



Investigative Interviewing: The Conversation Management Approach

Eric Shepherd, Andrew Griffiths

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Investigative Interviewing: The Conversation Management Approach provides you with the knowledge, understanding, and tools to facilitate maximum disclosure by any interviewee in order to achieve your investigative aim and objectives.

At its core, the Conversation Management Approach embodies a commitment to transparency and ethical conduct, as well as respect for the individual and professional expertise: qualities that make it applicable to any investigative context, whether conducted by the police or by private investigative agencies, both in the UK and internationally. The second edition of this highly successful book presents a hands-on, 'how to' guide to interviewing a wide range of interviewees (witnesses, suspects, informants and other individuals in special circumstances), underpinned by the world-renowned PEACE model for investigative interviewing. It includes straightforward explanations of how conversation works and how a working relationship is created; the realities of influencing, persuasion and negotiation; the processes of telling and listening; how people remember and forget offence-related experience; how to assist their remembrance of offence-related detail, and how to ask the right question at the right time in the right way.

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