

**COMMUNICATION SKILLS
&
PEACE MODEL
FOR CONDUCTING AN INTERVIEW**

WHAT IS COMMUNICATION?



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WHAT IS COMMUNICATION?

... it is a basic need for human life

... it is the most natural but also the most complex social interaction between individuals

... it is frequently the reason for misunderstandings and conflicts

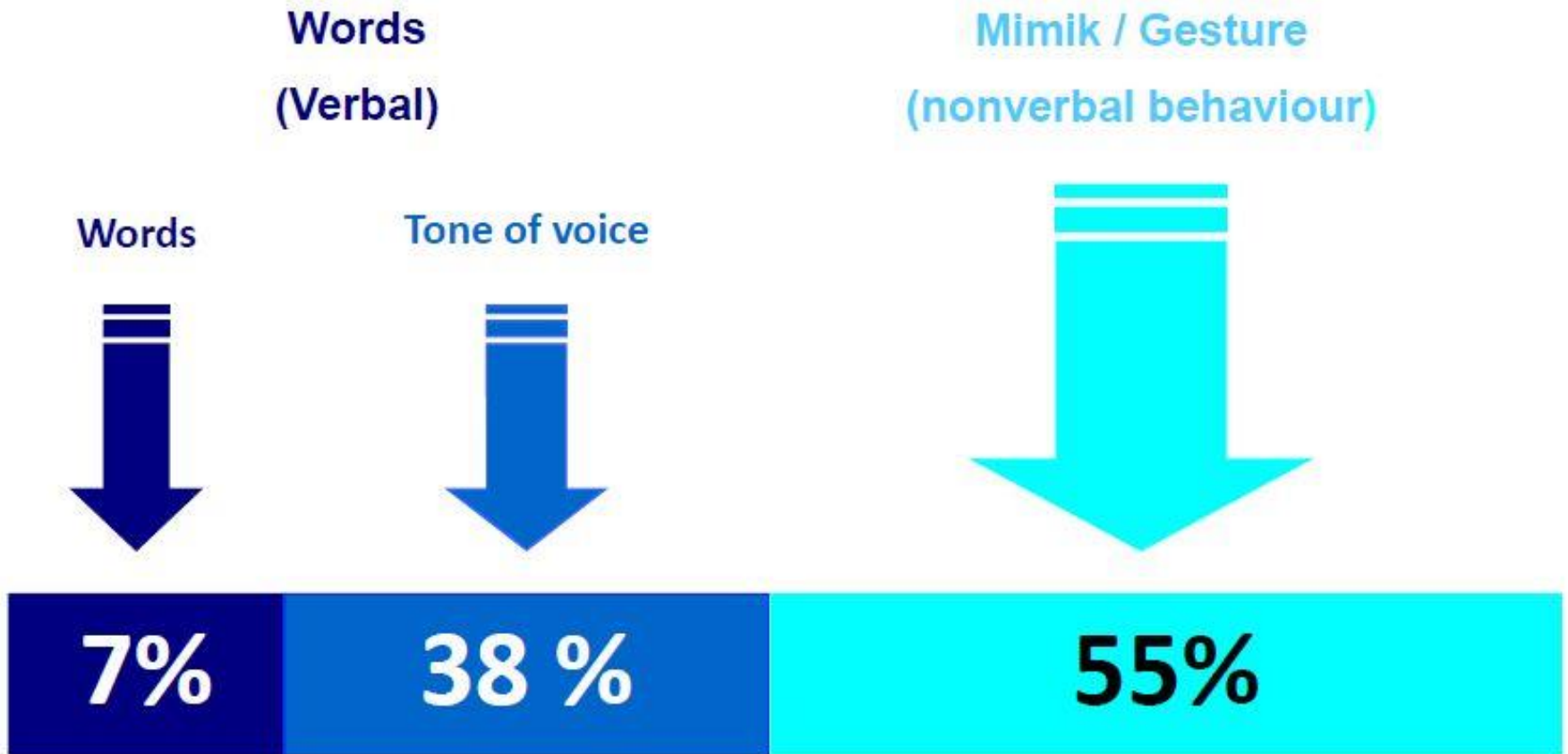
The act or an instance of communicating; the imparting or exchange of information, ideas, or feelings

Collins dictionary

WHAT IS COMMUNICATION?



