

Civil Service Investigation: Report Writing



19 Mar 2012

9am – 5pm

Holiday Inn Singapore



A Well Written Investigation Report Can

Greatly Increase The Chances For Conviction

“If there is one thing that any good defence counsel and prosecutor can agree on, it will be that a well-written investigation report can greatly increase the chances for conviction. It will make defending a criminal offender a more difficult task.”

OVERVIEW

Notes taken during the investigation process are evidence and subject to the scrutiny of the court. Defense counsels commonly attempt to develop inconsistencies between the investigation officer's notes and his reports.

Investigation officers may regard report writing a boring, painful but mandatory task they must go through in an investigation and failed to keep a high standard. Omitting important information and statements in their report many result in disastrous consequences at trial.

They forgot that that one day they may be called upon to testify in court about the incident they are writing about and the report will be the only thing that they will have to refresh their memory.

When investigation officers take neat, accurate, and thorough notes, it adds to their credibility and removes from the defense efforts to discredit the investigation officer on the witness stand.

The goal of writing professional investigative reports is to convey important and relevant information acquired during the investigation. A good report is the basis for judging the investigation and its conclusions.

In this 1-day workshop, we will focus on the key elements that make a good report, recording formal witness statement and what worked and what didn't. You will gain insights into defense counsel techniques to discredit your report and how to eliminate them.

KEY BENEFITS:

- INCREASE investigation report suitability for review.
- DECREASE the number reports returned by internal reviewers.
- WRITE supported deviation statements.
- PROVIDE a detailed background statement to include related information, investigations, affected materials and references.
- DOCUMENT deviation investigation findings.
- STATE the root cause with supporting facts.
- GENERATE supported, plausible, and defensible corrective actions.
- DEVELOP effectiveness measures for the corrective & preventive actions.
- RECOMMEND realistic preventive actions.
- PRODUCE accurate executive summary statements

BRIEF PROGRAM OUTLINE

You will obtain guidelines for writing an effective report and pitfalls to avoid, including loopholes defence counsels commonly used to discredit your reports.

Topics include:-

- Analyze the evidence collected
- Apply the facts to applicable laws or policies
- Identify substantiated allegations and note the applicable policy and law violation
- Determine recommendations
- Prepare the final investigative report
- Organized notes taking
- Approaches and techniques to turn your information into a report.
- Types Of Investigative Report
- Edit, Revise and proofreading
- Direct, Thorough and Concise
- Forms Of Composition And how to make the best use of each
- Use Of Descriptive Exposition.
- Drawing Conclusions
- Making Recommendations
- Right Style In Your Investigative Report
- Tone used In Your Investigative Report
- Adaptation to Your Reader

WHO SHOULD ATTEND

The course is relevant for people who need to report on the results of their investigations into breach of laws, regulations or policies, allegations and complaints. It is also for people who conduct investigations into incidents for the purpose of systems improvement.

OUR UNIQUE ADVANTAGE

The Civil Service Investigation (CSI) series provide a systematic and structured method for investigation skills development. This is an effective and comprehensive investigation skills training program outside law schools in Singapore. Report Writing is the fourth of our 6-part training.

Investigators and prosecutors often face a strong and highly experienced defence team. Knowing the game defence counsels play can greatly increase your rate of success.

But it is very hard to find good defence counsels to share their vast knowledge, experience, tricks and strategies. Their busy schedule would not permit them time to do so.

This workshop is led by prominent defence counsel and ex-police officer, Dr. Steven Lam. Intimate knowledge of his work experience sitting on both sides of the court will be shared. Loop holes, tricks and techniques commonly exploited by good defence counsels to frustrate your effort and work will be revealed.

Application of relevant laws, recent amendments to the CPC and its impact on you will be discussed.

Sun Tzu says, "Know your enemies, know yourself, 100 battles, 100 victories."

This is a truly unique opportunity to gain perspectives and knowledge from "the other side".

ABOUT YOUR TRAINER



Mr. Steven Lam is currently a partner of an international law firm. Before this, he was a senior lawyer handling complex international dispute resolution and corporate matters specialising in shipping, international trade, reinsurance and insurance disputes & cross-borders mergers & acquisitions.

Mr. Lam's wealth of experience in investigation and interrogation was acquired while working in an investigative agency. He was extensively involved in witness interviews and interrogation processes.

His corporate experience includes being a General Counsel of a multinational oil & gas & shipping company, and as Chief Legal Officer of a medical healthcare provider. During his tenure, he was directly involved in several due-diligence processes for complex and multi-million cross border mergers-and-acquisitions, and internal audits and risk management investigations.

In 2006, he was awarded the Book Prize in Drafting and Award Writing by the President of London's Chartered Institute of Arbitrator.

