

Course Title	Investigative Interviewing	Duration	Two days	CORE SKILLS
Outcomes	<p>How do you get someone to talk to you? How do you make sure that you cover all the things you wanted to? What's the best way to ask a question? How do you decide what things to ask about and when? How do you know if they're telling you the truth? How do you keep control of the interview? Knowing the answer to these things will make the difference between just an interview, and an investigative interview by a trained investigator.</p> <p>Interviewing is an exciting subject and one that you can never stop learning about. You want to get the most from your interviews but how do you do this? How do you gain a person's trust and probe for the reliable truth from them whilst keeping close control of where the interview is going? Come on this course to find out.</p>			
Prerequisites	None –attend this course before taking up interviewing duties.			
<i>NB : This course forms part of a BTEC qualification and includes delegate assessment during the course.</i>				
Session	Aim	Content		
Planning an interview	To consider the objectives of the interview and structure a plan to reach them	<ul style="list-style-type: none"> <li>◆ Setting realistic objectives</li> <li>◆ Assessing potential risk areas</li> <li>◆ Planning what to cover vs. lists of questions</li> <li>◆ Recording the interview</li> </ul>		
Engaging and explaining	To set the scene with the interviewee and create the right environment	<ul style="list-style-type: none"> <li>◆ Bringing them into the interview process</li> <li>◆ Creating an atmosphere of trust &amp; explaining the process</li> <li>◆ Openness</li> </ul>		
Questioning techniques, challenging and clarifying	To understand the different question styles and how and when to introduce evidence	<ul style="list-style-type: none"> <li>◆ Their <i>Account</i> rather than your questions</li> <li>◆ The <i>Conversation Management</i> cycle</li> <li>◆ Using evidence during an interview</li> <li>◆ Active Listening and Responding</li> <li>◆ Summarising as you go</li> <li>◆ Challenge or clarify –the difference and the similarities</li> <li>◆ Differing methods of challenging</li> <li>◆ Defusing Blame –<i>how</i> rather than <i>why</i></li> </ul>		
Closing the interview	To recognise when and how to close an interview	<ul style="list-style-type: none"> <li>◆ Checking your objectives</li> <li>◆ Seeking and obtaining agreement to conclusions</li> </ul>		
Evaluation	To understand how to assess the performance of the interviewer and the value of the information gathered	<ul style="list-style-type: none"> <li>◆ Ordering the information and evidence obtained</li> <li>◆ Techniques for assessing your performance</li> <li>◆ Reporting the results</li> </ul>		
<b>Book this course now :</b>				
Cost	Price Code E			
To book this event	ITS Training (UK) Ltd, 21/22 Oliver House, 23 Hall St, Chelmsford, Essex. CM2 0HG Tel: 08454 300 262 e-mail: <a href="mailto:bookings@its-training-uk.com">bookings@its-training-uk.com</a>			