Haward Technology Middle East

COURSE OVERVIEW SS0340
Whistleblower Management: Principles & Implementation

Course Title
Whistleblower Management: Principles & Implementation

Course Date/Venue
Session 1: June 22-26, 2025/Boardroom 1, Elite Byblos Hotel Al Barsha, Sheikh Zayed Road, Dubai, UAE
Session 2: September 22-26, 2025/Fujairah Meeting Room, Grand Millennium Al Wahda Hotel, Abu Dhabi, UAE

Course Reference
SS0340

Course Duration/Credits
Five days/3.0 CEUs/30 PDHs

Course Description

80% of this course is practical sessions where participants will be engaged in a series of interactive small groups, class workshops and role-plays.

This course is designed to provide participants with a detailed and up-to-date overview of Whistleblower Management: Principles & Implementation. It covers the importance of whistleblowing and the role of whistleblowers in promoting organizational integrity; the legal framework for whistleblowing and ethical principles supporting whistleblower protection; the personal and professional risks faced by whistleblowers, organizational risks from mishandling whistleblower cases and overcoming barriers to effective whistleblower management; establishing a whistleblowing culture; and the key elements of an effective whistleblower system.

Further, the course will also discuss the key components of a whistleblower policy and aligning the policy with legal and regulatory requirements; incorporating feedback from employees and management; the multiple reporting channels and confidentiality and anonymity in reporting; the effectiveness of reporting mechanisms; the confidentiality, anonymity and building trust in the whistleblower policy; and monitoring and updating the policy.

During this interactive course, participants will learn to establish an investigation framework and receiving and categorizing whistleblower reports; the credibility and severity of reports and prioritizing cases based on risk and impact; gathering evidence and identifying witnesses; protecting whistleblowers during the investigation process; interviewing whistleblowers and witnesses and analyzing evidence and patterns of misconduct; managing complex cases, addressing cases with insufficient evidence and resolving conflicts of interest in investigations; preparing investigation reports for stakeholders and communicating findings to leadership; taking corrective actions based on investigation results and reporting outcomes to whistleblowers while maintaining confidentiality; establishing whistleblower protection mechanisms, providing whistleblower support, addressing retaliation and rebuilding trust in the workplace; the whistleblower re-engagement and developing a whistleblower management program and training and awareness programs; the whistleblower hotline systems, data security and compliance in whistleblower systems; the key metrics for evaluating whistleblower programs; gathering employee feedback through surveys; and using analytics to identify trends and gaps.

Course Objectives

Upon the successful completion of this course, each participant will be able to:-

- Apply and gain a comprehensive knowledge on the principles and implementation of whistleblower management

- Discuss the importance of whistleblowing and the role of whistleblowers in promoting organizational integrity

- Explain the legal framework for whistleblowing and ethical principles supporting whistleblower protection

- Identify personal and professional risks faced by whistleblowers, organizational risks from mishandling whistleblower cases and overcome barriers to effective whistleblower management

- Establish a whistleblowing culture and identify the key elements of an effective whistleblower system

- Discuss the key components of a whistleblower policy, align the policy with legal and regulatory requirements and incorporate feedback from employees and management

- Design multiple reporting channels, ensure confidentiality and anonymity in reporting and evaluate the effectiveness of reporting mechanisms

- Apply confidentiality and anonymity, build trust in the whistleblower policy and monitor and update the policy

- Establish an investigation framework, receive and categorize whistleblower reports, assess the credibility and severity of reports and prioritize cases based on risk and impact

- Gather evidence and identify witnesses as well as protect whistleblowers during the investigation process

- Interview whistleblowers and witnesses, analyze evidence and identify patterns of misconduct

- Manage complex cases, address cases with insufficient evidence and resolve conflicts of interest in investigations

- Prepare investigation reports for stakeholders, communicate findings to leadership, take corrective actions based on investigation results and report outcomes to whistleblowers while maintaining confidentiality

- Establish whistleblower protection mechanisms, provide whistleblower support, address retaliation and rebuild trust in the workplace

- Apply whistleblower re-engagement and develop a whistleblower management program and training and awareness programs

