

Investigation Tip Sheet 2

Conducting Yourself in an Interview

This should occur prior to meeting with the Investigator and sometime after the initial meeting with the member. **Please Note: the following step might not be possible in some situations due to time constraints.**

You need to go over all of the facts of the case with the member.

Review the member's chronology, occurrence reports, emails etc. make any additional notes of points not covered thus far.

If you have the time try and do a mock interview with your member. Put your "Investigator Hat" on to see how the member will respond to questions.

Before the Interview

Always advise your member the following:

- Always tell the truth.
- Try and keep to YES/NO answers if possible.
- Stick to the facts.
- Be cautious of how the member words their answers. Have the member practice answers to questions that you think will be asked by the Investigator.
- Refrain from using foul language. **Please Note:** it may be necessary to use foul language but only to describe an actual comment that has been made.
- Be careful of defamation.

Talk with your member about dressing appropriate but comfortable, it could be a very long day in the investigation interview.

Buy Yourself a Three Ring Binder. You're going to need it!

Make sure you have lots of lined paper and take several pens.

You need to **practice writing quickly**. You will need to develop short forms that you can understand. For example: w/ for with. Small things like this can

help with the speed of note taking. Listen to the questions to make sure you capture the most important points.

Work out a game plan with your member and figure out beforehand how you want things to go down during the interview.

REMEMBER that the Investigator will be well prepared and you'll be behind the eight ball. The Investigator will likely be using an electronic audio recorder, video recorder or potentially both for the interview.

Investigators typically will not allow union observers electronic recording devices. Be prepared to write volumes of notes.

Don't challenge the investigator but make sure it is duly noted. You don't want to stress out an already stressed member as well you don't want to compromise the investigation.

Keep in mind that your actions as a union representative could be seen as coaching the member not to co-operate and therefore could result in further discipline for the member up to and including dismissal.

Try and relax and find your rhythm, remember the investigator is going to try to maintain complete control of the interview. Go at your own pace and speed. Remember to advise the member to give clear and concise responses, tell the truth, stick to the facts and most of all take your time.

Try and avoid emotional outbursts.

Avoid drinking large amounts (coffee, pop, water) in the interview and especially refrain from consuming alcohol before the meeting.

Try and get a good sleep the night before.

Try not to fidget and watch your body language.



MEMBER EDUCATION