

Introduction to workplace investigator skills workshop

Tuesday 26 March 2024

PROGRAMME

9.30 Workshop start and introductions

Introduction to investigations

(including a 5 minute break)

- Potential pitfalls
- Core practical tasks
- Drafting and agreeing the Terms of Reference – EXERCISE 1

10.45 Tea/coffee break

11.00 Core skills

- Continuing with the TOR
- Rapport – building and maintaining
- Empathy – EXERCISE 2
- Questioning & Listening

Preparing for interview

(including a 5 minute break)

- Opening an interview
- Note taking
- Drafting appropriate questions – EXERCISE 3

12.45 Lunch

13.30 Interviewing

- Bad and good interviewing – videos
- Interviewing the respondent; skills practice – EXERCISE 4
- Interviewing the witnesses

14.55 Tea/coffee break

15.10 Analysing evidence

- Definitions of behaviours
- Measures of assessment
- Standard of proof

Investigation report

(including a 5 minute break)

- Populating the report
- How to present findings
- What makes a good report – EXERCISE 5

16.20 Final questions

16.30 Close