- Implement whistleblower hotline systems and ensure data security and compliance in whistleblower systems

- Apply key metrics for evaluating whistleblower programs, gather employee feedback through surveys and use analytics to identify trends and gaps

Exclusive Smart Training Kit - H-STK®

*Participants of this course will receive the exclusive "Haward Smart Training Kit" (**H-STK®**). The **H-STK®** consists of a comprehensive set of technical content which includes **electronic version** of the course materials conveniently saved in a **Tablet PC**.*

Who Should Attend

This course provides an overview of all significant aspects and considerations of whistleblower management for compliance and ethics officers, human resources professionals, legal and risk management professionals, managers, supervisors, board members and executives, investigators, public sector and NGO leaders.

Training Methodology

This interactive training course includes the following training methodologies as a percentage of the total tuition hours:-

20% Lectures
80% Practical Exercises, Case Studies, Games, Customized Videos, Site Visits, Simulations, Role Play, Group Skill Sessions, Outdoor & Indoor Activities

In an unlikely event, the course instructor may modify the above training methodology before or during the course for technical reasons.

Course Fee

US$ 8,000 per Delegate + **VAT**. This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Accommodation

Accommodation is not included in the course fees. However, any accommodation required can be arranged at the time of booking.

Course Certificate(s)

Internationally recognized certificates will be issued to all participants of the course who completed a minimum of 80% of the total tuition hours.

Certificate Accreditations

Certificates are accredited by the following international accreditation organizations: -

- British Accreditation Council (BAC)

  Haward Technology is accredited by the **British Accreditation Council** for **Independent Further and Higher Education** as an **International Centre**. BAC is the British accrediting body responsible for setting standards within independent further and higher education sector in the UK and overseas. As a BAC-accredited international center, Haward Technology meets all of the international higher education criteria and standards set by BAC.

- The International Accreditors for Continuing Education and Training (IACET - USA)

  Haward Technology is an Authorized Training Provider by the International Accreditors for Continuing Education and Training (IACET), 2201 Cooperative Way, Suite 600, Herndon, VA 20171, USA. In obtaining this authority, Haward Technology has demonstrated that it complies with the **ANSI/IACET 2018-1 Standard** which is widely recognized as the standard of good practice internationally. As a result of our Authorized Provider membership status, Haward Technology is authorized to offer IACET CEUs for its programs that qualify under the **ANSI/IACET 2018-1 Standard**.

  Haward Technology's courses meet the professional certification and continuing education requirements for participants seeking **Continuing Education Units** (CEUs) in accordance with the rules & regulations of the International Accreditors for Continuing Education & Training (IACET). IACET is an international authority that evaluates programs according to strict, research-based criteria and guidelines. The CEU is an internationally accepted uniform unit of measurement in qualified courses of continuing education.

  Haward Technology Middle East will award **3.0 CEUs** (Continuing Education Units) or **30 PDHs** (Professional Development Hours) for participants who completed the total tuition hours of this program. One CEU is equivalent to ten Professional Development Hours (PDHs) or ten contact hours of the participation in and completion of Haward Technology programs. A permanent record of a participant's involvement and awarding of CEU will be maintained by Haward Technology. Haward Technology will provide a copy of the participant's CEU and PDH Transcript of Records upon request.

Course Instructor(s)

This course will be conducted by the following instructor(s). However, we have the right to change the course instructor(s) prior to the course date and inform participants accordingly:

