

# Module 4 - Interviewing



## The Module

### Slide 1



A slide with a white background. At the top is a photograph of the United Nations flag, which is blue with the white UN emblem in the center. Below the flag, the title "Module 4 Interviewing" is written in a large, blue, serif font.

The aim of Module 4 is to train NIO in interviewing for the purposes of undertaking misconduct investigations, providing NIO with enhanced knowledge and skills required to enable them to complete effective interviews. This Module aligns to the broader aim of this course, which is to provide the NIO with comprehensive training in good practice for undertaking investigations in the field.

This Module builds on the principles in Module 3 and provides more detail on key planning, ethical, practical and methodological considerations for interviewing. The instructor for this session must therefore have professional experience in conducting investigative interviews. They should ideally be a recognised and experienced instructor on interview techniques and have specific qualifications related to interview skills and training.

The instructor should emphasise that interviews can be a distressing or re-traumatising experience for victims and witnesses, but that if handled correctly, interviews can also have the potential to empower and engage and give them a sense of agency and control. The instructor should also emphasise that an interview is not the same thing as an interrogation – this is particularly relevant for interviewing the subject of a complaint.

The atmosphere that NIO create as interviewers will be vital to the success or failure of the interview – they must create a rapport with the witness, establish trust and respect, provide a

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comfortable and secure environment and behave in a calm, patient and respectful way, avoiding patronising or pitiful attitudes and comments.

This Module will also help mainstream aspects of the Women, Peace and Security (WPS) agenda, Protection of Civilians (POC), Sexual and Gender-Based Violence (SGBV), Children and Armed Conflict (CAAC)/Child Protection (CP), and a victim-centred approach into the framework and materials for misconduct investigations.

**Slide 2**

## Module 4 Content

- 4.1 Interviewing Witnesses and Vulnerable Witnesses
- 4.2 Interviewing the Subject of a Complaint

Interviewing requires specific training if it is to be performed in a professional manner. The aim of investigative interviewing is to elicit accurate and reliable information. The aim is not to confirm what the NIO thinks may have happened or to coerce the witness into providing information or confessing.

NIO who approach interviews with an open mind are far more productive – they apply in practice the presumption of innocence by generating and actively testing alternative hypotheses through systematic preparation, empathic rapport-building, the use of open-ended questions, active listening, and strategic use of evidence. This Module provides an overview and a step-by-step introduction to this methodology. The methods presented are based on extant research and apply to all witnesses (witnesses, victims, and subjects of complaints).

In this Module we will cover these lessons:

- \* 4.1 Interviewing witnesses and vulnerable witnesses.
- \* 4.2 Interviewing the Subject of a Complaint.