

Webinar on

Investigating a Complaint in the Workplace

Learning Objectives

- Introduction with examples of situations handled badly*
- Policy*
- Types of complaints*
- Understanding Harassment & Discrimination*
- Investigating a Complaint: The Initial Stage*
- Starting the Investigation*
- Alternative Dispute Resolution (ADR)*
- The Report*
- Management's Response*
- Summary and Conclusion*



In this course, you will first be given examples of sexual harassment and the outcomes based on how the complaint was handled.

PRESENTED BY:

ArLyne Diamond, Ph.D. is an internationally recognized Leadership, Management, Professional Development, and Organizational Development (O-D) consultant specializing in people and processes in the workplace. Multifaceted, Dr. Diamond has extensive experience in a wide range of disciplines (business, education, management, marketing, business ownership, psychology – and some economics and law as well). This enables her to see things from a variety of angles and to cleave to the essence of a problem quickly, offering her clients creative and practical solutions.

On-Demand Webinar

Duration : 60 Minutes

Price: \$200

Webinar Description

In this course, you will first be given examples of sexual harassment and the outcomes based on how the complaint was handled. In one case, for example, ignoring the complaint by management led to the murder (massacre) of many people. In another case, a man falsely accused almost lost his job. This will be followed by a brief summary of the laws pertaining to harassment and discrimination. Some information on biases (there is another course devoted exclusively to Bias) will help you look at your own.

Finally, we will focus on how to conduct a neutral, fair, and comprehensive evaluation. We hope you will come away with a new understanding of the importance of taking a complaint seriously – offering whatever help is necessary – and recognizing that the person being accused has the right to due process: Facing his accuser and knowing the when what and where of the complaint. We all operate from our own biases, and it is important to know what they are so we can get out of our own way in order to provide a neutral and objective evaluation.



Years ago, when children complained of being sexually abused, they were disbelieved and ignored. When in the eighties professionals realized that many of these allegations were true. Trying to protect children they coined the phrase: “Children Don’t Lie, Or if they do, they don’t lie about this.” Thus all complaints were accepted as true even if the allegation was that the abuse had happened more than ten years prior to the complaint. Fast forward to now. Thanks to some of the people involved in the #MeToo Movement we are now demanding that if a woman (and sometimes a man) complains of having been sexually abused they are automatically believed. It is considered bad form and intrusive to question the complaining person.

When doing evaluations of these allegations in the business world, we are told, over and over again that the complaining woman (and sometimes a man) is promised confidentiality and the alleged perpetrator has no right to face his accused. Investigations if they are conducted at all - are all too often conducted by a biased person who is looking only for evidence to support the complaint and the potential evidence to the contrary is ignored – or else that person is called a liar. Having “second opinioned” many of these poorly conducted investigations, I wrote the book: Conducting Workplace Investigations: Designed Investigator.

AND, from that book, comes this webinar.



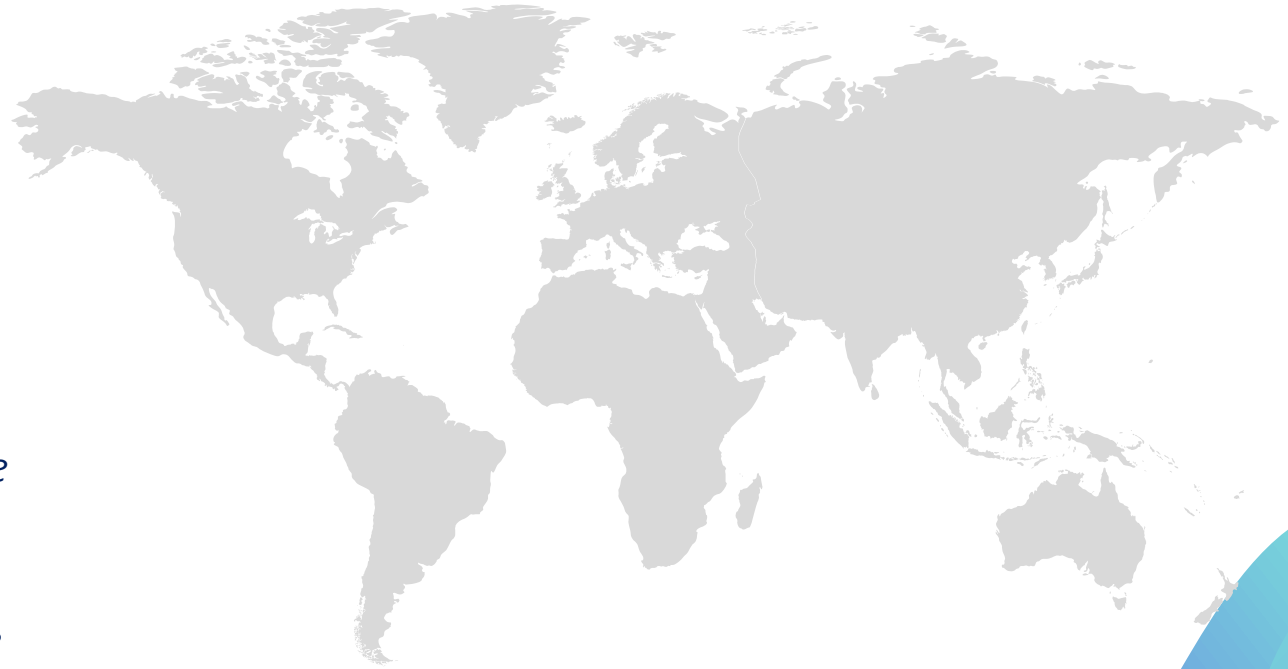
Who Should Attend ?

