

## CONDUCTING WORKPLACE INVESTIGATIONS

*“Managing Sensitive Employee Complaints and Misconduct Allegations with Fairness, Accuracy, and Legal Compliance”*

### Schedule

| Date             | Venue                  | Fees                  |
|------------------|------------------------|-----------------------|
| 26 - 27 Feb 2026 | Kuala Lumpur, Malaysia | USD 1995 per delegate |
| 04 - 05 Mar 2026 | Doha, Qatar            | USD 1995 per delegate |

### Introduction

When workplace complaints, misconduct, or compliance breaches arise, organizations must respond swiftly and thoroughly. Conducting internal investigations is a critical process that requires fairness, confidentiality, legal awareness, and a structured methodology to protect both individuals and the organization.

This 2-day course equips HR, legal, and management professionals with the skills and tools to carry out effective workplace investigations. From receiving complaints and planning investigations to interviewing, documentation, and reporting, participants will learn how to manage sensitive issues with professionalism, neutrality, and procedural rigor.

### Objectives

By the end of this course, participants will be able to:

- Understand the legal, ethical, and organizational implications of workplace investigations
- Plan and execute an impartial, well-documented investigation process
- Conduct effective interviews with complainants, witnesses, and respondents
- Analyze evidence and make objective findings
- Draft investigation reports that support sound decision-making

## Why Attend

- Minimize legal, reputational, and operational risks during internal inquiries
- Ensure due process and fairness for all parties involved
- Build trust and transparency through proper handling of complaints
- Strengthen compliance with HR, labor, and company policies
- Gain confidence in managing sensitive, high-impact employee issues

## Target Audience

This program is designed for:

- HR professionals and employee relations specialists
- Legal and compliance officers
- Line managers and department heads
- Internal audit and ethics officers
- Anyone responsible for handling misconduct, complaints, or grievances

## Individual Benefits

Key competencies that will be developed include:

- Interviewing skills specific to sensitive workplace topics
- Risk and evidence assessment
- Proper documentation and report writing
- Legal awareness around confidentiality, retaliation, and data protection
- Conflict resolution and decision-making under pressure

## Organizational Benefits

Upon completing the training course, participants will demonstrate:

- Improved internal handling of misconduct and grievance cases
- Reduced exposure to litigation, penalties, and reputational harm
- Enhanced employee trust in organizational justice and processes
- Stronger documentation and defensibility of decisions
- Consistent, policy-aligned responses across departments

## Instructional Methodology

The course follows a blended learning approach combining theory with practice:

- Strategy Briefings - Legal frameworks, HR protocols, and ethical considerations
- Case Studies - Real-world incidents and lessons learned
- Workshops - Interviewing techniques, evidence review, and report development
- Peer Exchange - Handling complex cases across cultures and jurisdictions
- Tools - Interview checklists, investigation templates, evidence logs

## Course Outline

### DETAILED 2-DAY COURSE OUTLINE

**Training Hours:** 07:30 AM – 03:30 PM **Daily Format:** 3-4 Learning Modules | Coffee breaks: 09:30 & 11:15 | Lunch Buffet: 01:00 – 02:00

#### Day 1: Fundamentals and Investigation Planning

- Module 1: The Investigation Landscape (07:30 – 09:30) • Types of workplace issues requiring investigation • Legal and organizational obligations • Key risks: retaliation, confidentiality, defamation
- Module 2: Receiving and Responding to Complaints (09:45 – 11:15) • Intake process and documentation • Assessing credibility and urgency • Immediate response and interim measures
- Module 3: Investigation Planning and Scope (11:30 – 01:00) • Defining scope, roles, and timelines • Developing an investigation plan and question guide • Notifying relevant parties appropriately
- Module 4: Workshop – Planning an Investigation (02:00 – 03:30) • Teams design an investigation plan from a case scenario

#### Day 2: Interviews, Analysis, and Reporting

- Module 1: Conducting Interviews (07:30 – 09:30) • Preparing for and conducting interviews • Managing emotions, bias, and resistance • Interview techniques for complainants, witnesses, and respondents
- Module 2: Evidence Review and Analysis (09:45 – 11:15) • Types of evidence (documentary, testimonial, digital) • Weighing credibility and consistency • Decision standards: balance of probabilities vs. beyond doubt
- Module 3: Writing the Investigation Report (11:30 – 01:00) • Structuring the report: summary, findings, conclusions • Supporting findings with objective evidence • Presenting recommendations professionally
- Module 4: Final Workshop – Interview Simulation and Reporting (02:00 – 03:30) • Teams conduct mock interviews and draft a summary report

## Certification

Participants will receive a Certificate of Completion in Conducting Workplace Investigations, validating their ability to manage internal investigations with integrity, procedural fairness, and compliance with organizational and legal standards.

## Why Choose MAWA Events

- **Global Expertise:** More than 17 years of experience in professional training and consulting.
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