

Outline	Learning Objectives
<p>This one-day program is an introduction to incident investigation intended for first line or developing leaders. Learning the steps of the investigation management / investigation process from preparedness, initial response, conducting investigations, analysis through to developing effective recommendations for prevention of reoccurrence. An expected take away for leaders is clearer understanding of the “what” and “why” of investigation critical components.</p> <p>The course is intended to be offered in a classroom setting supported by classroom activities, discussion and application of concepts.</p>	<p>Improve you effectiveness to distinguish:</p> <ul style="list-style-type: none"> • Scene management and first response • What information is to be gathered during investigation • Interviewing techniques • Use building blocks and identifying critical factors • Effective use of root or system cause(s) analysis • Effective incident report writing, • Ensure conclusions and recommendations are supported findings • Effectiveness to function effectively as an investigation team member
	<p>Competencies</p> <p>The competencies of this program are tested and measured through 100% participation of the learning objectives</p>

Course Agenda:

- Module 1 – Opening, Agenda and Objectives
- Module 2 – Principles of Effective Investigations
- Module 3 – Preparation Phase
- Module 4 – Gathering Evidence
- Module 5 – Creating Building Blocks and Timelines
- Module 6 – Determining Critical Factors
- Module 7 – Determining Immediate and System Causes Using Causal List
- Module 8 – Understanding Behaviors
- Module 8 – Developing Effective Recommendations
- Module 9 – Final Team Actions
- Module 10 – Summary and Review

To book this course, or for more information, contact Global Training Centre at:

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