

“Confidently gather more facts faster with a proven repeatable method, reducing overhead and expensive remedial investigative interviewing, while avoiding antiquated and unethical interrogation techniques”

P.E.A.C.E. INVESTIGATIVE INTERVIEWING 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 five 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 working within accounting disciplines and any others who undertake investigative interviews - '*conversations with a purpose*' - and who recognise the clear *business benefits and added value* to their organisation and staff.

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

In this context, *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 utilising forensically appropriate questioning styles.

Each participant will conduct a full Interview role-play to embed the learning while his or her colleagues and trainer provide valuable feedback. They will also receive a 130 page Practical Guide book to Investigative Interviewing, and an Interview Skills pack. Interview role-plays will be recorded on DVD and each participant will have their own copy of the interviews conducted.

In addition they will also receive detailed feedback evaluation forms from the trainer. As part of the package offered, further interviews conducted in the field can be assessed within a 6-12 month period.

This will ensure staff are utilising the Model structure and that the investment in training is being maximized process.

Aim

To provide delegates with a bespoke appreciation and awareness of the knowledge, understanding and skills required to facilitate the professional planning, conduct, and evaluation of any 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 witnesses and suspects using appropriate questioning skills and models of interviewing based on Australian 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

- Obtain National Standard – Demonstrate investigative interviewing skills for compliance investigations
- 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 witnesses
- 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:

9.00 **Opening Remarks**

9.10 **History and Ethics of PEACE Investigative Interviewing**
Basic Principles
The Professional Approach

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. Planning and Preparation
- E. Engage and Explain
- A. Account, Clarification and Challenge
- C. Closure
- E. Evaluate

Summary of Session

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.

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.

10.15 *Refreshment Break*

10.30 **Core Skills**
The Memory Process
Inner Editor
Memory Recall

Summary of Session

The main points of this session are outlined below:

Memory: encoding and storage

- 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 organise the way we store information
- It is impossible to remember everything at once
- Memory may deteriorate
- Memory may be affected by trauma

Memory: retrieval

- 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.

12.00 *Lunch*

13.00 **Questioning Skills**
Non-Verbal Communication
Summary of Session

An interactive practical examination of conversational techniques helps to initiate conversations and facilitate an ongoing dialogue with interviewees. These techniques include:

- Adopting an approachable manner
- Personalising 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

These techniques are invaluable during all phases of the interview.

14.30 *Refreshment Break*

14.45 **Interviewing a Witness – The Cognitive Model**
Introduction

The interviewer seeks to obtain the interviewee's recollection of the events of interest with the aim of being given the fullest possible account. To assist recollection, the Cognitive Model was developed. The witness is asked to think back and mentally relive events, initially with minimum interference from the interviewer. An interactive practical examination of a case scenario highlighting key elements of the PEACE approach.

THE PEACE MODEL IN ACTION - WITNESSES

Part One

Planning and Preparation

Group Presentations on Planning and Preparation

Summary of Session

Prior to the interview, the interviewer prepares an interview plan containing all the necessary elements; including defining the aims and objects of the interview and assessing what information is available and from where it can be obtained.

This interactive practical session highlights the key points. Planning and preparation is one of the most important phases in effective interviewing. Planning and preparation should be carried out no matter what type of interview is being considered, whether it is with a witness, victim or suspect. Planning and preparation ensures that you are ready to conduct an effective and ethical interview.

Part Two

Engage and Explain

Summary of Session

This session deals with the early phases of an interview.

Engage – The interview opens with an introduction appropriate to the circumstances and a suitable relationship is formed, the interviewer showing awareness of and responding to the welfare needs of the witness and any particular fears and expectations the witness may have.

Explain – The reasons for the interview are explained, as are the routines to be followed and how it relates to the commercial evidential process.

Part Three

Account, Clarification and Compare/Contrast

Summary of Session

This is the process used to obtain the witnesses' recollection of events of interest, aimed at achieving the fullest possible account from the witness.

Account - This process involves obtaining from the witnesses quality information and fine grain detail. The interviewer summarises and recounts what the witness has said at each stage so that both parties have an agreed understanding of what has taken place.

