

**EFFECTIVE INTERNAL INVESTIGATIONS**

<p><b>Behavioral Expectations:</b></p>	<p><b>Module Outline:</b></p>
<ul style="list-style-type: none"> <li>• Define the goals of internal investigations and why they are important</li> <li>• Apply the skills learned by investigating in an objective and effective manner</li> <li>• Understand who should prepare the documentation</li> <li>• Explain the four "W's" of good documentation</li> <li>• Apply strategies to reduce the risk of liability</li> <li>• Understand what outside agencies evaluate when reviewing documentation</li> </ul> <div style="text-align: center;">  <p>This program has been approved for 3.25.0 re-certification hours toward PHR and SPHR re-certification through the Human Resource Certification Institute (HRCI). The use of this seal is not an endorsement by HR Certification Institute of the quality of the program. It means that this program has met HR Certification Institute's criteria to be pre-approved for recertification credit. For more information about certification or re-certification please visit the HRCI homepage at <a href="http://www.hrci.org">www.hrci.org</a></p> </div>	<p><b>Prerequisite: None</b> <b>Schedule: Half-Day Session</b></p> <p>Investigating employee misconduct is one of the most delicate functions any human resources professional or manager must perform. Effective investigations can help keep situations internal vs. external, and they can minimize the impact on productivity and morale. Proper investigations can aid in defending your organization against discrimination charges, wrongful discharge claims, worker's compensation claims, and unemployment claims.</p> <p>This course will review the practical steps involved in conducting an effective internal investigation. The workshop will teach participants how to conduct a careful, objective investigation, while protecting the company's interest in the event termination is required.</p> <p><b>Topics Covered:</b></p> <p><b>Goals of an Internal Investigation</b></p> <p><b>Preparation Tips for Internal Investigations</b></p> <ul style="list-style-type: none"> <li>• Create an investigation plan</li> <li>• Determine the scope of the investigation</li> <li>• Identify appropriate questions to ask</li> <li>• Select the investigator(s)</li> <li>• Identify witnesses</li> <li>• Determine the number, order &amp; timeframe for interviews</li> </ul> <p><b>Steps to Complete an Effective Investigation</b></p> <ul style="list-style-type: none"> <li>• Document review</li> <li>• Interviews</li> <li>• Key points to cover (confidentiality, no retaliation)</li> <li>• Documentation</li> <li>• Conclusion/Follow-Up/Appropriate Action</li> <li>• Recordkeeping</li> </ul> <p><b>Practical/Legal Considerations</b></p> <ul style="list-style-type: none"> <li>• Attorney-client privilege</li> <li>• Work-product doctrine</li> <li>• Invasion of privacy</li> <li>• Defamation concerns</li> <li>• Tips for making documentation litigation-worthy</li> <li>• Writing style tips</li> <li>• What do outside agencies look for in documentation?</li> <li>• Company forms, policies &amp; processes</li> </ul> <p><b>Summary/Overview</b></p>