Dr. Chris Le Roux, PhD, MSc, BSc, PMI-PMP, PMI-CAPM is a **Senior Project & Management Consultant** with over **45 years** of teaching, training and industrial experience. His expertise lies extensively in the areas of **Project & Contracts** Management Skills, **Project & Construction** Management, **Project** Planning, Scheduling & Control, **Project** Management, Project Delivery & Governance Framework, **Project** Management Practices, **Project** Management Disciplines, **Project Risk** Management, **Risk** Identification Tools & Techniques, **Project** Life Cycle, **Project Stakeholder** & Governance, **Project Management** Processes, **Project Integration** Management, **Project** Management Plan, **Project Work** Monitoring & Control, **Project Scope** Management, **Project Time** Management, **Project Cost** Management, **Project Quality** Management, **Quality** Assurance, **Project Human Resource** Management, **Project Communications** Management, **Contract** Management, **Tender** Development, **Contract** Standards & Laws, **Dispute Resolution** & **Risk** Identification, Myers-Briggs Type Indicator (**MBTI**), **Organization** Development Consultation, Advanced Debriefing of **Emotional** Trauma, **Interpersonal Motivation**, **Model Based Interviewing**, **Leadership Orientation** Programme, **Coaching & Motivation**, **Creative Thinking & Problem-Solving** Techniques, **Emotional Intelligence**, **Presentation** Skills, **Communication & Interpersonal** Skills, Effective **Communication & Influencing** Skills, Effective **Business Writing Skills**, **Writing** Business Documents, **Business Writing** (Memo & Report Writing), **Leadership & Team Building**, Psychology of **Leadership**, **Interpersonal Skills & Teamwork**, **Coaching & Mentoring**, **Innovation & Creativity**, **Office Management & Administration** Skills, Controlling Your **Time & Managing Stress**, **Crisis** Management, Strategic **Human Resources** Management, **Change** Management, **Negotiation** Skills, **Strategic Planning**, **Risk** Analysis & Risk Management, Global Diverse & Virtual Teams Operation, Exceeding **Customer** Expectations, **Corporate Governance** Best Practice, **Business Performance** Management & Improvement, Building Environment of **Trust & Commitment**, **Win-Win Negotiation** Strategies, **Quality Improvement & Resource** Optimization, Neuro Linguistic Programming (**NLP**), **Personal Resilience** Developing, Effective Role Modelling & Development, Managing Dynamic Work Environments, Organizational Development, **Career** Management, Situation & Behaviour Analysis, Interpersonal **Motivation** Skills, **Inventory** Management and **Financial** Administration. Further, he is also well-versed in Water Supply System Security, Vulnerability & Terrorism, Integrated Security Systems, Incident Threat Characterization & Analysis, Physical Security Systems, Security Crisis, Security Emergency Plan, Command & Control System, Preventive Actions and Situation Analysis. He was the **Psychologist** & **Project Manager** wherein he was responsible in the project management and private psychology practices.

During his career life, Dr. Le Roux has gained his academic and field experience through his various significant positions and dedication as the **Director**, **Medico Legal Assessor Psychologist**, **Training & Development General Manager**, **Project Manager**, **Account Manager**, **Commercial Sales Manager**, **Manager**, **Sales Engineer**, **Project Specialist**, **Psychology Practitioner**, **Senior HR Consultant**, **Senior Lecturer**, **Senior Consultant/Trainer**, **Business Consultant**, **Assistant Chief Education Specialist**, **ASI Coordinator**, **Part-time Lecturer/Trainer**, **PMP & Scrum Trainer**, **Assessor & Moderator**, **Team Leader**, **Departmental Head**, **Technical Instructor/Qualifying Technician**, **Apprentice Electrician: Signals** and **Part-Time Electrician** from various companies and universities such as the South African Railway (SAR), Department of Education & Culture, **ESKOM**, Logistic Technologies (Pty. Ltd), Human Development: Consulting Psychologies (HDCP) & IFS, Mincon, Eagle Support Africa, Sprout Consulting, UKZN, Grey Campus, Classis Seminars, CBM Training, just to name a few.

Dr. Le Roux has a **PhD** in **Commerce Major** in **Leadership** in **Performance & Change**, a **Master's** degree in **Human Resource Management**, a **Bachelor's** degree (with Honours) in **Industrial Psychology**, a National Higher Diploma and a National Technical Diploma in **Electrical & Mechanical Engineering**. Further, he is a **Certified Project Management Professional** (**PMI-PMP**), a **Certified Associate** in **Project Management** (**PMI-CAPM**), a **Certified Scrum Master Trainer** by the VMEdu, a **Certified Instructor/Trainer** and a **Certified Internal Verifier/Assessor/Trainer** by the **Institute of Leadership & Management** (**ILM**). Moreover, he is a **Registered Industrial Psychologist** by the Health Professions Council of South Africa (HPCSA), a **Registered Educator** by the South African Council for Educators (SACE) and a **Registered Facilitator**, **Assessor & Moderator** with Education, Training and Development Practices (ETDP) SETA. He has further delivered numerous trainings, courses, seminars, conferences and workshops globally.