His other current Involvements include acting as:

- Independent Director of the Singapore Heart Stroke and Cancer Centre;
- Independent Director of the Prestige Healthcare Investments Pte Ltd;
- Partner-Associate and Consultant of the Legal Aid Bureau of the Ministry of Law for complex commercial cases;
- Panel Arbitrator, Law Society Arbitration Scheme;
- Panel Arbitrator, Singapore Institute of Arbitrators;
- PRACMENTOR, Law Society (Arbitration and International Business Transactions);
- Associate Mediator, Subordinate Courts of the Republic Of Singapore;
- Mediator, Consumer Associate of Singapore;
- Town counsellor for Punggol Town counsel.

For his community and other contributions to society he was awarded the Public Service Medal (PBM) by the President of Singapore in 2005.

TESTIMONIALS

"This was an eye-opener for myself, as I can now stay focus on how to plan my report and to use simple language."

...Child Protection Co-ordinator, Ministry of Community Development, Youth & Sports

"Kudos to the clear and engaging delivery! Short, simple and impactful take-away from the course."

...Anonymous

"I thought that the examples given, especially in the afternoon was excellent and interesting. Well prepared title also..."

...Child Protection Officer, Ministry of Community Development, Youth & Sports

"A fresh perspective on report writing as well as a good reminder of the essential points of a good report. Thanks!"

...Senior Probation Officer, Ministry of Community Development, Youth & Sports

"Excellent workshop by a very experienced trainer. Learned a lot on having my report writing techniques."

...Senior Quarantine & Inspection Officer, Agri-Food and Veterinary Authority

"The speaker has made a lot of effort to make the course relevant to us (all in different job scopes) Thanks for making effort!. It's the extra mile!"

...Probation Officer, Ministry of Community Development, Youth & Sports

"Speaker was engaging with real life examples of cases that make it easier to understand how to translate theory to practice."

...Policy Officer, Ministry of Community Development, Youth & Sports

"This course is very relevant to investigation officers from all authorities."

...Investigation Officer, Singapore Police Force

"Speaker has a wealth of experience to share with the participants which goes a long way in letting the participants understand how one's writing can "kill" or "save" someone."

...Senior Officer, Ministry of Home Affairs

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Qty	WORKSHOP (Price Per Person)	Total Price
	Normal : S\$ 798	S\$
	Early Bird: S\$ 698 (by 19 Feb 2012)	S\$
	Group of 3: S\$ 665	S\$
	5% Admin Fee	S\$
	Total	S\$

DELEGATE 1

Name: Mr / Mrs / Ms / Dr

Email:

Tel:

Job Title:

Dept:

DELEGATE 2

Name: Mr / Mrs / Ms / Dr

Email:

Tel:

Job Title:

Dept:

DELEGATE 3

Name: Mr / Mrs / Ms / Dr

Email:

Tel:

Job Title:

Dept:

DELEGATE 4

Name: Mr / Mrs / Ms / Dr

Email:

Tel:

Job Title:

Dept:

CONTACT PERSON

Name: Mr / Mrs / Ms / Dr

Email:

Tel:

Job Title:

Dept:

Organization:

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Unit:

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PAYMENT TERMS

CHEQUE: make payable to
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- ♦ Payment must be made in Singapore Dollars
- ♦ Payment is required within 5 working days on receipt of invoice
- ♦ Bookings received within 10 working days before event – cash payment only

CANCELLATION, NO-SHOW, POSTPONEMENT, SUBSTITUTION and PERSONAL DETAILS POLICY

Substitution is allowed at any time. Full amount is due for cancellation received less than 14 days prior to event or No-Show. Cancellation must be made in writing. Refund may be allowed for cancellation received more than fourteen (14) days prior to event. Credits are given to those who need to defer their participation. Only one (1) deferment is allowed. If we cancel or postponed an event, 100% credit will be given to all who have paid. All credits are valid for twelve (12) months only. We shall assume no liability whatsoever if this event is altered, rescheduled, postponed or canceled due to a fortuitous event, unforeseen occurrence, or any other event that renders performance of this event inadvisable, illegal, impractical or impossible. For purpose of this clause, a fortuitous event shall include but not limited to: an Act of God; governmental restrictions and /or regulations; war or apparent act of war; terrorism or apparent act of terrorism; disaster; civil disorder, disturbance and/or riots; curtailment, suspension, and/or restriction on transport facilities / means of transportation; health epidemic and any other emergencies.

YOUR DETAILS: We fully respect privacy & confidentiality of personal information. We DO NOT sell database nor allow access to any 3rd party such information. All details required for registration are mandatory. If you spot an error, kindly notify us by calling +(65) 6100 0621 or email : anna@maitreallianz.com

SPEAKER CHANGES: Speakers and topics were confirmed at the time of publishing, however, circumstances beyond the control of the organizers may necessitate substitution, alterations or cancellation of the speakers and/or topics. As such, we reserve the right to alter or modify the advertised speakers and/or topics if necessary. Any substitution or alteration will be reflected in our web page as soon as possible. All delegates or their representative will also be notified.

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Leverage on Maitre Allianz's expertise and alliances in the training industry to organize a customized training for your organization.

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Signature / Date

Organized by: Maitre Allianz Pte Ltd

NOTE: If you did not receive our email confirmation 1 week before the date of workshop, kindly call 9119 2176