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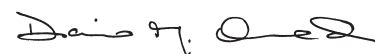
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If you're dissatisfied, for any reason, simply return **Internal Investigations: A Practical Training Course for HR** within 30 days for a complete refund. You take no risk.






Dan Oswald
 President & Publisher

660919

YES! I want to make sure we conduct internal investigations the RIGHT way, getting to the truth and limiting our exposure to retaliation, discrimination, and other claims. Please rush me **Internal Investigations: A Practical Training Course for HR**, the comprehensive DVD-based program for HR leadership and department members. In addition to over 4½ hours of training sessions on DVD, we get a CD-ROM and manual containing helpful forms, policies, and checklists. We'll examine this remarkable system for 30 days at no risk. If we decide to keep it, we'll honor your invoice for \$1,297*. If not, I'll return it and we'll owe nothing.

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This landmark program includes:

- ◆ Two DVDs containing over 4½ hours of expertly researched and professionally produced investigation instructions
- ◆ A CD-ROM containing investigation forms, checklists, and documents you can customize to match your corporate standards
- ◆ A companion guidebook that leads you through the video presentation step-by-step, and serves as a valuable reference after the training



An interview with Candace Kollas, instructor for
Internal Investigations
 A Practical Training Course for HR

Q: What makes an internal investigation so tricky, but at the same time, so important?

A: Bringing in counsel to conduct an internal investigation can cost a small fortune. But lawsuits resulting from not properly investigating a complaint can cost even more, like we've just seen in the case of the NBA team facing an \$11 million slam dunk.

Then there are sensitive questions that have to be asked, in just the right way, to get to the bottom of things. This can be very uncomfortable for everyone involved. And there's the final report, which has to have everything top management needs when it's decision-time. These are all tricky, yet essential.

If an employer finds itself in court, or if the government sends in an outside investigator, and HR has a thorough and well documented case file to hand over, that can pretty much be the end of the matter. That's a huge savings of time, jobs, reputations and money.

Q: How does an internal investigation help?

A: Take the Internal Investigations practical training course and I guarantee you'll have all the information you need to conduct an investigation from start to finish with confidence. You won't get bored, you won't get lost in legalese, or in business speak. The sample situation I use follows a sexual harassment case, but the program equips HR to conduct investigations of any kind.

About the trainer:

Attorney Candace Kollas is President of Workable Options, a consulting firm that assists organizations in developing cohesive communications and ensuring compliance in business practices.

Ms. Kollas has represented corporate, governmental, and individual clients in all aspects of employment litigation, mediation, and training for over 9 years. Prior to founding Workable Options, Ms. Kollas practiced labor and employment law, and served in the Employment Division of the Office of the Florida Attorney General. As a practicing attorney, Ms. Kollas specialized in litigating employment discrimination cases for individuals and organizations. Ms. Kollas is also authorized by the federal government to investigate all aspects of federal EEO complaints.

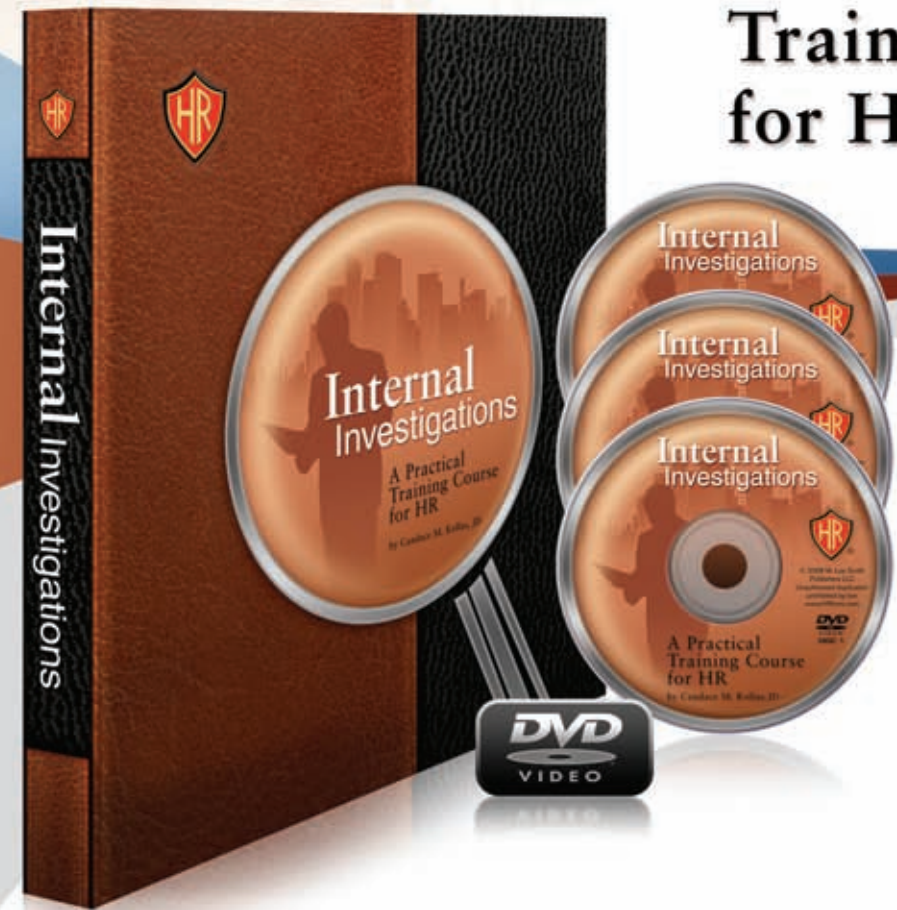
Ms. Kollas' clients include AOL/Time Warner, Mercedes Benz U.S. International, the Virginia Department of Transportation, and many other premier companies and organizations. Ms. Kollas assisted Coca-Cola Enterprises in the development of its Integrated Conflict Management System and is currently the Master Trainer for the nationwide implementation of that system.

