

Interviewing - Typical course structure

Day 1 modules

Questioning Skills - The formation of open, non-judgemental questions that avoid any potential conflicts with legal challenges (e.g. leading, multiple, inducement and duress).

Overview of interviewing model – The GAIN model (fully compliant with the Police Interviewing model).

Underpinning legalities – The differences between civil and criminal investigations. Prosecution levels and relevant statutory legislation.

Dealing with witnesses – Testing the primary intelligence. Is it robust enough to commence an investigation? Are witnesses lying? Establishing the facts and testing the integrity of the human source. Protecting the identity of vulnerable human sources.

Enhancing memory recall – An ethical method of collecting detailed recall from witnesses (cognitive recall).

Groundwork – Commencing the audit trail. Collecting data from disparate streams (e.g. CCTV, electronic sources, documentary, etc.). Identifying the correct time to commence a suspect interview.

Acknowledgements - Disclosure rules. Dealing with staff representatives. Welfare and building rapport. Dealing with challenges.

Managing stress – A dynamic method of managing situational stress during the interview phase.

Interview planning – Framing a legal and ethical interview plan that engages with all outcomes (lying, telling the truth, silence and a mixture of all three). The value of breaks.

Decision making – Based on the principles of English law utilising appropriate case law to establish a timely, robust and methodical decision making process. A consistent approach across the business.

Day 2 modules

Presentation of interview plans – Case study based. To be used during the simulated interviews.

Simulated interviews – Four separate simulated interviews involving all participants (2 primary investigators and a suspect & staff representative / friend). Knowledge is assessed during a managed de-brief that engages with relevant law, policy, use of the interviewing skills and decision making. Other issues such as dealing with Whistleblowers, suspects failing to co-operate, etc. are also addressed.

Closing exercise – Review and reinforcement of key learning points.

Each delegate will receive a comprehensive resource pack.