Corporate
Coach Group

Training that transforms

Investigation Skills Training

What is the purpose of the training?

Investigation skills training is essential for any organisation committed to maintaining a fair and transparent work environment. This training equips staff with the necessary skills and knowledge to properly handle grievance and performance investigations with consistency, thoroughness, and impartiality. Mastery of investigation skills ensures that facts are gathered accurately, relevant people are interviewed effectively, and a final report is created to allow the senior team to make right and just decisions.

Learning Outcomes for the Investigation Skills Course

- Hold an investigative interview that gets to the truth
- Distinguish facts from accusations and opinions
- Distinguish answers to questions, from responses to questions
- Distinguish between admissible from inadmissible statements
- Ask the right questions in the right way
- Handle the evasive and difficult people
- Take accurate written notes.
- Write an accurate and objective reports upon which senior team can make just and right decisions.

Customer Review

" I found this course to be excellent and so beneficial to my job. The trainer was very knowledgeable and engaging. This was one of the best courses I have ever attended!

Stefan Williams
Quantum Care

Investigation Skills Training Course Content

Purpose of investigative interviews and training:
Investigative interviews aim to gather accurate information to resolve grievances or performance issues.
Training ensures staff can conduct these interviews effectively and fairly.

Distinctions and differences:

a. Investigations vs normal conversations:
Investigations are structured and objective-focused, while normal conversations are informal and free-flowing.

b. Answers vs responses to questions:
Answers provide specific information directly related to the question, whereas responses often do *not* answer the question.

c. Lying vs evading:
Lying involves providing false information, while evading questions means avoiding giving a direct answer. Evasion in more common than lying.

Identifying contradictions:
Detecting contradictory statements in order to uncover discrepancies or falsehoods.

Specific language:
Using precise and clear language to avoid misunderstandings and ensure accuracy in communication.

Investigative questioning technique:
Employing methods to elicit detailed and truthful information, such as tightly worded questions and follow-ups.

Practice exercise: Witness interviews:
Role-playing scenarios to develop skills in interviewing witnesses effectively.

True, false, possible and arbitrary statements:
Differentiating between statements based on the degree of evidential value.

Onus of proof principle:
The responsibility to prove allegations rests with the person making the claim.

Admissible vs inadmissible evidence:
Understanding which evidence can be legally considered in an investigation and which cannot.

Hearsay evidence:
Information presented by someone who did not witness the event but heard about it from another person.

Best evidence rule:
The requirement to present the most direct and reliable evidence available.

Six step method for investigative interviews:
A structured approach involving preparation, rapport-building, questioning, summarising, verifying, and concluding the interview.

Preserve timelines:
Maintaining a clear and accurate record of events and the sequence in which they occurred.

Take good written notes:
Documenting the interview thoroughly to ensure an accurate and reliable record.

Investigative interview Role play 1:
Practice techniques for approaching initial interviews with suspects to gather preliminary information.

Investigative interviews Role play 2:
More practice. Learn by doing.

Additional notes: Body language and voice tones:
Observing and interpreting non-verbal cues to assess truthfulness and emotional states.

Writing up an unbiased report for decision makers to act upon:
Compiling a factual and impartial report based on the investigation's findings to guide decision-making.

Summary action plan: As a result of attending this course, delegates identify the most important learning points they will implement in their future practice.

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

" 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

" 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 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

" 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