A message contains



An Officer conducting interviews should?

An Officer conducting interviews should:

- **Maintain a PROFESSIONAL attitude**
 - Show empathy
 - Active listening
 - Focus on interviewees needs and emotions
 - Show ambition to understand the interviewee
 - Know law and procedures

- **Know basic rules of interrogation / interview**

- **Know what to do with the information obtained**

- **Know questions useful for the case**



What is active listening?

ACTIVE LISTENING

IDENTIFY THE PROBLEM FROM THE PERSPECTIVE OF OTHER

ELICIT OTHER'S POINT OF VIEW

SHOW EMPATHY

PAY ATTENTION TO SIGNS AND SOUNDS

SHOW THAT YOU UNDERSTOOD

INFLUENCE THE INTERVIEWEE

Active listening

Show
presence and
interest

Encourage free
recal and use
open-ended
questions

Mirroring

Reflexion

Effective
pauses

Summarizing

Pharaphrasing

I - message

Interview model - Structure:

P lanning and Preparation

E ngage and Explain

A ccount, Clarification, Challenge

C losure

E valuation



PEACE model can be used to:



➤ Interview witnesses



➤ Interview victims



➤ Interrogate suspects



➤ Collect information

PREPARATION AND PLANNING



➤ Study the case and law



➤ Set objectives for the interview



➤ Prepare script and list of questions

PREPARATION AND PLANNING

REGARDING THE PERSON



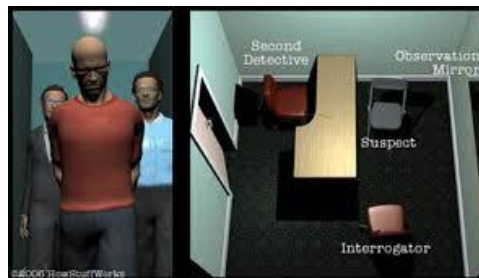
➤ Information about the person and its situation



➤ Do you need an interpreter?

➤ Cultural aspects

LOGISTICS



ENGAGE AND EXPLAIN



- Introduce yourself



- Keep your language simple



- Treat the interviewee as a person

Right impression and atmosphere from the start

ENGAGE AND EXPLAIN



➤ Explain procedures



➤ Explain legal rights



➤ Explain the roles of everyone



➤ Explain what you need and why

ACCOUNT

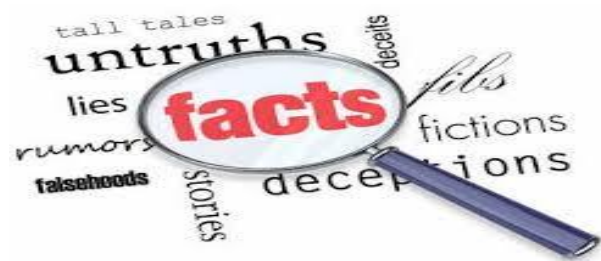
3 main steps:



- You need to obtain the best report/description possible without interruptions



- You need to clarify



- If needed, challenge the report





ACCOUNT

Use general techniques throughout the account stage:

- G** - Give the interviewee every chance to speak - avoid interruptions, don't rush to fill silences
- E** - Every question should have a purpose
- N** - Nodding, eye contact, help re-inforce the interviewee's efforts
- E** - Everything the interviewee says is important
- R** - Remember that the interviewee should do most of the talking
- A** - Allow the interviewee time to understand each question, think about it, formulate their answer and deliver it
- L** - Listen extremely carefully (active listening)



OPEN-ENDED QUESTIONS



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Allow you to obtain more information

CLOSED-ENDED QUESTIONS



Less information
Can suggest answers
yes or no answers



EXERCISE

FIND OUT THE ANIMAL I'M THINKING OF JUST USING CLOSED ENDED QUESTIONS



CLOSURE



➤ Review the statement

I just need
the main ideas



➤ Summarise



➤ Explain what will happen next

➤ Be available to answer questions

EVALUATION



➤ What information was obtained?



➤ Do you need to take any action?

➤ What further enquires need to be made?



➤ **Evaluate** your own performance

THANK YOU FOR
YOUR ATTENTION!

ANY QUESTIONS?

