

Core Details

9.30am — 5.00pm
City of London

 6 CPD Hours

To Book

Call
0203 178 4230
Email
stuart.bull@fstp.co.uk
Online
fstp.co.uk

Your Consultant

Ken Washington

Ken took up a career as a training consultant in 2004, after retiring from the Police Service. He has been engaged by numerous organisations in training delivery, training development and the design of training events in the United Kingdom & Overseas. He is a highly experienced and self-motivated individual with extensive practical experience in the criminal justice system firstly with a career in the police service as a uniformed officer then as a CID investigator in two police forces, Merseyside Police and Greater Manchester Police, and more latterly as a professional trainer and training consultant operating in both the private and public sectors.

His training expertise is extensive having first qualified as a police trainer in 1983, with National Police Training and later as a Director of Studies, at National Police Training, (later Centrex) training trainers on a national basis in law, investigative interviewing and other specialisms.

FSTP is the trading name of Financial Services Training Partners LLP.
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Skilled Investigative Interviewing

An investigative interview is a choreographed performance and is often an exploration into the largely unknown with someone who is either unwilling to engage with the interviewer or does not want to impart information truthfully.

Get to the truth confidently by becoming skilled in the application of this effective, straightforward and structured but individualized model of interviewing designed to obtain full and honest accounts in a wide range of situations.

A high quality interview is the building block of a sound investigation and so should be conducted in a thorough and well-reasoned manner. It is estimated that 85% of all information collected in a fact-finding investigation is done by speaking to people.

Organisations cannot afford the standard investigative interviewing to be poor as this is of no value to anyone; it is a waste of time, resources and money. No one wins.

You may have a lot of experience interviewing candidates for open positions, but interviewing employees as part of a workplace investigation is another skill entirely. Interviewing is not simply a matter of asking questions and recording the answers.

Whether you're interviewing employees for HR issues, or you're investigating customer complaints, miss-selling or potential fraud, being able to get to the truth is crucial.

So instead of relying on intuition, guesswork, or just standard questioning learn to **develop your interviewing skills at our practical one-day course** in London which is packed with useful insights and techniques

Take your interviewing skills to the next level

Learn to carry out quality interviews:

- With integrity and by employing a professional and flexible approach tailored to the situation
- Showing greater awareness of people skills, relationship building and dealing with sensitive situations in the most appropriate manner
- Using a wide range of winning interview techniques designed to maximise the ability to elicit information in a credible and honest way
- With a broadened knowledge base and sharpened core skills designed to establish information that exposes the truth

Interviewing techniques that get results

By sending your key individuals involved in compliance and fact finding investigations, you can embed the same high quality techniques throughout your firm.

We offer discounts for multiple delegates, and we can also deliver this training in-house.

85 Gresham Street, London, EC2V 7NQ
+
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0203 178 4230
+
01908 395243



financial
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Skilled Investigative Interviewing

Cost

£595 / person + VAT £714

A discount of 10% per person is available when booking for 2 or more delegates on the same course in a single booking.

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Online

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In-house Course?

This course works well as an in-house event, contact us to discuss your needs on 0203 178 4230 or email info@fstp.co.uk



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TRAINING
PROVIDER

The CPD Standards Office

CPD PROVIDER: 21020
2016 - 2018
www.cpdstandards.com



Agenda

Session	Details
The PEACE model and principles of investigative interviewing	<ul style="list-style-type: none"> Principles of Investigative Interviewing What is the PEACE model, and how do you use it to get results Understand the vital role of questioning and the 5WD model Learn the core techniques for interviews?
How to get your interviewee to recall the facts	<ul style="list-style-type: none"> What is the "cognitive approach" and how does it help you? How to use the five senses as memory prompts Linking 'context' and setting the scene
Applying the PEACE model	<ul style="list-style-type: none"> Planning and preparation Engage and explain Account Closure Evaluation
Learn through practical exercises	<ul style="list-style-type: none"> Work through the PEACE model stages Learn to challenge people successfully and ethically Dealing with evasion and other avoidance techniques Learn effective questioning strategies Get feedback and points to apply in the work place
Review and close	<ul style="list-style-type: none"> Review of key points Making sure your objectives are met What to change back in the workplace?