>> Preview online <<
 Visit HRhero.com/investigationsDVD for an online preview

Announcing HR's must-have DVD-based training system for establishing a first line of defense against employment litigation and doing your job with even greater professionalism ...

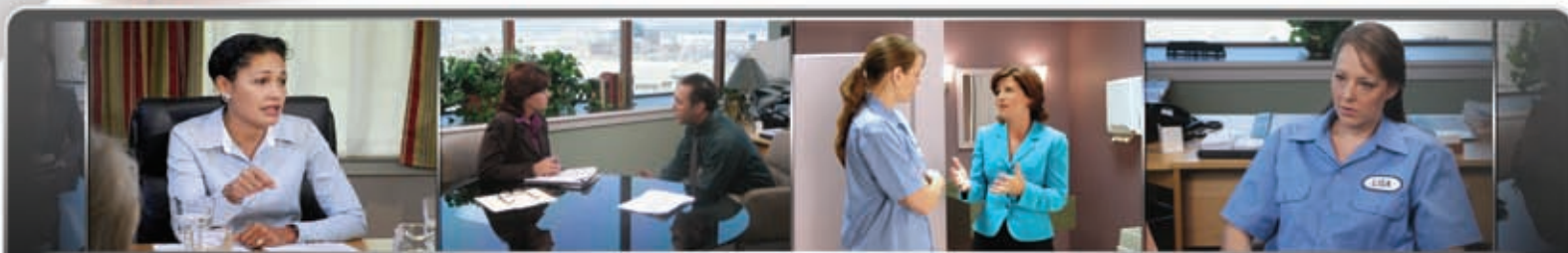
Internal Investigations

A Practical Training Course for HR



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Over 4½ hours of training on 2 DVDs, divided into 6 convenient modules.

Try risk-free for 30 days!



Internal Investigations

A Practical Training Course for HR



Internal Investigations: A practical Training Course for HR takes the guesswork out of executing one of Human Resources' toughest tasks and leads you from initial complaint to final resolution.

Based on Candace Kollas' groundbreaking research into what works and what creates additional risks, *Internal Investigations: A Practical Training Course for HR* gives you the skills you need to investigate claims of sexual harassment, discrimination, abusive behavior, retaliation and all other forms of job-related misconduct.

This practical AND comprehensive DVD-based training system delivers:

- ◆ **Step-by-step instructions** that walk you through each phase of the workplace investigation—from taking the complaint to bringing the investigation to a close
- ◆ **Experienced advice** on keeping the investigation compliant, so it can stand up in court without fostering additional complaints of disparate treatment, retaliation, or worse
- ◆ **Proven techniques** for deftly managing the subjects of your investigation: the complainant, witnesses, in-house counsel and senior management
- ◆ **Easy-to-follow format** that clearly explains the legal aspects of a workplace investigation



Investigations Guidebook for Step-by-Step Instruction

Internal Investigations: A Practical Training Course for HR also includes a easy-reading guidebook that follows the DVDs' six modules and provides additional information and notes. It also includes an issue-spotting guide to identify investigation trouble spots, sample forms in print and on CD-ROM, and a sample case-file, already completed, so you'll know when you're done.

The Investigations Guidebook includes:

- ◆ **Useful exercises** that cement learning of the investigation's most difficult steps, like gathering relevant documents and drafting an ironclad final report
- ◆ **Additional resources**, when checklists and sample report elements you'll use conducting your own investigations to save time, uncertainty, and risk.

Now you can bring a nationally renowned workshop in-house and use it again and again. It will become an indispensable aid for conducting safe and effective internal investigations.

