

THE SCIENCE OF INTERVIEWING

CONDUCTING A WORKPLACE INVESTIGATION

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A Different Approach to Investigative Interviewing

Overview

Conducting a workplace investigation can be a difficult task. An investigation into employee wrongdoing can be expensive, time consuming and disruptive to organisational moral.

It can certainly lead to a number of legal issues and other unexpected complications if it is not conducted in an ethnical, transparent manner with the utmost care and confidentiality.

On the other hand, the well-run investigation can enhance a company's welfare, which can help detect and recover the source of lost assets, identify responsible culprits and recover losses. It can also provide a solid defence to legal challenges raised by sacked or disgruntled employees. But crucially, an internal investigation will signal to other employees that the organisation will not tolerate misconduct.

The workplace investigation course will guide you through every step of an internal investigation into potential fraud or misconduct, from receiving the initial allegation to testifying as a witness.

In this course, you will learn how to lead an investigation with accuracy and confidence by gaining knowledge about various topics, such as relevant legal aspects of workplace investigations, using computers in an investigation, collecting and analysing internal and external data, interviewing witnesses, suspects and writing investigation reports.

This facilitator-led course includes a relevant practical workplace case scenario, which you will work through from beginning to resolution. This will provide a practical foundation for you to effectively manage internal investigations in your own organisation.

Learning Objectives

- Conduct an effective investigation
- Highlight legal issues that might arise during an investigation
- Use computer and internet technology to make your investigations more effective
- Collect/analyse internal and external documents
- Conduct witness and suspect interviews
- Testify as a witness.

Day 1

Introduction to Workplace Investigations

In this opening session, you will learn how to begin the investigation - from receiving the allegation to setting up an SMART action plan and having a systematic approach to the investigation.

Legal Elements of Investigations

As you continue your investigation, you will need to know how to collect and document evidence. As an internal investigation differs from an external investigation, you will need to be aware of the unique risks and hazards to this type of investigation and how to avoid them.

Internal Document Collection and Analysis

Documents play a key role in most every investigation. Locating the documents and then analysing them to establish the fraud or misconduct is essential. In this session, you will discuss which documents you need to recover, where to find them, and then analyse their importance within the misconduct.

Investigating by Computer

Learn how to use the computer as a crucial part of conducting your investigation. Computers can be used as a tool to analyse data to find and prove fraud or misconduct, and can also be used to present your case to

management or law enforcement in an easily understandable professional format.

External Document Collection

Information to prove your case can be found both inside and outside your organisation. This session focuses on external sources such as public information as well as data found on the internet. Also discussed will be the use of surveillance in any investigation.

Day 2

Interviewing Witnesses

Witnesses are the lifeblood of any investigation and should be treated with extreme care. This session will outline how you can use Cognitive Interviewing (CI) techniques to increase the quantity and quality of information elicited from any witness in any investigation.

Interviewing Suspects

The aim of Conversation Management (CM) is to put in place a structure for interviewing any person who you may suspect to be providing false information validating against the evidence you have discovered during the investigation.

Concluding the Investigation

You've concluded your investigation and it is essential that the written report or file outline the results of your investigation. This report will then have to be presented to your management, law enforcement, or prosecutors so it is crucial it covers all the elements of the fraud or misconduct. This session will discuss techniques that have been used in successful report writing and will also explain how to present your findings that will accomplish your objectives.

Testifying as a Fact Witness

Learn how this differs from being an expert witness and the skills you'll need to be effective on the stand.