

# INVESTIGATIVE INTERVIEWING A TWO DAY COURSE

Achieving excellence through security







---

*There's only one interview technique that matters... Do your homework so you can listen to the answers and react to them and ask follow-ups. Do your homework, prepare.*

*Jim Lehrer, Journalist*

# WHO SHOULD ATTEND?

- Private Sector Chief Security Officers (CSO) and Regional Security Managers
- Government / Public Sector Senior Security Managers
- Any senior Public Sector Security Manager considering a career move into the private sector (including but not limited to law enforcement, military and intelligence)
- Audit Managers, Risk Managers, HR Managers, Supply Chain Managers, Compliance Managers, Insurance Managers, and Legal Counsel
- Board Directors and Senior Managers with line management responsibility for Security Managers

## COURSE DIRECTORS

- **DAVID BURRILL** has been a professional international Intelligence and Security operator/manager for most of his professional life. On retiring from the military in 1992, having held the appointment of Deputy Director Intelligence Corps, and Chief of Staff Intelligence and Security Centre of the UK Armed Forces, he joined BAT Industries, a major global insurance and tobacco conglomerate, and subsequently on de-merger, British American Tobacco (the world's second largest quoted tobacco group - with presence in 180+ countries), as Head of Security. David, who is a Freeman of the City of London, has had close and regular contact with the private security sector for over some 26 years.
- **JOHN HEDLEY** served for 26 years in the British Diplomatic Service, including postings to British Embassies in Sweden, South Africa, Spain and Mexico. He has a particular expertise in political analysis and counter-terrorism. He is a fluent French and Spanish speaker. In the private sector, John worked in cargo security with TRI-MEX International, specialising in satellite tracking of high-value, high-risk cargo across Europe. He also built the EUROWATCH network of security companies, providing real-time cross-border response to car and truck theft. In 2003 he was recruited by Nestlé, to be their first Head of Group Security. Subsequently, John was appointed Global Head of Security of the International Air Transport Association (IATA). John designed and developed the corporate security strategy and built and directed a team of some 40+ security professionals working across the globe on issues such as counterfeit, extortion, theft, fraud, kidnap, crisis management, emergency evacuations, expatriate travel programmes, staff security awareness, pandemic preparation, manned guarding efficiency, workplace violence, etc.





# SUMMARY OF SYLLABUS - DAY ONE

**08.30 - 08.45**

## **INTRODUCTION**

**08.45 - 09.45**

## **INVESTIGATIONS – AN OUTLINE**

**09.45 - 10.30**

## **INVESTIGATIVE INTERVIEWING OVERVIEW**

- Personality Mining: Body Language
- Preparation, Preparation, Preparation
- Thespian Aspects

**10.45 - 12.15**

## **CONDUCTING THE INTERVIEW**

- The Tools of the Trade:  
Questioning Techniques
- The Human Deviant:  
Understanding People
- Information Capture: The Art

of Listening– Principles, Factors and Learning  
Effective Listening

**13.30 - 16.30**

## **INTERVIEW PLANNING - DIFFERING SCENARIOS - SYNDICATE WORK**

**16.30 - 16.45**

## **INTRODUCTION TO DAY 2 (PRACTICAL INTERVIEWING)**

**16.45 - 17.00**

## **BRIEFING ON INTERVIEW EXERCISE ONE**

**17.00 -**

## **OWN TIME PREPARATION OF INTERVIEW EXERCISE ONE**



# SUMMARY OF SYLLABUS - DAY TWO

**08.30 - 10.30**

## **INTERVIEW EXERCISE ONE – A THEFT INVESTIGATION**

- Briefing on scenario and role playing
- Preparation feedback
- Conduct of exercise
- Analytical Debrief

**10.45 -12.30**

## **INTERVIEW EXERCISE TWO – A DIFFICULT INDIVIDUAL**

- Briefing on scenario and role playing
- Preparation
- Conduct of Exercise
- Analytical Debrief

**13.30 – 14.00**

## **INTERVIEWING THROUGH AN INTERPRETER**

**14.00 - 15.00**

## **EXERCISE THREE - A FOREIGN ENCOUNTER**

- Briefing on scenario and role playing  
Preparation
- Conduct of Exercise
- Analytical Debrief

**15.15 - 17.00**

## **EXERCISE FOUR – FRAUD AT SENIOR LEVEL**

- Briefing on scenario and role playing
- Preparation
- Conduct of Exercise
- Analytical Debrief

**17.00 - 17.45**

## **OPEN FORUM AND COURSE CLOSURE**

**BurrillGreen**

VALUE FROM SECURITY





**BurrillGreen**

VALUE FROM SECURITY



**PICA CORPORATION**

4848 West Gandy Blvd.  
Tampa, FL 33611  
United States

Anne Davis

[adavis@pica.net](mailto:adavis@pica.net)

+1-813-831-1999

**BURRILL GREEN**

Collingwood Ulley Road,  
Kennington Ashford, Kent TN24  
9HU United Kingdom

Beck Burrill

[becky.burrill@burrillgreen.com](mailto:becky.burrill@burrillgreen.com)

+44 (0) 1233 850460