

Course Title	Psychology of Interviewing	Duration	Three Days	Advanced Investigations
Overview	<p>If you interview people on a regular basis, you'll understand how it can sometimes be a real challenge! You want to build trust, engage with the interviewee, get the best information from them and spot when they might not be telling the truth. It's easy to see that the most important skill is to be able to get inside the interviewee's head.</p> <p>Don't come on the course unless you want to master rapport building, learn how you can change language to your advantage, read patterns of behaviour and even tell how the interviewee is recalling memory.</p> <p>Don't just settle for good, become a first class interviewer.</p>			
Prerequisites	It's important that delegates have experience of interviewing, though not necessarily <i>Under Caution</i> – so long as they're comfortable talking to people!			
Topic	Aim	Content		
Prepare	To explore the reasons for, and uses of, the PEACE model of investigative interviewing.	<ul style="list-style-type: none"> <li>✓ The PEACE model</li> <li>✓ Why does it work?</li> <li>✓ Planning for the interviewee, not just the interview</li> </ul>		
Engage and Explain	To understand what rapport really is and how it drives an interview.	<ul style="list-style-type: none"> <li>✓ What is 'Rapport'?</li> <li>✓ Calibration and how to get good at it</li> <li>✓ Matching, Pacing and Leading</li> <li>✓ What are 'Predicates'?</li> <li>✓ Transactional analysis</li> <li>✓ Representational systems</li> </ul>		
Account	To have a number of different options for getting at the true story.	<ul style="list-style-type: none"> <li>✓ Cognitive interviewing</li> <li>✓ Reframing</li> <li>✓ Conversation management</li> </ul>		
Clarify and Challenge Closure	To learn a number of new techniques for spotting lies, challenging inconsistencies and still leaving them happy.	<ul style="list-style-type: none"> <li>✓ Eye movements</li> <li>✓ Non-Verbal Leakage</li> <li>✓ Lying</li> <li>✓ Breaking rapport</li> </ul>		
Evaluation	To explore the psychology of what you did during an interview.	<ul style="list-style-type: none"> <li>✓ Hot buttons</li> <li>✓ Non-verbal leakage</li> <li>✓ Three options for change</li> <li>✓ Mental rehearsal</li> </ul>		
<b>Book this course now :</b>				
Cost	Price Code H			
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