

## MASTERCLASS SERIES

# Workplace Investigations – Full Day

## Overview

This interactive program will provide participants with an understanding of the investigation processes and the underlying key principles involved in a robust, fair and objective investigation. Participants will gain tips, tools and processes to ensure their investigation framework is efficient, credible, thorough and holistic. Participants will also explore investigation protocols including – particulars of complaint, terms of reference, template letters outlining the investigation process and guidelines for support people, arranging interviews, interviewing parties, note taking, collating and assessing evidence, making findings, defining recommendations and drafting an investigation report.

## Designed for

Business Owners or Managers

**Program Duration:** Full day (9am to 5pm)

**Max Participants:** 6

**Investment:** \$750.00 plus GST

## Content

Topics addressed include:

### Key Principles;

- Key principles based on the spirit and intent of Procedural Fairness related to the investigation process
- What is evidence?
- Balance of Probabilities

### Overview the Investigation Process;

- Steps in the Investigation process
- Terms of reference – articulating the investigation span
- When to initiate an investigation?
- Appointing an investigator

### Preparing an Investigation ;

- Gathering relevant information
- Communication with parties
- Arranging interviews

### Interviewing Parties;

- Interviewing style – best practice
- Handling emotion
- Importance of taking notes

### Collating and Assessing Evidence;

- Ensuring all elements of the complaint have been covered
- Assess evidence from all parties in relation to the allegations and against company policies

### Making Findings and recommendations ;

- Make findings based on evidence using a 'Balance of Probabilities'
- Articulate the logic behind the findings - evidence
- Make relevant recommendations to resolve the matter

### Drafting an Investigation Report;

- Investigation report format
- Importance of articulating observations made during the course of the investigation
- Writing style

## Learning outcomes

At the conclusion of the workshop participants should:

- Understand the importance of conducting a procedurally fair investigation
- Understand the importance of a holistic approach when investigating sensitive and emotional allegations
- Be more confident to initiate and undertake an investigation
- Have a greater understanding of the processes involved in an investigation
- Be more familiar with foundation principles such as evidence, balance of probabilities and terms of reference
- Be able to prepare communication to all parties about the investigation process
- Be more confident to conduct holistic and efficient interviews
- Understand the importance of taking notes to ensure all allegations are covered
- Be more familiar with using tools to assess gathered evidence
- Be more confident to make findings based on evidences, using a 'Balance of Probabilities'
- Be more confident to make recommendations to resolve the matter and reduce the risk of similar incidents occurring again
- Be more familiar with the flow, content and writing style involved in a workplace investigation report

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