

Investigative Interviewing Techniques

The Truth is Out There!

Learn how to uncover the facts in any situation

John Wilson at The Learning Sanctuary

The Problem is!

- All companies have staff that need to obtain factual information and record it accurately, as part of their role.
- Most do not have the necessary skills to obtain the simplest and most critical information, when interacting with others.
- Only a handful of individuals can obtain accurate information when others deliberately mislead them.
- In sensitive areas of business, information that is recorded inaccurately results in problems at a later date.

Which Results in

- Potential costly and damaging HR and tribunal cases.
- An inability to recruit effectively, which increases the cost of recruitment.
- Potential exposure to compliance or audit investigations.
- A lack of sales through an inability to obtain factual information from a potential client.
- Forensic / audit / compliance teams not being as effective as they should be, this could leave the company in a vulnerable position.

Our Solution to the Problem

Investigative Interviewing Techniques (IIT)

What is IIT?

A highly specialised behavioural and knowledge programme designed to obtain factual information and record it accurately, by way of interview.

Why is IIT Unique?

Investigative Interviewing Techniques is a unique solution brought to you from The Learning Sanctuary.

This programme has been developed from experience and expertise within law enforcement agencies throughout the world, surely some of the most critical situations in which to discover the truth.

These techniques have now been adapted for use within all parts of the business world.

Features of IIT

- In time recording techniques
- Investigative questioning procedures
- Behavioural analysis and counter strategies
- PEACE model of investigative interviewing
- Free recall
- Communication management
- Truth lines and benchmarking
- Issue avoidance strategies
- Generating and maintaining a decision log
- Identifying and employing appropriate rapport building techniques

Uses

For any company that needs to determine and record information that is factual.

- D & G management
- Forensic / fraud investigations
- Sales teams
- Recruitment
- Negotiations
- Legal teams
- Audit / compliance
- Internal security
- Customer facing staff

Benefits

Individuals will be...

- Skilled in obtaining the facts
- Able to deal with sensitive situations in the most appropriate manner
- Recording information in a relevant and factual way
- Dealing with facts and not their assumptions
- Enhancing their general communication skills
- Taking ownership for managing their own issues

Will People Use it?

Absolutely, it gives individuals the skills and techniques to determine the truth.

Is it Proven?

Yes, it is a model used throughout the UK by law enforcement agencies where the ability to determine the truth is critical.

"I thought I knew how to interview until I completed this programme."
Detective from the Ministry of Defence Police

John Wilson FCIPD FITOL

John Wilson spent over 25 years in the police service, developing the ideas and techniques that underlie IIT. He now acts as a specialist facilitator delivering this programme to law enforcement groups throughout the world.

John has an extensive career in the police force. After a hugely successful career as a Detective, John moved into the training arena. He was Head of the Training Design & Research Unit at the Metropolitan Police Training Establishment, Hendon.

He was a British Sign Language communicator and in that capacity, acted on behalf of the prosecution at Magistrates and Crown Courts around London.

John is now an independent Learning & Development consultant. He recently designed and delivered a specialist learning programme for INTERPOL intelligence officers.

He is a visiting lecturer at local colleges and has designed and delivered a Specialist Investigative Interviewing Programme for the Ministry of Defence. He also teaches conflict management and self defence to the NHS.

Who Do I Contact?

Email: info@thelearningsanctuary.co.uk to book your place on this exciting and enlightening event.

To discuss further, please telephone The Learning Sanctuary on: 0845 833 1178