



## In-house Training Brochure

# Conducting Effective Workplace Investigations

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### What are the benefits of in-house training to your organisation?

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- \* Your training investment is priced by the day, rather than by the delegate, enabling you to make significant cost savings
- \* Running training at your premises also allows you to avoid travel and accommodation expenses & can be scheduled at a time that suits you
- \* We tailor specific course content to your company's needs by modifying courses, combining two or more different course elements and adding new components

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### Highlights of Effective Workplace Investigations In-house Training

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- \* Process, principles and techniques of an effective investigation
- \* Effective questioning techniques
- \* Gathering evidence to establish facts
- \* Identifying witnesses
- \* Promoting confidentiality
- \* Taking notes and preparing statements
- \* Compiling investigation reports
- \* Practical case studies

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### Which functions will benefit from attending?

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**HR**

**Legal & Compliance**

**Policy & Strategy**

**Directors & Managers  
responsible for internal  
investigations**

**Vetting & Screening**

**Security & Risk**

**Operations**

## In-House Training

We will tailor the course to suit your organisation's needs. This is a preliminary course outline to give you a taste of what we typically offer when delivering this course in house. After in-depth discussion with organisation and trainer we will develop a course outline which meets the specific needs of your team.

### Preliminary Course Outline

|             |   |
|-------------|---|
| <b>0930</b> | <b>Introduction</b>   |
| <b>1000</b> | <p><b>INVESTIGATIONS</b></p> <ul style="list-style-type: none"> <li>* Purpose of an investigation</li> <li>* Policies that require an investigation</li> <li>* Evidence and exhibits</li> </ul> <p><b>INVESTIGATIVE INTERVIEWING</b></p> <ul style="list-style-type: none"> <li>* Conducting interviews - principles</li> <li>* Terms of reference</li> <li>* Structure for investigative interviewing - Introduction to the Peace Model</li> <li>* Interactive exercise</li> </ul> |
| <b>1100</b> | <p><b>INVESTIGATIONS</b></p> <ul style="list-style-type: none"> <li>* Structure—The Peace Model</li> <li>* Professional Interviewing</li> <li>* Effective questioning techniques</li> <li>* Active listening</li> <li>* Types of questions</li> <li>* Interview structure</li> <li>* Rapport building</li> <li>* Importance of method</li> <li>* Dealing with lies</li> <li>* Process of an investigation</li> <li>* Interactive exercise</li> </ul>                                |
| <b>1300</b> | <b>Lunch</b>  |
| <b>1400</b> | <p><b>INTERVIEWS</b></p> <ul style="list-style-type: none"> <li>* Process of an interview</li> <li>* Skills of an interviewer</li> <li>* Note taking</li> <li>* Interactive exercise</li> <li>* Case study</li> </ul>   |
| <b>1530</b> | <p><b>INTERVIEWS</b></p> <ul style="list-style-type: none"> <li>* Difficulties and conflicting evidence</li> <li>* Report writing</li> <li>* Disclosure &amp; confidentiality</li> </ul>  |
| <b>1700</b> | <b>End of Workshop</b>  |

## Conducting Effective Workplace Investigations

Delegate name (Mr/Mrs/Ms) \_\_\_\_\_ Surname \_\_\_\_\_

Job Title \_\_\_\_\_ Company \_\_\_\_\_

Address \_\_\_\_\_

Telephone \_\_\_\_\_

Email \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_

How did you hear about our training courses?

Mailshot  Previous delegate  Sponsor  Internet  Word of mouth  E-mailshot  Other \_\_\_\_\_

How many delegates would be in attendance?

\_\_\_\_\_

What is your suggested time frame?

\_\_\_\_\_

What are your prospective dates?

\_\_\_\_\_

Details of your specific training requirements?

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Thank you for filling out this enquiry form, we will get back to you shortly with our suggestions for your training course(s). Should you have any other questions in the meantime please do not hesitate to get in touch by email or phone.

Email the form to us

Stating 'Training Enquiry' to  
registrations@bfi.co.uk

Fax the form to us

+44 (01983) 861144

Post the form to us

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