoluer sensiblement le quotidien des magistrats et greffiers mais également la relation à l'usager.

Cet impact sur l'activité judiciaire mais également sur le service public de la Justice continueront d'avoir un impact à un rythme de plus en plus rapide. Il s'agit d'un défi important pour améliorer l'efficacité de la justice et la protection des droits de l'homme. Cette présentation vise à témoigner des expériences de la France et de l'Italie dans le domaine et la manière dont la formation des juges et des procureurs est conduite.

2. UPSCALING THE DIGITALISATION OF JUSTICE: TRAINING ACTIVITIES TO SUPPORT LEGAL PRACTITIONERS. EXPERIENCES OF THE ACADEMY OF EUROPEAN LAW ERA

Viktor Vadasz, Deputy Director, Academy of European Law ERA

The increasing presence of technology in daily life has multifaceted consequences for the legal professions, and digitalisation was identified as a major challenge legal practitioners will face in the future by the European Commission too. The digital transformation of the legal professions required ERA to adopt a hybrid approach, combining face-to-face training with a strong online programme. Beside the methodological answer, we also needed to focus more on the achievements of the modern digital area in our programmes. The pandemic accelerated the digital revolution in the professional world, and ERA needed to respond to the new training needs. The presentation will give you examples of these training topics.

3. DIGICOR SCENARIOS AND TRAINING COURSE ON THE IMPLEMENTATION OF 15 DIGITAL TECHNOLOGIES IN PRISONS AND PROBATION

Rhianon Williams, DIGICOR Project Manager, Bremen Justice Ministry, Germany

Pedro Das Neves, Executive director of IPS Innovative Prison Systems and editor of JUSTICE TRENDS Magazine

The COVID-19 pandemic was a critical turning point for prison and probation administrations' relationship with technology. Post crisis, space must be made to sift and transfer knowledge and practice initiatives between member state administrations and prisons. Staff training needs to keep pace with new technological developments, and this workshop will showcase the DIGICOR initiative. Its objective is to provide an open-access training course developed by practitioners for front line prison and probation staff, and trainers.

This workshop will present:

- DIGICOR's real-world 'digital scenarios' showcasing tech use in prison and probation.
- The modular, open-access DIGICOR training course for front line staff and their trainers.
- All available resources on <https://digicor-corrections.eu>

4. ITALIAN AND PORTUGUESE EXPERIENCE ON TRAINING COURT STAFF ACCOMPANYING DIGITALISATION REFORMS

José Júlio Fernandes, Senior trainer, Direção-Geral da Administração da Justiça, Portugal

Portugal's experience in the digitalisation of justice is now more than two decades old, as a result of the timely identification of the advantage of building a digital society to reinvent the functioning and organisation of justice, to facilitate its operation, the processing of and access to cases, not only for legal professionals, authorities and official bodies, but also, fundamentally, for citizens. However and even though the level of success achieved in the implementation of electronic proceedings is very relevant, there are still some issues that hinder its full implementation. Role of training in this process will be discussed.

Alessandro D'Ancona, Head of General Affairs Office, Ministero della Giustizia, Italy

12.30-12.45

SUMMARY SESSION

28 APRIL

Learning methodology in the digital age

9.30-10.00

KEYNOTE SPEECH

The Digitalisation of Justice: applying novel learning and (un)training methodologies in the Digital Age

Lizbeth Goodman, Chair of Creative Technology Innovation and Full Professor of Inclusive Design for Education at University College Dublin/Director, SMARTlab

1. MEMBERS OF THE EUROPEAN JUDICIAL TRAINING NETWORK EJTN EXPERIENCE IN DIGITALISING TRAINING OFFER

Ingrid Derveaux, *Secretary General, European Judicial Training Network EJTN*

The European Judicial Training Network coordinates almost 1000 events every year, training around 7000 judges, prosecutors and court staff across Europe. While most of the EJTN activities were organised face to face in the past, the covid 19 crisis imposed a radical change to keep the network alive, switching all the activities online and accelerating its digital transition. Today, the EJTN members have developed a useful experience and knowledge in that field. They are able to share best practices. The main challenge for the EJTN will be thus to make this sharing happening, to support the members in digitalisation and to train with and on digitalisation properly. The virtual classrooms experience will illustrate that objective.

