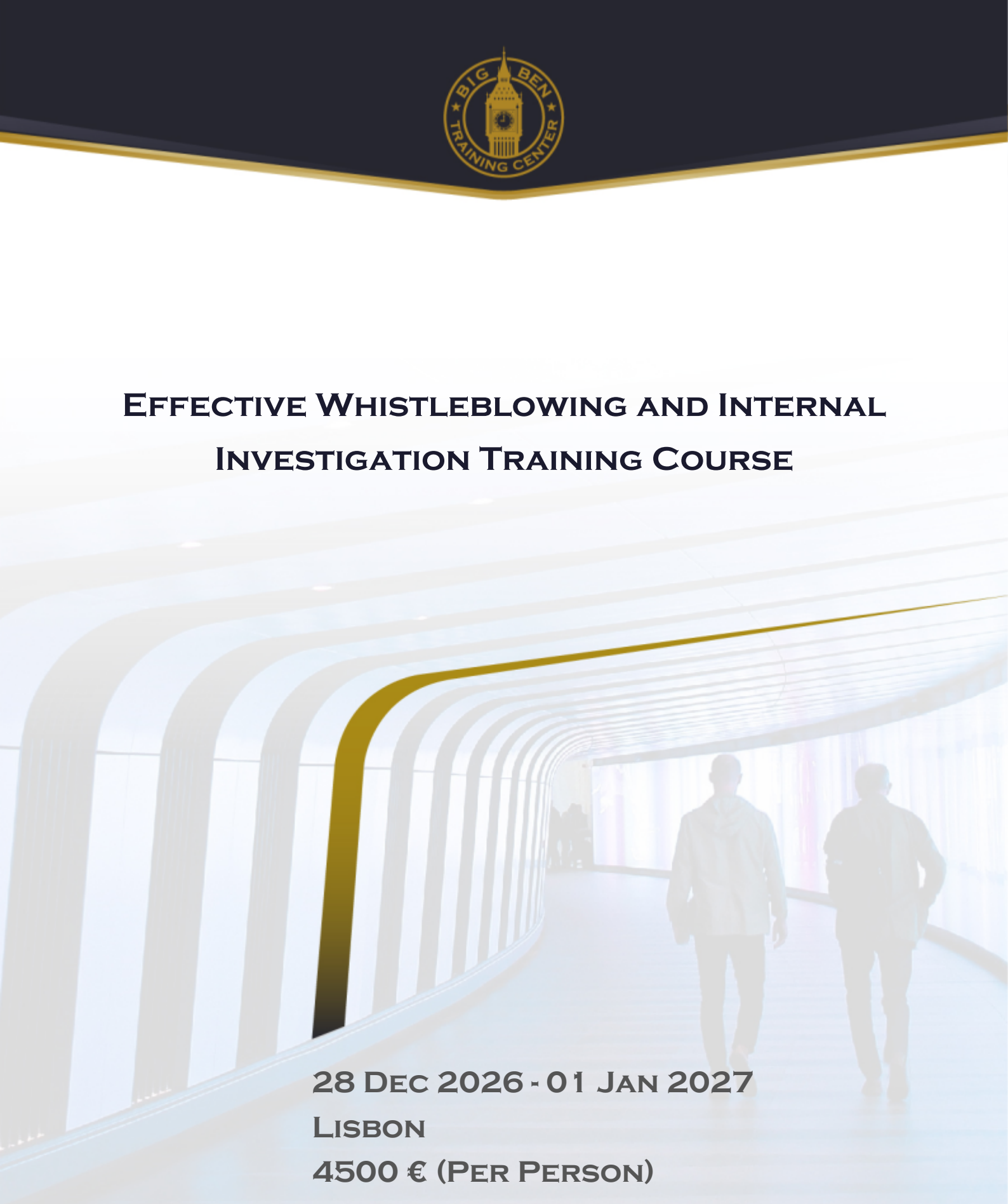
Effective Whistleblowing and Internal Investigation Training Course



28 Dec 2026 - 01 Jan 2027

Lisbon

4500 € (Per Person)

Ref: #GRC1924_167829

Course Introduction / Overview:

This course provides a comprehensive A-to-Z guide on establishing and managing robust whistleblowing systems and conducting effective, fair, and legally sound internal investigations. In today's complex regulatory environment, a proactive approach to corporate integrity is no longer optional but essential for sustainable success and risk management. This program moves beyond mere compliance, focusing on the practical implementation of systems that foster a genuine speak-up culture, where employees feel safe to report misconduct without fear of retaliation. We will explore the critical link between receiving a whistleblower report and launching a meticulous investigation. As discussed by leading academic Dr. Kate Kenny in her work "Whistleblowing: Toward a New Theory," the effectiveness of a reporting system is ultimately judged by the quality of the response. This training, offered by BIG BEN Training Center, equips participants with the skills to not only design best-practice reporting channels but also to manage the entire investigation lifecycle, from initial assessment and planning to evidence gathering, interviewing, and conclusive reporting. Participants will gain the confidence to handle sensitive cases, protect all parties involved, and use investigation outcomes to drive meaningful organizational improvement.

Target Audience / This training course is suitable for:

- Compliance and Ethics Officers.
- Human Resources Managers and Professionals.
- Internal Auditors and Investigators.
- Legal Counsel and In-house Lawyers.
- Risk Management Specialists.
- Fraud Examiners.
- Senior Managers and Department Heads.
- Members of Boards and Audit Committees.
- Security and Loss Prevention Managers.
- Anyone tasked with conducting or overseeing workplace investigations.