Course Program

The following program is planned for this course. However, the course instructor(s) may modify this program before or during the workshop for technical reasons with no prior notice to participants. Nevertheless, the course objectives will always be met:

Day 1

0730 – 0800	*Registration & Coffee*
0800 – 0815	*Welcome & Introduction*
0815 – 0830	**PRE-TEST**
0830 – 0930	***Understanding Whistleblowing*** *Definition & Importance of Whistleblowing • Types of Misconduct Commonly Reported by Whistleblowers • Differences Between Internal & External Whistleblowing • The Role of Whistleblowers in Promoting Organizational Integrity*
0930 – 0945	*Break*
0945 – 1030	***The Legal Framework for Whistleblowing*** *Overview of International Whistleblowing Laws & Standards (e.g., SOX, GDPR, PIDA) • Country-Specific Whistleblower Protection Acts • Role of Regulatory Agencies in Whistleblower Management • Legal Implications of Whistleblower Retaliation*
1030 – 1130	***Ethics & Whistleblowing*** *Ethical Principles Supporting Whistleblower Protection • Balancing Transparency with Confidentiality • Corporate Responsibility in Fostering Ethical Behavior • The Moral Courage Required for Whistleblowing*
1130 – 1215	***Whistleblower Risks & Challenges*** *Personal & Professional Risks Faced by Whistleblowers • Organizational Risks from Mishandling Whistleblower Cases • Common Misconceptions & Stigmas Surrounding Whistleblowing • Overcoming Barriers to Effective Whistleblower Management*
1215 – 1230	*Break*
1230 – 1330	***Establishing a Whistleblowing Culture*** *Benefits of a Proactive Whistleblowing Culture • Leadership's Role in Promoting Openness • Building Trust in Reporting Mechanisms • The Importance of Tone at the Top*
1330 – 1420	***Overview of Whistleblower Management Systems*** *Key Elements of an Effective Whistleblower System • Alignment with Governance & Compliance Goals • Integration of Whistleblower Systems with Risk Management Frameworks • Overview of Technology Tools for Whistleblower Management*
1420 – 1430	***Recap*** *Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow*
1430	*Lunch & End of Day One*

Day 2

0730 – 0830	***Key Components of a Whistleblower Policy*** *Objectives & Scope of the Policy • Definition of Reportable Issues & Misconduct • Guidelines for Reporting & Investigation • Protections Against Retaliation*
0830 – 0930	***Policy Development Process*** *Identifying Stakeholders in Policy Creation • Aligning the Policy with Legal & Regulatory Requirements • Incorporating Feedback from Employees & Management • Ensuring Clarity & Accessibility of the Policy*

0930 – 0945	*Break*
0945 – 1100	***Reporting Mechanisms & Channels*** *Designing Multiple Reporting Channels (e.g., Hotlines, Online Platforms) • Ensuring Confidentiality & Anonymity in Reporting • Encouraging the Use of Internal Reporting Channels • Evaluating the Effectiveness of Reporting Mechanisms*
1100 – 1215	***Confidentiality & Anonymity*** *Balancing Transparency with Confidentiality • Protecting the Identity of Whistleblowers • Legal Considerations for Maintaining Anonymity • Handling Sensitive Information Securely*
1215 – 1230	*Break*
1230 – 1330	***Building Trust in the Whistleblower Policy*** *Communicating the Policy to Employees & Stakeholders • Providing Training on the Whistleblower Policy • Demonstrating Leadership Commitment to Whistleblower Protection • Measuring Trust Levels through Employee Feedback*
1330 – 1420	***Monitoring & Updating the Policy*** *Establishing Metrics to Evaluate Policy Effectiveness • Incorporating Lessons Learned from Past Cases • Adapting the Policy to Evolving Legal & Organizational Needs • Ensuring Regular Review & Updates*
1420 – 1430	***Recap*** *Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow*
1430	*Lunch & End of Day Two*

