

To view this email online, [follow this link](#).

you may need to enable images on this email to see it correctly, you may also like to add us to your "safe sender" list.



mediation for business™

## A 2-DAY Practical Investigation and Interviewing Skills Course.

Date: 24th and 25th August 2010

Time: 9.30am - 4.45pm

This popular two-day course provides participants with the skills, competencies and strategies to undertake an effective, fair and transparent workplace investigation

Organisations are having to spend more time, money and energy dealing with allegations of bullying, harassment, discrimination, misconduct, disciplinary and other workplace issues. It is essential that any investigation is carried out as proficiently as possible and that the findings can withstand further scrutiny.

Ensure that your investigation is:

**Thorough . Transparent . Fair . Rigorous . Effective**

This course will equip participants with the key skills needed to conduct a robust and structured investigatory process. Participants will also learn:-

- The role of the investigator and the potential impact of an investigation
- The importance of prior research and planning
- Key investigation skills: active listening, interviewing, funneling, management, summarising and note-taking.
- How to gather information, collect statements, evidence, mitigation, etc., and determine relevance.
- How to compile a well-structured final report which will withstand internal and external scrutiny.

The course blends practical tools, discussion and active participation. Participants are encouraged to challenge, and to be challenged, as they explore the components of a good investigation.

To further add value to this training, the TCM group will offer **FREE OF CHARGE** an information pack that contains everything needed to setup

**This course is tailored to deal with all types of workplace investigations.**

Day,

Tuesday and Wednesday

Date,

24th and 25th August 2010

9.30am - 4.45pm

*\* Lunch and refreshments provided*

£595 + VAT. 10% discount for bookings before 10th Aug 2010

Places are limited.

To Book please call now on

**0800 294 97 87**

or email

[training@thetcmgroup.com](mailto:training@thetcmgroup.com)

This event will be held at:

and run a successful investigation

This informative and forward-thinking course is valued at £595 plus VAT.  
Think how much your organisation can save by having a consistent and ordered approach to investigation.

**[Click here and book before 10th August to receive a 10% discount](#)**

**[Sign up for our Newsletter](#)**

Click here for [Map and Direction](#). Click for [Terms and Conditions](#).



The UK Mediation Academy

Ground Floor

New House

67-68 New House

Hatton Garden

London

EC1N 8JY

### **The TCM Group + The UK Mediation Academy**

Ground + 1st Floor, New House, 67-68 Hatton Garden, London, EC1N 8JY

tel: 020 7404 7011

freephone: 0800 294 97 87

visit: [www.thetcmgroup.com](http://www.thetcmgroup.com)

email: [info@thetcmgroup.com](mailto:info@thetcmgroup.com)

This message was sent to [info@tcmsolutions.co.uk](mailto:info@tcmsolutions.co.uk) by The TCM Group. Follow this link to [Unsubscribe](#).