COMMUNICATION SKILLS & PEACE MODEL FOR CONDUCTING AN INTERVIEW
WHAT IS COMMUNICATION?
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?

SENDER ➔ message ➔ RECEIVER
A message contains:

- Words (Verbal) 7%
- Tone of voice 38%
- Mimik / Gesture (nonverbal behaviour) 55%
An Officer conducting interviews should?
An Officer conducting interviews should:

- **Maintain a PROFESSIONAL attitude**
  - Show empathy
  - Active listening
  - Focus on interviewee's 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 recall and use open-ended questions
- Mirroring
- Reflexion
- Effective pauses
- Summarizing
- Paraphrasing
- I-message
Interview model - Structure:

P - Planning and Preparation
E - Engage and Explain
A - Account, Clarification, Challenge
C - Closure
E - Evaluation
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)
ACCOUNT

OPEN-ENDED QUESTIONS

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
- 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?