

# EXECUTIVE SUMMARY

## ***ENHANCED COGNITIVE INTERVIEWING FOR ADULT PROTECTIVE SERVICES PROFESSIONALS***

Early in the education of Adult Protective Services (APS) professionals, they are taught the basics of interviewing. It is then not long until they encounter a person who only provides short generic answers that do little to help the investigation. They are often left frustrated and doubting their own abilities. Sometimes APS professionals may even label the person who was interviewed as resistant or believe that they were purposefully trying to cover up the abuse. While foundational interviewing techniques are important, they are often not enough to get the level of evidence from an interview that is needed for an APS case. Enhanced Cognitive Interviewing (ECI) is an interviewing method that has been shown to gather 40% more information out of an interview than other methods. ECI also allows APS professionals to better assess the validity of the information being provided. This workshop takes participants through the principles and techniques of ECI so that they can add this technique to their existing interviewing skills. ECI is discussed in practical terms that account for the diversity of individuals interviewed by APS, time constraints on APS professionals, and the need for trauma informed approaches.

### **Virtual Training:**

- The following virtual instructional strategies are used throughout the course: short lectures (lecturettes), interactive activities/exercises including breakout rooms, chat box discussions, large group discussions, video, self-reflection, and poll options. PowerPoint slides and demonstrations are used to stimulate discussion and skill development.
- Participants will need access to a computer with video conferencing capability and be able to connect to the virtual platform being used to deliver this training. A headset or earbuds with microphone and a video camera are highly encouraged. Participant Manual is a fillable PDF if using Adobe Acrobat. Participants are encouraged to either print a hard copy or ensure access to Adobe Acrobat to allow for highlighting and typing in notes as they learn.

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**Course Requirements:**

It's highly suggested that participants have completed some training in interviewing fundamentals which may include NAPSA core modules 2 and 9.

**Target Audience:** This workshop is intended for line staff and supervisors who are knowledgeable and experienced with using fundamental interviewing techniques with clients, alleged perpetrators, and collaterals.

**Learning Outcomes for Participants:**

By the end of this training participants will be able to:

- Apply at least one technique for building rapport to decrease anxiety of the person being interviewed.
- Utilize a structure for questioning that initiates a free recall.
- Evaluate APS interview effectiveness based on ECI core principles and strategies.