



*Training Course:
Incident Investigation and Root Cause Analysis*

*21 - 25 September 2025
Amman (Jordan)*

Training Course: Incident Investigation and Root Cause Analysis

Training Course code: MA234575 From: 21 - 25 September 2025 Venue: Amman (Jordan) - Training Course Fees: 3550 € Euro

Introduction

Incident Investigation and Root Cause Analysis course gives organizations an opportunity to find out what went wrong. Learning the lessons and taking action may reduce, or even prevent, accidents in the future.

Every year people are killed or injured at work. Over 40 million working days are lost annually through work-related accidents and illnesses.

Incident Investigation and Root Cause Analysis course gives organizations an opportunity to find out what went wrong. Learning the lessons and taking action may reduce, or even prevent, accidents in the future.

Course Objectives

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

- Explain and apply the principles of Incident Management to their workplace
- Apply Incident Management methodology and create a plan to recover the business quickly from a threat or incident
- Explain the basic fundamentals of an investigation
- Demonstrate how to conduct a basic internal investigation within their organization
- Conduct a complete crime scene preservation investigation from start to finish

Target Audience

This course is suitable for security managers/supervisors and personnel, company investigators, human resource professionals, site managers, safety and incident response team members, business owners, and anyone involved in incident management and investigations.

Target Competencies

- Teamwork
- Critical Thinking
- Incident Management
- Crime Scene Management

- Communication Skills

Course Outline

Day 1 Introduction to Incident Management and Investigations

- Incident management.
- Differences between an Emergency, Incident, and Accident
- Security incidents and safety incidents
- Managing an incident
- Incident response
- Business Continuity Management BCM
- Investigation case studies
- Evidence collection and continuity of evidence
- External and internal investigations
- Locard's Exchange Principle

Day 2 The fundamentals of Incident Management

- Initial response
- Incident classification
- Reporting and escalation procedures
- Integrated Incident Management Response
- Site-specific emergency procedures
- 5 Priorities when responding to specific Incidents
- Incident management team requirements
- Conducting debriefs post-incident
- 5C's to Incident Management

Day 3 Application of Incident Management Plan

- What is an Incident Management Plan?

- Constructing an Incident Management Plan for your organization
- Techniques required to implement the plan
- Implement the incident management plan

Day 4 Principles of Investigations

- Locard's Exchange Principle
- Establishing an investigative mindset
- Observation skills
- Rules of Investigation
- Planning an investigation
- Decision-making process
- Working with victims and suspects
- Priorities on attending the scene
- Principles and types of search
- Types, value, and collection of evidence
- Crime scene preservation
- Crime typology and how it affects investigations
- Common Questions and Answers regarding investigations

Day 5 Investigation Methodology

- Conducting an investigation
- Investigation evaluation
- How to deal with Evidence found at the scene
- Dealing with the authorities and Police
- Understanding the legal chain of evidence
- Questioning techniques
- How to conduct a professional Interview

Registration form on the Training Course: Incident Investigation and Root Cause Analysis

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Complete & Mail or fax to Global Horizon Training Center (GHTC) at the address given below

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Payment Method

- ☐ Please find enclosed a cheque made payable to Global Horizon
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