



PLAN TO  
ATTEND THE  
**WJS CANADA**  
WORKSHOP ON  
**WORKPLACE  
INVESTIGATIONS  
TRAINING**

# INVEST IN INVESTIGATION

WJS Canada is excited to again offer this popular Workplace Investigations Training workshop. Learn how to respond to a workplace claim or complaint without compromising a subsequent investigation.

This interactive training session will give participants the knowledge to apply the legislative/regulatory environment and investigative strategies presented to practical situations. Visit the WJS Canada website for more information and to register.

Breakfast and lunch included. Take advantage of special hotel accommodation pricing.

**October 13 & 14** Sandman Signature Hotel Edmonton, Alberta

## COURSE OUTLINE

### DAY 1 October 13

#### Part 1 Introduction

- Developing or Updating an Investigative Program
- Legislative and regulatory environment
- Policy and procedure
- Roles and responsibilities
- Rules for privacy and confidentiality
- Communications strategy
- Determining when an investigation is warranted
- Managing investigations of internal versus external complaints
- Resources

#### Part 2 Preparing for an Investigation

- Setting specific investigative goals
- Choosing an Investigator
- Conducting a document review
- Identifying key witnesses
- Course review and questions

### DAY 2 October 14

#### Part 1 Interviewing & Reporting

- Subjects
- Complainant
- Respondent
- Witnesses
- Others
- Interview Content & Format
- Techniques
- Questioning
- Follow up and further investigation
- Determining merits of the complaint
- Formulating investigative recommendations
- Communicating results – report writing

#### Part 2 Investigation Outcomes

- Managing requests for access to investigative materials
- Evaluating potential outcomes and actions
- Substantiated complaints
- Unsubstantiated complaints made in good faith
- Inconclusive investigations
- Employer liability
- Course review and questions
- Conclusion

**October 13-14, 2016**

**wjs**Canada  
strength in people

**Edmonton, Alberta**