

# OSACO

TWO DAY COURSE

## INVESTIGATIVE INTERVIEWING TRAINING

### INTEGRATING PEOPLE-CENTRED APPROACHES WITH THE PEACE MODEL

Effective interviewers need to know how to ask the right questions. To be truly effective, they also need to understand how the way in which they ask affects the answers they receive.

This **two-day Investigative Interviewing training course** covers practical investigative interviewing tools and practices, and explores the behavioural science behind their successful application.

It delivers an intensive exploration of the **PEACE** model (Preparation and Planning; Engage and Explain; Account (Clarify and Challenge); Closure; and Evaluation), enhanced with an understanding of trauma-informed and survivor-centred approaches.

An **introduction to the ORBIT model** (Observing Rapport-Based Interpersonal Techniques) will provide participants with insights about rapport-based interviewing, and there will be opportunities to practice all of these tools that together elevate investigative interviewing towards 'best practice'.

### THIS COURSE IS FOR:

- Experienced investigators and investigation managers seeking a refresher or deeper exploration of the PEACE model
- Newer practitioners wishing to strengthen their face-to-face interviewing confidence and trauma-informed understanding
- Professionals investigating all types of alleged misconduct, including bullying, discrimination, SEAH, fraud, or other complex cases across humanitarian, government and private sectors
- Investigators who work in cross-cultural environments and seek effective and adaptive interview strategies that apply within different cultural contexts and communication norms.

**Training can be tailored for specific organisational needs or team environments.**

### THE OSACO DIFFERENCE – PEACE +

This course examines the structure and principles of the PEACE model of investigative interviewing in detail, and then dives deeper into exploration of trauma-informed and people-centred approaches.

#### It includes:

- » Particular emphasis on the Planning and Preparation and Engaging and Explaining stages of the PEACE model – these form the foundations for effective, ethical evidence gathering.
- » Trauma-informed practice: an understanding of how trauma impacts memory, recall and behaviour (applicable for interviews with victims/survivors, witnesses and persons of interest).
- » An introduction to the ORBIT model (Observing Rapport Based Interpersonal Techniques), which focusses on rapport-based interviewing and the way in which interpersonal awareness can influence disclosure.
- » An opportunity to experience EchoMind, OSACO's avatar-based interview training technology platform. Developed using current psychological and investigative research, EchoMind enables interviewers to practice open-ended questions and rapport-building techniques with avatar interviewees.
- » Expert facilitators, and input from leading researchers in investigative interviewing and psychology, to deliver evidence-based techniques that incorporate different learning styles.

**The course incorporates face-to-face learning; guided group discussions; hands-on practice and role play; and real-time feedback.**

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## COURSE OUTLINE

### Planning and Preparation

An in-depth exploration of best-practice preparation for investigative interviews, including setting clear objectives, identifying and mitigating potential risks, and aligning strategies. Also considers the critical role of investigation managers and leadership in supporting investigative teams.

### Engaging / Explaining and Account Techniques

Practical techniques for managing the Engaging / Explaining and Account stages of the PEACE model. This includes guidance on question phrasing, handling sensitive information and fostering co-operation to obtain reliable evidence.

### Memory, Trauma and Survivor-Centred Interviewing

Understanding how memory functions and how trauma and violence can affect recall and testimony. Participants will learn how question design and phrasing can help create safer environments that encourage accurate, reliable accounts whilst minimising re-traumatisation.

### Rapport-Based Interviewing and the ORBIT Model

An introduction to the ORBIT interviewing model and the science of rapport-building to create optimal conditions for disclosures.

### Evidence-Based Innovation: EchoMind

Experience the power of EchoMind, OSACO Group's new interactive AI-based platform, to enhance learning through ongoing practice. Enabling repeatable interview opportunities with lifelike avatars, EchoMind offers real-world scenarios, supported by feedback, to strengthen interviewer competence in the use of rapport-building skills and open-ended questioning.

### Practical Application and Peer Learning

Apply theory to practice through facilitated role-plays of realistic scenarios, supported by peer discussion. These sessions allow participants to address challenges, reflect on lessons learned and identify opportunities for application within their own organisational contexts.

## LEARNING OUTCOMES

By the end of this two-day course, participants will be able to:

- Effectively and thoroughly apply the PEACE model, with strengthened focus on planning and preparation; engaging and explaining; and clarifying and challenging aspects of evidence-based interviewing
- Conduct effective interviews that are ethical, survivor-centred and trauma-informed
- Understand how memory and trauma influence recall, and how question design can affect accuracy and disclosure quality
- Understand the principles of ORBIT in building and maintaining rapport
- Create safe, supportive interview environments that promote trust and reduce the risk of re-traumatisation
- Demonstrate improved confidence in managing complex or sensitive interviews
- Employ innovative learning tools such as EchoMind to refine and develop effective interviewing skills.



For enquiries about this training, including how it can be tailored to your organisation, contact:

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