



Mastering Fact-Finding and Investigation

Building Internal Capacity to Effectively Deal with Workplace Complaints

► Upcoming Sessions

28 Oct-01 Nov 2024	Dubai - UAE	\$5,950
12-16 May 2025	London - UK	\$5,950
27-31 Oct 2025	Dubai - UAE	\$5,950

► Training Details

Training Course Overview

Would any organisation want a reputation for prejudice and not dealing with allegations seriously?

The role of independent investigator is one which any organisation considers essential for the maintenance of good working relationships. The existence of independent investigators ensures that allegations of inappropriate behaviour, misconduct, poor performance and grievance can be fairly and transparently investigated without suggestions of intimidation, 'closing ranks' or possible bias.

Delegates will have the opportunity to explore the key stages of the process and practice the skills and approach required. Ideally, this Anderson training course should be undertaken before conducting investigations, but it can also act as a refresher and confirmation of existing good practice.

Training Course Objectives

By attending this Anderson training course, delegates will be able to:

- ▶ Understand the role and function of the independent investigator
- ▶ Recognise and acknowledge their personal limitations and reservations and identify tactics to deal with them
- ▶ Identify the focus for the investigator
- ▶ Appreciate the importance of highlighting impartiality throughout the process
- ▶ Recognise some of the common problems and difficult personalities they may have to deal with

Designed For

This Anderson training course is suitable to a wide range of professionals but will greatly benefit:

- ▶ Employee Relations Specialists
- ▶ Negotiation and Mediation Specialists
- ▶ Nominees/ Volunteers for the Role
- ▶ Occupational Health Staff
- ▶ HR Generalists

► Training Details

Day One: The Organisational Context

- ▶ Nature of Inherent Workplace Conflict
- ▶ Understanding Employee Relations
- ▶ Management Interventions to Minimise Conflict
- ▶ Strategic Importance of Investigations
- ▶ When are Investigations Needed
- ▶ Skills of Suitable Investigators

Day Two: Best Practice and the Legal Framework

- ▶ Concept of Natural Justice
- ▶ Test of Reasonableness
- ▶ Clarifying Policy and Ensuring Transparent Procedure
- ▶ Facts v Truth
- ▶ The ACAS Recommendations
- ▶ Defining Harassment, Bullying and Unfair Discrimination

Day Three: Planning the Investigation

- ▶ Selecting Candidates
- ▶ The Responsibilities of the Effective Investigator
- ▶ Clarifying the Purpose and Limits of the Investigation
- ▶ Background Research – Requesting Relevant Documents
- ▶ The Order of Interviews
- ▶ Practical Session

Day Four: The Course and Format of the Interviews

- ▶ Central Nature of the Interviews
- ▶ Ensuring a Fair Hearing - Corroborating the Facts
- ▶ Permission to Electronically Record
- ▶ Challenge of Discriminating Between Opinion and Interpretation
- ▶ Weighing up – Likelihood of Events and Actions
- ▶ Practical Session

Day Five: Best Practice Reports

- ▶ Format Template and Style Guide
- ▶ Deciding What Needs to be Included
- ▶ Issues of Confidentiality
- ▶ Summarising and Drawing Conclusions
- ▶ Recommended Outcomes

► Accreditation



The use of this official seal confirms that this Activity has met HR Certification Institute's® (HRCI®) criteria for recertification credit pre-approval.

► The Certificate

- ▶ Anderson Certificate of Completion will be provided to delegates who attend and complete the course
- ▶ The HRCI Approved Provider Seal and the corresponding Recertification Credit Hours

▶ INFO & IN-HOUSE SOLUTION

For more information about this course, call or email us at:

Call us: +971 4 365 8363

Email: info@anderson.ae

Request for a Tailor-made training and educational experience for your organization now:

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