



**Jump Business Solutions Limited**  
Free Call: 0800 JUMP4BIZ; Free Call: 0800 586 742; Email: info@jump4biz.com  
P.O. Box 102, Morrinsville; Phone: +64 7 887 4751; Fax: +64 7 887 4754  
P.O. Box 19, Pukekohe; Phone: +64 9 235 3238; Fax: +64 9 235 3238



## **Investigative Interviewing**

### **Workshop Outcomes**

To enhance effectiveness and efficiency in obtaining factual detail and opinions.  
To manage interviews with confidence.

### **Audience**

This workshop will benefit all those who are responsible for obtaining accurate and detailed information through interviews. It is of particular value to those professions where interview situations are likely to be emotive (e.g. police, health professionals, auditors, media interviewers, people dealing with human resource complaints, allegations, disciplinary matters, etc)

### **Content**

- Legislation
- Privacy, natural justice, procedural fairness, defamation, qualified privilege, employment relations
- Obtaining information
- Defining purpose
- Strategies
- Questioning techniques
- Active listening, clarifying detail, summarising, recording
- Maintaining neutrality - non-judgemental, non-threatening, unbiased
- Treating interviewee with dignity and respect (despite circumstances)
- Giving information and instructions
- Clear, concise, non-threatening
- Clarifying understanding
- Identifying avoidance behaviour
- Diffusing emotion

### **Process**

This course provides the option of interview skills training using CRITERION REFERENCED INSTRUCTION, which is an intensive self-paced modular based communications programme, supplemented with comprehensive video and audio tapes.

This method of learning is highly successful in developing superior interview skills, since participants are required to demonstrate their competence in each communication skill, prior to being able to move onto the next skill. On the 3rd day, participants collectively manage a highly charged investigation, and gain experience at practicing their new skills. This workshop is highly challenging and lots of fun!

Note: A follow up workshop on investigation report writing is available.

### **Duration:**

3 days plus approx 8 hours pre-work

### **Venue:**

One large room to comfortably accommodate 10 people, as well as two break-away rooms.