

**PRACTICAL
INVESTIGATION
SKILLS™**

(FOR HEALTHCARE)

A world class course for developing capability and knowledge to conduct investigations within the healthcare setting.



PRACTICAL INVESTIGATION SKILLS™ (FOR HEALTHCARE)

INTRODUCTION

The handling of conflict, change, bullying, incivility, complaints and serious incidents has been a longstanding problem within the healthcare sector. Recent reports have highlighted the intensity of the problem, and a widespread fear of raising concerns due to the damaging processes that may follow. Effective training is essential to ensure that when an investigation does need to happen, it is done correctly, with a minimal impact on patient care and staff wellbeing.

This two-day course equips healthcare staff with the skills and strategies to set up, run and report on a workplace investigation. It is suitable for internal staff members looking 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 variety of disciplinary issues plus allegations of bullying, harassment and discrimination, which, if upheld, may result in a formal warning or dismissal. This sector specific course also trains participants to investigate healthcare serious incidents, if and when they arise. Delegates who successfully complete this course are able to refer to themselves as a TCM Accredited Investigator.

PRACTICAL INFORMATION

Practical Investigation Skills™ (for Healthcare)

A two-day course online, at the TCM Academy or delivered in-house.

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

Suitable for: Anyone working in a healthcare organisation responsible for conducting workplace investigations. Relevant roles may include line managers, 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.

“I am extremely happy with the knowledge I have gained from attending the course. I like the information provided throughout the course and will be taking away with me information gained to update processes currently in place. I would highly recommend those interested to attend.”

RANJNA VEKARIA,

HR ADVISOR AT CENTRAL LONDON COMMUNITY HEALTHCARE

Reviews:

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



BENEFITS OF ATTENDING

Your healthcare 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 issues when they arise. 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 any healthcare organisation:


- ✓ 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 your healthcare organisation'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 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 patient care, and other processes such as mediation and coaching.



Learn how to get
healthcare
investigations right
first time with TCM.



DELIVERY

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 (within the healthcare setting) of the subject being taught.
- ✓ The unique online TCM Delegate Zone™ which includes useful toolkits, 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.
- ✓ A free refresher workshop or webinar 6 months after the training concludes.
- ✓ Free membership with The Institute of Organisational Dynamics.



BLENDED LEARNING

All delegates receive 12 months follow-up support to help them 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 with other NHS professionals, through interaction before, during and after the programme to share knowledge and resources.

TCM

GROUP

Train · Consult · Mediate

© 2021 Copyright of The TCM Group. All rights reserved. No part of this fact sheet can be copied or reproduced without permission.

TCM® is a registered trade mark of The TCM Group.

Please contact us for more information:



Call: 0800 294 97 87
+44 (0)20 7404 7011



Email:
info@thetcmgroup.com



Suite 206/207
Business Design Centre,
52 Upper St, London, N1 0QH



Website:
thetcmgroup.com