

## CS04 Effective investigations – Online workshop

Pre-reading and advice

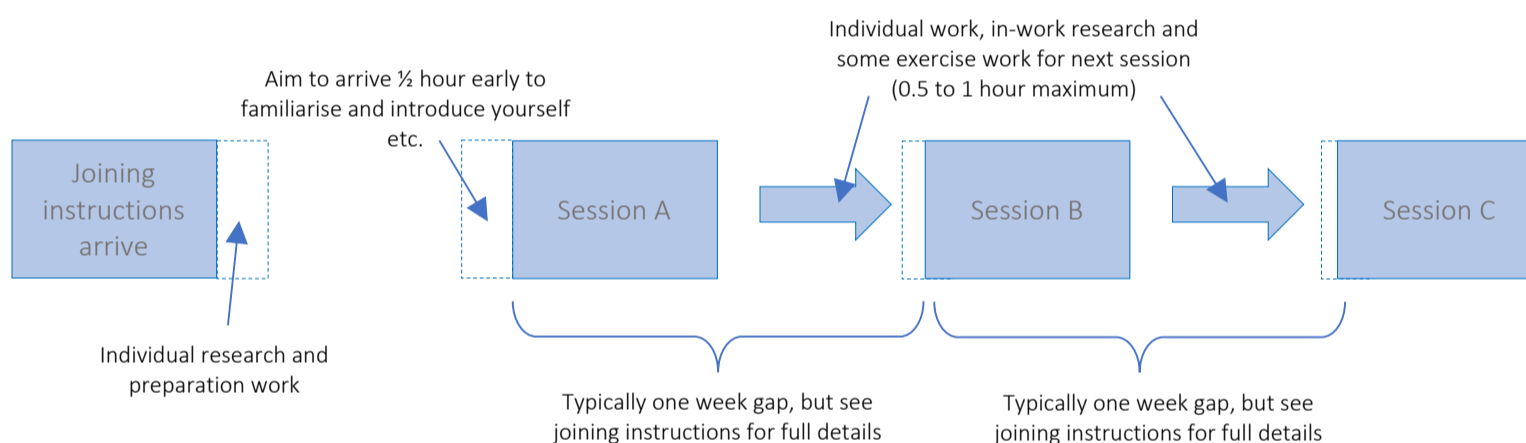
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Hi,

You will soon be attending the series of online workshops on effective investigations. Online training is a perfectly acceptable method of delivery for skills-based course such as this. It is to many of us, however, a new environment which offers both challenges and opportunities. The advantages are that you don't need to travel to be together and timings can be more flexible; the challenges are that learning in an isolated fashion has been proven to be less productive.

To allow for the personal productivity challenge and to overcome screen fatigue we keep our sessions to 90 minutes, and so effectively break the 'classroom' day into three sessions, usually spread over two weeks. To link the sessions and keep delegate focus throughout the duration of the course, we have some simple homework and pre-session exercises. These take a maximum 30 minutes each and are all work-based, allowing the delegate to cement learning in their real world. Additionally there is our extensive online factsheet library which delegates are encouraged to use. The more you use this additional library resource, the more you will get from the training.

A typical three-session online course....



## Software and set up

We use 'Zoom' software to present the course, many of you may well be familiar with this software from 'family quiz nights' and the like. We use it for that reason, and it is very intuitive in its use. You don't need to download any software, you can follow the link in your joining instructions.

Setting up your own personal training room is worthy of some thought. You want to be comfortable, at a work desk with a proper ergonomic chair. Sitting on a sofa, appealing as that can be is less than ideal as you will need space for note taking and exercises.

I appreciate many don't like using video conferencing, but for this sort of training we really do need to see your faces. Online training deprives me of many of my normal classroom cues so being able to see you faces, at least allows me to recognise facial expressions to gauge learning etc.

We have a short presentation online, and it should also have been emailed to you with these joining instructions. If this is your first time with us, it is worth reviewing this as part of your preparations.

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## Outline

We use a mixture of some PowerPoint slides that we share online during the session, together with flipchart *alternatives* that we print and share, online team discussions, individual thoughts and open discussions. The topics covered across the three-session course are:

- ◆ Introduction to investigating
- ◆ Understanding risk
- ◆ Human Performance
- ◆ The investigation process
- ◆ Gathering evidence
- ◆ Analysis
- ◆ Mitigation and control
- ◆ The disciplinary investigation

## Pre-course work

To help you to prepare and get the most from the workshop it would be helpful if you could familiarise yourself with:

- ◆ Your company investigation processes and procedures
- ◆ Review a previous case study from your organisation

Please note, we will not be printing notes for this workshop, the slide pack and associated fact sheets are available online at <https://engpro.co.uk/cs04> (password, **HowardLeach** case sensitive, no space) Please feel free to print or download these ahead of the workshop, although we will guide you through the presentation.

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**Feel free to call me if you want further information, Howard**

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