Day 3

0730 – 0830	***Establishing an Investigation Framework*** *Objectives of Whistleblower Investigations • Roles & Responsibilities in the Investigation Team • Aligning Investigations with Organizational Values & Laws • Criteria for Initiating an Investigation*
0830 – 0930	***Case Intake & Assessment*** *Receiving & Categorizing Whistleblower Reports • Assessing the Credibility & Severity of Reports • Prioritizing Cases Based on Risk & Impact • Documentation & Record-Keeping for Reported Cases*
0930 – 0945	*Break*
0945 – 1100	***Investigation Planning*** *Defining the Scope & Timeline of the Investigation • Gathering Evidence & Identifying Witnesses • Ensuring Impartiality & Independence in Investigations • Protecting Whistleblowers During the Investigation Process*
1100 – 1215	***Conducting Investigations*** *Interviewing Whistleblowers & Witnesses • Analyzing Evidence & Identifying Patterns of Misconduct • Collaborating with Legal & Compliance Teams • Documenting Investigation Findings Comprehensively*
1215 – 1230	*Break*
1230 – 1330	***Managing Complex Cases*** *Handling Cases Involving Senior Management or Board Members • Addressing Cases with Insufficient Evidence • Resolving Conflicts of Interest in Investigations • Engaging External Experts for Specialized Cases*

1330 – 1420	**Reporting Investigation Outcomes** *Preparing Investigation Reports for Stakeholders • Communicating Findings to Leadership • Taking Corrective Actions Based on Investigation Results • Reporting Outcomes to Whistleblowers While Maintaining Confidentiality*
1420 – 1430	**Recap** *Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow*
1430	*Lunch & End of Day Three*

Day 4

| 0730 – 0830	**Whistleblower Protection Mechanisms** *Ensuring Non-Retaliation & Anti-Discrimination Policies • Implementing Safeguards for Whistleblower Privacy • Establishing Legal Protections for Whistleblowers • Addressing Fears of Reprisal Proactively*
0830 – 0930	**Providing Whistleblower Support** *Emotional & Psychological Support for Whistleblowers • Offering Legal & Financial Assistance When Needed • Recognizing Whistleblowers for Their Contributions • Ensuring Career Protection & Growth Opportunities*
0930 – 0945	*Break*
0945 – 1100	**Addressing Retaliation** *Identifying Signs of Retaliation in the Workplace • Investigating Retaliation Claims Impartially • Taking Disciplinary Action Against Retaliators • Reinforcing Organizational Commitment to Non-Retaliation*
1100 – 1215	**Rebuilding Trust in the Workplace** *Managing Workplace Dynamics Post-Whistleblowing • Addressing Concerns of Other Employees • Communicating Organizational Changes Transparently • Fostering a Culture of Mutual Respect & Accountability*
1215 – 1230	*Break*
1230 – 1330	**Whistleblower Re-Engagement** *Reintegrating Whistleblowers into the Organization • Providing Ongoing Support & Mentorship • Encouraging Whistleblowers to Participate in Governance Programs • Learning from Whistleblower Experiences to Improve Systems*
1330 – 1420	**Lessons from Real-World Cases** *Analyzing High-Profile Whistleblower Cases • Identifying Best Practices from Successful Whistleblower Programs • Discussing Lessons Learned from Whistleblowing Failures • Group Discussion: Applying Insights to Organizational Contexts*
1420 – 1430	**Recap** *Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow*
1430	*Lunch & End of Day Four*

Day 5

0730 – 0830	**Developing a Whistleblower Management Program** *Establishing Clear Objectives & KPIs for the Program • Allocating Resources & Budgets for Whistleblower Initiatives • Involving Leadership in Program Governance • Creating a Roadmap for Continuous Improvement*
0830 – 0930	**Training & Awareness Programs** *Designing Effective Training Modules for Employees • Conducting Workshops on Ethical Decision-Making • Engaging Leadership in Whistleblower Awareness Programs • Measuring the Impact of Training Initiatives*

