

CORP CATCH UP

AUGUST 2016

Workplace Investigations at CORP

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 view.

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 are presented to client.



Ask me about this exciting new program...

CORP
Workplace Solutions

LEADERaid

(08) 8941 5661
corp@corp.org.au

LEADER Aid Launch. Fri 19th August—FREE Breakfast event 7:30am

Lyons Cottage—The Esplanade. RSVP corp@corp.org.au

This months edition

- Workplace Investigations at CORP
- Benefits of an Investigation
- Hot Topics
- Public Workshop Calendars

Benefits of a Workplace Investigation

Whatever your industry, there will always be incidents that occur in the workplace. Whether large or small, it's important not to ignore these incidents as you could find that not investigating them will cost your business more than taking the steps to investigate them properly.

Workplace incidents cover everything from misconduct, bullying, harassment, grievances, conduct or breaches which may justify disciplinary action or dismissal.

It may seem easier to let incidents "sort themselves out" or to take a wait-and-see approach, but letting incidents slide in the workplace does not set a great example and support a safe work environment, impact your culture and the teams' performance and productivity. On top of that, you could find yourself in hot water with the Fair Work Commission, Anti-Discrimination Commission Qld (or other state and/or Federal based regulators) or worker compensation regulators, if action isn't taken.

Why should you investigate?

There are many reasons why you should investigate an incident, but there are two essential catalysts:

- An employee will lodge a complaint regarding another employee, for example concerning sexual harassment, bullying or micro-management.
- Or,
- You believe an employee's conduct justifies disciplinary action or dismissal, whether that is because of a breach of an organisational policy or illegal conduct.

Both sources should be treated with the same amount of attention and all incidents should be taken seriously.

What does investigating properly actually mean?

This is where things get tricky. Taking the steps to investigate an incident may seem daunting, as you'll need to take into consideration your legal obligation, collect evidence, interview witnesses, record statements, and prepare investigation reports, all while remaining impartial.

For any business, even ones with an internal HR department, this may seem like a time-consuming and costly task.

You may find the solution is getting the help of a third party to conduct the investigation.

Benefits of an independent investigation

There are many things that an independent investigation will deliver to your business. Most importantly, it is a great time and money saver, as well as insuring peace of mind.

Independent third-party investigations are guaranteed to be impartial. They won't have to take into consideration existing relationships or office gossip; they will only collect evidence and use that evidence to make a balanced and neutral finding.

The benefit of an independent party is also that they will provide an outsider perspective. They won't necessarily know the ins and outs of your business, but this is a blessing in disguise. You may find yourself overlooking things because of how you've always run your business, but a third party will not have the same distractions. They will follow all the proper protocols.

You can also rely on independent investigators to be a wealth of knowledge, as it is their job to know everything and anything about workplace investigation processes. They will also be there to answer any questions you may have, so you will not only be acting on your behalf but also will educate you on the investigation process.

One of the most important benefits is that an independent management consultant with specialist skills in the legislation, psychology and the process, will have extensive experience in investigating all types of incidents, minor or major, and you can rest easy that they will know what exactly what they're doing. The industry knowledge and experience they have will be invaluable to your business.

Contact CORP if you want to find out more about our Workplace investigation services

8941 5661 or corp@corp.org.au

<http://community.hrdaily.com.au/m/blogpost?id=6416275%3ABlogPost%3A60845>

Hot Topics!!

CORP Talks Lunchbox Series

a bite-sized, 20 minute lunch-break presentation
on a ***Hot Topic*** of your choice delivered by a CORP
psychologist to your workplace!

Choose from our list of Hot Topics and call CORP on **8941 5661** to arrange a suitable
time for your ***Lunchbox Hot Topic*** presentation. Encourage your staff to bring along
lunch to this entertaining interlude to their work day.

Lunchbox Series **Hot Topics** include:

- What is an EAP — Breaking the Stigma of Counselling
- Managing Stress & Anxiety
- Fixed vs Growth Mindsets
- Resilience – The Grit Factor
- Change Management



**Call CORP today to book your FREE Lunchbox Hot Topic CORP Talk on
8941 5661 or email to corp@corp.org.au**

[facebook.com / corp.org.au](https://facebook.com/corp.org.au)

