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INVESTIGATIVE INTERVIEWING

Start Date:	02/11/2026	**End Date:**	06/11/2026
Categories:	Human Resources	**Venues:**	Madrid
Formats:	In Person	**Instructors:**	

OVERVIEW

The interview is the point where most investigations succeed or fail. This program develops the questioning and listening skills needed to interview complainants, witnesses, and the accused effectively and fairly. Participants learn to plan an interview, ask questions that produce reliable information, and manage the bias and credibility issues that arise in sensitive conversations, with extensive supervised practice.

OBJECTIVES

By the end of this course, participants will be able to: – Plan and structure an investigative interview – Apply effective questioning techniques – Avoid leading and loaded questions – Interview complainants, witnesses, and the accused appropriately – Listen actively and follow the evidence – Assess credibility and manage bias – Record interviews accurately

COURSE OUTLINE

1- The Role of the Interview in Investigations 2- Types of Investigative Interview 3- Planning and Structuring an Interview 4- Questioning Techniques 5- Avoiding Leading and Loaded Questions 6- Interviewing the Complainant 7- Interviewing Witnesses 8- Interviewing the Accused 9- Active Listening and Follow-Up 10- Managing Difficult Interviewees 11- Assessing Credibility and Bias 12- Recording and Documenting

TARGET AUDIENCE

HR and employee relations staff who conduct investigative interviews.

METHODOLOGY

Delivery is built around role-play and recorded interview practice with structured feedback. Participants conduct mock interviews across complainant, witness, and accused roles throughout the week.

CONCLUSION

Participants leave able to interview with structure and fairness, drawing out reliable information while protecting the integrity of the investigation.

DAILY AGENDA

Day 1: The Interview in Investigations and Planning

Covers the purpose and types of investigative interview, the planning and structure required before entering any interview, and effective questioning technique foundations.

Day 2: Questioning Discipline: Avoiding Leading and Loaded Questions

Develops questioning skills in depth, with a focus on identifying and avoiding leading, loaded, and closed questions that undermine the reliability of responses.

Day 3: Interviewing Complainants, Witnesses and the Accused

Covers the different approaches required for each interview type — complainant, witness, and accused — including managing the emotional dynamics of each role.

Day 4: Active Listening, Follow-Up and Difficult Interviewees

Develops active listening skills and the discipline of following the evidence, with techniques for managing interviewees who are uncooperative, distressed, or evasive.

Day 5: Credibility, Bias, Recording and Interview Practice

Covers assessing credibility and managing interviewer bias, accurate interview recording, and a full day of mock interviews with structured feedback.

For more information, please contact us:
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