

# Introduction to the Non-Confrontational Investigative Interviewing Approach

*Introduction to the Non-Confrontational Investigative Interviewing Approach*, an eLearning course, explores the techniques of non-confrontational interviewing to optimize results from investigations. The course compares confrontational and non-confrontational interviews, highlighting the strengths and weaknesses of each approach. Real case examples and studies provide evidence of the success investigators experience through establishing rapport and interviewing with an open mind.

Traditional interview techniques often employ a confrontational approach to interviewing which can have negative outcomes such as false confessions, resistance, and reduced credibility. Evidence from confrontational interviews reinforces the claim that non-confrontational interviewing is often a more effective approach. Many studies have been conducted to analyze the best strategies to implement during interviewing. This eLearning course, which draws from multiple resources and evidence-based strategies, explains how police officers can utilize a non-confrontational approach to increase the likelihood of obtaining actionable information.

This course offers strategies for preparing and executing a non-confrontational interview through questioning, building rapport, and developing a safe environment. This course serves primarily as a concept introduction and is not intended to teach mastery of the skills and techniques of non-confrontational interviewing.



### Learning Hours:

1 hour

### Target Audience:

Law enforcement **officers**

### Completion Standards:

Certificate of Completion awarded based on assigned learning hours and minimum 80% score on post course assessment.

Portal course sessions are active Jan. 1 – Dec. 31 of each year and course content must be completed by December 31 to earn your certificate.

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## Learning Objectives

- *Identify the characteristics of improper interviewing techniques*
- *Describe the benefits of applying evidence-based, non-confrontational interviewing techniques*
- *Strategize for an interview using a non-confrontational approach, even with limited time and information*
- *Establish and maintain rapport with the subject to establish a cooperative mindset*
- *Apply effective question structure to obtain actionable information from subjects and assess their responses to determine what follow-up questions to ask or actions to take*

### Cooperative Partners:

This tuition-free online training was developed by National Alliance for Drug Endangered Children (National DEC) and funded by the U.S. Department of Justice, Office of Community Oriented Policing Services (COPS).

Visit the **COPS Portal** and get started in under 5 minutes!



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