

A Brave New World

**By Gary Rogers, Head of investigation and audit services at The TCM Group**

Aldous Huxley’s novel centred on a state which had made significant scientific advancements and has been compared to *1984* by another great author, George Orwell.

Notwithstanding both novels centred around a futuristic World state, the foresight of these two great authors into advanced technology was ahead of its time.

However, with the increased demand and use of modern technology in the workplace, organisations have been reticent to embrace this in formal settings, none more so than the world of workplace investigations.

All too often, investigations have been criticised at Employment Tribunal for placing unnecessary stress and burden upon those involved due to extended timescales, all of which could have been avoided if technology had been considered.

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|  | | The traditional approach to conducting an investigation is based upon the ‘face-to-face’ contact between interviewer and interviewee.  However, the interview planning can be affected by several challenges in a modern workplace, such as flexible and/or shift working, diverse and geographically located workforces are just a few.  This presents a challenge to the investigator, in terms of organising interviews at convenient times and places and, more concerning, leading to a delay in the investigation being completed in a timely and reasonable manner. |
| Today’s modern technology lends itself well to conducting conferences and meetings using well-establish virtual platforms, with people from across the World and in varying time zones.  And in an ever-changing landscape and the unprecedented, circumstances related to the Coronavirus outbreak across the world, we need to adapt the way in which we work, think and interact with our workforce.  Therefore, it seems logical to adopt the platforms to conduct investigations, from initial scoping and terms of reference right through to interviews and updates.  So why haven’t we? | | |
| Quite simply, we fear the unknown.  Very few organisations adopt remote interviewing as ‘the norm’, still reverting to the traditional approach.  But virtual platforms have become more advanced, more reliable and have strengthened their cyber security protocols, so that the modern professional investigator can utilise their skills using a more convenient and adaptable method of interviewing. | |  |
| The TCM Group have used virtual platforms successfully for many years, in both investigations, training, masterclasses, webinars and mediation.  We have developed these services into TCM Online, our One Stop Shop for all our Online services.  <https://thetcmgroup.com/tcm-online/> | | |
|  | Gary Rogers is Head of Investigation and Audit Services at The TCM Group.  He has over 30 years’ experience in criminal, and employment, investigations, and has conducted workplace investigations in harassment, bullying, misconduct and theft, as well as criminal investigations in fraud.  He is skilled, and accredited, in counter fraud investigation and in harassment and bullying investigations, and his expertise has been recognised by the British Transport Police, receiving an Area Commanders Commendation. | |

TCM are here to help you to get your investigations right first time

Since 2001, we have been delivering investigations into complex workplace issues within the NHS. These range from grievances and complaints to allegations of bullying, harassment, discrimination, misconduct and fraud. We have a team of the top investigators in the UK and we work on a retained basis or a ‘call off’ basis with numerous NHS trusts and private healthcare organisations.

We also deliver 3 levels of investigations skills training, all of which are accredited with The CPD Certification Service:

* Core investigation skills – one day.
* Practical investigation skills – two days.
* Advanced investigation skills – three days.

TCM also deliver bullying, incivility and conflict audits. These can be undertaken within teams, across departments or across the entire organisation. Our audits examine several areas including:

* Culture.
* Leadership and management behaviour and practices.
* Policies, processes and procedures.
* Employee and patient experience
* Wellbeing and engagement
* Inclusion.

**For more details about any of our investigation, training or audit services, please contact me on 020 7092 3183 or by email** [**gary.rogers@thetcmgroup.com**](mailto:gary.rogers@thetcmgroup.com)**. Thank you!**