

SHRM Workplace Investigations Specialty Credential

Even the best-run organizations may face situations requiring investigation to mitigate workplace risk. HR professionals must know when to involve external counsel, determine the need for a formal investigation, conduct effective interviews, analyze findings, and recommend resolutions. Strengthen your skills and confidently lead workplace investigations by earning SHRM's Workplace Investigation Specialty Credential.



How to earn the SHRM Workplace Investigations Specialty Credential

| Attend an Instructor Led Program | Complete Two eLearning Courses | Take and Pass an Assessment |
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| <ul style="list-style-type: none">•Leading Workplace Investigations | <ul style="list-style-type: none">•Managing Bias in a Workplace Investigation•Competent Workplace Investigation Interviews | <ul style="list-style-type: none">•Workplace Investigations Knowledge Assessment |

After successfully completing all learning components and passing the assessment, you'll earn the SHRM Workplace Investigations Specialty Credential, along with a certificate of achievement and a digital badge. SHRM-certified professionals will also receive 13.5 PDCs toward recertification. Showcase your accomplishment by adding your credential to your resume, email signature, and social media profiles to boost your credibility and highlight your commitment to the profession.

Learning Curriculum

Instructor Led Program (in-person or live online)

Title: Leading Workplace Investigations

Workplace investigations are essential for shaping organizational policies, procedures, and work rules. This intensive program, led by industry experts, immerses you in SHRM's best-practice framework for conducting independent investigations. Through real-world case studies and legal scenarios, you'll refine your investigative skills in a supportive, collaborative environment. Gain practical tools and proven techniques to confidently lead workplace investigations in your organization.

Program Objectives:

- Apply the 7-step framework for conducting effective workplace investigations, both in-person and remotely.
- Identify key competencies required for an investigator.
- Define the investigator's role in the process.
- Evaluate the pros and cons of formal investigations.
- Understand the goals of the workplace investigation process

eLearning Components

Title: Managing Bias in a Workplace Investigation

Bias—whether unconscious, implicit, or subtle—can shape thinking, decisions, and the outcome of workplace investigations. To ensure fairness, investigators must maintain an objective and impartial approach from start to finish.

This program provides strategies to recognize and manage personal influences, stay neutral, and minimize external impact on investigative outcomes. Gain practical tools and techniques to conduct fair, effective workplace investigations with confidence.

Learning Objectives:

- Identify the types of biases that investigators or other involved parties may unknowingly exhibit.
- Understand the impact of biases on the investigation process.
- Develop a strategy to manage and minimize bias throughout the investigation.

Title: Competent Workplace Investigation Interviews

Interviews are a crucial part of workplace investigations, but they can be intimidating. This program will guide you through the process of investigative interviews, helping you build the confidence to stay composed and neutral.

You'll learn how to effectively prepare for, conduct, and follow up on interviews, with practical techniques and key elements to consider. Apply your new knowledge to real-world scenarios and practice handling various situations. By the end of the program, you'll feel confident and ready to advance in your role as an investigator.

Learning Objectives:

- Outline the steps for conducting a workplace investigation interview.
- Demonstrate how to apply best practices for more effective interviews.
- Explore listening techniques that promote neutrality during investigations.
- Analyze real interview scenarios to identify areas for improvement.