

5-day Interactive Training Course

Advanced Industrial Relations (IR) Investigations and Compliance

Building Expertise in Effective Techniques and Legal Compliance

02 Sep - 06 Sep 2024	Astana - Kazakhstan	US\$ 5,950
18 Nov - 22 Nov 2024	Dubai - UAE	US\$ 4,950
03 Feb - 07 Feb 2025	Washington DC - USA	US\$ 6,950
05 May - 09 May 2025	Dubai - UAE	US\$ 4,950
11 Aug - 15 Aug 2025	Dubai - UAE	US\$ 4,950
17 Nov - 21 Nov 2025	Dubai - UAE	US\$ 4,950



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About the Course

Effective industrial relations management is crucial for fostering a harmonious workplace and mitigating risks in today's complex business environment. This 5-day comprehensive Advanced Industrial Relations (IR) Investigations and Compliance training course is designed specifically for industrial relations managers and supervisors seeking to enhance their expertise in managing workplace relations, conducting thorough investigations, and ensuring compliance with legal and regulatory frameworks. Delegates will be equipped with the essential skills, strategies, and tools necessary to navigate the intricacies of industrial relations investigations and compliance requirements.

Throughout this training program, delegates will understand the foundational principles and advanced techniques tailored to the unique challenges faced in industrial relations settings. From understanding regulatory expectations and legal implications to mastering the art of conducting interviews and managing grievances, each session is designed to build practical knowledge and confidence.

It progresses to sharpening interview techniques, utilising innovative technologies for evidence collection, and developing structured investigation processes. Practical exercises, role-plays, and interactive discussions will simulate real-world scenarios, allowing delegates to apply learned strategies in a supportive learning environment that addresses the critical aspects of evidence analysis, report preparation, and presenting findings effectively—essential skills for delivering actionable insights and maintaining transparency in investigative processes.

Delegates will emerge with a comprehensive understanding of best practices in industrial relations investigations and compliance. They will be equipped to confidently handle complex challenges, uphold organisational integrity, and contribute significantly to fostering a respectful and compliant workplace culture.

Core Objectives

The delegates will achieve the following objectives:

- Define the key principles and objectives of industrial relations management
- Identify the legal and regulatory frameworks relevant to workplace investigations
- Summarise the roles and responsibilities of industrial relations in compliance and investigations
- Explain the ethical considerations essential for conducting fair and unbiased investigations
- Apply effective interview techniques to elicit comprehensive information from witnesses and subjects
- Develop and implement a structured investigation plan that includes objectives, timelines, and resource allocation
- Analyse different types of evidence collected during investigations to assess relevance and reliability
- Evaluate grievance handling procedures to determine their effectiveness in resolving workplace disputes

- Design strategies for managing contractor relationships that minimise compliance risks and enhance productivity
- Construct comprehensive investigation reports that present findings, conclusions, and actionable recommendations
- Assess the legal admissibility of evidence collected in compliance with regulatory standards and organisational policies
- Analyse investigation methodologies and recommend improvements based on industry best practices
- Implement compliance strategies aligned with organisational policies and legal requirements
- Utilise technological tools and software for evidence collection, analysis, and report preparation in industrial relations investigations

Training Approach

This training course combines interactive lectures, practical exercises, and case studies to ensure comprehensive understanding. Delegates will engage in hands-on activities, including role-plays and group discussions, to apply theoretical concepts to real-world scenarios. Feedback sessions and peer evaluations will foster a collaborative learning environment, enhancing delegates' skills in industrial relations investigations and compliance management.

The Attendees

This training course suits industrial relations managers, supervisors, and compliance officers looking to deepen their expertise in conducting effective investigations and ensuring regulatory adherence. It is tailored for professionals seeking to enhance their skills in managing workplace relations and mitigating compliance risks.

