

COURSE OVERVIEW TM0001 **Effective Investigations**

Course Title

Effective Investigations

Course Reference

TM0001

Course Duration/Credits

Five days/3.0 CEUs/30 PDHs

Course Date/Venue

Sessions	Date	Venue
1	June 23-27, 2025	Hampstead Meeting Room, London Marriott Hotel Regents Park, London, UK
2	August 04-08, 2025	TBA Meeting Room, JW Marriott Hotel Madrid, Madrid, Spain
3	October 13-17, 2025	TBA Meeting Room, Grand Hyatt Athens, Athens, Greece
4	December 14-18, 2025	Tamra Meeting Room, Al Bandar Rotana Creek, Dubai, UAE



Course Description



This practical and highly-interactive course includes real-life case studies and exercises where participants will be engaged in a series of interactive small groups and class workshops.

This course is designed to provide participants an understanding of the universal principles of excellent investigation on how to identify issues, plan an investigation, conduct thorough witness interviews, deal with whistleblowers, gather, organize and review physical, digital and documentary evidence.



During this interactive course, participants will learn the fundamentals of investigation covering the eight principles of investigation, assessment tool, quality of investigation and procedural fairness; planning and road map an investigation; determine what and where the evidence is and set timelines; performing investigative interviewing, deal with witnesses and assess credibility; the six fundamentals of interviewing and the twelve stages of an interview; the common problems that arise with witnesses and how to deal with them and how to record interviews; the tips, tricks and roadblocks, whistleblowers 101 and ethical approaches to interviewing; the documentation and dealing with digital evidence; assessing evidence and writing an effective report; and demonstrating workplace investigations.



Course Objectives

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

- Apply systematic techniques on investigation and criminal investigation
- Discuss the fundamentals of investigation covering the eight principles that apply to any kind of investigation, assessment tool for determining the quality of investigation and procedural fairness
- Plan and road map an investigation as well as identify issues, determine what and where the evidence is and set timelines
- Perform investigative interviewing, deal with witnesses and assess credibility as well as explain the six fundamentals of interviewing, the twelve stages of an interview, common problems that arise with witnesses and how to deal with them, how to record interviews, tips, tricks and roadblocks, whistleblowers 101 and ethical approaches to interviewing
- Carryout documentation and dealing with digital evidence
- Assess evidence and write an effective report
- Demonstrate workplace investigations

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 covers systematic techniques and methodologies on effective investigation on excellent investigation for investigators, human resources professionals, auditors, compliance officers, regulators, inspectors, complaint handlers, lawyers, policy analysts, front-line managers, union officials, senior executives, police officers, insurance adjusters, diversity, equity professionals, human rights officers, analysts and those who are involved in conducting investigations of any type.

Training Methodology

All our Courses are including **Hands-on Practical Sessions** using equipment, State-of-the-Art Simulators, Drawings, Case Studies, Videos and Exercises. The courses include the following training methodologies as a percentage of the total tuition hours:-

- 30% Lectures
- 20% Practical Workshops & Work Presentations
- 30% Hands-on Practical Exercises & Case Studies
- 20% Simulators (Hardware & Software) & Videos

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

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

Haward's 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**. Haward's certificates are internationally recognized and accredited by the British Accreditation Council (BAC). 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 centre, 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, PMI-ATP, is a **Senior Project & Management Consultant** with over **30 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 Planning & Delegating, Risk, Budgeting & Cost Management** in Projects, **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, Leading People & Change, Embracing Innovation Culture Coaching & Motivation, Creative Thinking & Problem-Solving Techniques, Techniques for Coaching & Mentoring, Strategies for Setting Annual Goals, Monitoring Progress & Evaluation Performance, 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 Authorized Training Partners (PMI-ATP)**, 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 Fee

Dubai	US\$ 5,500 per Delegate + VAT . This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.
London	US\$ 8,800 per Delegate + VAT . This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.
Madrid	US\$ 8,800 per Delegate + VAT . This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.
Athens	US\$ 8,800 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 Program

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

Day 1

0730 – 0800	<i>Registration & Coffee</i>
0800 – 0815	<i>Welcome & Introduction</i>
0815 – 0830	PRE-TEST
0830 – 0930	<i>Fundamentals of Investigation</i>
0930 – 0945	<i>Break</i>
0945 – 1030	<i>Eight Principles that Apply to any Kind of Investigation</i>
1030 – 1130	<i>An Assessment Tool for Determining the Quality of Your Own - or Someone Else's - Investigation</i>
1130 – 1230	<i>Procedural Fairness</i>
1230 – 1245	<i>Break</i>
1245 – 1330	<i>How to Plan an Investigation</i>
1330 – 1420	<i>Road-Mapping the Investigation</i>
1420 – 1430	<i>Recap</i>
1430	<i>Lunch & End of Day One</i>

Day 2

0730 – 0800	<i>Identifying the Issues</i>
0800 – 0900	<i>Pinpointing What & Where the Evidence is</i>
0900 – 0915	<i>Break</i>
0915 – 1045	<i>Setting Timelines</i>
1045 – 1230	<i>Investigative Interviewing</i>
1230 – 1245	<i>Break</i>

1245 – 1330	<i>Dealing with Witnesses</i>
1330 – 1420	<i>The Six Fundamentals of Interviewing</i>
1420 – 1430	<i>Recap</i>
1430	<i>Lunch & End of Day Two</i>

Day 3

0730 – 0800	<i>The Twelve Stages of an Interview</i>
0800 – 0900	<i>Common Problems that Arise with Witnesses & How to Deal with Them</i>
0900 – 0915	<i>Break</i>
0915 – 1045	<i>Assessing Credibility</i>
1045 – 1230	<i>Dealing with Difficult Witnesses</i>
1230 – 1245	<i>Break</i>
1245 – 1330	<i>Whistleblowers 101</i>
1330 – 1420	<i>Ethical Approaches to Interviewing</i>
1420 – 1430	<i>Recap</i>
1430	<i>Lunch & End of Day Three</i>

Day 4

0730 – 0800	<i>Documents & Digital Evidence</i>
0800 – 0900	<i>How to Identify, Organize & Review Documents</i>
0900 – 0915	<i>Break</i>
0915 – 1045	<i>Documenting Your Investigation</i>
1045 – 1230	<i>Dealing with Digital Evidence</i>
1230 – 1245	<i>Break</i>
1245 – 1330	<i>Evidence Assessment & Effective Report Writing</i>
1330 – 1420	<i>Admissibility, Sufficiency, Credibility & Relevance</i>
1420 – 1430	<i>Recap</i>
1430	<i>Lunch & End of Day Four</i>

Day 5

0730 – 0800	<i>Narrative Reports</i>
0800 – 0900	<i>How to Set Your Analysis Clearly & Comprehensively</i>
0900 – 0915	<i>Break</i>
0915 – 1045	<i>A Structured Approach to Making Report Writing as Painless as Possible</i>
1045 – 1200	<i>Formulating Conclusions & Recommendations</i>
1200 – 1215	<i>Break</i>
1215 – 1300	<i>Workplace Investigations</i>
1300 – 1345	<i>Real-Life Case Study</i>
1345 – 1400	<i>Course Conclusion</i>
1400 – 1415	<i>POST-TEST</i>
1415 – 1430	<i>Presentation of Course Certificates</i>
1430	<i>Lunch & End of Course</i>

Practical Sessions

This practical and highly-interactive course includes real-life case studies and exercises:-



Course Coordinator

Mari Nakintu, Tel: +971 2 30 91 714, Email: mari1@haward.org