How to be an Effective Workplace Investigator

September 21-22, 2016 – Vancouver
9:30 am - 4:30 pm

Harassment & bullying investigations can be stressful and challenging processes – this comprehensive and highly interactive workshop will provide participants with the essential knowledge & skills to conduct effective workplace investigations.

This engaging 2-day course will be facilitated by Cheryl Otto and Kyra Hudson, two facilitators with extensive workplace investigation and mediation experience. The course will include theory components, group discussions, exercises, and role-playing with real actors for a more realistic experience.

(*If your organization is interested in scheduling a private workshop, please contact us for further details*)

12 credits

COST

$1,350.00 + GST
= **$1,417.50**

Manuals included – lunch and snacks are also provided

Space is limited to 10 participants per session, so register now!

Cost also includes 2 hours of investigation coaching after the session!

COURSE OUTLINE

The following is a description of the two-day training program:

Objectives

- to ensure a comprehensive understanding of the role of an internal investigator;
- to understand appropriate approaches to complaints, i.e. informal vs. formal processes;
- to develop and implement an investigation plan respecting a complaint;
- to examine the respective roles, rights, and obligations of the organization, the complainant(s), the respondent(s), the witnesses, and the union (if applicable);
- to develop interview skills, and the ability to determine relevant versus irrelevant information for an investigation;
- to acquire facilitation and mediation skills, including those necessary to address procedural or other objections by participants during an investigation;
- to develop analytical skills vis-à-vis information obtained during an investigation, and to identify sources and causes of conflict;
- to understand the legal analysis of information gathered through the investigation process, including relevant sections of applicable human rights legislation and company Policy; and
- to develop investigation report-writing skills (i.e. skills necessary in order to produce high-quality written investigation reports)

Course Content

1. **Review of the legal framework**
   (i.e. organizational policies, applicable human rights and workers compensation legislation*)*:
   - Roles, responsibilities and obligations of the internal investigator as impartial, unbiased fact finder, of the organization as employer, the union, respondent(s), complainant(s), and witnesses;
   - identifying the nature of the complaint and relevant sections of organizational policies and applicable human rights and workers compensation legislation; and
   - review of the legal process, e.g. due process, confidentiality, credibility, findings of fact, privacy issues, etc.

2. **Review of the investigation process**
   (i.e. establishing procedures for conducting investigations):
   - objectives of the investigation and identifying the nature of the complaint;
   - parties to the complaint including representation (e.g. legal counsel, support person);
   - addressing accommodation and safety issues;
   - notifying parties, witnesses and preparing and conducting interviews;
   - issues of confidentiality;
   - documenting statements and maintaining a file;
   - exploring alternate resolution options;
   - dealing with objections and soliciting cooperation from reluctant participants;
   - "off the record" statements;
   - assessing credibility and issuing decisions; and
   - the curveballs of an investigation.

3. **Drafting the report:**
   - recording procedures of the investigator;
   - writing the report, including treatment of documentary and oral evidence; and
   - legal analysis of the complaint and making a decision.

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REGISTRATION FORM

All fields are required. Please print clearly.

Name: _____

Organization: _____

Title: _____

Address: _____

Phone: _____

Email: _____

Cost: **$1,350.00 + GST ($67.50) = $1,417.50**

Payment options: **(PAYMENT MUST BE RECEIVED AT TIME OF REGISTRATION)**

☐ cheque - Payable to: **Ounce of Prevention Solutions Inc.**
#136-718-333 Brooksbank Avenue
North Vancouver, BC V7J 3V8

☐ credit card – We will invoice you - once you receive the invoice, you will be given the option to pay by credit card through our online system

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***Cancellation and Refund Policy**:* No refunds will be given for cancellations. Once your registration has been completed, we will not be able to transfer your registration to a future session. Substitution of participants is permissible with prior notification. OOPS Inc. reserves the right to cancel any training session it deems necessary and will, in such event, make a full refund of any registration fee, but will not be responsible for airfare, hotel or other costs incurred by registrants. No liability is assumed by OOPS Inc. for changes in program date, content, speakers, or venue.

Please return registration form via pdf to: sthitisud@oopsolutions.com