



Course Title	Psychology of Interviewing	Duration	Three Days	Advanced Investigations
Aim	If you interview people on a regular basis, you'll understand how it can sometimes be a real challenge! You want to build trust, engage with the interviewee, get the best information from them and spot when they might not be telling the truth. It's easy to see that the most important skill is to be able to get inside the interviewee's head. Don't come on the course unless you want to master rapport building, learn how you can change language to your advantage, read patterns of behaviour and even tell how the interviewee is recalling memory. Don't just settle for good, become a first class interviewer.			
Prerequisites	It's important that delegates have experience of interviewing, though not necessarily <i>Under Caution</i> – so long as they're comfortable talking to people!			
Outcome		Content		
Prepare To explore the reasons for, and uses of, the PEACE model of investigative interviewing.		✓ The PEACE model ✓ Why does it work? ✓ Planning outcomes and knowing when they've been achieved ✓ Planning for the interviewee, not just the interview		
Engage and Explain To understand what rapport really is and how it drives an interview.		✓ What is 'Rapport'? ✓ Calibration and how to get good at it ✓ Matching, Pacing and Leading ✓ What are 'Predicates'? ✓ Transactional analysis ✓ Representational systems		
Account To have a number of different options for getting at the true story.		✓ Cognitive interviewing ✓ Reframing ✓ Conversation management		
Clarify and Challenge, and Closure To learn a number of new techniques for spotting lies, challenging inconsistencies and still leaving them happy.		✓ Eye movements ✓ Non-Verbal Leakage ✓ Lying ✓ Breaking rapport		
Evaluation To explore the psychology of what you did during an interview.		✓ Hot buttons ✓ Non-verbal leakage ✓ Three options for change ✓ Mental rehearsal		
Book this course now :				
Cost	Price Band 30			
To book this event	e-mail : bookings@purpletraining.uk Call or <i>WhatsApp</i> 07421 20 39 41			