

# Investigation and Healing the Workplace to Prevent Retaliation (For HR/EEO/Security/Legal/etc.)

## Sample Program Outline

This two day program is 80% skills practice and provides participants with two customized (A 'hostile work environment/healing process' and a 'He said, She said') investigations. Participants will plan and conduct each investigation and then determine the merit in their allegations.

**Training Methodology:** Includes trainer and video interview skills demonstrations, customized trainer role play dramatizations of two harassment investigations and healing the workplace to prevent retaliation, mini lectures and Q&A.

**Training Materials:** *How to Effectively Manage Sexual Harassment Investigations* (a 300 page manual) and the customized *How to Effectively Manage Harassment Investigations & the Healing Process to Avoid Retaliation* (a 60 page workbook).

### Day One

- How to objectively interview witnesses, gather details, avoid assumptions and deal with witnesses who 'did not see anything.' (activity)
- Identify legal trends in harassment and hostile work environment investigations, affirmative defenses and investigator's liability.
- Provide (co-delivered with client's senior HR/Legal/Security/etc.) a 'best practices' clarification/ review of the client's (harassment) complaint investigation, resolution and healing process practices and the roles/responsibilities of its HR/Legal/Security/Ombudsperson/etc. departments.
- How to create a plan of action for each investigation.
- How to document investigations and protect confidentiality and against defamation.
- How to avoid making the 8 most common investigation mistakes.
- Identify effective interviewing and active listening techniques.
- How to effectively interview the alleged recipient, alleged harasser and witnesses, and how to respond appropriately to their questions, concerns and emotions.
- How to evaluate information gathered during a fact-finding process to determine merit including, when there are no witnesses.
- How to determine what is appropriate and consistent corrective action.

- First Investigation – (participants plan and conduct this investigation)

Note: The two investigations' allegations are customized to include the client's more common/ difficult types of investigations. The set of facts/details are based on the client's workplace, job descriptions, jargon, surrounding community, etc.

The trainers dramatize all of the parties in each investigation and they will act like a credible, hostile, etc. alleged harasser, a reluctant, defensive, etc, alleged recipient, and a talkative, difficult, etc. witness.

Participants receive trainer and peer feedback during and after their interview(s).

## **Day Two**

- Investigation One (Completed)
- Review of Investigation One
- Investigation Two (participants plan and conduct this investigation)
- Investigation Two (Continued)
- Healing the workplace to avoid retaliation
- Review of Investigation Two
- Review, Q&A and Program Critique

**For additional information about Anderson-davis, Inc.  
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