

COURSE OVERVIEW

COURSE NAME

Investigations: Handling Employee Concerns/Complaints

FACILITATION

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COURSE LENGTH:

1 Hour

COURSE DESCRIPTION

Employee concerns/complaints can come to the Senior HR Consultant/ HR Consultant via the supervisor who receives a complaint, the employee him/herself, WSU Police, the Office of Equal Opportunity or other key partners. When receiving these complaints/concerns, it is imperative that the HR Consultant handle the situation with the utmost confidentiality, objectiveness and knowledge of the appropriate Federal and State Laws, University Policies and concern for all players involved: supervisors, coworkers, employees and the university itself. In this course, we will cover investigation basics for obtaining and creating objective documentation that will resolve issues in an appropriate fashion.

LEARNING OBJECTIVES

As a result of this module, participants will be able to:

- Identify what needs to be ascertained at the initial meeting
 - Distinguish when an investigation should be done (Prompt action)
 - Explain Informal vs formal investigations (examples)
 - Determine when to step back and involve other departments
- Develop a strategy
 - Identify who to interview
 - Prepare questions
- Demonstrate how to conduct interviews based on who is being interviewed:
 - Complainant
 - Alleged perpetrator
 - Witness
- Determine what to document
- Determine what to avoid when documenting
- List common pitfalls:
 - Employee privacy issues
 - Making assumptions
 - Suppositions
 - Biases

- Identify other possible sources of documentation that may be appropriate and relevant
- Determine what to include in a final investigative report, if needed
- Recall items to include when closing the investigation
- Identify resources and tools to use in handling WSU Investigations

PREREQUISITES

Prior to this module, it is recommended that participants review the following Accelerate learning assets to provide some background knowledge on workplace investigations:

Course (Should have been already reviewed in previous course of Employee Relations Foundations)

- *Employee and Labor Relations: Behavioral and Disciplinary Issues and Resolution* (hr_14_a02_bs_enus). Start with the pretest. If you pass at 80% that meets the prerequisite. (1 hour)

ADDITIONAL RESOURCES

Although, harassment is not the only thing an HR Consultant will investigate; the below Accelerate learning asset is pretty thorough on the topic of Investigations:

Book

- *Investigating Workplace Harassment: How to Be Fair, Thorough, and Legal* by Amy Oppenheimer and Craig Pratt

When conducting investigations, knowing employer's rights and employee privacy rights, can be a consideration:

Skillbrief

- Workplace Privacy and Investigations in course *Risk Assessment & Prevention* (HR0277)