



“How to Handle Employee Complaints and Investigations”

Every HR professional will inevitably be called upon to conduct or oversee at least one – and likely several – workplace investigations during the course of his or her career. In many cases, the HR professional will be the only member of management trained to recognize when an investigation must be conducted, on the proper steps of a legally defensible investigation, how to interview witnesses, and the appropriate action to take when a violation of policy or the law is uncovered. In this dynamic and interactive program, attorney Sarah Delaney Vero will provide HR professionals with the skills they need to perform effective workplace investigations by guiding them step-by-step through several “mock” workplace investigations. Program participants will walk away with a thorough understanding of why employers are required to do investigations, how to take a complaint, investigatory policies and procedures to have in place, how to interview witnesses (including uncooperative or angry ones) and uncover other relevant evidence, when to call in third parties, and how to make and summarize investigatory findings in a written report. Participants will also receive a toolkit of materials to immediately implement in their workplace

Guest Speaker: Sarah Delaney Vero, Esq

This program has been pending-approved for 1.5 (General) recertification credit hours toward PHR and SPHR recertification through the Human Resource Certification Institute (HRCI). Eligible requesting attendees will receive the certificate of attendance and program code number at the conclusion of the session. The use of this seal is not an endorsement by HRCI concerning the quality of the program. It means that this program has met the HRCI criteria to be pre-approved for recertification credit. For more information about certification or recertification, please visit the HRCI homepage at www.hrci.org.

Sarah

Delaney Vero is the Managing Member of Delaney Vero, PLLC, a law firm that provides creative, trustworthy and cost-effective employment law and human resources guidance to employers. Sarah represents a wide range of private and public employers in a variety of labor and employment matters and has found her niche in working with small to mid-sized, emerging and not-for profit employers with limited resources that nevertheless need experienced employment law and human resources guidance. Sarah works side-by-side with these organizations to establish sound employment practices and procedures, to respond appropriately to challenging personnel issues and to ensure their organizations comply with the law. She strives to be a true business partner in tackling every aspect of the employment relationship. Sarah is a frequent speaker across the state, serves as Secretary of the Board of the Capital Region Human Resources Association and, in 2010, was recognized by the *Capital Region Business Review* as a “40 Under Forty” honoree.

 Date: Friday, April 17, 2015 Registration and Breakfast: 8:00 – 8:30 a.m. Program: 8:30 – 10:00 a.m.

Location: Sunmark Federal Credit Union, 1187 Troy-Schenectady Road, Latham, NY 12110

Cost: \$20.00 per person (includes breakfast buffet) with pre-registration

 To register, PLEASE COMPLETE THE FORM BELOW and send via fax or e-mail:

NAME: _____ TITLE: _____
 ORGANIZATION: _____
 ADDRESS: _____

NAME: _____ TITLE: _____

ORGANIZATION: _____

ADDRESS: _____

PHONE: _____

FAX: _____

E-Mail Address _____

R.S.V.P by April 13, 2015

Reservations can be made by e-mail or fax: LKemnitzer@sunmarkfcu.org OR fax# (518) 389-1025 Please Note: Prepayments can no longer be accepted; payments must be made at the door; make checks payable to Capital Region JSEC. *CANCELLATIONS are required by 4 p.m. on the Tuesday prior to the meeting. Reservations made and not kept may be billed to you. Substitutions are allowed. CRJSEC will announce postponements/cancellations of events on local TV and radio stations.

Equal Opportunity Employer/Program, Auxiliary aids, and services are available upon request to individuals with disabilities.