Professional

COMPLEX ER ISSUES & INVESTIGATIONS

COURSE OVERVIEW

A methodology-focused course on conducting fair, rigorous, and defensible workplace investigations.

COURSE OBJECTIVES

- Structure an investigation plan.
- Conduct interviews using the PEACE model.
- Document evidence and write investigation reports.

SKELETON OUTLINE

- Triage: The Severity Matrix (What to investigate).
- The Investigation Lifecycle.
- Cognitive Interviewing Techniques.
- **Simulation:** The "He Said/She Said" Investigation Triage.

CHANGE MANAGEMENT FACILITATION

COURSE OVERVIEW

Equipping HR to lead the people side of transformations using proven frameworks.

COURSE OBJECTIVES

- Assess organizational readiness for change.
- Apply ADKAR and Kotter's 8 Steps.
- Manage resistance and identify change champions.

SKELETON OUTLINE

- The Psychology of Change (The Change Curve).
- Framework Deep Dive: ADKAR.
- Communication Planning for Change.
- **Project:** Drafting a Change Management Plan for a Tech Rollout.

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