

When conducting a workplace investigation, use the checklist below to help you make the most accurate assessment of each involved party's credibility:

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### CORROBORATION

- Is there witness testimony or physical evidence that corroborates the party's testimony?
- Did the party contemporaneously document or report the incident?

### CONSISTENCY

- Is there witness testimony or physical evidence that is consistent with the complainant's testimony?
- Are there inconsistencies that lead you to doubt credibility?

### INHERENT PLAUSABILITY

- Does the testimony make sense?
- Can you determine which version of the events seems more plausible?
- Is there a plausible reason for inconsistencies (ex., an employee tells a manager one story because the manager is really the issue in the investigation)?

### MOTIVE TO FALSIFY

- Is there motivation to lie (fear of retaliation, a witness who wants to protect someone, or a witness attempting to tarnish someone's reputation, etc.)?

### MATERIAL OMISSION

- Did someone omit something that was important, despite having an opportunity to provide the information?

If you answered "yes" to any of these questions, you may need to gather additional information.

Additionally, investigators should proceed with caution and avoid using the following methods to assess and determine credibility:

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- **Demeanor:** A person's demeanor does not substantiate their credibility, as it could be influenced by factors such as nervousness, cultural differences, neurodivergence, etc.
- **Discrepancies:** Discrepancies in accounts or statements may not be indicative of dishonesty but could be attributed to normal memory lapses.

Disclaimer: This template should be used as a guide for assessing credibility within a workplace investigation. It is not intended to replace or serve as a substitution for professional or legal advice. HR Acuity is not liable for any actions arising from its use.

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