0930 – 0945	Break
0945 – 1100	**Technology in Whistleblower Management** *Implementing Whistleblower Hotline Systems • Leveraging AI for Pattern Detection in Reports • Ensuring Data Security & Compliance in Whistleblower Systems • Integrating Technology with Existing Compliance Frameworks*
1100 – 1230	**Measuring Program Effectiveness** *Key Metrics for Evaluating Whistleblower Programs • Gathering Employee Feedback through Surveys • Benchmarking Against Industry Best Practices • Using Analytics to Identify Trends & Gaps*
1230 – 1245	Break
1245 – 1345	**Global Trends in Whistleblower Management** *Emerging Legislation Impacting Whistleblower Programs • Globalization & Cross-Border Whistleblowing Challenges • Best Practices from Multinational Organizations • Preparing for Future Challenges in Whistleblower Management*
1345 – 1400	**Course Conclusion** *Using this Course Overview, the Instructor(s) will Brief Participants about the Course Topics that were Covered During the Course*
1400 – 1415	**POST-TEST**
1415 – 1430	*Presentation of Course Certificates*
1430	*Lunch & End of Course*

Practical Sessions

80% of this highly-interactive course is practical sessions. Theory learnt (20%) will be applied using various role-plays, case studies and practical sessions.
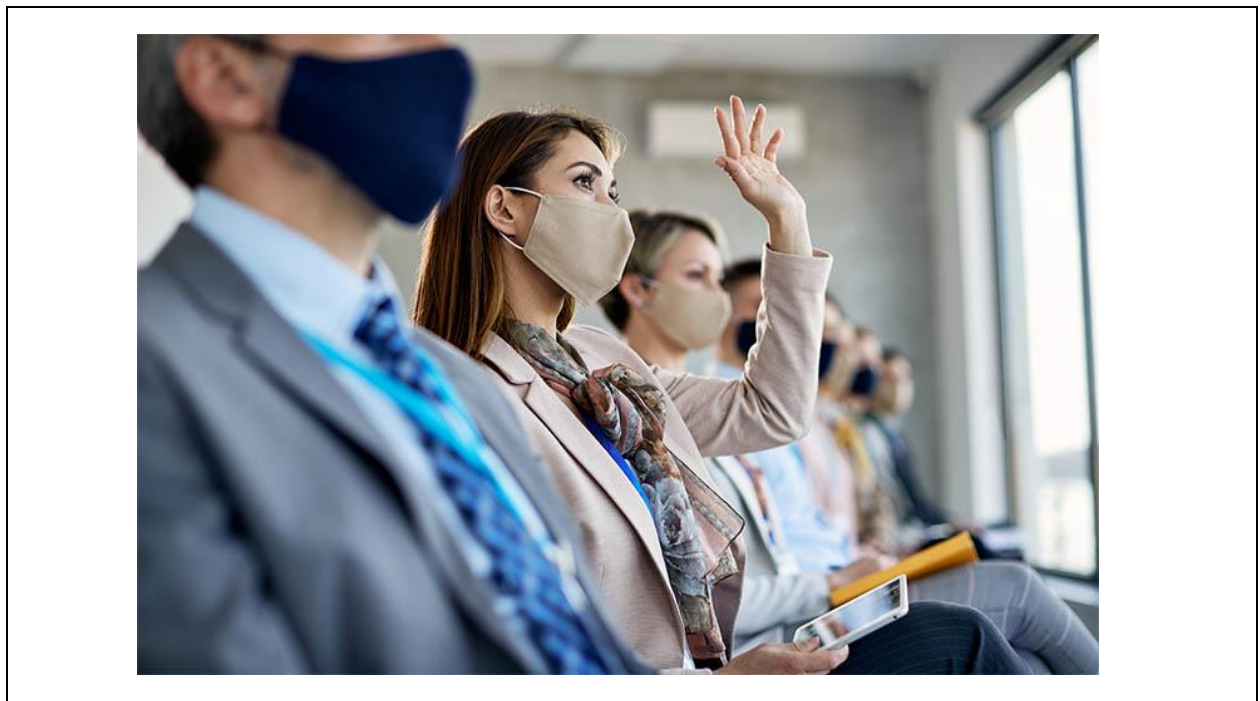
Course Coordinator

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