



# Getting to the truth - Investigative Interview Workshop

<b>Programme Overview</b>	
<b>Purpose</b>	<p>Provide comprehensive knowledge, understanding and skills to conduct an effective investigative interview:</p> <ul style="list-style-type: none"> <li>• building advanced rapport skills and questioning techniques</li> <li>• enabling delegates to avoid confirmation bias and other common cognitive misconceptions</li> <li>• enhancing understanding of deceptive disclosure verbally and non-verbally</li> <li>• developing effective “challenge” strategies</li> <li>• providing options for effective structured note taking systems</li> </ul>
<b>Methodology &amp; Content</b>	<b>Organisational Context &amp; Process</b>
<p><b>Methodology:</b> Experiential and interactive event. Practitioner led by an experienced communicator with extensive experience from the criminal justice sector. Relationship based approach using a combination of learning methods appropriate to the organisational context.</p> <p><b>Content*:</b></p> <ul style="list-style-type: none"> <li>• <i>Access model of investigation</i>; the investigators mind-set</li> <li>• Interview planning and preparation incorporating the <i>RESPONSE</i> + <i>GEMAC</i> models</li> <li>• Conversation fostering behaviour using the <i>SOFTENS</i> approach</li> <li>• Mindful conversational behaviour to build rapport</li> <li>• <i>Active Listening</i>; capturing fine grain detail whilst observing behaviour</li> <li>• <i>Powerful Questions</i>; right place, time and person, productive/counter-productive questions</li> <li>• Dealing with deceptive disclosure and lies using the <i>BASELINES</i> model</li> <li>• <i>Managing information</i> – <i>SE3r</i>, <i>WOB</i>, sketch plans, topic templates and tools</li> </ul> <p><i>*Based extensively on the work and models of Professor Eric Shepherd</i></p>	<p><b>Organisational Context:</b> Our approach is to understand the context in which the programme will be delivered. This ensures the programme is aligned with and supports strategy, is relevant to current challenges and issues, hence directly creates value.</p> <p><b>Typical Process:</b> This can be delivered as a one or two-day workshop, tailored to the specific needs of the participants:</p> <ul style="list-style-type: none"> <li>• Presentation: explanation of tools, models and concepts</li> <li>• Facilitation of conversational workshop</li> <li>• Videoed practical role play and feedback with observer participation</li> <li>• Review of case study</li> <li>• Next steps and action/learning plans</li> </ul>
<b>Evaluation Criteria</b>	<p><b>Participants will have:</b></p> <ul style="list-style-type: none"> <li>• developed a methodology and toolkit for effective investigative interviewing</li> <li>• identified and adopted the investigator’s mindset</li> <li>• practiced enhanced skills for interpersonal communication, active listening skills, advanced question styles and developed techniques for note taking/recording</li> </ul>