

Investigative Procedures for Workplace Problems

As the workplace becomes more litigious and our culture becomes more of a global atmosphere, complaints, problems and accidents become daily issues—and the need to resolve problems becomes a significant factor. Trained human resources professionals and operational supervisors can solve these issues through successful investigations that lead to problem solutions.

Investigations are necessary in the following instances, but not limited to:

- Allegations of harassment and discrimination
- Employee/supervisor misconduct
- Drugs in the workplace
- Receipt of a lawsuit
- Formal employee complaints
- Other performance issues

This 1-day seminar teaches the various stages in the investigation process, and uses case studies to guide the participant through that process.

May 4, 2012

OR

June 8, 2012

8:30AM – 4:30PM

Truman Office Building,

Room 493/494

Jefferson City

\$129.00

Key Topics Covered

- A step-by-step guide to conduct a thorough internal investigation
- Developing an investigation plan
- Common investigation mistakes and how to avoid them
- Interviewing techniques that uncover the real story
- Asking the right questions at the right time
- Preventing retaliation and future misconduct
- Compiling and analyzing physical and documentary evidence
- Presenting investigation findings
- Investigations and the Law

Instructor:

Glenn Pace, Missouri State University



Glenn is Acting Director of the Management Development Institute, and instructs academic classes for the College of Business Administration at Missouri State University, the largest College of Business in the state of Missouri. Glenn currently teaches Human Resources, Labor Relations, Operations Management, and Strategic Management.

Glenn received a BS in Management from Missouri State, an MBA from the University of Missouri, and has completed Ph.D. hours at the University of Arkansas. During his MBA, he also completed a dual course of study in University of Missouri's School of Law.

With over 27 years experience, Glenn has established an outstanding reputation for delivering high quality and fun professional development training. His extensive Human Resources, Legal and Management background allows him to provide the practical, up-to-date information, tools and techniques that can be applied immediately in the workplace.

Glenn's work experience includes 13 years with Zenith Electronics Corporation both in the US and Mexico and most recently as Director of Personnel for the Springfield Public School system.

He has earned the certification of Senior Professional in Human Resources from the Society for Human Resources Management (SHRM).