



*Training Course:
Conducting Workplace Investigations*

*25 - 29 January 2027
Cape Town (South Africa)
DoubleTree by Hilton Cape Town - Upper Eastside*

Training Course: Conducting Workplace Investigations

Training Course code: HR234807 From: 25 - 29 January 2027 Venue: Cape Town (South Africa) - DoubleTree by Hilton Cape Town - Upper Eastside Training Course Fees: 6350 € Euro

Introduction

Workplace investigations are a critical governance mechanism that supports [organizational integrity](#), [legal compliance](#), and [employee trust](#). When handled properly, investigations protect organizations from legal exposure, reinforce ethical standards, and ensure that policies and procedures are applied consistently and fairly.

This intensive program provides participants with a structured, practical approach to conducting [professional, unbiased, and legally sound workplace investigations](#). Drawing on best practices aligned with Society for Human Resource Management SHRM frameworks, the course combines real-world case studies, legal scenarios, and hands-on exercises.

Participants will develop the skills to [plan, execute, and conclude investigations effectively](#), whether conducted in-person or remotely, while maintaining confidentiality, objectivity, and procedural fairness.

Program Objectives

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

- Apply a structured [7-step workplace investigation framework](#)
- Define the role, responsibilities, and competencies of an investigator
- Identify when a formal investigation is required vs. informal resolution
- Conduct professional interviews and gather reliable evidence
- Analyze findings and develop objective, defensible conclusions
- Recommend corrective actions aligned with organizational policies
- Mitigate legal, reputational, and operational risks
- Ensure compliance with workplace regulations and ethical standards

Target Audience

- HR Managers and HR Professionals
- Employee Relations and Compliance Officers
- Managing Directors and Department Heads
- Legal and Investigations Personnel
- Professionals involved in disciplinary and grievance processes

Training Outline

Day 1: Foundations of Workplace Investigations

- Program overview and expectations
- When to investigate: formal vs. informal approaches
- Identifying inappropriate workplace behaviors
- Introduction to workplace mediation concepts
- Legal and ethical considerations in investigations
- Case discussion: Recognizing investigation triggers

Day 2: Investigation Framework and Roles

- Goals and objectives of workplace investigations
- Advantages and limitations of formal investigations
- Role and responsibilities of the investigator
- Core competencies of effective investigators
- Documentation standards and evidence handling
- Practical exercise: Structuring an investigation case

Day 3: Investigation Execution - Steps 1 to 3

- Step 1: Determining if an investigation is required
- Step 2: Defining objectives and planning the investigation
- Step 3: Conducting interviews and collecting evidence
- Interview techniques:
 - Question structuring
 - Managing difficult conversations
 - Detecting inconsistencies
- Workshop: Conducting investigation interviews

Day 4: Analysis and Decision-Making - Steps 4 to 7

- Step 4: Analyzing and validating collected data
- Step 5: Summarizing findings and drawing conclusions
- Step 6: Developing recommendations
- Step 7: Determining corrective and preventive actions
- Ensuring fairness, objectivity, and compliance
- Case study: End-to-end investigation analysis

Day 5: Reporting, Outcomes & Organizational Learning

- Preparing investigation reports
- Communicating findings to stakeholders
- Managing post-investigation actions
- Using investigation outcomes to improve policies and culture
- Risk mitigation and preventive strategies
- Final reflection, assessment, and action planning

Registration form on the Training Course: Conducting Workplace Investigations

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