



# TRAINING

## ACFE OTTAWA CHAPTER



**Date:** January 18, 2018

**Location:** Alt Hotel, 185 Slater St., Ottawa ON K1P 0C8

**Instructor:** Derek Knights, CPP, CISSP, CFE, CIPP/C, PCI  
(Biography on page 5)

**CPE:** 7 / Total instruction time: 350 minutes

### Price

ACFE Ottawa Chapter Member (Advanced payment) **\$375**

ACFE Ottawa Chapter Non-Member (advanced payment) **\$475**

ACFE Ottawa Chapter Student price **\$300**

**Register online** via our website: [www.ottawacfe.ca](http://www.ottawacfe.ca)

**Register by phone:** 613-716-2233

**40 seats available**

### Level: Intermediate

**Who it is for?** These sessions target those who are involved in writing investigative reports or management updates.

# IMPROVING YOUR INVESTIGATIVE REPORT WRITING SKILLS

**Date:** January 18, 2018, 8:45 am to 4:30 pm

**Location:** Alt Hotel, 185 Slater St., Ottawa ON K1P 0C8

CPE: 7

## AGENDA

<b>8:45 am – 9:00 am</b>	Registration + Muffins and Coffee
<b>9:00 am – 9:05 am</b>	<b>ACFE Ottawa Chapter – Opening Remarks</b>  Presentation
<b>9:05 am – 10:30 am</b>	<b>Session One – Introduction</b>  Literacy / Communication / Critical Thinking / The Concept of Forensic Writing  Did you know that about 40% of Canadians (including university graduates) function below level 3 on a 5-level literacy scale?  Sometimes the voice of the business is an employee unable to express a situation clearly and concisely. And sometimes people and businesses on the receiving end can't read well, so the writer must take this into account.  This session discusses communication in general and writing specifically and recognizes that how writers send their messages is the way their readers get them. This will help you to improve your own skills and help you coach your direct reports for their success.  For a CFE, this is important because their documents and reports are often headed for court or some hearing, whether anticipated or not.
<b>10:50 am – 12:20 pm</b>	<b>Session Two – Readability</b>  Clear writing / Concise / Active Common mistakes / Rules to remember  Clunky sentences and ten-dollar words do not make a good report. Studies show that the fancier someone tries to write, the lower readers rate them. On the other hand, readers believe that writers, whose writings they can understand immediately, are geniuses!  Ambiguity and cloudiness are unhelpful for decision-makers including judges or juries. Remember, sometimes the document in question could be an off-hand email or just a memo. Therefore thoughtful and clear writing, as a habit, is a great advantage. Here, we discuss the advantages of plain language and ways to achieve it. There will be some exercises. Beware! Spelling and grammar count!  Please, if you have some examples for "show-and-tell", bring them! Anonymous!

## **AGENDA (P.M.)**

<b>12:30 pm – 1:15 pm</b>	<b>Networking lunch</b>
<b>1:15 pm – 4:25 pm</b>	<b>Session Three – Investigation Reports</b>  Layout and "Storytelling" Executive Summaries  We will look at some samples and templates and discuss their pros and cons. There is often "the <i>best way</i> to write a report" and "the <i>company way</i> to write a report"— but they are usually not the <i>same way</i> .  There is what <i>needs</i> to be in a report, what is <i>nice</i> in a report, and what should <i>never</i> be in a report. This can sometimes be different in an internal HR report compared to one that is destined for court...but what if it is both?  We will also discuss issuing interim or progress report or a similar update to senior management in an ongoing investigation. We will check out how dangerous it can be to just " <i>cut &amp; paste</i> " in these!  Again, if you have a template you love or hate, please send it to ACFE Ottawa Chapter via email: <a href="mailto:acfeottawa@gmail.com">acfeottawa@gmail.com</a> before the training.
<b>4:25 pm – 4:30 pm</b>	<b>ACFE Ottawa Chapter – Closing Remarks</b>  Evaluation Certificate of Completion

## IMPROVING YOUR INVESTIGATIVE REPORT WRITING SKILLS

Statistics show Canada is no different from other major players in the global community struggling with low literacy levels among its citizenry—about half score 3 out of 5 or lower. US studies show similar results there. We can't help but reflect this in the workforce, particularly in the absence of writing-competency tests for employment.

