

ADVANCED INVESTIGATION SKILLS

COURSE OUTLINE

Aim



The aim of this course is to enable delegates, whatever their level of experience, to develop their understanding and skills to enhance their practical ability to investigate serious complaints and untoward incidents.

Course Content



- Purpose, principles, strategy, working documents and investigation frameworks
- Gathering, managing and analysing information
- The role of representatives and friends in interviews
- Dealing with challenging and sensitive issues
- Report structure and recommendations
- Realistic investigation simulation - in teams, delegates prepare their strategy, carry out interviews and 'Set Piece' interviews, draft a report and present their report to the group

Participants



This course is designed for anyone who needs to undertake complex investigations into serious complaints or untoward incidents.

Duration



This is a 3 day programme, but it can also be complemented by our Root Cause Analysis Programme, an additional 1 day course focussing on the principles, tools and techniques of Root Cause Analysis.

Also includes the option to continue the learning with post-course support, delivered via our vLearning platform, including access to blended learning resources and discussion boards.

Learning Outcomes



By the end of this course delegates will be able to:

- Explain the principles and structured process to adopt when investigating an incident/complaint
- Construct terms of reference which clearly state the scope of the incident/complaint
- Identify the questions to be answered and issues to be addressed, including identifying appropriate and valid sources of information relating to the incident/complaint
- Use a conversational framework in interviews
- Develop and maintain communication with people about difficult matters and/or in difficult situations
- Collate and analyse information gathered, in particular: establish facts, apply logic to the data gathered, use analytical tools and gain insights from working with data
- Interpret, appraise and synthesise data and information appropriately, and identify:
 - Consistency and inconsistency
 - Any limitations in the analyses used and hold the issues raised open to question
- Write a comprehensive report in accordance with the standard report structure, including justifiable and realistic conclusions and recommendations, directly related to the terms of reference, which contribute to improving quality and services
- Identify where skills and knowledge can be applied to other general managerial contexts

Not quite what you were looking for?

We specialise in creating bespoke blended learning solutions. Contact us and find out how we can help.

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