

**LEARN THE
BEST WAY TO
RESPOND TO**

**A WORKPLACE
CLAIM OR
COMPLAINT**

INVESTIGATION TRAINING A WJS CANADA WORKSHOP

LEARN HOW TO RESPOND TO A WORKPLACE CLAIM OR COMPLAINT WITHOUT COMPROMISING A SUBSEQUENT INVESTIGATION WITH OUR WORKPLACE INVESTIGATIONS TRAINING.

***Information tailored for social service agencies!**

An increasing number of legal, privacy and other factors make it critical to form an appropriate response to a wide range of workplace claims and concerns.

The training sessions will be highly interactive. Presentation and explanation of the legislative/regulatory environment and detailed investigation strategies will be complemented by large and small group discussions and role-playing exercises based on materials and information gathered by WJS and relative to agencies that provide social services. Participants will have the opportunity to apply their newly acquired knowledge and techniques to practical scenarios and situations.

At the end of this course participants will be able to recognize when a workplace investigation is warranted and be able to conduct an investigation properly and protect the outcome.

Course Outline

DAY 1 November 2

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 vs. 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 November 3

Part 1 Interviewing and Reporting

- Interviewing subjects, complainants, respondents, witnesses and others
- Interview content and format
- Techniques and questioning
- 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

Register by: October 16, 2017

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INVESTIGATION TRAINING A WJS CANADA WORKSHOP

**A WORKPLACE
CLAIM OR
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\$895.00 + GST

2 DAY TRAINING WORKSHOP

- Registration fee/person (includes breakfast/lunch, dinner is not included).
- 5% savings or \$850.25 for two or more registrations from the same agency/organization.

November 2 – 3, 2017

8:30am – 4:30pm
(1 hour lunch)

LOCATION: SANDMAN SIGNATURE HOTEL

10111 Ellerslie Road SW, Edmonton, AB

Tel: 780-430-7263 reservations@sandman.ca

For guest room group rates please contact Sandman Hotel

To register, complete this portion and return with cheque or money order made payable to WJS Canada.

Attendees Last Name	Attendees First Name	Email Address	Daytime Phone Number
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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**Please send your
completed form to:**

WJS Canada Central Administration

Attn: Debbie Olinyk

#2 – 11491 Kingston Street, Maple Ridge, BC V2X 0Y6

P: 604-465-5515 x 108 F: 604-465-5520

E: dolinyk@wjscanada.com

**Complete this portion
and email or fax for
invoice option
(agencies only)**

Attention	<input type="text"/>
Organization	<input type="text"/>
Address	<input type="text"/>
Office Phone	<input type="text"/>
Cell	<input type="text"/>
Fax	<input type="text"/>