

## Workplace Investigations

### What is a Workplace Investigation?

Organisations are regularly requested or are required to conduct independent and unbiased investigations into complaints by or about staff members. Failure to conduct investigations and resolve issues in a timely manner is increasingly leading to stress related workers compensation claims that relate to inappropriate workplace behaviours, compounded by untimely responses to issues.

Complaints are frequently complex and consume large quantities of an organisation's time and effort. The investigation of formal grievances and alleged disciplinary breaches require specialist skills and experience to ensure that your investigation is conducted in an impartial, timely, and cost effective manner.

You can engage CORP to conduct workplace investigations into a wide variety of matters including alleged:

- Workplace incidents that may require disciplinary action including workplace bullying, harassment and discrimination including sexual harassment and victimisation
- Gross misconduct
- Verbal and physical abuse
- Provision of false and misleading information/making false complaints



### General Process for Workplace Investigations

Validation of grounds for a Workplace Investigation – review information, code of conduct and policies, and complete initial report. A referral to an alternate CORP or EASA service may result from the initial review.

Agree Statement of Complaint, define parameters for investigation and agree timeframe.

Scope investigation and agree avenues of inquiry and persons to be interviewed, agree procedural and natural justice requirements.

Complete and document interviews, document findings and recommendations and present to client.

Call 8941 5661 to find out more about CORP's Investigation services

#### This months edition:

Workplace Investigations  
The cost of conflict  
Public Workshops– Darwin,  
Alice and Katherine

## The cost of Conflict

Ill-managed conflict costs organisations in many ways besides the expense of litigation and related claims. Other costs include the loss of productivity, morale, motivation, creative thinking, decision-making, jobs, time, energy, reputation, health, personal and professional relationships, and so on. Well managed conflict, on the other hand, leads to results that justify the importance and need for effective conflict management systems and processes.

What may you do differently to help lower the high cost of conflict in your organisation?

Cited at: <http://www.mediate.com/articles/NobleCbl20150116.cfm#top>

## How CORP can assist you:

- Managing Change Training
- Mediation and Conflict Training for Managers
- Dealing with issues when they arise
- Management Coaching
- Conflict coaching
- Workplace Conflict assessment
- Mediation
- Group Facilitation
- Manager reflection



## Upcoming Public Workshops

**Appropriate Workplace Behaviours—Staff:** Thursday 19th March

**Get to the Point –Communication for Managers:** Tuesday 31st March

**Mindfulness and Managing Stress:** Wednesday 8th April

Enrol at [www.corp.org.au](http://www.corp.org.au)

# Public Workshop Calendar Darwin and Alice Springs Jan– June 2015



Date	Workshop	Duration
Thurs 5 <sup>th</sup> Feb	Resilience and The Art of Bouncing Back	Half Day
Weds 18 <sup>th</sup> Feb	Critical Incident and Trauma Response for Managers	Half Day
Thurs 26 <sup>th</sup> Feb	Getting your Message Across: Key Communication Skills	Full Day
Tues 3 <sup>rd</sup> March	Mediation and Conflict Skills for Managers	Full Day
Thurs 12 <sup>th</sup> March	The Brain and Change – <i>CORP Talk!</i>	One Hour
Thurs 19 <sup>th</sup> March	Appropriate Workplace Behaviours for Staff- Bullying and Harassment	Half Day
Tues 31 <sup>st</sup> March	Get to the Point: Communication for Managers	Full Day
Weds 8 <sup>th</sup> April	Mindfulness and Managing Stress 1 Day Retreat	Full Day
Thurs 16 <sup>th</sup> April	The Neuroscience of Leadership- <i>CORP Talk!</i>	One Hour
Thurs 30 <sup>th</sup> April	Difference, Disability and Diversity- Multiculturalism for Managers	Half Day
Tues 5 <sup>th</sup> May	Becoming The Vigilant Manager	Half Day
Weds 13 <sup>th</sup> May	Customer Service	Half Day
Thurs 28 <sup>th</sup> May	The Resilient Leader	Half Day
Weds 29 <sup>th</sup> May	Mindfulness – The Power of Meditation- <i>CORP Talk!</i>	One Hour
Weds 3 <sup>rd</sup> June	Managing Staff Performance	Half Day
Weds 10 <sup>th</sup> June	Tactical Men's Business- <i>CORP Talk!</i>	One Hour
Thurs 18 <sup>th</sup> June	Getting your Message Across: Key Communication Skills	Full Day
Weds 25 <sup>th</sup> June	Stress/Self Care- Four 5 second stress reduction techniques- <i>CORP Talk!</i>	One Hour
Tues 30 <sup>th</sup> June	Mindfulness and Managing Stress 1 Day Retreat	Full Day

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**Full Day Workshops**  
8:30am – 4:00pm  
(1 day) Lunch provided  
\$255 – Darwin  
\$285– Alice Springs

**Half Day Workshops**  
8:30am – 12:00pm  
\$132 – Darwin  
\$175 – Alice Springs

***CORP Talks !***  
\$39 –Darwin  
\$45–Alice Springs

## Locations:

Level 2 Highway  
Arcade, 47 Stuart  
Highway, Stuart  
Park

Jock Nelson Build-  
ing  
10/16 Hartley Street  
Alice Springs

All Public Workshops require a minimum of 6 participants in order to be confirmed. CORP has a 72 hour cancellation policy. Please contact us as soon as possible if you are unable to attend a workshop you are enrolled in, or charges may apply.

# Public Workshop Calendar

## Katherine Jan –June 2015



Date	Workshop	Duration
Thurs 26 <sup>th</sup> Feb	Resilience and The Art of Bouncing Back	Half Day
Weds 11 <sup>th</sup> March	The Neuroscience of Leadership. <b>CORP Talk Free</b>	One Hour
Thurs 26 <sup>th</sup> March	Getting your Message Across: Key Communication Skills	Full Day
Weds 29 <sup>th</sup> April	Dealing with Dysfunctional People in the Workplace	Half Day
Thurs 28 <sup>th</sup> May	Mindfulness and Managing Stress	Half Day
Weds 24 <sup>th</sup> June	Appropriate Workplace Behaviours (Staff)	Half Day
Thurs 30 <sup>th</sup> July	Work Life Balance	Full Day
Thurs 27 <sup>th</sup> August	Customer Service	Half Day
Tues 29 <sup>th</sup> Sept	Mediation and Conflict Skills for Managers	Full Day
Thurs 29 <sup>th</sup> Oct	Critical Incident and Trauma Response for Managers	Half Day
Weds 25 <sup>th</sup> Nov	Mindfulness and Managing Stress	Half Day

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### Full Day Workshops

8:30am – 4:00pm

**\$285** (1 day) Lunch provided

### Half Day Workshops

8:30am – 12:00pm

**\$175**

**Location:** Katherine Regional Training Centre,  
19 Second Street,  
Katherine

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