

# PRACTICAL INVESTIGATION SKILLS™

A world class course for  
developing capability and  
knowledge to conduct  
workplace investigations.



## PRACTICAL INVESTIGATION SKILLS™

### INTRODUCTION

This two-day course equips delegates with the skills and strategies to set up, run and report on a workplace investigation.

It is suitable for in-house investigators and consultants to understand the scope of an investigation, develop clear terms of reference, interview the parties, gather evidence to support the investigation, prepare a final report and give evidence at relevant panels and appeals as required. This course is suitable for investigators who are investigating a wide range of disciplinary issues plus allegations of bullying, harassment and discrimination which, if upheld, may result in a formal warning or dismissal. Delegates who successfully complete this course are able to refer to themselves as a TCM Accredited Investigator.

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

### PRACTICAL INFORMATION

#### Practical Investigation Skills™

a 2 day course online, at the TCM Academy or delivered in-house.

**Trainers:** Delivered by TCM's expert Investigations consultants. TCM trainers are experts at creating a safe, empowering and challenging training environment. A wide range of learning and evaluation methodologies are used including case studies and role-plays.

**Suitable for:** Line managers, supervisors, human resources and employee relations professionals, lawyers, union officials and anyone who may be required to undertake a fact-finding exercise or neutral evaluation into a workplace issue.

**Assessment:** This course is assessed by way of a written assessment.



**TCM Accredited:** Delegates who complete this course and pass the assessment are able to refer to themselves as TCM Accredited Investigators.

#### Cost:

Contact us on 0800 294 9787 to find out our latest prices for in-house courses. [Click here](#) to complete the enquiry form for our latest prices.

#### Reviews:

Please [click here](#) to read reviews from past delegates on this course.



## 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. Delegates who successfully complete this course are able to refer to themselves as TCM Accredited Investigators.



## ALL DELEGATES WILL RECEIVE

The TCM Investigator Handbook™, which includes copies of the following templates, can be adapted for use within the delegates' organisations:

- ✓ Workplace investigation protocol.
- ✓ Letters to various parties within an investigation.
- ✓ A robust final report template.



## LEARNING OUTCOMES

By the end of this course participants will:

- ✓ Understand the employer's responsibilities and the employees' rights in workplace investigations and relevant legislative and statutory frameworks.
- ✓ Understand the 'ACAS Code of Practice on Discipline and Grievance', 'The Burchell Test', 'The Polkey Principle' and how to apply the civil standard of proof in a workplace investigation.
- ✓ Understand when to suspend, the implications of suspension and the right way to suspend an employee.
- ✓ Know how to set up and manage a thorough, fair and compassionate workplace investigation including defining the terms of reference with probity, impartiality and neutrality.
- ✓ Know how to create an investigation plan.
- ✓ Possess the key skills and techniques to undertake an investigation: active listening, questioning, interviewing, funnelling, summarising and note-taking.
- ✓ Know how to prepare a well-structured investigation report that will withstand internal and external scrutiny.
- ✓ Know how to gather and assess relevant information: collect statements, background evidence, mitigation, etc., and how to determine relevance.
- ✓ Understand the context of the investigation and how it links to other processes such as mediation or coaching.



Learn how to get investigations right first time with TCM.

 **DELIVERY**  **BLENDED LEARNING**

**TCM delivers extensive support for delegates on all of our courses before, during and after the course concludes.**

- ✓ Training delivered by a world class trainer who has practical experience of the subject being taught.
- ✓ The unique online TCM Delegate Zone™ which includes useful tool-kits, check sheets, videos, papers and other resources for delegates.
- ✓ Free copy of the TCM Workplace Investigators Handbook™.
- ✓ One to one coaching for delegates during the course and once the course concludes, as required.
- ✓ Assessment and a personal report for each learner.
- ✓ Full access to the amazing resources of the TCM Community for all delegates including lifetime phone and email support.
- ✓ A free refresher workshop or webinar 6 months after the training concludes.

All delegates receive 12 months follow-up support to help them to embed the learning.

This TCM Blended Learning programme incorporates pre and post course learning to support participants' development of knowledge and skills. Participants can develop peer networks through interaction before, during and after the programme to share knowledge and resources.



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Train · Consult · Mediate

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