

Interviewing Adults with Complex Communication Needs

Do you want to improve your skills in questioning?

This course offers evidence-based, practical guidance for questioning adult and adolescent clients who have complex communication needs. 'Complex communication needs' is a broad term encompassing a wide range of challenges related to understanding or using speech when communicating with others.

About the course

This highly interactive, self-paced 15-hour course is delivered via an online learning environment. It includes virtual interviews, films with real people, quizzes, and one-on-one sessions (over the phone or web) with a trainer. Simulated practice interviews will be customised to suit individual enrolees' work contexts. A certificate is provided on completion.

Learning outcomes

The course focuses on the questioning strategies needed to

- build trust and rapport,
- raise topics of concern,
- encourage disclosures,
- keep the person talking (and steer them to important details),
- minimise error, and
- make the interview as stress-free as possible.



Evidence-based effectiveness

The learning activities in this course have undergone rigorous scientific evaluation. This is the only course of its kind to demonstrate lasting improvement in questioning technique. Upon course completion

- enrolees are highly skilled at using a range of good questions,
- interviews are shorter without loss of important information,
- interviews conform to international best-practice guidelines, and
- these improvements are maintained for at least 12 months after course completion.

Enrolment

The cost for individuals is \$950 AUD (plus 10% GST within Australia). This covers full access to the online learning environment and a trainer.

Expression of Interest

For more information about the Centre for Investigative Interviewing – including our other services such as customised training programs – please visit our website: investigativecentre.com

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