Intermediate Interviewing Techniques and Strategies for Higher Education
Training & Certification Course Agenda

Description:
Intermediate Interviewing Techniques & Strategies is the third course in ATIXA’s higher education investigator training curriculum. It draws on the best available research and field-tested practices for effective investigations. At the center of this course is the cognitive interview, a rapport-based, trauma-infused approach to dialogue with parties and witnesses designed to yield the best available evidence.

On day one, participants will learn how to conduct a cognitive interview and will acquire sophisticated investigation skills. Then on day two, participants will work in groups to complete an investigation simulation exercise designed to engage them with the most critical elements of a civil rights investigation, including strategy development, conducting interviews, and developing credibility assessments. ATIXA’s experts will provide guidance and feedback to participants throughout the simulation to help participants refine their skills and increase their confidence as investigators.

Learning Outcomes:
After completing this course, participants will be able to…

- Understand the value of the cognitive interview and apply the techniques associated with conducting cognitive interviews
- Develop an investigation strategy, identify potential witnesses, and determine the order and timing of interviews
- Identify and accumulate critical relevant evidence
- Plan and conduct a rapport-based, trauma-infused cognitive interview
- Recognize and overcome obstacles to complete, accurate memory recall
- Contextualize how trauma should and should not impact on an investigation
- Identify necessary credibility evidence and design interview questions to probe and assess credibility
- Choose from multiple investigation approaches to prioritize inclusive investigative practices
Day One
11:00 AM – 6:00 PM

The Investigation Strategy
- Strategy Meeting with Coordinator
- Strategy Exercise
- Interviewing Considerations

Trauma and Investigations
- Trauma and Interviewing
- Trauma and Credibility

Cognitive Interviewing
- Standard Interview
- Cognitive Interviewing Techniques
- Questioning
- Sequence
- Follow-up

Rapport
- Building Rapport
- Ethical Considerations
- Practical Considerations
- Difficult Witnesses

Memory
- Memory and Trauma
- Recall
- Questioning
- Interviewing Exercise

Credibility
- Challenges in Assessing Credibility
- Common Credibility Assessment Errors
- Research Findings
- Factors to Consider for Credibility
- Triangulating Credibility
- Credibility Analysis
- Credibility Exercise
Inclusive Investigations

- Terminology
- Disability Considerations
- Reluctance to Report
- Considerations for Interviewing
- Bias

Day Two
11:00 AM – 6:00 PM

Investigation Simulation Exercise

- Investigation Strategy
- Developing Questions
- Interviewing the Complainant
- Interviewing the Respondent
- Interviewing Witnesses
- Determining when Re-Interviewing is Necessary

Note: Training will include one morning and one afternoon break (approximately 15 minutes each) and a one-hour lunch break. Training start and end times for in-person events are determined by the host site. All virtual training sessions take place from 11 AM – 6 PM ET unless otherwise specified.