

INVESTIGATION OR ASSESSMENT? CHOOSING THE RIGHT APPROACH

Have you ever wondered why some workplace issues escalate while others are resolved smoothly? The key often lies in choosing the right approach—whether to investigate or assess. At Veritas Solutions, we recognize that not every workplace concern requires a formal investigation. In fact, choosing the right approach can significantly impact outcomes, trust, and team cohesion.



When to Investigate

- There are formal complaints or allegations of misconduct.
- The issue involves potential breaches of law or policy (e.g., harassment, discrimination).
- The need to determine facts, assign accountability, or recommend disciplinary action.



When to Conduct a Workplace Assessment

- Signs of dysfunction (e.g., absenteeism, low morale, interpersonal conflict) but no formal complaint.
- Concerns raised anonymously or informally.
- The goal is to understand team dynamics, culture, or systemic issues rather than assign blame.



Workplace Assessment: Key Steps

- **Define Scope and Objectives:** Clarify the purpose, participants, and desired outcomes.
- **Data Collection:** Use surveys, interviews, focus groups, and observations.
- **Analysis and Evaluation:** Identify patterns, strengths, and areas of concern.
- **Reporting and Recommendations:** Deliver actionable summaries with practical solutions.



Key Outcomes

- Enhanced understanding of workplace culture and dynamics.
- Identification of systemic issues and root causes.
- Practical, tailored solutions that foster trust, engagement, and accountability.



Understanding the difference between an investigation and a workplace assessment is key to addressing workplace issues effectively. While investigations focus on resolving specific incidents and ensuring compliance, assessments provide a broader lens for understanding the underlying issues affecting team performance. Implementing the right approach fosters not only resolution but also a proactive culture of improvement and engagement.