

Bond Solon: Programme Outline Questioning and Communication Techniques for Complaints Handling

(Please note that the below schedule is a programme outline and is not inflexible)

9.00am	-	9.30am	Registration
9.30am	-	9.50am	Introductions delegates and trainer
9.50am	-	10.20am	3 x Group exercises:- Investigation Interview Plan and prepare (key issues)
10.20am	-	10.40am	Trainer delivers overview of PEACE model and its PACE compliance
10.40am	-	11.00am	Group exercises planning and preparation
11.00am	-	11.15am	Tea / coffee
11.15am	-	11.35am	Interview room set up (practical exercise)
11.35am	-	12.10am	Engage and explain (trainer demonstration and practical exercise)
12.10am	-	12.30pm	Account clarification and challenge phase of the model
12.30pm	-	1.30pm	Lunch
1.30pm	-	1.45pm	Account clarification challenge continued includes question types and behaviours allowed/not allowed
1.45pm	-	2.00pm	Focus on challenge and oppression in interviews
2.00pm	-	2.15pm	Review of learning consolidation of key areas
2.15pm	-	2.30pm	R v Turnbull (ADVOKATE)

2.30pm	-	2.45pm	Resistance management overview
2.45pm	-	3.00pm	Plan and preparation for case study interviews
3.00pm	-	3.15pm	Tea coffee break (optional working break delegates decide)
3.15pm	-	4.30pm	Role play exercises all delegates actively involved
4.30pm	-	4.45pm	Re-visit earlier exercises and ensure all aims and objectives have been met
4.45pm	-	4.55pm	Assessment guidance and allocation of papers
4.55pm	-	5.00pm	Course feedback and closure