Silviya Dimitrova, *Deputy Director, National Institute of Justice (NIJ), Bulgaria*

With the support of Programme “Justice” under the Norwegian Financial Mechanism 2014 – 2021 over the period of two years (2020 - 2022) the National Institute of Justice set up and adequately equipped shared learning spaces in 13 Bulgarian courts and prosecutor’s offices for the purposes of providing face-to-face, e-learning and blended training. The shared learning spaces for the development of knowledge, skills and competencies are perceived as a key instrument for the implementation of the NIJ training vision, which integrates learning into work and facilitates and enhances the trainees’ commitment in the learning process.

The shared learning spaces built up at the decentralized level will further evolve as the NIJ training hubs in courts and prosecutor’s offices in which skills and competences will be strengthened through practical workshops, group discussions and other professional practice exchange sessions. Each shared learning space is provided with a remote access 24/7 to the NIJ E-learning platform which enables justice practitioners to be trained digitally and to work with wide range of online tools and self-learning resources.

Raf Van Ransbeeck, *Director, L’Institut de formation judiciaire (IFJ-IGO), Belgium*

The positive effects of digitalised training courses: the Belgian experience. The covid pandemic has accelerated digitalisation worldwide, so too within the judiciary. Where webinars, e-learning and other forms of e-courses only represented a fraction of the training offer a few years ago, the trend has now largely reversed. This workshop will be focusing on the approach of the Belgian Judicial Training Institute in this matter and how it has evolved and is experienced to this day.

Dariusz Szawurski-Radetz, *judicial assistant National School of Judiciary and Public Prosecution, Poland*

Utilizing AI and VR in judicial training at the National School of Judiciary and Public Prosecution: training on the usage of algorithms (AI) for calculation formulas in civil cases regarding the division of joint property or the division of inheritance ; workshops for judges, prosecutors and court staff preparing them for the use of VR goggles.

2. AUGMENTED REALITY TRAINING CARDS FOR LEGAL SECTOR

Tara O’Neil, *Chief Innovation Officer at SMARTlab Niagara*

Augmented reality (AR) can be a powerful tool for learning. Researchers have found that AR can shift mental models and remove bias to decrease resistance and create empathy. In education and learning it has been proven that augmented experiences result in greater attention by learners.

AR experiences foster more collaboration amongst users and enhance conceptual learning. Results have shown that some users provide up to 40% more correct answers after an immersive AR learning experience compared to those used solely paper-based learning tools.

Building case study libraries for learning using AR Training Cards is just one way that dense information and facts can be displayed and for longer term memory retention as well as ease of retrieval and sharing of information. Looking at basic case study on the women’s suffragette movement participants will be able to access a set of training cards on their phones to experiences the tip of the iceberg when it comes to immersive AR learning.

3. DEVELOPING THE IN-HOUSE EXPERTISE AND THE IT LEARNING MANAGEMENT CAPACITIES, IT STRATEGY FOR LAWYERS IN IRELAND

TP Kennedy, *Director of Education, Law Society of Ireland*

Rory O’Boyle, *Solicitor, Law Society of Ireland*

Caroline Kennedy, *IT Manager, Law Society of Ireland*

The objective of this workshop is to demonstrate how technology can be used to significantly enhance the learning experience for lawyers, both at the initial qualification stage and indeed for continued professional development (CPD) post qualification. We showcase how we have used the iPad as a bespoke teaching & learning tool for almost ten years, thus ensuring that what is taught to our students at pre-qualification level also reflects the changes occurring in the day-to-day practice of law and the administration of justice. We then describe our adaptation of technological resources during the pandemic to ensure the successful online delivery of our entire solicitor training programme, including

the provision of online skills training and online examinations. Finally we review how the lessons learnt during the pandemic with regard to the use of technology can be leveraged post-pandemic to provide new more flexible routes to qualification and more accessible CPD offerings through 'blended' learning opportunities.

