

PRESS RELEASE

From: CMP Resolutions

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Title: ILM qualification brings credibility to the workplace investigator role – just in time

The number of workplace complaints is set to increase as organisations make cuts and stress levels rise. Until now, people taking on the role of investigator into bullying and harassment complaints were hard pressed to find an endorsed qualification to give them and their employers security of mind that they were both properly trained and protected at Employment Tribunals against claims of amateurism.

As one of the UK's main providers of investigation training, CMP Resolutions naturally chose the ILM as its partner after developing its 4-day blended learning programme, the "Qualified Workplace Investigator". Taking on the role of investigator calls upon leadership and management skills, and the ILM brings real rigour and credibility to the qualification.

The programme was launched highly successfully in May, when CMP delivered it on behalf of VT Group to the Navy: "It is easy to see why CMP is a market leader in both training delivery and investigation of conflict resolution" said Alun Chamberlain, VT Group's Learning and Development Manager at HMS Raleigh, who commissioned the training on behalf of the Royal Navy. "I would wholly recommend this course without reservation to any organisation, large or small, who want to utilise the talents of their own people for the good of both themselves and their organisation. This course has proven to be not just for Employees Continuing Professional Development but for Employers Continuing Protection Development. This really is investing in people at its best."

CMP Managing Director Katherine Graham commented, "This course is a unique offering. There are shorter programmes that outline the law and the process, but ours is the only one to give proper emphasis to the interpersonal skills required by a capable and competent investigator. No matter how strong your theoretical knowledge base, unless you have practiced dealing with an angry union official while trying to ask challenging, personal

questions of a respondent, you simply don't know if you're up to the task. This programme blends up to date theory, best practice standards, one to one coaching and feedback, and evaluation of a report, and is a real test of capability – not everyone makes the grade, which I am proud of, as it proves our commitment to standards and competence.”

Company Information

The Institute of Leadership & Management (ILM) is the UK's largest management body, combining industry-leading qualifications and specialist member services. ILM offers a range of products and services all aimed at supporting and developing leaders and managers.

www.i-l-m.com

CMP Resolutions have been the market leader in terms of innovation, delivery and expertise for workplace dispute resolution for over 20 years. They provide training, consultancy and professional outsourced services in mediation, investigation, bullying and harassment, conflict management, neutral assessment and stress management.

CMP Resolutions are registered members of the Civil Mediation Council (for England and Wales) complying with standards covering training, practice development, codes of conduct, complaints handling and indemnity insurance.

CMP remain the leading supplier of independent professional workplace practitioners and provide an extensive range of training and services designed to improve workplace relationships.

www.cmpresolutions.co.uk

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