

# VERITA

IMPROVEMENT THROUGH INVESTIGATION

## Investigative interviewing training course

*“The session stood out - best communications/interview course I have attended.”*

Consultant radiologist

This practical, interactive half-day course gives participants a step-by-step approach on how to secure the best account of events from an interviewee. Gathering first-hand evidence from witnesses is a vital component of most investigations and reviews. Participants explore the cognitive model of interviewing and learn how to undertake a successful interview.

### The course covers:

- the four key skills that contribute to the success of an interview
- techniques to assist with active listening
- questions and questioning styles that are helpful and unhelpful in an interview
- the structure of a successful interview.

### Learning points include:

- understanding how to prepare for an interview
- developing listening skills
- confidence to lead a fact-finding interview.