

Conducting Workplace Investigations: Advanced Workshop

Whether dealing with discipline, corrective action, or harassment complaints, management has a duty to ensure that employees' concerns are heard, investigated, and resolved. This blended learning program is broken into two interactive segments. It will provide you with the skills, tools, and techniques needed to complete an investigation.



CEUs:

0.7 (7 hour)

HRCI Credits:

7 HR (General)

SHRM:

7 PDCs

Learning Objectives:

- Apply the various stages of an investigation to a case study.
- Practice the investigation skills required to conduct an investigation, including preparing questions and conducting interviews.
- Develop findings and conclusions based upon interviews, exhibits, and other information.
- Recommend a course of action based upon findings and conclusions.
- Create thorough and timely documentation.

Learning Options:

- Classroom training plus eLearning
- At your location

Who Should Attend:

- HR professionals who are responsible for conducting workplace investigations

Learn. Grow. Succeed.

Delivery options include learning at MRA, at your location, or online.
Contact MRA to explore how this program may be customized to your unique individual and team training needs.



www.mranet.org

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Course Outline

- **Discuss the components of an investigation**
 - ◆ From selecting an investigator to making recommendations
- **Distinguish what should be investigated**
 - ◆ Address the question of when supervisors should act
 - Minor employee relations issues
 - Customer concerns
- **Establish effective practices and procedures**
 - ◆ Recognize factors that trigger “full blown” investigations and who is “in the loop” and when
- **Review methods of reporting**
- **Practice your skills using a real-life case study**
 - ◆ Plan an investigation
 - ◆ Interview the complainant
 - ◆ Develop and document findings and conclusions
 - ◆ Communicate your findings to relevant parties

eLearning (Pre-class training)

The mandatory eLearning module is the first step in the program and is essential to your overall learning experience. It will provide an overview of the investigation process and an understanding of the different types of complaints that may be received. The knowledge you gain from this module will then be applied in the full-day comprehensive investigations workshop.

“ I will use the information that I have learned in conducting workplace investigations. Now that I know how to, I feel ready to jump in and do them! ”



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