



TRAINING NEED

When workplace investigations occur, the stakes are usually high. Often something serious has gone wrong and a serious outcome is expected. This creates pressure to act quickly, which can mean short cuts with the process.

The challenge is that courts and tribunals critically review these processes after the event setting a 'high bar' to ensure that procedural fairness is not only met, but 'seen' to be met. If not, outcomes are affected and workplaces can be disrupted. Worst case scenario is individual manager liability.

Managing an efficient process and determining an effective outcome, requires a special skill set. Too often, those required to manage the investigation process and outcomes are ill-equipped to do so.

This training teaches a 5-step process to manage an investigation process that delivers the right outcomes that will withstand the scrutiny of the courts and tribunals when inevitable claims are made.

ACTIONABLE OUTCOMES

Training utilises recent case law, case studies, and activities so participants responsible for managing an investigation can:

1. Apply the right process at the start so it's procedurally fair but no more complex than it needs to be
2. Solve common issues that arise during an investigation
3. Decide less complex allegations and advise on external investigator reports for more complex cases
4. Conduct a 'show cause process' where disciplinary action is considered
5. Report back on outcomes



MANAGING WORKPLACE INVESTIGATIONS

OVERVIEW OF TRAINING

Step 1 - Decide	<ul style="list-style-type: none"> ⌚ When to investigation and what type is best utilised
Step 2 - Prepare	<ul style="list-style-type: none"> ⌚ Establishing roles and process to ensure procedural fairness ⌚ Providing a 'scope letter' if investigators are appointed ⌚ How to frame allegations and particulars ⌚ What interim arrangements to put in place ⌚ Communicating with relevant parties as the Process Manager ⌚ Utilising Legal Professional Privilege
Step 3 - Investigate	<ul style="list-style-type: none"> ⌚ How to plan for interviews and use written responses ⌚ Troubleshooting common issues during an investigation ⌚ How to evaluate evidence and determine allegations to the required standard
Step 4 - Report	<ul style="list-style-type: none"> ⌚ How to report investigation findings consistent with the scope ⌚ How to conduct a 'show cause' process if disciplinary outcome is being considered
Step 5 - Outcome	<ul style="list-style-type: none"> ⌚ How to advise Management of options and key risks based on outcomes being considered ⌚ How to determine an appropriate disciplinary outcome and other decisions based on the findings and key issues ⌚ Notifying relevant persons of the outcome