

Conducting Effective Investigations

Webinar Outline

Course Description

The webinar version of our Conducting Effective Investigations workshop provides health care employers with an overview of an effective process for conducting workplace investigations and essential information they need to help ensure the investigation is timely and comprehensive.

Length

2.5 hrs plus 15 min Q&A

Topics/Learning Objectives

Topic	Learning Objectives
The Investigation Process	• Identify the four steps of an effective investigation process • Explain the importance of performing thorough investigations • Explain the importance of maintaining an unbiased, objective attitude and approach toward the investigation • Explain the importance of timely action
Planning the Investigation	• Explain the importance carefully planning the investigation and documenting the plan • Create and update an investigation plan • Plan and document questions to ask witnesses • Explain what to consider when removing an employee from the workplace pending the outcome of the investigation
Conducting Interviews	• Describe how to conduct an effective investigative interviews • Assess witness credibility based on objective criteria
Gathering and Compiling Evidence	• Identify types of information or evidence that could be helpful in an investigation • Explain the importance of having a detailed and comprehensive record of the investigation • Define real evidence and explain the importance of maintaining a chain of custody of real evidence • Consider privacy implications and arbitral views on gathering and relying on evidence from video surveillance, still photographs, and social media
Analyzing Information and Forming a Conclusion	• Explain how to analyze investigation data • Identify when to stop the investigation and form a conclusion • Ensure the documents and evidence compiled during an investigation meet common arbitral tests used in discipline or discharge cases