Find us on



Public Workshop Calendar Darwin July– Dec 2016



Weds 6 th July	Resilience and the Art of Bouncing Back	Half Day
Tues 12 th July	Emotional Intelligence-What is your EQ?	Full Day
Thurs 21 st July	The Neuroscience of Leadership – <i>CORP Talk!</i>	One Hour
Weds 27 th July	Motivating Staff through Excellence in Coaching and Mentoring	Full Day
Weds 10 th August	Fixed vs Learning Mindset– <i>CORP Talk!</i>	One Hour
Weds 17 th August	Customer Service	Half Day
Fri 19 th August	2 Young 2 Retire – Part 1 – <i>with special Guest Trainer</i>	Half Day
Tues 30 th August	Appropriate Workplace Behaviours for Staff	Half Day
Tues 2 nd Sept	2 Young 2 Retire – Part 2 – <i>with special Guest Trainer</i>	Half Day
Thurs 8 th Sept	Support for HR– <i>CORP Talk!</i>	One Hour
9-13 th Sept	Resilient Leadership Retreat – BALI *** contact CORP for details	5 Days
Fri 16 th Sept	2 Young 2 Retire – Part 3 – <i>with special Guest Trainer</i>	Half Day
Thurs 29 th Sept	Time Management and Delegation Skills	Full Day
Tues 4 th Oct	Getting your Message Across: Key communication skills	Full Day
Weds 12 th Oct	Basic Counselling Skills	Half Day
Weds 19 th Oct	Mediation Skills for Managers	Full Day
Thurs 27 th Oct	Anxiety and Coping with negative emotions – <i>CORP Talk!</i>	One Hour
Thurs 3 rd Nov	Advanced Communication- for Managers	Full Day
Weds 16 th Nov	Story telling-now a crucial Leadership Skill– <i>CORP Talk!</i>	One Hour
Tues 22 nd Nov	Mindfulness and Managing Stress- 1 Day Retreat	Full Day
Weds 30 th Nov	Goal Setting for 2017	Half Day
Tues 6 th Dec	What drug is that?	Full Day

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Full Day Workshops

8:30am – 4:00pm
(1 day) Lunch provided
\$265

Half Day Workshops

8:30am – 12:00pm
\$140

CORP Talks !
\$39 –Darwin



Public Workshop Calendar

Alice Springs

Feb-Nov 2016



Date	Workshop	Duration
Thur 4 th Feb	Appropriate Workplace Behaviours for Staff- Bullying and Harassment- now includes Cyber Bullying in the Workplace!	Half Day
Tues 26 th April	Mindfulness and Managing Stress- 1 Day Retreat	Full Day
Tues 10 th May	Building a Great Customer Service Team	Half Day
Thur 16 th June	Mediation and Conflict Skills for Managers	Full Day
Tue 16 th August	Emotional Intelligence- <i>What's your EQ?</i>	Half Day
Tue 18 th Oct	Getting your Message Across- Key Communication Skills	Full Day
Tue 15 th Nov	Mindful Leadership- Having those Difficult Conversations	Half Day

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Please note that CORP can also offer training programs in the below topics and they can be tailored to meet your specific workplace needs.

- Time Management
- Resume Writing
- Customer Service
- Communication for Management
- Motivational Interviewing
- Dealing with Aggressive Clients
- The Neuroscience of Leadership
- Difference and Diversity- working in a mixed team effectively
- Workplace Culture and Change
- Family and Domestic Violence
- Mediation Skills for Managers
- Critical Incident and Trauma response for Managers
- Giving and Receiving Feedback
- Resiliency

Full Day Workshops

8:30am – 4:00pm
(1 day) Lunch provided
\$265

Half Day Workshops

8:30am –
12:00pm
\$140

Locations:

Jock Nelson
Building
10/16 Hartley
(numbers dependant)

Public Workshop Calendar

Katherine

Feb-Nov 2016



Date	Workshop	Duration
Tues 9 th Feb	Resiliency and the Brain on Change	Half Day
Tues 12 th April	Goal Setting	Half Day
Tues 24 th May	Getting your Message Across: Key Communication Skills	Full Day
Weds 20 th July	Dealing with Dysfunctional People in the Workplace	Half Day
Tues 16 th Aug	Mindfulness and Managing Stress – 1 Day Retreat	Full Day
Weds 14 th Sept	Conflict Resolution	Half Day
Weds 19 th Oct	Increase your Tolerance- Keep Calm and Carry on! – <i>CORP Talk!</i>	One Hour
Weds 9 th Nov	Work Life Balance	Half Day

All Public Workshops in Katherine require a minimum of 10 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.

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Full Day Workshops

8:30am –
4:00pm
(1 day) Lunch
provided
\$285

Half Day Workshops

8:30am –
12:00pm
\$175

CORP Talk:
\$45

Location:

The Katherine
Regional Training
Centre, 19
Second Street

