

EFFECTIVE EMPLOYEE CONCERN MANAGEMENT



ARE YOU READY TO LISTEN AND LEARN?

Recognize how employees report concerns. Learn basic investigation and concern management procedures. Create effective outcomes and corrective actions.

Training for any member of management

WORKSHOP DETAILS

Target audience

- Human Resources
- Company Ombuds
- All Managers

Time investment

- 2 hour workshops
- Post-workshop discussion

Workshop format

- Live classroom
- Virtual classroom

Workshop features

- Break down the investigation process into 5 main parts
- The do's and don'ts of an effective investigation
- Staying neutral through fact finding
- Questioning techniques
- Conclusions and Closure

LEARNING OBJECTIVES

Workshop participants will ...

- Review the five process steps of an effective investigation
- Understand how to apply anonymity vs confidentially
- Learn how to prepare for investigation conversations and avoid pitfalls and bias
- Become acquainted with types of questions and questioning techniques within an investigation process
- Learn how to conclude and close the process, including the importance of recommendations for corrective action and closure reports.
- Engage as a part of the workforce that creates an environment where everyone feels like they are safe and can raise concerns



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