

The Art of the Interview

Conversations that expose truths, clarify beliefs, and uncover the underlying nature of events are amongst the most crucial interactions we can have. These communications offer a fleeting opportunity to recognize themes as they unfold and to ask the best questions that glean valuable knowledge. Whether interviewing for investigation, as part of an exploration or information gathering process, or hiring for a critical role, the interpersonal style that you employ will make all the difference in your success. This session will teach attendees the nuances of an effective tone, how to ask questions that yield meaningful results, how to read important interpersonal cues, and how to adapt to different cultures or contexts. Attendees will leave the session armed with tools from the latest behavioral research to conduct successful information gathering interviews.

*Optional - This session offers a powerful, live EEG demonstration (visual representation of brain activity) with volunteer audience members, allowing attendees to witness the cognitive patterns associated with effective questioning.

Major Subjects:

- Behavioral cues as psychological markers
- The psychology of baseline behavior
- The hidden secrets behind rapport-building
- Attributional interviewing
- Determining appropriate questioning techniques
- Handling conflict or confrontation
- Adapting methods to match different contexts and cultures

Learning objectives: Attendees will learn effective questioning techniques, how to measure baseline behavior, how to read important behavioral cues, how to adapt the interview to changing circumstances, and how to assess the results of the interview.

Level: Basic

Prerequisites: None

Advanced preparation: Not required

Hours: 1-4. Session available in 1-2 hour keynote format, a 1-2 hour presentation format or 2-4 hour workshop format.

Designed for: Analysts, auditors, governance and compliance professionals, and those working in the IT, HR, legal, and medical professions as well as executives, policymakers and other decision makers interested in learning effective interviewing techniques.

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