



Cognitive Interviewing Skills

Reliably enhance the process of memory retrieval during witness interviews by making the most of the very latest forensic psychology principles.





Introduction

This half-day course equips delegates with the skills to conduct complex interviews when carrying out an investigation or fact-finding exercise.

It is designed for senior managers, HR professionals and investigators who are required to conduct investigations.

Please [click here](#) to see what our learners have said.

“Cognitive Interviewing Skills is well-paced with clear objectives, practical techniques and friendly delivery by a knowledgeable trainer. I can apply the skills learned straight away which will improve my practice.”

KATE BRITT, SENAD GROUP



Practical information

Cognitive Interviewing Skills™ is a half-day course that can be delivered online, at the TCM Academy or in-house.

Trainers: Delivered by TCM's expert consultant partners. TCM trainers are experts at creating a safe, empowering and challenging training environment. A wide range of learning and evaluation methodologies are used including case studies and role-plays.

Suitable for: Line managers, supervisors, human resources and employee relations professionals, lawyers, union officials and anyone who will be required to conduct complex interviews.



Booking

For further information or to book a place on this course, please [click here](#) or alternatively call us on 0800 294 9787.





Learning outcomes

Following attendance, participants will be able to:

- ✓ Demonstrate an understanding of the difference between standard and cognitive interviewing.
- ✓ Demonstrate an understanding of Active listening skills and the importance of these in the Cognitive interviewing context.
- ✓ Demonstrate an understanding of the general rules of a conversation and how these must be adapted for effective Cognitive interviewing.
- ✓ Understand how the truth can become distorted & how to address this.
- ✓ Recognise the benefits of a Cognitive interviewing process.
- ✓ Recognise the disadvantages of a Cognitive interviewing process.
- ✓ Identify the core issues of a particular situation using Cognitive interviewing skills.
- ✓ Convey to the subject of an interview, the relevance of recalling details regardless of significance or perceived minor nature of information.
- ✓ Understand the importance of rapport building.
- ✓ Demonstrate confidence in the use of Cognitive interviewing skills.



Benefits of attending

By attending this unique workshop, delegates will develop:

- ✓ An understanding of Cognitive interviewing skills and the links to effective communication and Active Listening.
- ✓ An understanding of the general rules of a conversation and how these change in Cognitive interviews.
- ✓ An understanding of how the truth can become distorted.
- ✓ Understand how to plan an effective interview.
- ✓ Understand how general rules of a conversation do not apply to Cognitive interviews.
- ✓ Know how to gather and assess relevant information.
- ✓ Possess the skills and knowledge to undertake a Cognitive interview.



Delegates will receive

The TCM Investigator Handbook™, which includes copies of the following templates, can be adapted for use within the delegates' organisations' workplace investigation protocol.





Delivery

TCM delivers extensive support for delegates on all of our courses before, during and after the course concludes.

We also deliver in-house courses for organisations across the UK and beyond. Please contact us to find out our latest in-house prices for groups of 4 or more.

Trainers:

Delivered by TCM's expert trainers and facilitators.

Assessment:

This course is assessed by way of a practical activity (mediation role-play) during the second module and the completion of a portfolio, equivalent to 30 hours of reflective study. Participants are supported to complete all aspects of the course by our expert facilitators. Please contact us for the full course syllabus including criteria for assessment.

Suitable for:

Line managers, supervisors, human resources and employee relations professionals, union officials and anyone who may be required to undertake a workplace mediation to help people resolve conflict in the workplace.



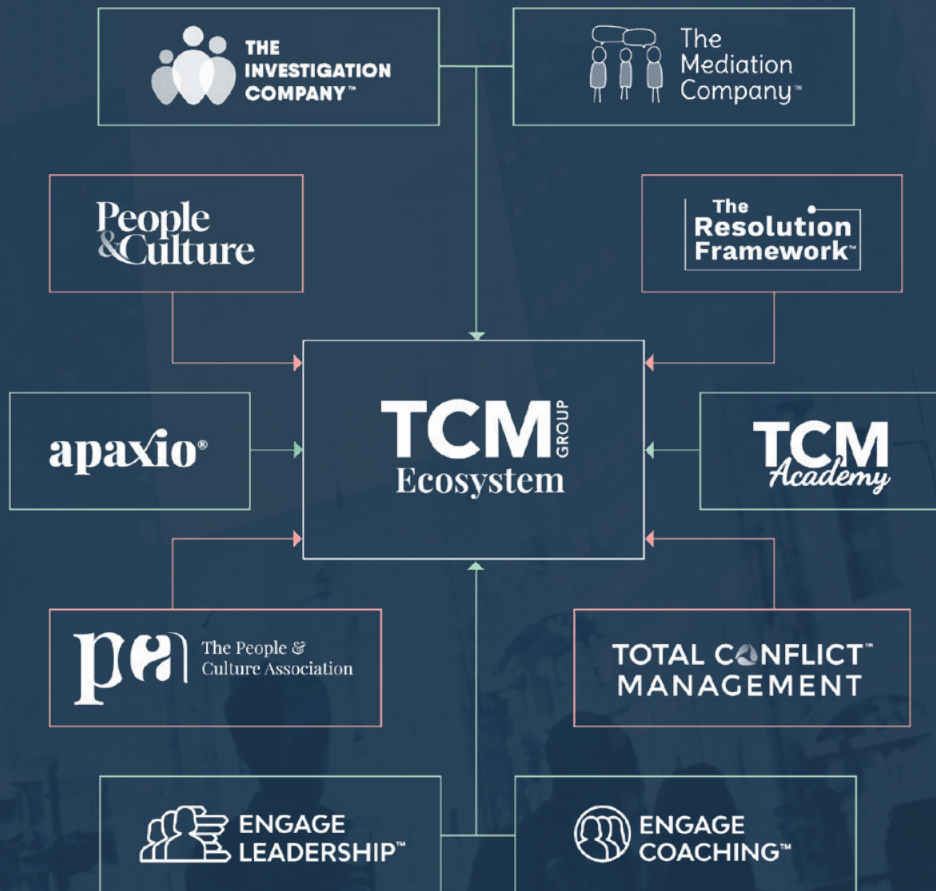
Blended learning

All delegates receive 12 months follow-up support to help them to embed the learning.

This TCM Blended Learning programme incorporates pre and post course learning to support participants' development of knowledge and skills. Participants can develop peer networks through interaction before, during and after the programme to share knowledge and resources.

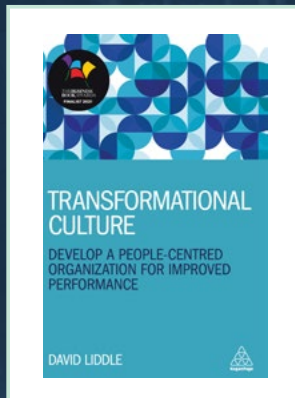


Use theoretical and practical skills to conduct investigative interviews.



Putting People First™

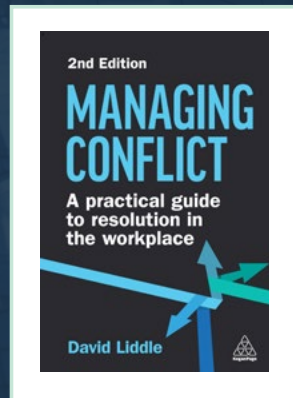
★ **Trustpilot** ★★★★★ TCM is rated excellent on Trustpilot.



Transformational Culture

by David Liddle

Available to buy from Amazon



Managing Conflict

by David Liddle

Available to buy from Amazon

TCM GROUP Putting People First™

Please contact us for more information:

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