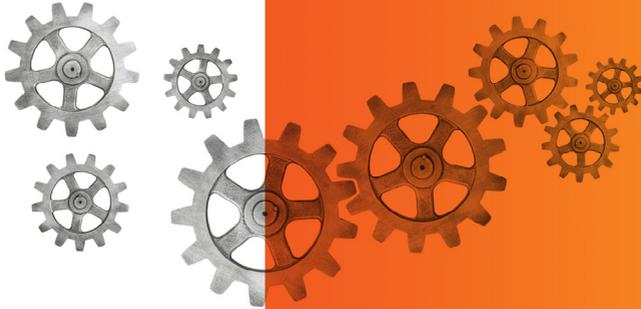


Ethical Interview Training



A Two Day Workshop at The Pavilion, Jersey Zoo

Financial Services Businesses are required to act in a fit and proper manner at all times, dealing with complaints fairly and investigating alleged misconduct of staff where appropriate. In serious cases the misconduct requires a detailed investigation to establish the facts, often by an HR Professional and/or a Senior Executive.

This two day course is designed to equip anyone undertaking such interviews with the skills to collate information in a methodical and ethical manner ensuring key details are not missed or misinterpreted. The model of interviewing delivered during the course is used by investigators worldwide.

The course is equally well suited to the needs of those tasked with obtaining information by proper process from those outside the interviewer's organization, including those suspected of wrongdoing of any kind.

Barry Faudemer is a qualified interview techniques trainer and has delivered this course to Law Enforcement, Regulators from Jersey, Guernsey, Malta, Isle of Man, Jamaica and Gibraltar. Barry is joined by former Commissioner at the JFSC Cyril Whelan, who also has conducted several significant employee related internal investigations and has prosecuted cases where the conduct is so serious that it was deserving of a criminal prosecution. Between them they have over seventy years of experience conducting ethical interviews.

To register your interest or for further information, please contact LouiseMcNamee. Tel: +44 [0] 1534 719222
Email: LouiseMcNamee@bakerregulatory.com
www.bakerregulatory.com/events

B Baker
Regulatory

Course Overview

Tuesday 20 October 2020

9.30am - 4.30pm

1. Introductions.
2. Skillset of a good interviewer.
3. The P.E.A.C.E model of interviewing.
4. Barriers to conducting effective interviews.
5. Effective listening.
6. Use of open questions v closed questions.
7. The free recall system and use of unplanned and unstructured interviews.
8. Introduction to case study and Interview of whistle-blower.

Delegates will be required to read a witness statement overnight in preparation for day 2.

Wednesday 21 October 2020

9.30am - 4.30pm

1. Conversation Management.
2. Planning the interview.
3. Role of the lead interviewer and second interviewer – working as a team during the interview.
4. Fact checking your understanding.
5. Use of silence.
6. Funnelling.
7. Transactional Analysis – how we communicate with each other.
8. Non-verbal communication.
9. Interview of the person subject to the internal complaint.

The two day course will represent 11 hours of relevant CPD.

Course Details

- **£925** excluding GST for the two day workshop, inclusive of materials, lunch, refreshments and access to the Zoo.
- Additional delegates from the same organisation who attend this workshop will be eligible for a 20% discount regardless of the course date.
- We will facilitate additional workshops as demand requires.
- Attendance is limited to 12 delegates.

Baker Regulatory has considered our response to COVID-19 as our top priority to ensure that our trainers and attendees are safe when attending this course. We will circulate our COVID-19 policy to all attendees in advance of the two-day workshop.