



Workplace Investigations Course Brochure

1 Day Practical Workshop



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The Right Fit.....For You

This course is designed to build participants’ knowledge, skills and confidence in conducting investigations in the workplace. The skills and processes learnt will ensure that participants are able to carry out robust investigations in line with best practice and employment law.

Managers and supervisory staff are increasingly being called upon to conduct malpractice investigations within the workplace. This course will provide the basic skills necessary to undertake fair, legally compliant and effective internal investigations.

This course will equip your line managers with the knowledge, skill and techniques required to effectively manage grievance and discipline issues and conduct grievance and discipline conversations in the workplace.

This is a highly practical course and scenario based exercises and group discussions will be used throughout to allow delegates gain a better understanding of how workplace investigations and disciplinary procedures apply in practice.

Our trainer can also work with you before the course to get your input and tailor the content as needed.

"Everyone thought Andrew was great and the course really developed their skills as internal trainers."

Dearbhla Casey, HR Manager, Irish Country Meats



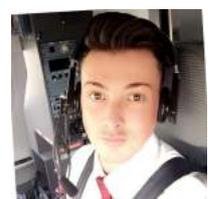
"We are all very happy with the training carried out last week & will definitely be in contact in the future"

Aoife O'Rourke, Key Account Manager, Tool & Plastic



"Great exercises, very relaxed and great models to explain, learning process and delivery of the information."

Jonathan Latimer, Fleet Training Instructor, City Jet





Why Choose DCM Learning

At DCM Learning we have a strong culture of working in long-term relationships with our clients. Although it's a bit of a cliché, we strongly believe that our client relationships are partnerships and that's the best way for our clients to get the best results.

Specific reasons to choose DCM:



Support: 15 full-time training consultants plus support staff (21 in total). We are large enough to be well resourced but small enough to care.



Experienced: We have many years' experience providing customised training programmes for small and large companies. Last year, we delivered onsite training with 521 companies.



Excellent Trainers: Our trainers combine professional training know-how with relevant experience in their chosen training field



Quality Assured Training: Make sure you Safeguard Your Training Investment. DCM offer courses accredited by the following national and international certification bodies.



You're in Good Company

We work with small and large companies, individuals, Government Agencies, Universities and blue chip companies such as Google, AIG, Glaxo Smith Kline, and Symantec, so you can have confidence in our ability to deliver the results you want to achieve.





Workplace Investigations Training

COURSE OVERVIEW

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

The course will equip your line managers with the ability to recognise, investigate and report the findings of crucial workplace investigations.

LEARNING OUTCOMES

By the end of the programme each learner will:

- Improve their knowledge of the legal & practical requirements relating to investigation
- Learn the skills required to manage and conduct investigations and hearings confidently and successfully
- Enhance business success and avoid unnecessary litigation
- Practice key skills through participation in `real-life` scenarios on grievance investigations and disciplinary hearings

Below you will find a proposed course outline detailing all the topics covered on the training programme.



Course Content

TOPIC 1: DISCIPLINARY, DISMISSAL AND GRIEVANCE PROCEDURES: WHAT'S INVOLVED?

- How are the processes structured?
- Your own policies and procedures
- When and how to use suspension
- When is there a right to legal representation?
- The organisational and legal consequences of not following procedure

TOPIC 2: DISCIPLINARY AND GRIEVANCE INVESTIGATIONS: A COMPREHENSIVE, STRUCTURED APPROACH TO INVESTIGATION

- What is the investigation process?
- Highlighting the importance of the impartiality of the investigator and his/her role
- Planning and arranging the investigation
- Gathering evidence: What is the timeline and what are the structural processes involved?
- When does an informal investigation become formal?
- The role of line management and HR in your organisation
- Employee rights and the Data Protection legislation

TOPIC 3: THE INVESTIGATION INTERVIEW: TIPS TO ENSURE A THOROUGH INVESTIGATION PROCESS

- Avoiding the common mistakes made during the investigation process
- The role of surroundings and timing and its effect on the investigation outcome
- How to source relevant information through expert questioning and data collection techniques
- The investigations checklist
- Report preparation, making recommendations and moving onto the hearing process



Jackie Howell

Training Associate

Jackie is an experienced executive, leadership & performance Coach, career strategist, HR consultant and trainer whose background combines a credible blend of expertise from senior HR roles, her own business portfolio & international experience.

She brings her passion for recruitment to every course she delivers. Jackie's resulting style is interactive and inclusive, which empowers learners to develop their skills and achieve great results from training.

Some of the areas Jackie specialises in are: HR & Recruitment, Interviewing Skills, Learning & Development and executive coaching.

Some of Jackie's qualifications and affiliations include:

- Human Resources Management-National College of Ireland
- Diploma in Life Coaching-Irish Life Coaching Institute
- Training and Continuing Education-NUI Maynooth
- Accredited Belbin Consultant-Belbin UK



Inhouse Training, One Size Doesn't Fit All.

Does your team need training? DCM Learning has a full range of training courses and qualifications available for your team and company, in-house or off-site.

Based on your requirements, we will develop a custom-made training programme and deliver it specifically for your employees in a chosen location - giving them the exact skills and knowledge they need whilst saving on venue hire, travel, time and associated expenses.

Each daily session will be delivered onsite at a location of your choosing over a 7-hour period. We are flexible on group size, but for group sessions we would recommend a maximum of 15 people to allow for the more interactive elements of the course.

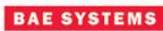
Below is an overview of our Inhouse Training Delivery and Costs:

Details	1 Day Training	2 to 5 Days Training	6+ Days Training
Cost	€1,095 per day	€995 per day	€895 per day
Materials	Included	Included	Included
Travel Expenses	Included	Included	Included
Areas Covered	All Counties	All Counties	All Counties
Customisation	Course Customised	Course Customised	Course Customised
Survey	Pre & Post Course Survey	Pre & Post Course Survey	Pre & Post Course Survey
Account Management		Dedicated Account Manager	Dedicated Account Manager
Free Public Course		1 Free Place	3 Free Places
Public Course Discount		15%	25%



Who We Work With

We train organisations of all shapes and sizes, from small businesses up to global enterprises. But we never forget that every individual matters, and we make sure that every learner gets what they need to reach their potential.





**Set your career on the
right course**

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