

AN INTRODUCTION TO COGNITIVE INTERVIEWING

COURSE OVERVIEW

Professionals conducting interviews with witnesses or victims often encounter challenges such as incomplete accounts, confusion, or limited recall of key details. These limitations can significantly impact the quality and reliability of evidence gathered.

The Cognitive Interviewing Method offers a structured and psychologically informed approach to overcoming these barriers. It enables interviewers to elicit more accurate and detailed information in the witness's own words and enhances memory retrieval without leading or contaminating the account.

LEARNING OUTCOMES

- Understand how memory works and why recall can be incomplete or distorted.
- Identify ways to ask questions that avoid suggestion or bias.
- Develop strategies for adapting interviews to vulnerable witnesses and complex cases.
- Gain confidence in integrating cognitive interviewing into investigative strategies and case management.

COURSE FORMAT

Duration: One-day

Method: In person or online

Materials: Course handouts provided

Certification: Completion certificate provided

AUDIENCE

This course has been designed for any professional involved in undertaking investigative interviews with victims and witnesses. It is also suited to managers overseeing investigative teams.

BENEFITS FOR ORGANISATIONS

- Demonstrate focus on trauma-informed approaches and witness support
- Improved investigative outcomes
- Increased public confidence in enforcement and regulatory processes
- Professional development that raises standards