4. PRISON AND PROBATION OFFICERS FOR THE 21ST CENTURY, RECOMMENDATIONS FOR TRAINING

Jana Špero, *Secretary General of the Confederation for European Probation, CEP, former deputy Minister Prisons and Probation, Croatia*

Dorin Muresan, *Chair of the ICPA International Corrections and Prisons Association training and development network, former deputy director general and former prison governor, Romania*

10.45-11.00

BREAK

11.00-11.45

2ND SET OF WORKSHOPS

1. VIRTUAL REALITY AND IMPACT EVALUATION OF SUCH TRAINING METHODS

Guillaume Ebelmann, *VR/AR Services Manager, BU Innovation & Digital*

Maria Denami, *Associate Professor in Educational Science, Université de Haute-Alsace*

Cet atelier est centré autour de retours d'expériences sur l'usage de pédagogies digitales innovantes pour former de larges effectifs de personnels d'industries à forte contraintes réglementaires (médicament, nucléaire, etc.). Maria et Guillaume vous montreront des exemples de réalisations et vous illustreront comment mener ce type de projet : quelle approche technique choisir ? comment concevoir un module et quels profils de professionnels impliquer ? quels tests réaliser et quels indicateurs d'efficacité peuvent être mesurés ?

2. FUTURE PROOFING: IMPACT UNCERTAINTY AND SCENARIOS FOR THE FUTURE

Tara O'Neil, *Chief Innovation Officer at SMARTlab Niagara*

Royal Dutch Shell, Ford, Pepsi and Philips have all integrated foresight and futures into their organizations to help them prepare for multiple possible future(s). Tech trends drive exponential change across industries, and those designed to pivot can ride the wave, while those without this built-in capability will fail.

Ray Kurzweil from Google says that mathematically we can expect to see 20 000 years of technological advancement in just 100 years. Organizations must engage in future(s) thinking to plan and adjust to the curveballs that exponential growth will throw. Developing Impact uncertainty maps will help illuminate the drivers of change you need to prepare for them to mature. Revisiting these drivers and updating them regularly will provide a foundation for long-term strategic planning.

3. BEYOND TRADITIONAL METHODS: THE FUTURE OF UNCONSCIOUS BIAS TRAINING THROUGH IMMERSIVE TECHNOLOGY

Nicola Herbertson, *SMARTlab UCD virtual world researcher, co-Founder of 3DNovations and Autus*

Thomas Olivia, *Executive Director & Chief AI/XR/VR Metaverse Creative Developer 3DNovations*

Louis Olivia, *Chief Software Engineer & Inclusive Metaverse XR/VR Developer 3DNovations*

This workshop presents an innovative approach to addressing unconscious bias in the legal sector by harnessing the power of 3D metaverse environments and virtual reality. Join our workshop where we explore the latest advances in immersive technology and their potential to enhance equality and justice. Engage in discussions, Q&A sessions, and discuss how AI paired with these cutting-edge tools can revolutionise unconscious bias training, and be used to gain awareness of one's own possible bias.

4. CONNECTING PEOPLE ONLINE

Abigail Heathcote, *certified coach, advisor, GreenHouse Group*

The objective of this 45-minute interactive session is to give participants a taste of how training can be run online so that it is just as good, or if not better, than in the room! The intention is that trainers come away inspired to try out some simple new techniques and learning managers with a sense of what is important to consider when it comes to providing online training that helps participants engage actively with the content and with each other.

We will cover how to ensure participants focus and become present to an online session, how to structure a session for maximum connection, and some online facilitation techniques for reading and influencing the energy in the room as well as ensuring all the voices in the room feel safe to express themselves.

Please connect from a quiet place with a camera and headset and come ready to be seen and heard!

11.45-12.30

SUMMARY SESSION/CONFERENCE CLOSING SESSION

Ana Gallego, *Director-General, Directorate General for Justice & Consumers*