



BASIC INTERVIEW SKILLS

ASKING ALL THE RIGHT QUESTIONS



Just because an interview may not be under caution — or form part of a case likely to go to prosecution — does not mean that the principles of good interviewing do not apply. A well planned and conducted interview will achieve its aims fully and efficiently, whilst a poor interview will waste time, and fail to get results.

WHAT RMH PROVIDES

RMH provides a high quality training course which enables delegates to acquire the skills required to conduct interviews effectively, ethically, fairly and efficiently.

The course has been designed using psychologists and developed in conjunction with consultants from the Institute of Criminal Justice Studies at the University of Portsmouth. The course benefits from cutting edge research in the field through an RMH-funded bursary at the University of Portsmouth and is delivered by trainers with extensive experience of interviewing. RMH are recognised as being the market leaders in this field.



COURSE FORMAT

The course is practically based and makes use of syndicate work and group discussion.

Practical 'hands-on' CCTV sessions where experienced role players are used to provide realistic interview scenarios form a major part of this training course.

*we provide regular update support
and refresher training as required*



BASIC INTERVIEW SKILLS

CONTENT

- ▶ Profile of an interviewer
- ▶ Structure of interviews
- ▶ Preparation and planning of interviews
- ▶ Questioning and listening skills
- ▶ Verbal and non-verbal communication
- ▶ Investigating and evidence gathering skills
- ▶ Legal obligations

METHODOLOGY

- ▶ Syndicate work
- ▶ Group discussion
- ▶ Practical exercises
- ▶ Role play and debrief

DURATION

Normally 3 days, but tailored to the particular needs of the customer

NUMBER OF STUDENTS

A minimum of 6 per event

TARGET AUDIENCE

All staff who need to improve their interview skills

LEARNING OUTCOMES

you will be able to:

- ▶ Prepare and thoroughly plan an interview within the 'PEACE' Home Office Guidelines including a strategy for questioning and the best use of information
- ▶ Logically structure an interview
- ▶ Remain in control of an interview while responding to new developments
- ▶ Prepare mentally and physically for the interview
- ▶ Handle professionally the presence of third parties
- ▶ Understand and apply the techniques of eliciting information
- ▶ Understand and appreciate the cause of silence in an interview and to use it constructively
- ▶ Recognise stress and handle emotions
- ▶ Have a basic understanding of the visual (NVC's) and verbal behaviour of customers when they are suffering from stress
- ▶ Apply improved listening and questioning skills
- ▶ Apply the Learning Cycle to evaluate information and performance after each interview