

The Art & Science of Interview

1, 2 and 3 day courses for introductory, intermediate and advanced practitioners



HARD SCIENCE FOR HUMAN SKILLS

Conducting effective interviews involves much more than just asking questions. Interviewing is a process of two-way communication that requires planning and considered execution. Drawing on the latest domestic and international research the science component of these courses provides the framework for best interviewing practice. Application of proven behavioural techniques and improved awareness of how interviewees interact when under pressure provide for the more refined art component.

Programs are run over three levels the first of which is the introductory level which focuses on planning and questioning techniques. The second level or skills enhancement programs are aimed at significantly improving the interview capability of more experienced practitioners in terms of interview tactics and strategy, question formulation, detection, analysis and leveraging behavioural cues. Advanced courses are specifically tailored to clients needs and require a number of pre-requisite capabilities and experience.

When combined with the various Human Skills courses such as Reading People, Building and Testing Rapport and Influencing People, these courses provide the most holistic and integrated approach to interviewing available in Australia. The dualist approach to course content development involving research and practitioner feedback ensures that participants receive the very latest in practical, informed training.

Who should attend?

Anyone with a requirement to gain information from other people for a purpose. Practitioners with no experience or those who have conducted hundreds of interviews who would benefit from improved planning, questioning and elicitation.

Latest public course schedules, dates, prices and locations are posted at www.newintelligence.com.au

Private group courses are also available at fixed group rates.

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New Intelligence is the only company in Australia to be invited to present at the 3rd International Conference on Investigative Interviewing in Canada - and the provider of interview training to many of Australia's mission-critical agencies and organisations.

Not all interviews or interviewers are the same. At the 3rd International Investigative Interviewing Conference held in Quebec Canada in June 2008, Special Agent Mike Bryant, from the United States Department of Justice demonstrated where attributes such as tenacity, compassion, and initiative were the keys to success. Bryant presented a case where he conducted an interview with an eyewitness who almost 30 years earlier, as a small child, witnessed the murder of her mother.

Bryant's understanding and application of purpose, rapport, uncorrupted versions, perspective, tactics, strategy and skilled question compilation enabled the facts to be retrieved without contamination. Whilst the matter is still sub-judice, Bryant was able to explain how, when executed with planning, innovation and excellent execution, an interview can elicit astounding clarity and easily corroborated facts many years after the event.

What was Bryant talking about?

Regardless of the reason or context, anyone can learn to conduct interviews when taught using a scientific approach to the structure and preparation for the interview. However, there is also an art component to interviewing and this often manifests itself during execution. Even the most talented practitioner will benefit from training and guidance and rarely reaches their potential alone.

REGISTRATION FORM

Name

Organisation

Phone

Email

Address

Mobility or dietary requirements? Please Specify. Yes

Course Details

Course Date:

Course Location:

Course Price (including GST):

Cancellation Policy can be found in the Terms of Service at www.newintelligence.com.au

Payment Method

This notice will be treated as your official TAX INVOICE upon Intelligence Pty Ltd (ABN 53 117 410 670) trading as New intelligence receiving payment for your attendance at this event.

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For further information or to register contact New Intelligence

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