



INVESTIGATIVE INTERVIEWING

GETTING A RESULT



The interview is the cornerstone of what is often a time-consuming and costly investigation process, and is critical to its success. Poor interviewing technique may fail to fully establish the reliable truth, or worse, may render evidence inadmissible through failure to comply with the required procedure. Effective interviewing, however, delivers *results*.

WHAT RMH PROVIDES

RMH provides a high quality training course which comprehensively covers both the procedures to be followed in order to comply with the requirements of The Police and Criminal Evidence Act 1984 (PACE), and the communication skills required to conduct an interview which establishes the reliable truth efficiently and professionally.

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. It is delivered by trainers with extensive experience of investigative interviewing who have also delivered similar training programmes for the Police Service. RMH are recognised as being the market leaders in this field.

RMH has implemented a national programme of investigative interviewing training for the Department of Work and Pensions and Local Authorities.

The course is accredited by the University of Portsmouth.



COURSE FORMAT

The 5 day course makes use of syndicate work and group discussion. The last two days are devoted to practical 'hands-on' CCTV sessions where experienced role players are used to provide realistic interview scenarios.



INVESTIGATIVE INTERVIEWING

CONTENT

- ▶ Communication skills including active listening, questioning techniques and non verbal communication
- ▶ Preparation and planning an interview
- ▶ The PEACE model
- ▶ Use of tape recording equipment
- ▶ Police and Criminal Evidence Act 1984 (PACE)
- ▶ Structuring an interview
- ▶ Controlling an interview
- ▶ Handling third parties
- ▶ Techniques of eliciting information
- ▶ Silence and environmental factors
- ▶ Handling aggressive behaviour
- ▶ Recognising and dealing with stress
- ▶ Taped transcripts and summaries

METHODOLOGY

- ▶ Syndicate work
- ▶ Group discussion
- ▶ Video
- ▶ Role playing using CCTV
- ▶ Knowledge test and assessment
- ▶ Pre-course reading package to be completed prior to attendance

DURATION

5 days

NUMBER OF STUDENTS

6 per event

LEARNING OUTCOMES

you will be able to:

- ▶ To understand the psychological skills required to conduct an effective interview
- ▶ To be able to demonstrate an understanding of the rights of the suspect under investigation
- ▶ To be able to conduct Interviews Under Caution to a high standard
- ▶ To be fully aware of the provisions of the Police and Criminal Evidence Act 1984 (PACE) and the relevant Codes of Practice
- ▶ To be able to operate with an approach based on clear principles of good practice
- ▶ To be able to interview both witnesses and suspects in such a way as to obtain, without oppression, all relevant evidence
- ▶ To be able to analyse statements for areas of weakness
- ▶ To be fully cognisant of the evidential requirements of offences

TARGET AUDIENCE

All investigative staff

THIS COURSE CAN BE CUSTOMISED TO TAKE ACCOUNT OF THE DIFFERENCES IN INTERVIEWING PROCEDURES AND LEGISLATION

Specialist Skills Training by Professionals