



How to be an Effective Workplace Investigator

A Virtual 1-Day Workplace Investigator Training

September 22 & 24, 2020 from 9:00 am - 12:00 pm

Harassment & bullying investigations can be stressful and challenging processes - this comprehensive [workshop](#) will provide participants with the essential knowledge & skills to conduct effective workplace investigations.

This engaging 1-day course conducted over 2 days will be facilitated by Cheryl Otto, one of Canada's Pioneers of Workplace Investigations. The course will include theory components, group discussions and exercises.

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

REGISTER



6 CPD Hours
CPHR BC & YK Members

COST

\$500.00 + GST
= **\$525.00**

Manuals included

**Space is limited to
10-12 participants
per session, so
register now!**

COURSE OUTLINE

The following is a description of the 1-day online training:

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
- recording procedures of the investigator.

3. Drafting the report:

- writing the report, including treatment of documentary and oral evidence; and
- legal analysis of the complaint and making a decision.