Target Sectors and Industries:

- Banking and Financial Services.
- Healthcare and Pharmaceuticals.
- Technology and Telecommunications.
- Manufacturing and Engineering.
- Energy, Oil, and Gas.
- Retail and Consumer Goods.
- Transportation and Logistics.
- Governmental Agencies and Public Sector Organizations.
- Non-Profit and Educational Institutions.
- Consulting and Professional Services.

Target Organizations Departments:

- Legal Department.
- Human Resources.
- Compliance and Ethics.
- Internal Audit.
- Risk Management.
- Corporate Security.
- Operations Management.
- Finance and Accounting.
- Procurement and Supply Chain.
- Executive Management.

Course Offerings:

By the end of this course, the participants will have able to:

- Design and implement a comprehensive and compliant whistleblowing framework.
- Develop clear policies and procedures for handling whistleblower reports.
- Assess the credibility and seriousness of a complaint to determine the investigation scope.
- Plan and execute a structured internal investigation from initiation to closure.
- Master objective and effective interview techniques for witnesses, complainants, and subjects.
- Gather, preserve, and analyze physical and digital evidence legally and ethically.
- Write clear, concise, and defensible investigation reports that withstand scrutiny.
- Understand the legal principles of due process, confidentiality, and non-retaliation.
- Identify root causes of misconduct and recommend effective corrective actions.
- Promote a corporate culture of integrity and transparency.

Course Methodology:

The training methodology at BIG BEN Training Center is designed to be highly interactive, practical, and engaging, ensuring that participants can immediately apply their learning in their professional roles. We believe in an experiential learning approach that moves beyond traditional lectures. The course heavily utilizes real-world case studies and scenarios to challenge participants and develop their critical thinking and problem-solving skills. A significant portion of the training is dedicated to hands-on exercises, including role-playing sessions for practicing difficult investigation interviews and group workshops for developing investigation plans and policies. These activities provide a safe environment to practice new skills and receive constructive feedback from the instructor and peers. Interactive discussions, Q&A sessions, and collaborative problem-solving are woven throughout the five days to facilitate knowledge sharing and address specific challenges faced by participants in their organizations. This dynamic and immersive methodology ensures a deep understanding of both the theoretical frameworks and the practical realities of managing whistleblowing systems and conducting internal investigations.

Course Agenda (Course Units):

Unit One: Foundations of Whistleblowing and Corporate Governance

- The role of whistleblowing in modern corporate ethics.
- International legal and regulatory frameworks (e.g., SOX, EU Directive).
- Understanding the psychology of a whistleblower.
- Key elements of a successful speak-up culture.
- The board's and management's responsibility in oversight.
- Protecting whistleblowers from retaliation.
- Case studies of major corporate scandals and whistleblowing failures.

Unit Two: Designing and Implementing Effective Whistleblowing Systems

- Drafting a clear and comprehensive whistleblowing policy.
- Establishing multiple and accessible reporting channels (hotlines, web-forms, etc.).
- Ensuring confidentiality and anonymity in reporting.
- Developing a communication strategy to build trust and awareness.
- The process for triaging and assessing incoming reports.
- Appointing and training the right personnel to manage the system.
- Metrics and KPIs for measuring the effectiveness of the whistleblowing program.

Unit Three: Principles and Planning of Internal Investigations

- Defining the triggers for launching an internal investigation.
- The initial assessment and preservation of evidence.
- Defining the scope and objectives of the investigation.
- Assembling the investigation team and ensuring impartiality.
- Developing a detailed investigation plan and timeline.
- Navigating legal issues like privilege and data privacy.
- Budgeting and resource allocation for complex investigations.

Unit Four: Conducting the Investigation: Evidence and Interviewing

- Techniques for gathering and documenting evidence.
- Best practices for maintaining the chain of custody.
- Introduction to digital forensics and e-discovery.
- Planning and structuring an investigative interview.
- Mastering the PEACE model for ethical interviewing.
- Techniques for questioning complainants, witnesses, and the subject of the investigation.
- Managing difficult interviews and detecting deception.

Unit Five: Concluding the Investigation and Driving Change

- Analyzing evidence and reaching a conclusion.
- Writing a comprehensive and objective investigation report.
- Presenting findings to senior management and stakeholders.
- Determining appropriate disciplinary and corrective actions.
- Conducting a root cause analysis to prevent recurrence.
- Closing the loop with the whistleblower and other parties.
- Leveraging investigation insights for organizational improvement.

FAQ:

Qualifications required for registering to this course?

There are no requirements.

How long is each daily session, and what is the total number of training hours for the course?

This training course spans five days, with daily sessions ranging between 4 to 5 hours, including breaks and interactive activities, bringing the total duration to 20 - 25 training hours.

Something to think about:

Beyond legal compliance, how can an organization measure the true cultural impact and return on investment of its whistleblowing and investigation program?

What unique qualities does this course offer compared to other courses?

This course distinguishes itself by offering a uniquely integrated and holistic perspective, treating whistleblowing systems and internal investigations not as separate functions but as two sides of the same coin of corporate integrity. While many programs focus on one area or the other, our curriculum is built on the principle that a reporting system is only as good as the investigation that follows. We provide a seamless learning journey from fostering a speak-up culture and designing reporting channels to the intricate, practical skills of conducting fair, thorough, and defensible investigations. The methodology is intensely practical, moving far beyond theory to immerse participants in realistic simulations, complex case studies, and challenging role-playing exercises that mirror the pressures of a real investigation. The focus is on building practical mastery in critical skills like ethical interviewing, evidence analysis, and report writing. Furthermore, the course emphasizes the strategic outcome of investigations, teaching participants not just how to find facts but how to use those findings to conduct root cause analysis and drive meaningful, lasting improvements in organizational culture and processes. This strategic, skill-based, and integrated approach ensures participants leave with a comprehensive and actionable toolkit.