Likewise, it will be valuable to the professionals but not limited to the following:

- Industrial Relations Managers and Supervisors
- Compliance Officers
- HR Managers and Specialists
- Labor Relations Specialists
- Employee Relations Advisors
- Ethics and Compliance Managers
- Internal Auditors
- Risk Management Professionals
- Health and Safety Officers
- Operations Managers
- Legal Counsel and Lawyers specialising in Labor Law
- Team Leaders responsible for Employee Relations

DAILY DISCUSSION

DAY ONE

THE FRAMEWORK OF INDUSTRIAL RELATIONS (IR) AND COMPLIANCE

- Overview of Industrial Relations Management
- Legal Framework and Regulatory Compliance
- Roles and Responsibilities of Industrial Relations
- Types of Workplace Investigations: Compliance vs Industrial Relations
- Effective Industrial Relations Management
- Ethical Considerations in Industrial Relations
- Importance of Documentation in Industrial Relations
- Handling Grievances and Complaints
- Clarifying Key Concepts within the Organisation
- Analysing Industrial Relations Scenarios
- Review of Regulatory Compliance Standards
- Practical Tools and Resources for Industrial Relations
- Review of Relevant Legal Updates

DAY TWO

EFFECTIVE INTERVIEW TECHNIQUES IN INDUSTRIAL RELATIONS (IR) CONTEXT

- Techniques for Conducting IR Interviews
- Building Rapport with Employees and Stakeholders
- Questioning Strategies in IR Investigations
- Handling Difficult Interviews in the IR Context
- Use of Technology in IR Interviews
- Conducting Effective IR Interviews
- Feedback and Improvement Strategies for IR Interviews
- Documenting Interview Findings in IR Cases
- Interviewing Techniques for Grievance Resolution
- Managing Contractor Relationships
- Ethical Considerations in IR Interviews
- Successful Industrial Relations Interviews
- Review of Interview Techniques
- Analysis of Industrial Relations Interviews
- Integration of IR Interview Techniques into Daily Practices

DAY THREE

GRIEVANCE HANDLING AND CONFLICT RESOLUTION

- Importance of Effective Grievance Handling
- Investigating Grievances Fairly and Impartially
- Procedures for Grievance Resolution
- Role of Industrial Relations in Conflict Resolution
- Ethical Considerations in Grievance Handling
- Effective Grievance Resolution
- Legal Aspects of Grievance Handling
- Resolving Grievances in Unionized Environments
- Drafting Grievance Handling Policies
- Managing Employee Relations during Grievance Processes
- Review of Grievance Handling Techniques
- Addressing Common Challenges in Grievance Handling
- Practical Tools for Grievance Tracking and Resolution
- Analysis of Grievance Handling Strategies in IR

DAY FOUR

STRUCTURED INVESTIGATION PROCESSES IN INDUSTRIAL RELATIONS (IR) CONTEXT

- Steps in a Structured IR Investigation
- Defining Objectives and Scope of Investigations
- Developing an Industrial Relations Investigation Plan
- Creating Timelines and Milestones for Investigations
- Adjusting Plans Based on Circumstances in Investigations
- Planning Industrial Relations Investigations
- Feedback and Refinement of Investigation Plans
- Collaboration and Teamwork in Investigations
- Legal Considerations in Investigation Planning
- Managing Multiple IR Investigations Simultaneously
- Review of Investigation Planning Techniques in IR
- Integrating Structured Investigations into Organisational Policies
- Addressing Cultural Sensitivities in Investigations
- Preparation of IR Investigation Plan

DAY FIVE

EVIDENCE COLLECTION, ANALYSIS, AND REPORTING IN INDUSTRIAL RELATIONS INVESTIGATIONS

- Methods for Evidence Collection in IR Investigations
- Preserving Evidence Integrity in the IR Context
- Documenting Evidence Chain of Custody in IR Cases
- Digital Evidence Collection Techniques
- Techniques for Evidence Analysis in IR Investigations
- Tools and Software for Evidence Analysis
- Legal Admissibility of Evidence in IR Cases
- Drafting Comprehensive IR Investigation Reports
- Structure and Components of IR Investigation Reports
- Writing Clear and Concise Reports in the IR Context
- Report Preparation in Industrial Relations
- Peer Review and Validation of IR Investigation Reports
- Presenting Findings and Recommendations in IR Cases
- Ethical Considerations in IR Reporting



THE CERTIFICATE

XCalibre Training Centre Certificate of Completion will be provided to delegates who attended and completed the training course.