

Quis, quid, ubi, ...?: Professional Development through Exchange
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Who are we, what do we do and how? This highly participatory workshop offered a warm and welcoming environment for conference participants.

The first half of the workshop focused on the questions of the participants. The open-space workshop, "I am here because..." used peer consulting to create a forum for systematic exchange between and among the participants: Why did you come to Innsbruck? What are your questions? Participants brought along their questions and found colleagues who have answers.

The second half of the workshop focused on the work of the ombudsman. In "Professional Development through Case Consultation", we learned from and with each other, discussing cases provided by ombudsmen in higher education. In small groups, we analysed cases and identified ombudsman actions and activities. We shared our observations, compared and contrasted different approaches, and considered common principles that inform our work. The workshop opened and concluded with action sociogram activities.