Transformation Pillar:
Core HR Systems & Specialized Expertise

Conducting Workplace Investigations

Enhanced Techniques for Digital-First Organisations

COURSE OVERVIEW

In today's complex and diverse workplace landscape, conducting thorough, fair, and legally sound investigations is more critical than ever. This intensive three-day certification program equips HR professionals with the essential knowledge, skills, and ethical framework to navigate the intricate world of workplace investigations.

This course goes beyond generic principles, focusing specifically on the unique challenges and considerations of conducting investigations within the cultural and legal context of the GCC region. You'll gain a deep understanding of relevant GCC labor laws, cultural sensitivities, best practices, and emerging trends, including the use of AI in workplace investigations.

Through interactive sessions, real-world case studies drawn from GCC workplaces, role-playing exercises, and expert guidance, you'll learn to:

- Identify and assess a wide range of workplace complaints, from harassment and discrimination to ethics violations and policy breaches.
- Determine when an investigation is warranted and navigate informal resolution options when appropriate.
- Master the art of conducting effective interviews, gathering evidence, and documenting your findings meticulously.
- Write clear, concise, and objective investigation reports that withstand scrutiny and support informed decision-making.
- Navigate the complexities of disciplinary actions and other resolutions, ensuring fairness, consistency, and compliance with GCC labor laws.
- Understand the ethical considerations and potential challenges of using AI in workplace investigations within the GCC.

This workshop is delivered by world-renowned strategic HR expert, consultant, and author, **Mostafa Azzam**, who enjoys extensive experience guiding organizations through complex HR governance and people challenges.

COURSE OBJECTIVES

By the end of this intensive learning journey, you should be able to:

- **Conduct** workplace investigations that adhere to international legal frameworks and best practices.
- **Apply** a structured and systematic approach to investigations, from initial assessment to concluding the case.
- **Effectively** gather information, interview witnesses, and analyze evidence, demonstrating cultural sensitivity and ethical awareness.
- **Write** clear, concise, and objective investigation reports that support sound decision-making.
- **Navigate** the complexities of disciplinary actions and other resolutions, ensuring fairness, consistency, and compliance.
- **Understand** the potential benefits and challenges of AI in workplace investigations, addressing ethical considerations.

COURSE METHODOLOGY

This program utilizes a highly interactive and engaging approach to learning, blending theory with practical application. The course methodology includes:

- **Expert-Led Instruction:** Learn from an experienced HR professional and global influencer with deep knowledge of the course subject.
- **Real-World Case Studies:** Analyze case studies drawn from diverse industries and organizations across the globe, exploring challenges, best practices, and lessons learned.
- **Interactive Group Activities:** Engage in collaborative exercises, group discussions, and case study analysis to apply concepts and share insights.
- **Role-Playing Exercises:** Practice conducting interviews, communicating findings, and navigating challenging situations in realistic scenarios.
- **Practical Templates and Checklists:** Receive a comprehensive toolkit of templates, checklists, and resources to support your investigations.

WHO SHOULD ATTEND

- **HR Managers and Directors**
- **Employee Relations Specialists**
- **Compliance Officers**
- **Legal Counsel**
- **Senior Managers responsible for investigations**
- **Anyone seeking to enhance their knowledge and skills in conducting workplace investigations to international standards**

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