



CONDUCTING INVESTIGATIONS

Details

Duration: 2 Days

Region & Dates

Dublin: Jan 29, 30, 2019

Dublin: May 28, 29, 2019

Dublin: Aug 27, 28, 2019

Dublin: Oct 22, 23, 2019

Lim: Jul 9, 10, 2019

Cork: May 7, 8, 2019

Cork: Oct 2, 3, 2019

Time:

9.30 am– 5.00 pm

Venues:

Ibec Head Office
84-86 Lower Baggot Street
Dublin 2

Limerick:

Gardner House,
Bank Place
Charlotte Quay

Cork:

Knockrea House
Douglas Road
Cork

Cost:

Ibec member: €800

Non-member rate: €900

Programme Overview

The Conducting Investigations programme provides participants with the necessary skills and knowledge to carry out fair and complete investigations. This programme focuses on the practices and procedures to be followed if an investigation into a grievance, disciplinary or bullying and harassment issue was needed.

Programme Outcomes

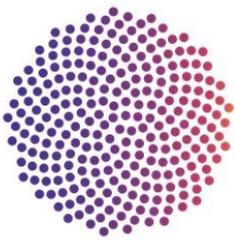
On completion of the programme, participants will be able to:

- Understand the main areas of employment law where investigations might be needed, including grievances, discipline and bullying and harassment
- An appreciation of the significance of the natural justice and how they relate to an investigation within an organisation
- Advise on best practice in the area of investigations
- Key areas to consider when conducting investigations
- Advise others who have questions or queries on how to carry out an investigation
- Write clear and concise investigation reports
- Ensure that the organisation is compliant with employment legislation when carrying out investigations and subsequent processes
- Identify issues that may potentially lead to a case being taken to a third party
- Know the current best practice approach to dealing with issues in the area of conducting investigations
- Critically review existing policies and procedures in the light of the above

Approach

The programme runs two consecutive days. There are a number of activities and case studies as part of the course to ensure that the key knowledge and skills are practiced.

The programme is delivered by experienced Ibec Executives who provide members with advice, consultancy and training on a daily basis. Programme participants are encouraged to express their views and experiences. The programme facilitates participant discussion to ensure a thorough understanding of the key points and their application. Real life case studies and exercises will be used to ensure a real practical understanding of each topic.



Who Should Attend?

All Managers wishing to improve their investigative skills and their understanding of the investigative process should attend. This programme would also provide human resources personnel with a helpful insight into the investigative process and the current issues raised by third parties.

Programme Schedule

Day 1

Key Areas requiring an Investigation Discipline and Dismissals

Requirement for Fair Procedures Understanding Disciplinary procedures

Dealing with Disciplinary Issues: Poor performance absence, general misconduct

- Conducting the disciplinary hearing
- Key skills of the disciplining manager
- Note taking
- Role Play
- Adjournment & considerations
- Announcement of the Decision
- Written follow-up

Dealing with serious/gross misconduct

- What is Serious/gross misconduct
- Disciplinary investigations
- Protective measures
- Exercise
- Formal investigation – steps
 - Establishing the terms of reference
 - Appointment of investigators
 - Establishing the facts – information gathering
 - Conducting interviews
 - Questioning techniques
 - Exercise
 - Dealing with challenging behaviours
 - Evaluating the evidence
- Writing the report
- Outcomes of the investigation
- Actions post investigation
- Exercise
- Appeals
- Case Study Outcome

Day 2

Dealing with Grievances

- Causes and impact of grievances
- Procedural fairness
- The grievance meeting
- Resolving grievances
- Redress
- Exercise

Dealing with complaints of Bullying and Harassment

- Definitions and examples
- Issue resolution
- Informal resolution
- Use of mediation to resolve issues in this area
- Formal procedure – steps involved
- Making a formal complaint
- Conducting a formal investigation
 - Conducting the interviews
 - Assessing credibility
 - Outcomes
 - The Report
- Exercise
- Actions post-investigation
- Monitoring and follow up
- Appeals
- Case study

Contact:

For further information, please contact

Quelba Lima on

(01) 605 1619 or at

Quelba.lima@ibec.ie

What you said:

"This course was very well presented. It taught me a whole new way of approaching certain situations and helped develop key skills that are required to do my role."

Claire Kelly, Human Resources, Creganna-Tactx Medical