

**COURSE OUTLINE:**

# Investigative Interviewing Skills

2 days  
16 CPE credits

## Overview

Organizations in today's world are faced with continuous challenges with stricter controls and measures introduced in a regulatory environment to encourage operational transparency. Interviews are a vital part of these regulatory compliance controls and may consist of Audits, Financial and Accounting processes, addressing any Anti Money Laundering (AML) issues, and Corporate Insolvency.

The requirement for reaching these obligations has necessitated the adoption improved interview controls within the organizational framework. Interviewing in person is the major fact finding tool we have to obtain information, reliably establish the facts and ascertain the veracity of accounts. In this two day workshop, delegates will learn the process for conducting interviews with a clear purpose and gain an awareness of how to secure as detailed, reliable, and accurate an account as possible whilst avoiding 'confirmation bias', and utilise forensically appropriate questioning styles.

The course is delivered by subject matter specialists with many years of applied experience conducting and evaluating the most challenging interviews.

## Learning Objectives

To provide delegates with the knowledge, understanding and skills required to facilitate any interview with an investigative purpose.

Upon completion of this seminar delegates will be able to:

- » Understand the PEACE model of interviewing and appreciate its workplace application
- » Recognize the added value, security, and risk reduction of recording interviews
- » Appreciate the business benefit of a strategic interview structure
- » Know how to implement that strategy within their respective business environment

## Who Should Attend

Investigators, auditors, regulators, compliance officers, risk management and AML professionals, and anyone who recognizes the clear business benefits of investigative interviews and added value to their organization and staff.

## Program Level

**Program Level:** Intermediate

**Prerequisites:** None

**Delivery Method:** 2 day facilitator led workshop.

## Accreditation

Moody's Analytics is registered with the National Association of State Boards of Accountancy (NASBA) as a sponsor of continuing professional education on the National Registry of CPE Sponsors. State boards of accountancy have final authority on the acceptance of individual courses for CPE credit. Complaints regarding registered sponsors may be submitted to the National Registry of CPE Sponsors through its website: [www.learningmarket.org](http://www.learningmarket.org).

Moody's Analytics is accredited with the CFA Institute and the UK Solicitors Regulation Authority.

## WHY MOODY'S ANALYTICS?

### Consultative Approach

Our courses are built and updated based on extensive research, experience, and the dynamic changes in the financial markets. For in-house training, we work with you to understand the distinct needs of your organization and design, implement, and track the performance of your learning programs from end-to-end, including skills assessment, program design, implementation, evaluation, and enhancement.

### Comprehensive Coverage

We offer a broad set of technical and soft skills programs that can be combined and adapted to the needs of your staff. Our areas of expertise include:

- » Banking & Credit
- » Financial Markets & Investments
- » Risk & Capital Management
- » Corporate Finance
- » Derivatives & Structured Products
- » Professional & Personal Development

### Unparalleled Expertise

Our training solutions leverage over a century of experience in risk assessment and the comprehensive tools, data, and analysis of Moody's Analytics to deliver timely, in-depth, and comprehensive knowledge. In delivery, our people make the difference—they combine deep experience as financial practitioners, intellectual passion for the content, and superior academic credentials with a commitment to delivering outstanding quality.

# Investigative Interviewing Skills

## DAY ONE

### Session 1: Introduction to PEACE interviewing

The process for conducting interviews, founded upon the principles of a widely used and acclaimed framework known as the 'PEACE' model of interviewing, internationally recognized as the most ethical, and thorough model to guide the investigative interview process.

### Session 2 The Memory Process

Understanding how memory is encoded, stored and retrieved. The implications of this process for obtaining accurate information from interviewees. Do's and don'ts of interviewing for accurate memory recall.

### Session 3 Questioning Skills

An interactive practical examination of conversational techniques used to initiate and facilitate dialogue. Including the interviewer's approach, listening, opening up topics for discussion, encouraging the interviewee to give a truthful and accurate account, using questions, taking notes and highlighting areas needing clarification and challenge.

### Session 4: Deceptive Disclosure, Lying Behaviour and Baselines

Understanding the intent of lying and how interviewees create false perceptions in the mind of another person.

How to identify systematically transient changes in an individual's pattern of non-verbal and verbal behaviour indicative of psychological and physiological arousal occurring at the mention of particular subject matter – 'hot spots'.

How to probe and deal with behaviourally highlighted subject matter.

## DAY TWO

### Session 6: Conversation Management

- » The Conversation Management Model used to assist recollection and sharing of information.
- » Case study: interactive and practical examination of an accounting case scenario

### Session 7 The Peace Framework In Action

- » Planning and Preparation – Interactive group presentations activity.
- » Engage and Explain – how to deal with the early phases of an interview and build rapport.
- » Account, Clarification, Compare and Contrast - the process used to obtain the interviewees' recollection of events, to obtain the fullest possible account from the interviewee.
- » Clarification, Compare and Contrast – how to clarify the interviewees' account, probe into details and challenge the veracity of the interviewee's account. Establishing "the information chain". Identifying weaknesses and inconsistencies.
- » Closure and Evaluation

## POST COURSE FOLLOW UP

More advanced courses are available to delegates who wish to gain a deeper knowledge and skills in this area.

Bespoke training is available on an in-house basis for clients who wish to equip their employees with the skills to recover and assess information.

Our specialists act as advisors to organisations to verify and improve their process of conducting investigative interviews

### Tailor Any Seminar for Your Organization

Moody's Analytics Professional Development also offers customized training and eLearning solutions to help you maximize your training investment. Our hands-on approach benefits companies of all sizes and requirements – from those with just a few local employees to those with staff dispersed around the globe. Contact us at [TrainingEMEA@moodys.com](mailto:TrainingEMEA@moodys.com) to learn more and to work with one of our training consultants to design the right program for your organization.

### Multiple Bookings

Special rates may be available for multiple seminar or group bookings. Please contact us at [TrainingAmericas@moodys.com](mailto:TrainingAmericas@moodys.com) for details.

### Fees & Cancellations

The fee listed is per participant and includes refreshments, lunches and seminar materials. Seminar fees do not include tax, transportation or hotel accommodations. Payment must be received in full prior to the start of the seminar. Registrations may be cancelled in writing via letter or email at least 30 days before the first date of the training for a full refund. Cancellations received less than 30 days in advance are eligible for substitution with another seminar, but fees will not be refunded. We reserve the right to cancel or reschedule seminars at any time. For further information on our refund and complaint policy, please contact us at 212.553.4387.

### CONTACT US

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