MERCURY

Employee Relations Investigation Training Course

19 – 23 September 2027
Cairo (Egypt)



Dubai - UAE: +971 4 450 5697
Istanbul - Türkiye: +90 539 599 1206
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Ref: 121827_1053490 **Date:** 19 – 23 September 2027 **Location:** Cairo (Egypt) **Fees:** 3500 Euro

Introduction

Employee relations investigation is a practical and essential capability for managing workplace concerns with fairness, consistency, and professionalism. This Employee Relations Investigation course explains how to respond to grievances, allegations of misconduct, disciplinary matters, and employee complaints through a structured fact-finding process. Participants learn how to define the scope of a case, collect reliable information, interview people effectively, and maintain confidentiality throughout the process. The program develops the skills needed to assess evidence, record findings clearly, and support balanced decisions based on facts. It emphasizes the investigator's role as a neutral professional who protects the integrity of the process while strengthening trust in the workplace. Its language reflects current themes in workplace-investigation training, such as internal complaint handling, interview practice, evidence review, report writing, and defensible decision-making.

Targeted Groups

This Employee Relations Investigation training targets professionals seeking knowledge and skills:

- HR professionals handle workplace concerns and complaints.
- Employee relations specialists manage investigations.
- Line managers and supervisors are involved in case handling.
- Compliance teams supporting policy-based decisions.
- Department leaders are responsible for fair workplace action.
- Internal investigators seeking stronger interview and reporting skills.

Course Objectives

Participants will achieve the following objectives by completing the Employee Relations Investigation course:

- Explain the purpose of employee relations investigations.
- Distinguish grievances, misconduct, and disciplinary matters.
- Apply fairness, neutrality, and confidentiality principles.
- Define investigation scope, objectives, and case actions.
- Follow a structured process from intake to resolution.
- Prepare effective interview questions for key parties.
- Gather facts through active listening and professional communication.
- Review the evidence and assess credibility objectively.
- Produce clear, accurate, and objective investigation reports.
- Support fair decisions and appropriate corrective actions.

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Targeted Competencies

Participants will gain the following competencies during the Employee Relations Investigation program:

- Workplace issue assessment.
- Case planning and tracking.
- Policy-based investigation handling.
- Interview preparation and delivery.
- Neutral fact gathering.
- Evidence review and comparison.
- Credibility assessment.
- Confidential record management.
- Report drafting and findings presentation.
- Corrective action support.

Studying Scenarios

In this Employee Relations Investigation training, participants develop skills through the following scenarios:

- Handling a formal employee grievance.
- Investigating misconduct or policy breach concerns.
- Interviewing a complainant, respondent, or witness.
- Reviewing conflicting statements and documents.
- Preparing findings for fair workplace resolution.

Course Content

Unit 1: Foundations of Employee Relations Investigations

- Understanding the role of employee relations in managing workplace concerns.
- Exploring workplace grievances, misconduct, disciplinary matters, and employee complaints.
- Understanding investigation principles, ethics, fairness, and confidentiality.
- Identifying investigator responsibilities and professional standards.
- Recognizing the importance of consistent investigation practices across organizations.

Unit 2: Investigation Framework and Case Management

- Understanding the investigation process from case intake to resolution.
- Defining investigation scope, objectives, and required actions.
- Reviewing company policies and employment regulations related to investigations.
- Planning investigation timelines and managing case documentation.
- Applying structured approaches to ensure consistency and objectivity.

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Unit 3: Interviewing Techniques and Information Gathering

- Developing effective workplace investigation interview skills.
- Preparing questions for complainants, respondents, and witnesses.
- Applying active listening and professional communication techniques.
- Gathering accurate facts while maintaining neutrality.
- Documenting interview outcomes and key information.

Unit 4: Evidence Analysis and Investigation Documentation

- Understanding methods for collecting and reviewing evidence.
- Evaluating documents, statements, and available information.
- Assessing credibility and identifying relevant facts.
- Maintaining confidentiality throughout the investigation process.
- Preparing clear and objective investigation records.

Unit 5: Investigation Reporting and Workplace Resolution

- Developing structured investigation reports and findings.
- Presenting facts and conclusions objectively.
- Supporting fair decision-making based on evidence.
- Identifying appropriate corrective and preventive actions.
- Strengthening employee relations practices through effective investigations.

Final Insights & Key Takeaways

Effective employee relations investigations help organizations resolve workplace concerns with consistency, fairness, and credibility. Strong investigative practices also support better decisions, healthier employee relations, and a more trusted workplace culture.