

***“Confidently gather
more facts faster with
a proven repeatable
method, reducing
overhead and expensive
remedial investigative
interviewing”***

INVESTIGATIVE INTERVIEWING OF A SUSPECT

2 day course

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The 'P.E.A.C.E.' framework of Investigative Interviewing provides a forensically robust model to secure complete, accurate, and reliable information in order to assist informed decision-making and add value to business.

This two day foundation course outlines the detail of this process, demonstrating how to maximize opportunity to capture detailed information in a forensically robust, ethical, and transparent manner; emphasizing and evidencing the benefits of recording the process accurately, and how to 'test' the accuracy and honesty of what those interviewed tell you!

The course introduces core knowledge and context and is aimed at those who undertake investigative interviews with suspects or subjects and who recognize the clear business benefits and added value to their organization and staff.

It outlines the appropriate process for planning and conducting interviews, with delivery being enhanced by subject matter specialists with many years of applied experience conducting and evaluating the most challenging interviews.

Interviewing is contiguous, and delegates will appreciate the skill of conducting interviews with a clear purpose, 'open-mindedly', and with an investigative mindset; the primary objective being to secure as detailed, reliable, and accurate an account as possible whilst avoiding 'confirmation bias', and utilizing forensically appropriate questioning styles.

Aim

To provide delegates with a bespoke appreciation and awareness of the knowledge, understanding and skills required facilitating the professional planning, conduct, and evaluation of any suspect or subject interview with an investigative purpose.

"Quite simply the most valuable and informative training I have ever received; delivered by a passionate and committed trainer who was clearly subject matter expert with many years of experience and currency, wish I'd had it years ago!"

(Law Enforcement Investigator)

Objectives

By the end of this course the delegates will:

- Develop their appreciation of effective communication skills
- Understand and be able to apply the P.E.A.C.E. model of interviewing
- Recognize the added value, security, and risk reduction of recording interviews
- Appreciate the business benefit of an applied strategic interview structure
- Provide participants with an investigative role with the necessary skills to competently interview suspects using appropriate questioning skills and models of interviewing based on National Standards
- Equip participants with the skills to process investigation issues, complaints, or enquiries in the most efficient and effective manner to achieve successful outcomes
- Increase detection and conviction levels
- Raise and accelerate staff confidence and enhance their professional development

Business Outcomes

- High levels of knowledge and skills raise the effectiveness levels of interviewers
- Raising staff confidence levels, leading to increased job satisfaction and higher employee engagement levels
- Raised levels of confidence and accuracy from suspects or subjects
- Improved levels of knowledge, planning and interviewer skills raise effectiveness and save time with relevant cost benefits
- Improved control of interview contact and content leads to cases containing more relevant details, checkable facts and identified inconsistencies
- More complete, accurate information and reliable information
- Less duplication of effort (e.g. Re-interviewing)
- Greater consistency in performance
- Better deployment in staff (use of experts)
- Better decision making in prosecutions
- Enhanced credibility
- Improved public trust and confidence

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Day 1:

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| 9.00 | Opening Remarks |
| 9.10 | HISTORY AND ETHICS OF PEACE INVESTIGATIVE INTERVIEWING Basic Principles The Professional Approach <p>Interviewing in person is the major fact finding tool we have to obtain information, reliably establish the facts and ascertain the veracity of statements. In 1993 the P.E.A.C.E Training Model was introduced for police use in England and Wales as the basis of all investigative interviewing and has since been adopted as best practice by numerous police forces and other public/private agencies worldwide. It involves:</p> <ul style="list-style-type: none"> P. Planning and Preparation E. Engage and Explain A. Account, Clarification and Challenge C. Closure E. Evaluate <p>Summary of Session</p> <p>The primary goals for the interviewer are the obtaining of information, gathering of evidence and the search for the truth. Witnesses and victims are a major source of this information. Where possible a full investigation including the interviewing of all witnesses and victims should be carried out before interviewing any suspects. The Seven Principles of Investigative Interviewing are an authoritative guide for interviewers to work with.</p> <p>Interviewing is a broader term than interrogation encompassing more than just information gathering. Establishing a professional relationship with interviewees encourages them to participate in the interviews. Being methodical helps the interviewee to provide more complete information. A personal and professional style is more effective than a formal one. The physical setting of the interview can affect the way participants act. Interviewers must guard against suggesting the answer they want. This session introduces you to Investigative Interviewing and the techniques designed to encourage those interviewed to give complete and truthful accounts.</p> |
| 10.15 | <i>Refreshment Break</i> |
| 10.30 | CORE SKILLS The Memory Process Inner Editor Memory Recall Summary of Session <p>The main points of this session are outlined below:</p> <p>Memory: encoding and storage</p> <ul style="list-style-type: none"> • Memory is not total: a person cannot remember everything • A statement about past events may be truthful, but not always factual • Memory is reconstructed • We organize the way we store information • It is impossible to remember everything at once • Memory may deteriorate • Memory may be affected by trauma <p>Memory: retrieval</p> <ul style="list-style-type: none"> • A first attempt at recall reveals broad outlines, but little detail • People may add or miss detail in their first attempt at recall • Retrieval is aided by setting the scene • Allow the person to give an uninterrupted account • The way people remember varies • Confidence does not guarantee the accuracy of what the witness says • Do not interrupt • Encourage the witness to focus and concentrate on the event and to report everything. |

