

Investigation Training for Managers – Employee Relations Management

Programme Overview

Summary	<p>This course equips you with the skills and strategies to set up, run and report on a workplace investigation.</p> <p>The course is suitable for managers who are investigating a wide range of disciplinary and grievance issues plus allegations of bullying, harassment and discrimination which, if upheld, may result in a formal warning or dismissal.</p> <p>The course has been structured in a way that will guide you through the stages of the investigation process from initial planning, communicating and fact finding through to writing the investigation report and outcome letter.</p> <p>In addition, the course has been designed to give you the chance to practice and gain feedback on the key skills required for investigation interviews.</p>
Style and Approach	<p>The workshop comprises highly practical learning sessions with group activities and discussions.</p> <p>There is a case study exercise which will be used to take you through the step-by-step process of carrying out an investigation.</p>
Programme Structure	<p>2-day workshop</p>
Audience	<p>This course is for managers who need to undertake workplace investigations. Following the training you will be expected to undertake several workplace investigations a year. You should discuss the course with your manager and secure their approval for your attendance and commitment.</p>

Programme Overview

Programme Topics

Setting up and managing a workplace investigation

- How to clarify the purpose of the investigation.
- Network Rail Policy and Procedures of grievance and disciplinary investigations.
- The importance of planning an investigation.
- How to manage the investigation process.

Key skills, techniques and best practice for investigators

- The role of the investigator.
- How to gather information, collect statements, evidence, mitigation, etc.
- Evaluating evidence and how to determine relevance.
- Techniques to undertake an effective investigation interview, including active listening, questioning, interviewing, funnelling, summarising and note-taking.

Preparing the final investigation report

- How to compile a well-structured final report which will withstand internal and external scrutiny.
- The 'Burchell Test' of reasonableness and how to apply the civil standard of proof in a workplace investigation.

Outcomes

Having attended this course, you will be able to:

- Know how to set up and manage a thorough, fair and compassionate workplace investigation.
- Possess a range of key skills, techniques and best practices to undertake an investigation.
- Be able to prepare a well-structured investigation report that will withstand internal and external scrutiny.

How to Apply:

You should discuss the course with your manager and secure their approval for your attendance and commitment to the role (you will be expected to undertake several workplace investigations a year). You can then self-nominate via Oracle. If you are unsure whether this course is suitable for you, please contact Nicky Hand at nicola.hand@networkrail.com