

Investigative interviewing masterclass

Winter workshops 2018



Tuesday 2 October 2018
Manchester

Tuesday 27 November 2018
London

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Many housing professionals are expected to be able to conduct investigative interviews, whether that's dealing with complex cases of anti-social behaviour with multiple, conflicting accounts and counterallegations, or issues of succession rights, sub-letting or abandonment.

Carrying out these interviews can be challenging, and risks a confrontational encounter that achieves little. This training will help staff to conduct highly successful and professional interviews that maintain a strong relationship with the interviewee (whether a witness or alleged perpetrator) and obtain a detailed and evidentially useful account of the facts.

Based on current UK police training, this course will enable housing staff to develop and use ethical and successful investigative interviewing skills for the benefit of their organisation and its customers.

This course will cover:

- Interview structure
- Interview psychology
- Managing relationships during the interview
- Triggering spontaneous disclosure
- Highly effective questions.

Who should attend?

All frontline staff who are expected to carry out investigative interviews, particularly those dealing with anti-social behaviour investigations.

This training will be delivered by **Chris Knight**, find out more on our website.

DELEGATE FEES

£250.00 for one delegate

£225.00 per delegate if you make two bookings at the same time

£200.00 per delegate if you make three or more bookings at the same time

Prices include refreshments and lunch and are subject to VAT at the applicable rate.

BOOK NOW

www.hqnetwork.co.uk
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TIMINGS

Registration	9.30 am
Start	10.00 am
Finish	4.00 pm

WHO ARE WE?

Fast, practical guidance on everything to do with housing. HQN provides high-quality advice, tailored support and training to councils, ALMOs, housing associations and other housing providers.

Find out more about us and our network membership by visiting www.hqnetwork.co.uk or call us on +44 (0)1904 557150.

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