Countries experience low levels despite most people graduating secondary and often post-secondary education. Because they've completed post-secondary education, most believe they must be "good writers." If told there are many poor writers in their organizations, not a lot of good ones, and usually a bunch of adequate ones, few nowadays would argue back. But those that do are likely in the poor writers' group. Try to change them and they argue back harder—as I did when my boss first pointed out my own failings to me. Or they just ignore any advice and write the way they always do: badly.

Writing takes a certain thought process to produce more than just words dumped on a page in a "stream-of-consciousness" that only the writer can understand. Because all writers understand their own writing—even drivel—they think they're terrific writers: "I've proofread it twice and it makes perfect sense to me!" Well, it's readers who are entitled to what makes perfect sense. To them, and on the first reading!

Investigation reports that don't state the facts clearly and unambiguously could allow the reader room for interpretation. This can have devastating consequences, so it's important for investigators to be able to write well. And we write many other things, too!

This one-day session won't make you an outstanding writer. But it will show you some tips and traps on the road to becoming one. We will use real-life examples taken from real situations—you are even welcome to submit some of your own! We will see the ones that make you cringe, or laugh out loud, or even blush (if you see something like you might have sent "upstairs").

We're going to discuss the mechanics of communication and how you, as the writer, have the responsibility to deliver the message. It's not up to your reader to "figure out" what you mean. We will look at the "storytelling" aspect of report writing; it's still the easiest way to get an uninformed audience to understand what happened. And we'll go back to some basics of grammar and structure that can't help but make your writing rise in stature with those you work with...or for. And we'll do what we can to learn how to make those reports lawyer-proof!

The content includes:

- The structure of a professional investigation report and other business documents.
- Keeping language clear and simple
- Thinking critically
- Elements you must include
- Information you should not include
- Summarizing your findings
- Words and phrases you should avoid

Plus, you'll come out of this with a list of helpful books and websites to help make life easier for you and your readers.

## INSTRUCTOR

### Derek Knights CPP, CISSP, CFE, CIPP/C, PCI

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Derek is with TD Bank's Global Security & Investigations group as the Senior Manager, Strategic Initiatives. His responsibilities include enterprise-wide activities, practices, governance, and—most frequently—delivering business- and report-writing training sessions. One of his primary responsibilities is as relationship manager of the ACFE/TD Corporate Alliance Program, with 137 members at TD.

Before TD, Derek was with Sun Life Financial. His first role there was in IT & Security Governance, writing policies, standards, and procedures. He later became the Director of Corporate Investigations. This team handled domestic and international investigations that fell outside the specific areas of traditional insurance-related matters.

Here he attained three designations:

- CFE - Certified Fraud Examiner (Association of Certified Fraud Examiners - ACFE)
- CIPP/C - Certified Information Privacy Professional/Canada (International Association of Privacy Professionals - IAPP)
- PCI - Professional Certified Investigator, (ASIS International)

Prior to Sun Life Derek worked for Ontario Hydro, later Ontario Power Generation. He conducted province-wide investigations and threat/risk assessments, and held management positions in the security guard and executive protection groups. Derek worked for this conventional- and nuclear-power company through the challenges of Y2K, 9/11 and the 2003 Blackout. And he acquired his first two designations:

- CISSP - Certified Information Systems Security Professional (International Information Systems Security Certification Consortium - ISC<sup>2</sup>)
- CPP - Certified Protection Professional (ASIS International)

Before that, for almost 20 years, Derek worked in the Toronto public housing properties in security, investigations, and property management, dealing with street and serious crimes, and a variety of frauds (geared-to-income and procurement, etc.). His career started, fresh out of school in the '70s, at Toronto International Airport. As an armed guard for a number of European airlines during the urban-guerrilla era of hijackings, he protected aircraft, passengers and VIPs, and high-value goods such as gold and medicinal narcotics. (Once even a guided missile!)

Derek's post-secondary education focused on Law Enforcement, policing, and security; he also teaches online for Humber College on financial crimes and fraud investigation. He is a member of Plain Language Association International (PLAIN), the international association for plain language professionals that promotes clear communication in any language. He has worked his entire career in Toronto, Ontario.