

Information gathering with adults

A skills-based communication course for health and workplace professionals

COURSE OVERVIEW

The course takes 20-30 hours and focuses on the 'how to' of gathering reliable and comprehensive verbal information from adults. It is designed to enhance health clinicians' history-taking and to assist professionals who conduct workplace investigations to gather more reliable information.

The course is practical and interactive in nature, including films with interactive quizzes, and practical one-on-one sessions (held over the phone or web) with a tutor. Activities are tailored to suit individuals' work contexts. A certificate is provided on completion.



LEARNING OUTCOMES

The course focuses on the communication strategies needed to: build rapport quickly and encourage elaborate responses, minimise misunderstanding and error (while steering towards important details), encourage disclosure of sensitive information from reluctant individuals, and accommodate complex communication needs.

EVIDENCE BASE FOR COURSE EFFECTIVENESS

Our Centre is a global leader in the field of interviewer training (www.investigativecentre.com). Evaluation research using control groups and standardised assessment measures reveals that the structured learning activities promote sustained use of a range of good questions and shorter interviews without loss of important information.

ENROLMENT

The cost for individuals is \$850 AUD (plus 10% GST within Australia). This covers full access to the online learning environment and a trainer.

EXPRESSION OF INTEREST

For more information, visit the Centre for Investigative Interviewing website: www.investigativecentre.com

To register your expression of interest, email: info@investigativecentre.com