



Investigation Training

Do your staff need more knowledge and skills to help them effectively carry out investigations into complaints or incidents?

Do they need the skills to gather evidence, interview people and present facts professionally?

Do they need to develop their investigation report writing skills and techniques?

Do you need to reduce the risk of incidents reoccurring?

If the answer to any of the above is 'yes', then you and your staff will benefit from our services

What we offer

Our highly practical courses provide delegates with an in-depth experience of how to undertake a complex investigation. They are designed to enable delegates, whatever their level of experience, to develop the knowledge, skills and confidence they need to investigate complaints and serious untoward incidents effectively.

Advanced Investigation Skills (3 days)

Delegates work through how to set up an investigation and then investigate a simulated case. Over 70% of the course is spent carrying out an investigation based around a highly realistic case study which we tailor to reflect the real situations your staff may investigate.

Root Cause Analysis (1 day)

Delegates explore the principles and tools of Root Cause Analysis in relation to incident processes within their own workplace. This is done using a 5 phase approach and an in-depth case study. We also encourage delegates to consider examples from their own areas of work.

Investigation Report Writing Skills (½ day)

Delegates are shown how to write investigation reports in a concise, structured and professional manner, including the key stages of planning, drafting and editing.

(Ideally delegates should attend this workshop immediately after attending one or both of the other two courses.)

Together, these 3 courses cover all aspects of an investigation. In addition, we also offer 1:1 coaching and mentoring at a later date. Some clients have found this useful after delegates complete a real investigation.

Our emphasis is on real life skills - covering theory, principles, best practice, frameworks and tools – providing everything delegates need to carry out investigations in the workplace. This will help your organisation improve its openness and transparency.



Comment from a recent delegate

“The training was just great. I think I came along with a bit of scepticism in terms of how relevant it would be for me but it was extremely useful and I am really pleased that I was able to have the experience. I need to get stuck in now and practice! Both Georgia and Robin are excellent facilitators/trainers and I know from discussions with the other delegates that the training will be of benefit to them.”

Want to know more?

More information is available on our website: www.investigationskills.com

If you would like to discuss your requirements with one of our consultants, please contact us on 01271 337110 or email us at learning@brayleino.co.uk.

Standard terms and conditions apply (available upon request).

Who we are

We are Bray Leino Learning and we provide learning and development services to leading organisations in a wide variety of sectors.

Our learning and development services make a real difference to those organisations and the people who work for them.

We have nearly 20 years experience of helping our customers achieve their goals in carrying out professional investigations.

Our courses also meet the standards required by the National Patient Safety Agency (NPSA), Risk Pooling Scheme for Trusts (RPST) and Clinical Negligence Scheme for Trusts (CNST). Courses are also mapped against the NHS Knowledge and Skills Framework (KSF).

We are also a member of the UK Home Care Association.

