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Trainer Information

Richard is an experienced senior manager within the NHS having joined the sector in 2006 from the military where he became head of NHS Fraud Investigation prior to moving on to working for NHS England as well as delivering conflict management and intervention training and strategies to a number of NHS trusts in the North West of England. He has since taken up senior roles in primary care across England and Wales which have included positions as primary care business/program manager. His passion however is in delivering primary care development having been an integral provider of the GP Forward View role-out across the UK prior to taking up his most recent position as a Primary Care Business Manager in North Wales.

Booking Information

To book a place/s email
bookings@networkforpractices.co.uk

Our acceptance of your booking brings into existence a legally binding contract between us on the following Terms & Conditions - If places are booked but cancelled before payment has been made or a candidate DNAs, the fee will remain due. Cancellations will attract a refund if the course is subsequently fully booked. To avoid any confusion, we ask that Cancellations are by email only. We will make every effort to resell the cancelled place. Where places are free a £25 charge will be applied to cancellations/DNAs. Payment is required within 14 days from date of invoice.

Effective Investigative Interviewing Skills

Date: 4th November 2021
Times: 1330 - 1630
Venue: Microsoft Teams Online Platform
Places available: 12

Fee/s:	NfP Members	£55
	Non Members	£100

This workshop is suitable for: All primary care staff, clinical and non-clinical

Introduction

How do you regard your ability to interview? Or to conduct investigative interviews that provide the real detail you need? This half-day session will provide you with the tools to conduct detailed, investigative interviews that can be adapted to all interview scenarios. Ideal for managers or staff responsible for managing employees and who may have the need to undertake interviews whether investigative, recruitment interviews or general enquiries. Ideal for groups of two colleagues from the same practice/organisation who can utilise the interview modules to their full benefit.

Aims

- To provide key staff involved in the management with the tools and skills required to conduct effective investigative interviews, with confidence, discipline and structure.

Learning Outcomes

By the end of the workshop staff and employers alike will have:

- A firm understanding on the various tried and tested modules available to aid effective interviewing;
- A sound understand of the factors that create an effective interview;
- Been introduced to a key module of investigative interviewing technique;
- Undertaken in-class interviews to reinforce the benefits of investigative modules;
- Been introduced to the value of cognitive interviewing;
- Been provided with relevant documentation to support your ability to effectively interview.

Registered Office: Frome Medical Centre, Enos Way, Frome, Somerset, BA11 2FH

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