

SCCE Internal Investigations Workshop San Diego, California



Why Should the Boss Listen to You?

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Be a Strategic Advisor

- Goals of the strategic advisor.
- What advice does a strategic advisor give?
- What the bosses expect from a strategic advisor.
- What a strategic advisor should not do.
- How can an investigator be a strategic advisor?

Have As Much Knowledge As You Can

- Investigations are a form of business intelligence.
- Be a reality therapist and an organizational pathologist.
- Know your organization's policies.
- Understand your organization's history and how its operations work.

Be a Verbal Visionary for Your Role

- What is a verbal visionary?
- Have a verbal vision for your role?
- How do you speak to managers about your role?
- From data to information to advice to change.
- Are you sufficiently entrepreneurial?

You Are Either Part of the Success or Not

- You need the organization's leadership more than they need you.
- Management calculates the cost of compliance, and so should you.
- Sell your value to management.
- Know what they think of you.

Understand the Management Mindset

- Business people are expected to make money.
- Fix it and move on.
- The marketplace is gray.
- Ethics and compliance is a "nice to have."
- Rules are obstacles.
- Investigations are slow and not relevant.
- You can't scare us anymore.

No One Cares More Than You Do

- Learn from your investigations.
- Are people happy to see you?
- How is your role perceived?
- There is fear in your workplace.
- Your value is determined internally, not by external benchmarks.

Lead Your Internal Clients

- Expect to succeed.
- Find ways to win.
- There are practical business realities.
- You must sell the value of your function.

Keep Trying, Marketing, Explaining and Leading

- You need not always win, but you have to try.
- Try to put yourself out of business.
- Everything we believe in is true.
- Do the right thing, even if it is not always convenient.