

## Available in larger font on request

### 28 hours (3-days classroom plus assessed home-based work)

Pre-course work enables delegates to understand fully your internal policies, and identify potential pitfalls and core skills. Delegates create an investigation plan, terms of reference and interview plan. Note-taking is covered thoroughly as is gathering evidence through interviews and other sources; assembling and analysing evidence while remaining objective and impartial. Delegates write a report from virtual case material and submit this for assessment.

Delegates will be able to demonstrate their abilities in **five competency areas**.

Knowledge and values	<ul style="list-style-type: none"> <li>Understand and apply relevant legislation, policies and procedures</li> </ul>
	<ul style="list-style-type: none"> <li>Respect diversity in all its forms; work to principles of fair treatment</li> </ul>
Communication	<ul style="list-style-type: none"> <li>Communicate effectively about the process,</li> </ul>
	<ul style="list-style-type: none"> <li>Build and sustain rapport with a variety of users and stakeholders, treating all parties involved with dignity and respect</li> </ul>
	<ul style="list-style-type: none"> <li>Use facilitation skills and remain impartial</li> </ul>
	<ul style="list-style-type: none"> <li>Write in a way that is appropriate and aids ease of comprehension</li> </ul>
Conduct of cases	<ul style="list-style-type: none"> <li>Undertake the preparation for any type of workplace investigation</li> </ul>
	<ul style="list-style-type: none"> <li>Understand the importance of conducting each case to a consistently high standard of professional practice</li> </ul>
	<ul style="list-style-type: none"> <li>Identify, interview and gain information from appropriate parties</li> </ul>
	<ul style="list-style-type: none"> <li>Understand how to maintain effective control of the process</li> </ul>
	<ul style="list-style-type: none"> <li>Understand how to manage the process in a confidential and non-judgemental manner</li> </ul>
Collection and analysis of evidence	<ul style="list-style-type: none"> <li>Process information accurately</li> </ul>
	<ul style="list-style-type: none"> <li>Analyse available information objectively and identify key issues</li> </ul>
	<ul style="list-style-type: none"> <li>Assimilate large amounts of information to draw sound, unbiased conclusions</li> </ul>
Decision making and closure	<ul style="list-style-type: none"> <li>Provide a written report including clear and concise relevant information extracted from a variety of sources as is applicable</li> </ul>
	<ul style="list-style-type: none"> <li>Manage their responsibilities once the investigation is completed</li> </ul>



## The Professional Workplace Investigator Programme

**Pre-course pack** with background material on the importance of effective investigation; typical investigator pitfalls, qualities of an effective investigator, summary of investigation competencies; summary of relevant legislation; preparatory activities.

### **Day 1:** *Preparing and planning a workplace investigation*

- 🔥 Planning and starting an investigation
- 🔥 What constitutes an effective investigation: rigour, structure, and sensitivity
- 🔥 Investigation and conflict management: content, interaction and process
- 🔥 The potential pitfalls for investigators
- 🔥 The role of the investigator: ground rules and boundaries
- 🔥 Support for investigators: technical advice, note-taking and admin support
- 🔥 Legislation: internal procedures
- 🔥 Key definitions, burden of proof, reasonableness
- 🔥 Planning the process, planning questions, note-taking

### **Day 2:** *Conducting investigative interviews*

- 🔥 Preparing people for the investigation
- 🔥 Building and sustaining rapport
- 🔥 Communicating about and building commitment to the process
- 🔥 Neutrality and impartiality
- 🔥 Overcoming challenges to impartiality
- 🔥 Listening skills
- 🔥 Questioning skills
- 🔥 Managing disengagement
- 🔥 Karpman Triangle - staying out of it
- 🔥 Memory theory – the fallible interview
- 🔥 Role plays: Investigative interviews
- 🔥 Homework

### **Day 3:** *Analysis of evidence and report-writing*

- 🔥 Personal challenges
- 🔥 Social identity
- 🔥 Attribution theory
- 🔥 Working in an anti-discriminatory way
- 🔥 Handling strong emotions – DESC tool
- 🔥 Principles of conversation management
- 🔥 Sources of evidence
- 🔥 Analysing and assessing evidence
- 🔥 Using definitions
- 🔥 Measures of assessment
- 🔥 Reaching findings
- 🔥 Report writing: purpose, structure and format
- 🔥 Presenting to disciplinary hearings, debriefs, tribunals
- 🔥 Written submission: report critiquing and report writing

**Post course** – report writing exercise that forms the final element of the assessment