



# INVESTIGATIVE INTERVIEWING TRAINING PATHWAY

## SOMETHING FOR EVERYONE



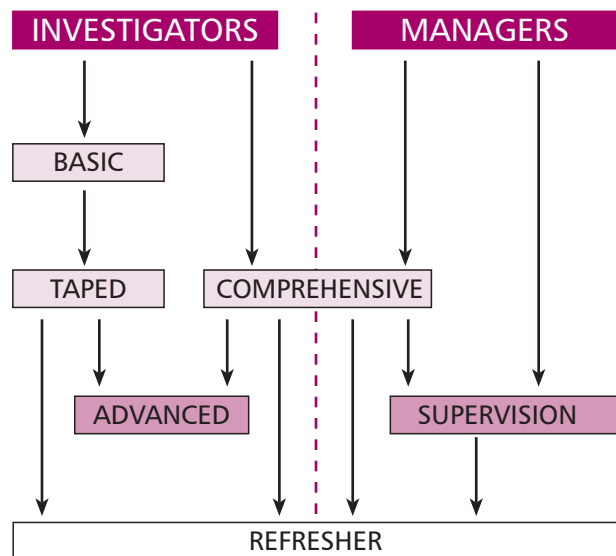
The various courses offered by RMH which cover Investigative Interviewing provide various accredited training pathways which enable you to choose the most appropriate training programmes.

## TRAINING FOR INVESTIGATORS

Depending on experience and role, investigators may attend the comprehensive 'Investigative Interviewing' (level two) course, or alternatively commence with 'Basic Interviewing'; progressing to 'Taped Interviewing' (level one) at a later date, to achieve an equivalent accredited training standard.

Those who have completed either 'Investigative Interviewing', or 'Basic' **and** 'Taped Interviewing', may later progress to 'Advanced Investigative Interviewing'.

The 'Refresher' course may be appropriate to investigators who have completed either level 1 or level 2, and is tailored accordingly.



## TRAINING FOR MANAGERS

The 'Management & Supervision' course is appropriate for supervisors who are not required to conduct interviews themselves. However, in many cases managers may complete the full 'Investigative Interviewing' course prior to attendance on the supervisors course.

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



# INVESTIGATIVE INTERVIEWING TRAINING PATHWAY

## BASIC INTERVIEWING & COMMUNICATION SKILLS

Our unique approach introduces a structure of effective communication where delegates develop core skills, which form the basis of all interview technique. The course content includes: questioning, techniques of eliciting information, listening and non-verbal communication.

## TAPED INTERVIEWING PROCEDURES

A course for investigators who are responsible for interviewing people under the provisions of the Police and Criminal Evidence Act (PACE) 1984. Delegates develop practical skills and knowledge giving them the confidence to operate tape machine equipment to a high level of competency and legality when interviewing.

## INVESTIGATIVE INTERVIEWING

A comprehensive course designed for investigators who wish to develop new skills and techniques when interviewing. This intensive programme covers the skills and techniques required to carry out a range of interviewing contexts including: information gathering, witness interviews, suspect interviews and the procedures for conducting a taped interview under caution in accordance with the provisions of the Police and Criminal Evidence Act (PACE).

## ADVANCED INVESTIGATIVE INTERVIEWING

The greatest problem highlighted by interviewers from all the investigative agencies is the issue of "resistance" by the interviewee. Research from two government investigative bodies revealed that the most common sources of resistance during an interview came in the form of silence and dealing with third parties. This course provides additional technique for "experienced investigators", who are

conversant with the essential skills and techniques of interviewing, when dealing with difficult and awkward interviewees.

## INVESTIGATIVE INTERVIEWING (REFRESHER)

A workshop for any investigator who has gained operational experience of interviewing in the course of their work. The workshop involves a "student centred" approach, where operational needs and difficulties are discussed and resolutions provided, with the guidance of an experienced trainer facilitating the group.

## MANAGEMENT & SUPERVISION OF TAPED INTERVIEWS

Research has shown that a policy of supervision is associated with improved interviewing, once delegates return to the workplace. The process of supervision ensures continuing development and "quality control" when interviews become operational. The content of the course includes observation and assessment technique and mentoring skills where staff are developed through a supportive learning environment.

