



## **CORE INVESTIGATION SKILLS™**

**This one day course provides delegates with an overview of the core elements of a fair and thorough investigation.**

Designed specifically for HR managers, business partners, trade union representatives, line managers and anyone who may not necessarily conduct investigations, but need to understand the core principles.

This course gives delegates an overview of the investigation process and places emphasis on the development of terms of reference, an investigation plan and a coherent investigation report. These skills are particularly suitable for undertaking, or managing, investigations such as: grievances, attendance, performance and various disciplinary issues.

Please [click here](#) to see what our learners have said.



## **BENEFITS OF ATTENDING**

Your organisation will have access to highly trained workplace investigators who can assist you to make an evidence-based, fair and objective decision about how to resolve a workplace issue. This may include decisions to apply a disciplinary sanction up to and including the decision to dismiss.



## **WHO IS THIS COURSE FOR?**

This course is suitable for:

- ✓ Senior managers, line managers and supervisors who are required to undertake investigations into a wide range of workplace issues including: grievances, attendance, performance and various disciplinary issues etc.
- ✓ Senior managers, union reps and HR/ER professionals who are required to commission, manage, supervise, support, quality assure, or evaluate workplace investigations.



## DELIVERY

### Core Investigation Skills

A 1 day course delivered online, at the TCM academy or in-house.

All delegates will receive a complimentary pack of investigation templates and other resources as part of the Workplace Investigators Handbook™. RRP for the materials is £95 plus VAT.



## LEARNING OUTCOMES

By the end of this course participants will:

- ✓ Understand how to set up and manage an investigation, fact-finding exercise or a neutral evaluation.
- ✓ Possess the key skills to understand how a thorough investigation should be conducted: active listening, interviewing, funnelling, summarising and note-taking.
- ✓ Recognise the importance of probity, impartiality and neutrality.
- ✓ Understand how a well-structured report should be presented to a world-class standard and withstand internal and external scrutiny.
- ✓ Possess techniques to manage an investigation. impartiality and neutrality.
- ✓ Recognise the importance of prior research and planning to enable a speedy, rigorous and objective investigation.
- ✓ Understand the context of the investigation and how it links to other resolution processes such as mediation or coaching.

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# TCM

GROUP

Train · Consult · Mediate

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