

LEADERSHIP & MANAGEMENT

QNET presents:

Conducting Workplace Investigations

Friday, November 5, 2010 – 8:15 a.m. to 4:15 p.m. or/
Tuesday, November 16, 2010 – 8:15 a.m. to 4:15 p.m.

If you are an HR professional, a Health and Safety Manager, a Union representative, a manager, supervisor or lead hand, you may find yourself responsible for conducting workplace investigations into problematic employee behaviour. Conducting a workplace investigation can be challenging in and of itself, never mind the heightened expectation of the Courts that workplace investigations must be done right. It is critical that anyone conducting a workplace investigation today have the essential knowledge and skills to conduct a prompt, thorough and fair investigation.

Workshop Outline:

- The Purpose and Benefits of an Investigation
- Preliminary Steps After an Incident
- The Investigation Process
- Choosing an Investigator/ Qualities of an Investigator
- Preparing an Investigation Plan
- Techniques for Recording Information
- Interviewing Successfully
- Investigation Role Play
- Dealing with Credibility
- Weighing the Evidence
- The Investigation Report

Facilitator: Priti Shah is a lawyer, mediator, arbitrator, investigator and facilitator and operates PRAXIS *Conflict Consulting*. Priti has conducted more than 160 mediation sessions and is trained as a Human Rights Investigator to deal with complaints of harassment or discrimination. In addition to equality, diversity and harassment, Priti trains in the areas of effective communication, conflict resolution, negotiation and mediation skills, and board development. In 2005, Priti was awarded the Woman Entrepreneur of the Year Award for Contribution to Community from the Women Business Owners of Manitoba.

This workshop is:

- An optional course in the 70 credit hour **Certificate in Management Development (CMD)**
- Eligible for credit in the **CAM:OE (Certificate in Applied Management: Organizational Effectiveness)** in partnership with the University of Manitoba Continuing Education

PRESENTED IN PARTNERSHIP WITH:

Industry Workforce Development, Manitoba Entrepreneurship Training and Trade
Canada / Manitoba Business Service Centre

REGISTER NOW - Fax this form to (204) 949-4990 or register online at www.qnet.mb.ca

Fee: \$339.00 + GST for QNET Members \$399.00 + GST for Non-Members

Name _____ Title _____

Organization _____ City _____

Ph _____ Fax _____ Email _____

Payment method: VISA AMEX MasterCard Cheque Enclosed

Card # _____ Expiry _____

Cardholder name _____ Signature _____

Participants will receive location and final details approximately 3 days prior to session, please contact QNET if you do not receive this information. Cancellations must be received in writing no later than 6 business days prior to the course. After that time, the full registration fee will apply and only replacement participants will be accepted. Invoices will be sent for non-attendance. G.S.T. Reg # 899755334RT.