Clarification and Compare/Contrast - The interviewer seeks to clarify the witnesses' account, inquiring about parts of the account in turn and in detail. The witness may be challenged in a structured way as to the veracity of his/her account. The interviewer will seek to establish "the evidence chain" and identify weaknesses and inconsistencies.

Summary of Session

Closure – The interviewer ensures there is a planned closure rather than an impromptu end. The witness is given the opportunity to ask questions and an explanation is provided so the witness knows what is going to happen next.

Evaluation – After each interview is completed the event and the material gathered should be fully evaluated, including consideration as to whether the objectives were achieved, any further information is required and the need for any further enquiries or corroboration.

Statement Exercise and Scenario packs handed out for Role-plays.

16.45 **Questions**

This is an additional opportunity for participants to ask questions, raise issues or concerns and have points clarified.

17.00 **Finish for the day**

Day 2:

THE PEACE MODEL IN ACTION – INTERVIEW ROLE PLAYS

Interviewing a witness or client

Every individual will conduct an Interview role-play that covers variety scenario examples specific to each individual on the course to embed the learning while his or her colleagues and trainer provide valuable feedback. All participants will receive a DVD copy of their interview, an Interview Skills pack and detailed feedback evaluation forms from the trainer to ensure the individual develops and improves the standard of their interview technique utilising 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**

Day 3:

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 **THE PEACE MODEL IN ACTION – SUSPECTS**

Interviewing a Suspect

An interactive practical examination of a case scenario highlighting key elements of the PEACE approach. Although the PEACE Model applies to interviewing both witnesses and suspects, there are differences between the two.

Interviewing a Suspect – Conversation Management Model Introduction

The suspect is asked first to say what happened and the resulting account is separated into individual parts, which are examined in turn and in detail. The interviewer tests the suspect's responses or lack of them. This session closely examines the concepts behind the Conversation Management Model, including effective questioning techniques, which will expose any deceit or concealment.

THE PEACE MODEL IN ACTION – SUSPECTS

**Part One
Planning and Preparation**

Summary of Session

This session reflects the Day One session on the same topic but focuses on the relevant approach for interviewing a suspect. It also identifies the importance of Disclosure and a considered approach for Pre-Interview briefings.

**Part Two
Engage and Explain**

Summary of Session

This session corresponds to the Day One session on the same topic but concentrates on the relevant approach for interviewing a suspect. The interviewer will outline the reasons for the interview and explains the routines to be followed during the interview. Any necessary caution is administered; with the interviewer ascertaining the suspect understands it.

**Part Three
Account and Clarification**

Summary of Session

This process involves obtaining from the suspect quality information and fine grain detail. The interviewer summarises and recounts what the suspect has said at each stage so that both parties have an agreed understanding of what has been said.

3.00 *Refreshment Break*

3.15 **Compare and Contrast – Securing a conviction**

Summary of Session

Often, the ultimate purpose of an investigation is to establish whether an offence has been committed, identify the culprit and then present compelling evidence to secure a conviction. This session explains how the correct interviewing techniques can lead to that conviction.

**Parts Four and Five
Closure and Evaluation – Weighing up the Result**

Summary of Session

After each interview is complete, the interviewer must place the interview in the context of the whole investigation and review the information obtained along with that already available, giving due consideration to any points required to prove the offence and taking into account any evidence establishing a defence to that offence.

This is an opportunity for preparation time to for the participant to plan in detail for their suspect interview role play completing relevant documents such as interview plans, wants analysis, time lines and nine square documents. It will also enable the participant to ask questions, raise issues or concerns and have points clarified.

17.00 **Finish of the day.**

Day 4:

THE PEACE MODEL IN ACTION – INTERVIEW ROLE PLAYS

Interviewing a suspect

Every individual will conduct an Interview role-play that covers variety scenario examples specific to each individual on the course to embed the learning while his or her colleagues and trainer provide valuable feedback. All participants will receive a DVD copy of their interview, an Interview Skills pack and detailed feedback evaluation forms from the trainer to ensure the individual develops and improves the standard of their interview technique utilising 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**

Day 5:

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**

Closure of the course



Fast moving, interactive sessions



Attendees will come away supercharged with a bankable skill set