MAWA EVENTS

Address: No. 857, Block A2. Leisure Commerce Square - No 9., 46150 Petaling Jaya, Selangor, Malaysia

Phone: +601116373203 | **Email:** info@mawaevents.net

SECURITY INCIDENT MANAGEMENT & INVESTIGATIONS

"Responding to Threats with Precision, Compliance, and Tactical Expertise"

Schedule

Date	Venue	Fees
17 – 19 Jun 2026	Dubai, UAE	USD 2495 per delegate
16 – 18 Dec 2026	Dubai, UAE	USD 2495 per delegate

► **Available delivery methods:** Face-to-Face & Online Training

Introduction

Security incidents—from theft and fraud to cyber breaches and workplace violence—can disrupt operations, compromise assets, and endanger personnel. Effective incident management and investigations are critical to ensuring swift resolution, minimizing damage, and preventing recurrence.

This 3-day intensive course equips security and risk professionals with the practical skills to manage, respond to, and investigate physical and operational security incidents. Covering incident response protocols, evidence handling, interview techniques, and legal considerations, this program emphasizes real-world application and professional standards in investigations.

Objectives

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

- Understand the incident management lifecycle from detection to resolution
- Apply structured investigation techniques to uncover facts and evidence
- Secure, preserve, and document physical and digital evidence
- Conduct interviews and write investigation reports professionally
- Align incident response with legal, regulatory, and organizational policies

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Why Attend

- To respond to security incidents with speed, control, and consistency
- To improve investigative outcomes and reduce organizational liability
- To understand the legal and ethical implications of investigations
- To build an in-house capability for handling and documenting incidents
- To strengthen coordination between security, HR, and compliance functions

Target Audience

This program is designed for:

- Security managers, supervisors, and officers
- Facility and corporate security personnel
- Risk managers and compliance officers
- Health, safety, and emergency response staff
- Internal auditors and HR professionals involved in investigations

Individual Benefits

Key competencies that will be developed include:

- Incident response planning and execution
- Evidence collection and chain of custody procedures
- Interviewing skills and behavioral observation
- Report writing and communication of findings
- Legal awareness and confidentiality in investigations

Organizational Benefits

Upon completing the training course, participants will demonstrate:

- Faster and more coordinated responses to security incidents
- Improved investigation quality and evidence integrity
- Reduced legal exposure through proper documentation and compliance
- Greater transparency and trust in the incident response process
- Strengthened organizational resilience and preparedness

Instructional Methodology

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

- Strategy Briefings – Best practices in incident response, investigation protocol, and legal compliance
- Case Studies – Real-life incident scenarios and post-incident analysis
- Workshops – Interview simulations, incident report drafting, and evidence mapping
- Peer Exchange – Sharing experiences and mitigation strategies from diverse sectors
- Tools – Incident logs, response checklists, evidence forms, and reporting templates

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Course Outline

Detailed 3-Day Course Outline

Training Hours: 7:30 AM – 3:30 PM **Daily Format:** 3–4 Learning Modules | Coffee breaks: 09:30 & 11:15 | Lunch Buffet: 01:00 – 02:00

Day 1: Fundamentals of Security Incidents & Initial Response

- Module 1: Understanding Security Incidents (07:30 – 09:30) • Types of security incidents: physical, operational, digital • Threat identification and vulnerability assessment • Importance of timely reporting and documentation
- Module 2: Incident Response Procedures (09:45 – 11:15) • Roles and responsibilities in incident response teams • Activation of incident response protocols • Coordination with HR, legal, and law enforcement
- Module 3: Workshop – Incident Response Simulation (11:30 – 01:00) • Real-time response to a staged incident scenario • Initial containment and stakeholder communication
- Module 4: Incident Logging and Evidence Collection (02:00 – 03:30) • Incident reporting tools and logs • Collecting physical, electronic, and testimonial evidence

Day 2: Investigation Techniques and Legal Considerations

- Module 5: The Investigative Process (07:30 – 09:30) • Planning an investigation • Establishing facts and identifying inconsistencies • Key investigation principles: neutrality, thoroughness, discretion
- Module 6: Conducting Interviews and Taking Statements (09:45 – 11:15) • Interview formats and techniques • Reading body language and evaluating credibility • Recording statements and managing sensitive information
- Module 7: Workshop – Role-Play: Interviewing Witnesses (11:30 – 01:00) • Practicing open and closed questioning • Dealing with uncooperative or emotional interviewees
- Module 8: Legal & Ethical Issues in Investigations (02:00 – 03:30) • Privacy, consent, and due process • Internal vs. external investigations • Protecting confidentiality and avoiding defamation

Day 3: Reporting, Follow-Up, and Prevention

- Module 9: Writing the Investigation Report (07:30 – 09:30) • Structure and content of a professional report • Objective vs. subjective language • Attaching evidence and witness statements
- Module 10: Post-Incident Review & Corrective Action (09:45 – 11:15) • Root cause analysis • Recommendations and improvement plans • Communicating findings with leadership
- Module 11: Workshop – Drafting an Investigation Report (11:30 – 01:00) • Using a case scenario to produce a structured report • Peer review and feedback
- Module 12: Preventive Measures and Lessons Learned (02:00 – 03:30) • Enhancing physical and procedural security • Training staff in incident awareness • Creating an incident management culture

Certification

Participants will receive a Certificate of Completion in Security Incident Management & Investigations, validating their capability to professionally manage, investigate, and document security incidents in line with international standards and legal best practices.

Why Choose MAWA Events

- **Global Expertise:** More than 17 years of experience in professional training and consulting.
- **Industry-Leading Faculty:** Courses delivered by seasoned professionals with hands-on experience.
- **Practical Insights:** Learn to turn theory into actionable strategies for real-world business impact.
- **Client-Focused Solutions:** Customized programs designed to achieve your organisation’s unique goals.

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