



Cognitive Interviewing

(24 Hours)

This interactive course will teach you the art of cognitive interviewing – a highly effective method of enhancing the memory and recall of victims and witnesses of crime. You will learn how to apply this powerful interviewing technique along with other useful strategies for maximizing the reliable information gained during interviews.

We will describe the flow and primary components of cognitive interviewing while teaching you specialized techniques to maximize the strengths and minimize the weaknesses of the human memory. You will learn why the ability to ask open questions without interrupting the narrative and deploying active listening concepts are vital for gathering and assessing information during your interviews. We'll also discuss the stages of victimization, their impact on obtaining information and ways to overcome these obstacles.

Throughout the course, you will be required to participate in group and individual exercises to practice and demonstrate what you have learned.

Topics include:

- Understanding Cognitive Interviewing
- Support from research studies
- Memory and cognition
- Basic components of investigative interviewing
- Developing and maintaining rapport
- Enhancing your active listening
- Personalizing the interview
- Use of open questioning
- “Synchrony”-match and mirror
- Interviewer/interviewee expectations
- Special issues with victims/witnesses
- Stages of victimization and the impact on obtaining information
- Timing and location of interviews
- Effective questioning techniques
- Memory enhancing techniques
- Key components of Cognitive Interviewing
- Review of 14 specific skill sets

Audience: Patrol officers, first responders, new and seasoned investigators

Course Fee: \$595

COURSE FEE

The course fee includes tuition, a student reference manual and study materials. We accept checks, cash, agency purchase orders and credit cards. Credit card payments may be made online using your Visa, MasterCard, Discover or American Express card.

REGISTRATION

Register online at www.iptm.org. A minimum number of registrations must be received for a class to run as scheduled. When the minimum criterion has been met, written confirmation will be mailed, faxed, or emailed to you.

Please do not make airline reservations until you receive written notification confirming that the course will run as scheduled.

REFUND POLICY

A 10% administrative fee will be assessed to all refunds. In lieu of a refund, student substitutions can be made or a credit can be issued for a future course.

TRANSPORTATION AND LODGING

Most locations are served by several major airlines. Ground transportation, food and lodging are the responsibility of the student. However, hotels in the listed areas offer a special rate to IPTM program participants. For more information, please visit our website at www.iptm.org or call us at (904) 620-IPTM.

CONTINUING EDUCATION CREDITS

Continuing Education Units (CEUs) are available through IPTM. Please call us at (904) 620-IPTM for details.

To register for this course online, please visit our website at:

www.iptm.org

Institute of Police Technology and Management University of North Florida

Registration Form

(Please type or print)

NAME _____ SS# _____

ORGANIZATION _____ TITLE _____

ADDRESS _____

CITY _____ STATE _____ ZIP _____

TELEPHONE _____ FAX _____

E-MAIL _____

Course Title: _____

Course Fee*: _____

** Due to very limited seating, a \$250 non-refundable deposit is required in order to register for computer software or digital photography courses. Payment or purchase order must be submitted with registration.*

For online courses, full payment must be received at least one week prior to the first day of class.

Please indicate the dates and location of the course for which you are registering:

Course Dates: _____

Course Location: _____

**Please do not make
airline reservations until you receive
written notification confirming that the
course will run as scheduled.**

You can also register online at: www.iptm.org

Authorizing/Registering Official

Americans with Disabilities Act Program Accessibility: Individuals who require reasonable accommodation in order to participate must notify the registrar at (904) 620-IPTM at least five working days prior to the class.

NAME _____ TITLE _____

REGISTERING PERSON'S E-MAIL _____

PURCHASE ORDER NUMBER _____ [] FEE ENCLOSED

Make checks payable to: Institute of Police Technology and Management

[] SEND INVOICE TO _____

REFUND POLICY: Effective January 1, 2012, a 10% administrative fee will be assessed to all refunds. In lieu of a refund, student substitutions can be made or a credit can be issued for a future course.



Return to:

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