



ADVANCED INVESTIGATION SKILLS™



This three-day investigation and interviewing skills course is an advanced course designed specifically for specialist investigators or those who undertake investigations on a full-time basis.

TCM's highly experienced tutors give delegates an overview of the investigation process with emphasis placed on advanced interviewing skills, developing complex terms of reference, accessing hard to reach evidence, legal and policy considerations, and the development of a coherent investigation report which will withstand internal and external scrutiny. The skills are particularly suitable for conducting complex investigations such as health and safety incidents, accident investigation, harassment, discrimination, bullying and fraud.

The course must be tailored to meet the unique needs, objectives, and context of your organisation. Therefore, it is only available for in-house delivery to groups of 3 or more.



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.



TCM Accredited: Delegates who complete this course and pass the assessment 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.



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WHO IS THIS COURSE FOR?



Specialist investigators and managers



LEARNING OUTCOMES

By the end of this course participants will:

- ✓ Be fully aware of the employer's responsibilities and the employees' rights in terms of managing workplace investigations.
- ✓ Understand how to set up and manage a thorough, fair and compassionate workplace investigation including defining the terms of reference.
- ✓ Understand how to create an investigation plan including what information to gather prior to an investigation commencing (scoping): specific details of allegations, chronology, organisational chart, key policies, contact details of parties, potential witnesses etc.
- ✓ Possess a detailed understanding of relevant employment and equalities legislation.
- ✓ Possess the key skills to undertake a complex and serious investigation: active listening, questioning, interviewing, dealing with hostile witnesses, funnelling, summarising and note-taking.
- ✓ Develop advanced interviewing skills and techniques.
- ✓ Access and analyse hard to reach evidence including digital evidence.
- ✓ Understand how to prepare a well-structured investigation report that will withstand internal and external scrutiny.



DELIVERY

Advanced investigation skills

A 3 day course delivered in-house.



PRACTICAL INFORMATION

Assessment: This course is assessed by way of a written assessment and an assessed practical exercise.

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TCM

GROUP

Train · Consult · Mediate

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