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| 12.00 | <i>Lunch</i> |
| 13.00 | QUESTIONING SKILLS Non-Verbal Communication Summary of Session <p>An interactive practical examination of conversational techniques helps to initiate conversations and facilitate an ongoing dialogue with interviewees. These techniques include:</p> <ul style="list-style-type: none"> • Adopting an approachable manner • Personalizing interactions, which help establish a professional working relationship • Taking turns to talk • Actively listening to prevent the loss of important data • Identifying topics of conversation • Demonstrating an interest in the interviewee's account • Assisting the interviewee to give a truthful and accurate account • Using appropriate questions to encourage interviewees to provide a full account • Taking notes to keep track of the information being provided • Highlighting areas needing clarification and challenge <p>These techniques are invaluable during all phases of the interview.</p> |
| 14.30 | <i>Refreshment Break</i> |
| 14.45 | CONVERSATION MANAGEMENT (CM) MODEL - INTERVIEWING SUBJECTS Processes and Techniques for interviewing subjects and non-compliant interviewees Planning and Preparation <ul style="list-style-type: none"> • Strategic Use of Evidence (S.U.E) during the interview • Tactical Use of Evidence (T.U.E) during the interview Engage and Explain <ul style="list-style-type: none"> • Outline the reasons for the interview • Explains the routines • Build Rapport • Explain the route map • Deliver any necessary caution Account and Clarification <ul style="list-style-type: none"> • Obtaining quality information • Challenge • Securing a conviction – the challenges • Identifying weaknesses and inconsistencies • Exposing deceit/concealment Closure <ul style="list-style-type: none"> • Ensuring planned closure outlining the next steps Evaluation – weighing up the result <ul style="list-style-type: none"> • Placing the interview in the context of the whole investigation • Reviewing the information obtained along with that already available |
| 16.45 | Questions <p>This is an additional opportunity for participants to ask questions, raise issues or concerns and have points clarified.</p> |
| 17.00 | Finish for the day |

Day 2

SUSPECT INTERVIEW EXERCISES

Every individual will conduct an interview exercises that covers variety scenario examples specific to suspect interviewing on the course to embed the learning while his or her colleagues and trainer provide valuable feedback. All participants will get an Interview Skills pack from the trainer to ensure the individual develops and improves the standard of their interview technique utilizing the PEACE structure.

8.30 Interview role-plays and feedback sessions

10.00 Refreshment Break

10.15 Interview role-plays and feedback sessions

12.00 Lunch

1.00 Interview role-plays and feedback sessions

15.00 Refreshment Break

15.15 Interview role-plays and feedback sessions

17.00 Finish of the day

Course Content

The course is designed to include the following specific areas:

- Define an interview and its purpose
- Plan an interview strategy
- Prepare for a suspect interview
- Maintain the welfare and security of the those present
- Effective communication skills
- Commence the interview
- Conduct the interview
- Complete relevant documentation
- Closure of interview process
- Evaluate the interview
- Evaluate own performance

Target Groups

The course is aimed at all those who come into contact with suspects through their employment in the private or public sector and are tasked to plan, conduct and evaluate an investigative interview.

Number of Students

The course can be taught to a maximum of 40 students.

Features and Benefits

Interviews that are professionally undertaken and quality assured can have several advantages for your business.

They are:

- Direct an investigation
- Support the prosecution case, which saves time, money and resources
- Increases public confidence in your business

(NPIA 2009)

- Delivering high quality training to nationally recognized occupational standards will enhance the reputation of your business.
- The course is designed to meet all the required components of the National Occupation standards in Australia or New Zealand.

The units covered are:

- Plan and prepare interviews with suspects
- Conduct interviews with suspects
- Evaluate interviews with suspects and carry out post interview processes

The training has been constructed in accordance with the following legislation and guidance material:

- PEACE model, PACE Act 84, Achieving Best Evidence 2010, Human Rights Act 1998, Disability Discrimination Act 1995, Sex Discrimination Act 1995, Race Relation Act 1976.



*Fast moving,
interactive sessions*

Suspect interviews must be carefully planned and executed by suitably trained investigative interviewers.

The interviewer must possess the ability to analyze accurately the information gained from all areas of an investigation in order to conduct an ethical and legally acceptable interview.