Leading HR educator and attorney Candace Kollas answers all the critical questions any successful investigator must have:

- ◆ What are the critical first steps after receiving an employee complaint?
- ◆ What are best-practices for getting accurate information about the allegation?
- ◆ How can an investigative strategy limit our liability?
- ◆ How should we choose an objective investigator—and when do we bring in a third party?
- ◆ How should we gather, prioritize, weigh and retain relevant documents needed to support an investigation?
- ◆ How can witness interviews help us get to the truth?
- ◆ What are our confidentiality obligations?
- ◆ How do we safeguard the rights of a witness and our organization?
- ◆ How can we reduce the risk of a retaliation claim after a witness interview?
- ◆ What's critical in an airtight investigative report?
- ◆ How can we bring closure to the investigation?
- ◆ And many, many more, all to prevent expensive missteps and disastrous outcomes.

Try risk-free for 30 days!
Preview available at
HRhero.com/investigationsDVD

Over 4½ hours of valuable training on two DVDs

Training Course Contents

Internal Investigations is the definitive step-by-step training resource for HR departments, in-house counsel, and employers. This DVD-based presentation leads you through the exact sequence of steps involved in an actual investigation.



Module One – Manage the Initial Complaint with Confidence and Competence 1 hour 15 minutes

- ◆ Documenting the complaint, including where and when to interview the complainant
- ◆ How to make the environment and the complainant comfortable
- ◆ Communicating your policy regarding complaints
- ◆ Disclose any mandatory reporting obligations
- ◆ Communicate your retaliation policy
- ◆ Question formation strategies that yield the best results
- ◆ Secrets to keeping an open mind
- ◆ Summarization or active listening
- ◆ Note-taking essentials
- ◆ Establishing desired outcome without making promises
- ◆ Initial discovery of evidence and proof
- ◆ Finding additional witnesses
- ◆ Documenting the interview and compiling witness statements
- ◆ Establishing the legal issues and calculating exposure
- ◆ Protecting the complainant

Module Two – Choose the Right Investigator for the Job 14 minutes

- ◆ Finding someone organized, objective, impartial, credible, and with a working knowledge of what it takes to meet the legal standard for avoiding liability
- ◆ When to go outside the organization for an investigator

Module Three – Keep Control of Documentation Challenges 23 minutes

- ◆ Definition – proof or evidence, doesn't matter what it's on
- ◆ Examples of formal documents
- ◆ Selecting colleagues to handle documentation
- ◆ Storage and filing rules for documentation
- ◆ Establishing a master list of necessary documents
- ◆ Using the provided document management template

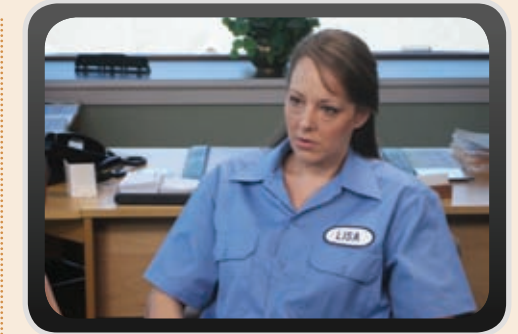
Module Four – Interview Witnesses to Reveal the Truth 2 hours 40 minutes

- ◆ Confidentiality techniques to stop the rumor mill
- ◆ Crafting the interviewee list
- ◆ Choosing the order of the witnesses
- ◆ Crafting your interview outline
- ◆ Restricting investigation “scope creep”
Witness interview exercise
- ◆ What to tell the interviewee about the scope of the investigation and how responses will be used
- ◆ Employee honesty obligations
- ◆ Reviewing the retaliation policy with each witness
- ◆ How to use acknowledgment statements and confidentiality agreements
- ◆ How to write initial interview questions, and follow-ups, that reveal the truth
- ◆ Creating and documenting a timeline of events in question
- ◆ Acquiring and including documented evidence
- ◆ Separating rumor and conjecture from fact
- ◆ Building a witness list
- ◆ How to communicate with the respondent
- ◆ Note-taking and retention essentials
- ◆ Threats, coercion, promised benefits and guaranteed results: tempting but problematic
- ◆ Confidentiality challenges and solutions
- ◆ How to disengage from a confrontational interview subject
- ◆ Turning notes into witness statements
- ◆ Using statements from uncooperative witnesses
- ◆ Maintaining control of the interview, statements, and investigation



Module Five – Prepare a Rock-Solid Final Report 26 minutes

- ◆ Creating your executive summary
- ◆ Essential report contents
Exercise – putting witness statements in order
- ◆ Creating the report charts
Exercise – putting documents in chronological order
Exercise – writing a summary of witness statements
Exercise – summarizing record evidence
- ◆ Using the provided report templates



Module Six – Execute Your Post-Investigation Action Plan 27 minutes

- ◆ Sharing your report with other decision makers
- ◆ Reporting on your investigative procedure
- ◆ Weighing witness credibility and inconsistencies
- ◆ When to involve counsel
- ◆ Making your recommendations
- ◆ Creating and executing your action plan
- ◆ Discipline essentials
- ◆ Rules for communicating the results of the investigation to both complainant and respondent
- ◆ Setting up departmental transfers if called for
- ◆ Final investigation checklist

Visit HRhero.com/investigationsDVD for an online preview



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