

## Frontline Investigations

How to conduct a sound preliminary investigation that is a solid platform if issues are escalated.

Developing you leaders in workplace investigation is sound business practice given the increasing legalisation of the industrial relations arena and heightened litigious inclinations of employees in workplace matters. The Frontline Investigations program aims to ensure that leaders have the confidence and the underpinning knowledge to undertake a workplace investigation. The program focuses on providing leaders with the know how to assess the appropriateness of conducting an investigation and an understanding of the substantive and procedural requirements that surround workplace investigations. It also aims to develop their skills in planning for and conducting interviews, ensuring adequate documentation is taken and drafting reports.

This program has been developed and is delivered by experienced workplace investigators.

### This practical program includes:

What is an investigation and when is it appropriate

The keys to a successful investigation

Roles of the key players in an investigation

Understanding Procedural Fairness & Natural Justice

Understanding a complaint/incident

Planning and preparing for an Investigation

Collecting data

Practical interviewing techniques

Making findings and reporting on your investigation

### Learning Outcomes:

**At the conclusion of this program participants will be able to:**

- Understand the legal principles that underpin workplace investigations
- Apply a workplace investigation framework
- Develop an investigation plan
- Conduct a fair and thorough workplace investigation
- Make findings and report on a workplace investigation

**Duration:** One day

**Who should attend:** Managers, Supervisors, Team Leaders and Coordinators

**Venue:** This program runs in-house.