



Corporate Coach Group

Training that transforms



Training Plan Investigation Skills Training

A Training Plan for Your Organisation

What is the purpose of the training?

The purpose of the training is to initiate a process of rapid improvement, by means of achieving a shared understanding of the correct knowledge and skills that we need to employ, if we are to achieve our stated goals.

Investigation Skills Course Summary

The purpose of investigative interviews is to uncover the facts, apart from the various accusations, claims, counterclaims, opinions, feelings and suspicions. The investigating manager's role is to separate facts from falsehood, so that the decision panel have sufficient evidence upon which to base a just decision.

Most managers do not have the necessary skills associated with investigative interviews.

The purpose of this one-day Investigation Skills training course will give your managers the investigation interview skills they need.

Learning Outcomes for the Investigation Skills Course

- Hold an investigative interview that gets to the truth
- Distinguish facts from opinions
- Distinguish answers to questions, from responses to questions
- Distinguish between admissible and inadmissible statements
- Ask the right questions in the right way
- Handle the evasive and difficult person
- Take accurate written notes, as you go

Customer Review

“ Very well structured. Not too simple, but not overly complicated. The whole day was beneficial. Trainer had a very good manner. He was approachable friendly knowledgeable and fun.

*Tina Morgan
Quantum Care*

Investigation Skills Training Course Overview

Normal interview vs investigative interview. Investigative interviews are not like normal conversations. We will explain the difference. Answers vs responses. Many people don't distinguish between an answer and a response to a question. Investigators always make this distinction.

Lying is risky. Many people do not lie, but they do not tell the truth either. We will discuss the alternatives to lying and why evasion is more common. We will discuss how to spot an evasive individual and how to deal with them.

Factual language: Investigators need to know the difference between an objective factual statement, and every other type. We only want factual objective statements. Hearsay evidence is inadmissible; we will give its definition and examples. The best evidence rule is an important doctrine of law, and all investigators must know it. We don't want opinionated language; we want factual language only.

General vs specific statements. We divide language into two kinds, specific and general. We do not want general statements; we want specific statements.

Steps for gathering information: Here we provide a model for gaining information from witnesses and those making accusations.

Sentence analysis: It is useful to review your knowledge of English grammar, because that knowledge will give you a list of the questions you can ask about any sentence. Asking the right questions; we talk about the importance of chronological ordering.

- How to interview the suspected person.
- Understanding body language.
- Taking good written notes and how to record the essentials of the investigation interviews.
- Practice interviewing an accused person.
- Final notes and final action plans.

Customer Review

“ I was very pleased with the course content and learned a lot of new things, some of which I can also use in my personal life, in addition to professional. Trainer's presentation was varied in terms of practical and theory. Good balance, not too much role play, which some courses end up doing.

*Jameel Marafie
Leytons UK*

Investigation Skills Training Course Details

Morning Session

Investigation techniques are important skills for investigations officers

1. Formal complaints
2. Possible bullying
3. Harassment
4. Disciplinary issues
5. Grievance issues
6. Misconduct

There are five major steps your investigators must master

1. Taking the initial statement of complaint.
2. Taking independent witness statements.
3. Interviewing the person who is accused of doing something wrong.
4. Recording everything in writing, in a chronological order, ensuring that you omit any inadmissible statements and retain every relevant item of admissible evidence.
5. Preparing a file sufficient that the decision-maker(s) can make a proper, informed decision.

Investigative questioning is a specialised form of communication

Investigative questioning is a form of conversation that does not follow the normal social conventions but must still be done with a high degree of professionalism and respect, whilst being effective as a tool to get to the truth.

This investigation skills training is designed to help your people make the switch in conversational technique, in order to conduct a professional, respectful and effective interview.

Afternoon Session

Conversational techniques include learning how to:

1. Get to the truth of the matter.
2. Uncover any outright lies, by identifying contradictions and errors.
3. Uncover evasion. Evasion is the art of not telling the whole truth, ie missing important bits out, in order to distort the truth without actually lying.
4. Distinguish error from malice or laziness.
5. Take proper *contemporaneous written notes*, so that you can use the information gleaned during the interview.

The differences between normal conversation and an investigation interview

Investigation interview is a special context that requires that you make a *conscious shift* in your normal conversational method.

Distinguish between answers and responses to your questions

1. Some people respond to questions, but do not answer them.
2. The questioner must notice when their question has not been answered

Distinguish between first and second-hand evidence

1. First-hand evidence - admissible.
2. Second-hand evidence - hearsay evidence - non-admissible.

Best Evidence Rule

The best evidence rule is a legal principle that holds that an original document is superior evidence than any copy. The rule specifies that a copy cannot be used if the original exists.

This means keep safe all your original documents and evidence.

Customer Review

- “ Course content was comprehensive, interactive, stimulating with individual and group learning. The trainer’s presentation was clear, well organised, well communicated, instructive, relevant and useful.

*Phil Davies
Impact Housing*

Training Costs / Investment

Bespoke In-House or Live-Online Course

£2,150 + VAT per training day, (8 – 16 delegates)

Plus, travel and hotel accommodation for trainer if needed (Premier Inn type)

International Price Varies

In-House training has been designed to provide a similar experience to our open courses, however we can tailor the content to fit your specific needs.

We are able to train in your timezone.

All our training includes:

- A full day of quality training, delivered by an experienced trainer
- Total of 6 CPD training hours (usually 9am - 4.30pm), plus an additional 2-3 via post-course online independent learning
- Full course training workbooks
- Training certificate
- Access to additional free training material after the course via our post-course portal
- 3 months free telephone coaching: Whilst you are implementing what you have learned, if you need to, you can contact us for support and guidance

We suggest the following plan of action:

Please send to us:

1. Any amendments or changes you wish to make to the programme.
2. Your thoughts.
3. The next step you would like us to take.

Thank you.

Corporate Coach Training Ltd
Walcot House
Parton Road
Churchdown
Gloucestershire
GL3 2JJ

Email: lindsey@corporatecoachgroup.com

Tel: +44 (0) 1452 856091

Customer Reviews

“ This investigation course was very informative. It has given me more tools to conduct an investigation. The presentation was well planned and completed at the right pace and timing.

*Jacqueline Makwangwala
Quantum Care*

“ Very good pace – learnt a lot about the subject that I do not like doing, but is a part of my job. Trainer presentation, good pace and catered for all levels.

*Julie Hutchins
Quantum Care*

“ I found this course beneficial to know how to successfully conduct an investigation into issues. The tools will enable me to find the correct, factual information. The trainer’s presentation was very good, light-hearted and easy to understand. He gave a good insight and tools to assist in investigating.

*Lynsey Hanley
Quantum Care*

“ I must admit I was somewhat cynical at first “why do I need this, done things like this before.” It was soon evident that I was picking up new ideas. Since the course I have been re-reading the notes as I want to retain as much as possible of what I learnt. It is a fact with most courses I never pick up the notes again. But I have every intention of revisiting and embedding the information from this course into my mind. I cannot praise Chris and the course content enough, so many thanks.

*James Burns
G.R. Lane Health Products*