

# Conducting Investigations in the Workplace

- A complete overview of the different types of investigations
- Practical case study-based approach
- One day programme, 10.00 am to 4.30 pm, lunch included, price: €345.00

**Course dates and Venues: April 30th, 2019: The Beacon Hotel, Dublin |  
May 7th, 2019: Radisson Blu, Cork**



## Who should attend

This programme is designed for Line managers and HR professionals who may be directly involved in conducting or managing internal investigations.

## Main Focus

### Understanding the investigation process:

- Policies and procedures: the essentials of effective investigations
- The initial point of contact: role and responsibilities, dos and don'ts
- Appeals: a right under natural justice. Having an appeal process appropriate to the issues involved
- The fundamentals of fair procedures and natural justice: ensuring separation between investigation and decision-making
- Designing terms of reference: how they can help to control proceedings and minimise the possibility of frustration or challenge to the process
- Understanding the people element in investigations
- How people think and behave. Differentiating between interpretation and justification versus what actually happened
- Writing reports, conclusions and findings from formal investigations
- Drafting agreements – mediation

### Key Policies and Procedures:

- The key policies and procedures and what is different about each:
  - Protected Disclosures
  - Bullying and Harassment
  - Discipline
  - Grievance
  - Management investigations
  - Examples of good and bad practice.

## Outcomes:

**Participants will gain knowledge, competence and confidence in;**

- Setting up and conducting effective investigations in all of the areas outlined
- Knowledge and skills required to commission and carry out fair and objective investigations
- Knowing how to develop appropriate terms of reference
- Gathering and evaluating evidence and how to present findings
- Responding to potential barriers, pitfalls and attempts to frustrate the process
- Identifying alternative approaches

## Workshop Format

- One day programme – 10.00 am to 4.30 pm, using case studies, presentations and group discussions
- Break and lunch times built into the course allowing time for participants to network with each other and exchange practical experiences from their workplaces

## The Presenter



Miriam Maher, Director of Operations, Resolve Ireland: a highly experienced workplace investigator and accredited mediator.

## Booking Information

**Call: (01) 68 77 44 8 / 085 7768833**

**Email: [events@resolveireland.ie](mailto:events@resolveireland.ie)**

