TECHNICAL
EDUCATION
ACADEMY

Operational Risk Management Center

COURSE PROGRAMME

000685

HSSE000 - Workplace Investigation & Interviewing

Workplace investigations are vital for ensuring compliance, protecting organizational integrity, and maintaining a safe environment.



Learn from the Best in the Business!

Course overview

Intermediate level

Why take this course

Workplace investigations are vital for ensuring compliance, protecting organizational integrity, and maintaining a safe environment. The Workplace Investigation & Interviewing Training Programme equips participants with the skills and knowledge to conduct fair, effective, and legally compliant investigations across various scenarios, including misconduct, theft, and policy violations.

This programme provides a structured approach to investigations, starting with foundational concepts such as the purpose of investigations, legal frameworks, and risk management. Participants learn practical skills, including planning, evidence handling, interviewing, and reporting. Emphasis is placed on effective communication and questioning techniques, supported by hands-on exercises and role-play to build confidence in real-world scenarios.

Through case studies and simulations, participants will practice handling ethical dilemmas, preserving evidence, and presenting findings. They will also develop the ability to produce clear, defensible reports and recommendations.

Designed for professionals in HR, security, management, and other roles, this interactive programme blends lectures, workshops, and discussions to ensure participants can immediately apply their learning. By the end of the course, participants will be prepared to lead investigations with integrity and professionalism.

Who it is for and how it helps

Human Resources Professionals: Responsible for handling employee relations, disciplinary issues, and policy compliance.

Security and Risk Management Personnel: Charged with preventing, detecting, and responding to incidents (theft, fraud, breaches).

Facilities/Operations Managers: Oversee daily operations and may be first to identify or report suspicious activity.

Supervisors and Team Leaders: Often the first point of contact for complaints or misconduct concerns.

Anyone Conducting or Overseeing Investigations: This includes legal counsel, internal audit, or any role that requires fact-finding responsibilities.

What you will learn

- Legal and Ethical Compliance: Demonstrate knowledge of relevant laws (criminal, civil, and employment) and ethical standards for conducting workplace investigations.
- Structured Investigation Planning: Develop and implement clear, step-by-step investigation plans tailored to specific incidents or complaints.

Course overview — continued

- Effective Evidence Gathering: Identify and preserve various evidence types (physical, digital, testimonial) while maintaining continuity and authenticity.
- Confident Interviewing Techniques: Use different questioning styles and active listening to build rapport, gather accurate information, and detect potential deception.
- Accurate Documentation & Reporting: Produce legally defensible statements, maintain proper evidence logs, and prepare concise, actionable investigation reports.
- Risk & Stakeholder Management: Understand how thorough investigations mitigate organizational risk, maintain stakeholder trust, and support fair decision-making.
- Practical Application & Continuous Improvement: Apply case-study lessons to real-life scenarios, recognize ethical dilemmas, and continuously refine investigation methods.

Curriculum

Modules 01–05

01 Foundations of Workplace Investigations

- Definition and purpose of workplace investigations
- Distinctions among criminal, civil, and employment law
- Basic principles of risk management
- Importance of fair, compliant investigative processes

02 Investigation Planning

- Setting objectives and defining scope
- Identifying roles and responsibilities (HR, security, management, etc.)
- Conducting conflict-of-interest checks
- Ethical considerations and maintaining objectivity

03 Investigation Methodology & Process

- Systematic approach to fact-finding
- Types of evidence (physical, digital, testimonial)
- Scene preservation and continuity of evidence
- Evidence handling protocols and documentation

04 Interviewing & Communication Skills

- Building rapport and active listening
- Planning and structuring interviews
- Questioning styles (open, closed, probing)
- Recognizing and interpreting body language cues

05 Statement Writing & Documentation

- Structuring witness and suspect statements
- Avoiding bias and ensuring clarity
- Maintaining version control and document integrity
- Best practices for record-keeping and audit trails

Curriculum

Modules 06–08

06 Concluding Investigations & Reporting

- Evaluating and synthesizing findings
- Drafting clear, concise investigation reports
- Recommending actions and next steps (disciplinary or legal)
- Presentation to decision-makers and follow-up procedures

07 Case Studies & Practical Application

- Real-world scenarios (theft, harassment, fraud, etc.)
- Handling ethical dilemmas and gray areas
- Group exercises and role-plays for hands-on practice
- Sharing lessons learned and best practices

08 Program Review, Assessment & Continuous Improvement

- Knowledge assessments and final evaluations
- Participant feedback and reflective discussion
- Creating action plans for workplace implementation
- Strategies for ongoing learning and professional development

Pre-course requirements

- Basic Workplace Knowledge: familiarity with organizational structures, internal policies, and procedures.
- General Legal Awareness: an understanding of employment and/or compliance frameworks is helpful (though not mandatory).
- Professional Experience: prior exposure to HR, security, management, or similar fields is beneficial but not strictly required.
- Interest in Investigative Processes: a genuine interest in learning about fair and effective investigation techniques will maximize engagement and learning outcomes.

Participation and contacts

Joining the programme

Contact the Academy and quote course code 000685 to confirm dates, delivery format, prices and enrolment terms.

Training for your team

Tell us your business goals, the roles and number of participants, and your preferred dates and location. This will help us discuss the right training option.

Preparing for the programme

Read the pre-course requirements in this programme before enrolling.

Discuss your training needs

mail@tecedu.org
www.tecedu.academy

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