*Investors, C-level executives, managers, HR,
Staff – all employees*



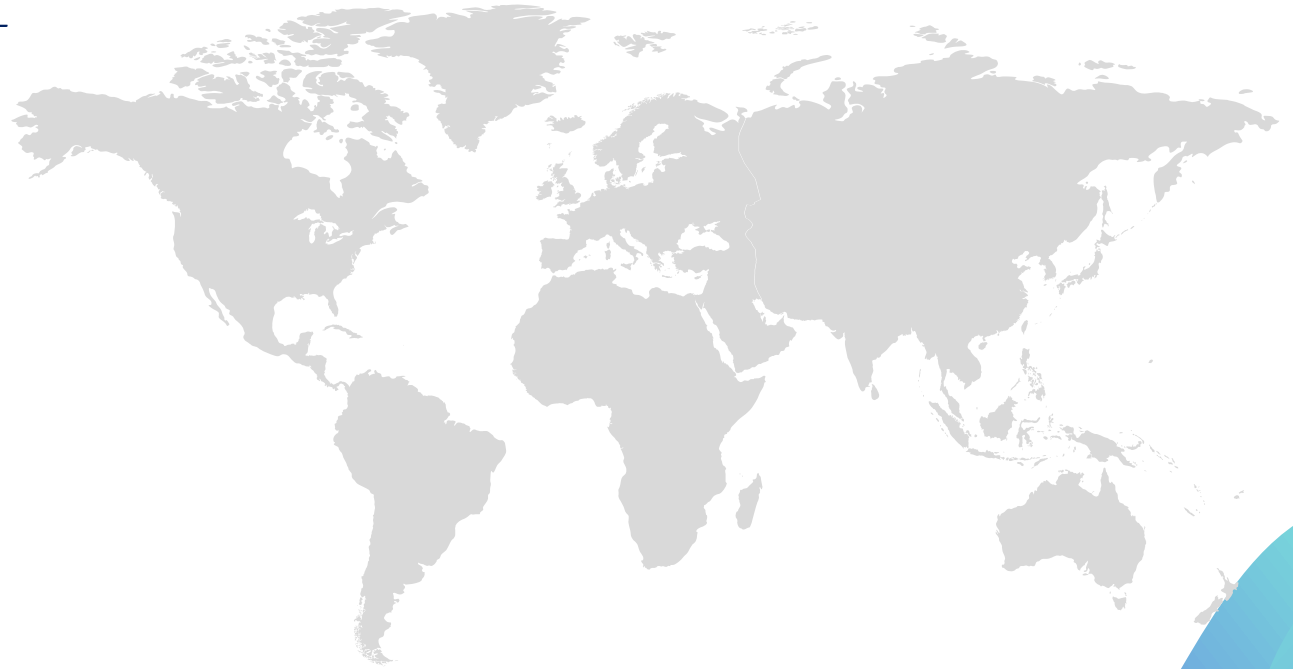
Why Should You Attend ?

If you want to be fair you should want to learn how to conduct neutral and fair investigations. Too, it is critically important that we each examine our own blind-spots and biases. For example, we are all biased to believe the first person complaining. This makes it very easy for someone to deliberately seek to get another person in trouble. Are you – as a manager or an HR professional sure you won't have your own biases stand in the way of being neutral. Are you the correct person to be doing this type of investigation, or should you turn it over to someone else?



Are you afraid you might over-react to the tears of the complaining person? Are you concerned that you will make the wrong decision and will be sued – and have your company sued as well? What about all the other people in the firm? Have they taken sides? Do you have to manage their concerns as well? For all these, and more – this course will give you lots of aid and information to enable you to do a much better job.

In summary: The importance of taking a complaint seriously – offering whatever help is necessary and recognizing that the person being accused has the right to due process. We all operate from our own biases, and it is important to know what they are so that we can get out of the way of them in order to provide neutral and objective evaluations.



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www.grceducators.com
support@grceducators.com
740 870 0321