

# Enhanced Cognitive Interviewing for Adult Protective Services Professionals

## Virtual Training



APS professionals are often taught the basics of interviewing techniques which allow them to interview a variety of individuals. However, when some of the fundamental techniques don't work, APS professionals can get frustrated or label the person who was interviewed as "resistant". 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 virtual workshop takes the 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.

### Learning Objectives:

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.

### Course Requirements:

It's highly suggested that participants have completed some training in interviewing skills which may include NAPSA Core Competency 2: Ethics, Values and Cultural Responsiveness in APS and 9: Communication and Interviewing.

### Presenter:

Christopher Dubble, MSW, is currently with the National Adult Protective Services Association as the Director for the National Adult Protective Services Training Center. The Center is funded through the Administration for Community Living to offer eLearning courses to APS in all states and territories. Prior to his current role, he was the Director of Training and the Director of the Institute on Protective Services at Temple University Harrisburg in Pennsylvania. The Institute on Protective Services provides training and consultation for Pennsylvania's adult and older adult protective services system and other investigative agencies. He has worked in the area of protective services for the last 20 years. In his nearly 30-year career in social work, he has held both direct practice and management positions in healthcare.



### VIRTUAL EVENTS

**Date: March 8, 2022**

**Time: 9:00 a.m. - 12:00 p.m.**

**OR**

**Date: March 9, 2022**

**Time: 9:00 a.m. - 12:00 p.m.**



### REGISTRATION

**The registration due date for this training is February 21, 2022.**

***\*Zoom link will be sent with registration confirmation***



This workshop is intended for line staff who are knowledgeable and experienced with using fundamental interviewing techniques with clients, alleged perpetrators and collateral contacts. Supervisors of line staff are also welcomed to attend.



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