

# SHRM Workplace Investigations Specialty Credential

Even the best run organizations will encounter situations that may require an investigation to mitigate workplace risk. Complaints require careful attention from HR professionals including when and how to engage external counsel, what justifies a formal investigation, effective interviewing and data gathering, analyzing results and drawing conclusions and providing recommendations for resolutions. Empower yourself to effectively and accurately operate in your role as an investigator and learn how to lead a workplace investigation in your organization by earning SHRM's Workplace Investigation Specialty Credential.



## How to earn the SHRM Workplace Investigations Specialty Credential

When you purchase the [SHRM Workplace Investigations Credential](#), your learning package includes all of the following components:

1. **Leading Workplace Investigations Program** – select the program that works best for you.
2. **Two Internal Investigation eLearning courses** - as your schedule allows, complete the two Internal Investigation eLearning courses:
  - Managing Bias in a Workplace Investigation
  - Competent Workplace Investigation Interviews
3. **Workplace Investigations Knowledge Assessment** - Once the instructor-led program and all eLearning courses are complete, successfully pass an online, Workplace Investigations knowledge assessment.

Upon completion of all components and passing assessment, you will earn 13.5 PDCs total along with your certificate of achievement and digital badge. Be sure to add your SHRM Specialty Credential achievement to your resume, signature block, and social media profiles to validate your credibility and demonstrate your dedication to the industry.

## Instructor Led Program (in-person or live online)

### **Title: Leading Workplace Investigations**

Workplace Investigations provide the basis for organizational policies, procedures and work rules. This unique, intensive learning program, taught by industry experts, allows you to explore SHRM's best-practice framework for leading independent workplace investigations. Using a real-world case study and in-depth legal scenarios, this learning experience provides you with the opportunity to test your investigative skills in a safe and supportive learning environment of your peers from a wide network of professions. You will leave with proven, practical tools and techniques as you prepare to conduct your own workplace investigations.

#### Program Objectives:

- Describe and apply the 7-step framework for conducting effective workplace investigations both in person and remotely
- Identify the competencies associated with an investigator
- Define the role of an investigator
- List the pros and cons of formal investigations
- Name the goals of the workplace investigation process

## eLearning Components

### **Title: Managing Bias in a Workplace Investigation – 45 minutes**

Whatever you call bias – unconscious, implicit, subtle – the result is the same. Bias influences our thinking, decision making and ultimately the impact on any situation, including workplace investigations. In an investigation, you want to strive for a bias-free zone to ensure fairness is apparent and carried throughout the investigation.

As an investigator leading a workplace investigation, it is critical that you determine ways to stay neutral despite your subtle biases and not let your bias determine your decision. This program will explore how to manage bias from other involved parties throughout the investigation process. Learn tools and techniques that you can begin applying immediately to mitigate the impact of bias in a workplace investigation.

#### Learning Objectives:

- Recognize the types of biases an investigator, or other involved parties, may unknowingly exhibit
- Describe the influence biases can have throughout the investigation process
- Create a plan to manage bias throughout an investigation

**Title: Competent Workplace Investigation Interviews – 60 minutes**

Interviews are a critical component of a workplace investigation and can often be scary. With practice and experience, you will be able to conduct interviews to gain the insight you need to make conclusions about the investigation. So, how do you get that confidence? This course is a good place to start. This program is going to help you take a deep dive into investigative interviews to help you gain the confidence needed to maintain your composure and neutrality. Throughout this course, you will learn how to prepare, conduct and follow up after workplace investigation interviews. Learn techniques to apply and critical elements to consider including. Then, apply all of your new knowledge to real world scenarios and practice what you would do. Ultimately, gain confidence as you continue your journey as an investigator

Learning Objectives:

- Describe the process to conduct a workplace investigation interview,
- Explain how to apply best practice techniques to conduct better interviews,
- Explore listening techniques to encourage neutrality during workplace investigations, and
- Analyze real interview scenarios for opportunities to improve the interview