



Investigative Interviewing: The Conversation Management Approach

By 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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Editorial Review

Review

"This is familiar work to any trained Tier Two/Three advanced interviewers for Suspect or Vulnerable adult and child witnesses. Eric Shepherd has taught Police and Legal advisers/ Solicitors the content of his book for level 1 and 2 Degree studies in crime and policing and deals sufficiently in law to appeal to law students. It has a wider application in the private sector, for example for HR directorates and staff. I am familiar with the author and his teaching and previous publications and though I have from time to time challenged its application in the work place (and still do) I do not challenge its academic worth." --Roy Murphy, Former Police investigative Adviser

"An invaluable guide to both the learner and the teacher in understanding the complexities of investigative interviewing. With much police training moving away from traditional delivery and towards an academic style, university staff particularly those involved in inputs regarding the psychology of interviewing, will need to have a thorough theoretical knowledge of the PEACE interviewing model in order to contextualise the potential behaviours displayed. Eric Shepherd has created a very readable book which allows the reader to dip in and out as needed. The practical nature of the style of writing and the focus on application does not detract from the opportunity it affords both a teacher and a learner to draw deep learning around this key policing skill." --Ashley Tiffen, Senior Lecturer in Policing at St Martins College, Carlisle

About the Author

Professor Eric Shepherd is a chartered scientist, forensic psychologist, counselling psychologist, and psychotherapist. Originally a career intelligence officer he has held a wide range of clinical and academic appointment. He has worked with the police within and outside UK, with the legal profession, with government departments (including the UK Ministry of Defence, the Serious Fraud Office, and HM Revenue and Customs), and with the private sector (including banks, insurers, telecommunications providers and the petrochemical industry). He was a member of the UK Home Office Working Party on Investigative Interviewing. He is co-editor of *Witness Testimony* and *Analysing Witness Testimony* (OUP).

Dr Andy Griffiths is a police officer with over 25 years' experience as a detective, rising to the rank of Detective Superintendent leading homicide, organised crime and intelligence departments. He has also been involved in training police officers for the majority of his career, and served as a member of the Association of Chief Police Officers strategic interview steering group in England and Wales for over a decade. He was awarded his PhD for research into the effectiveness of specialized interview training in real life major crime cases and has advised police forces both in the UK and numerous countries worldwide.

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