

## questioning skills for professional outcomes

Many of us can only be effective in our roles if we are able to recognise what information is needed and have the skills to go out and get it. Delivered by trainers with a wealth of experience, this course gives people the skills to conduct an interview with a real purpose. It teaches tactics that ensure the best quality information is obtained so that investigations or projects can move forward better informed than ever before.

### course aims

This one-day course raises levels of awareness and skills in gathering information through structured questioning for those of the Children's Workforce who work directly or indirectly with children and their families. It covers the importance of planning and preparing for conversations and evaluating the information gained to direct interventions that safeguard children. It introduces a proven model of interviewing to deal with barriers to communication and to build a professional rapport. It raises awareness of questioning styles and the most effective approach to obtaining information.

### course objectives

By the end of the module you will:

1. Be able to effectively plan and prepare for any interview to gather information for the purpose of safeguarding children
2. Recognise barriers to communication and so engage and build an effective rapport
3. Know how to obtain the most detailed information possible, differentiating between productive and counter-productive questions
4. Know how to close an interview, leaving opportunities for future information gain
5. Be able to effectively evaluate information obtained

The course is accredited by Bath Spa University as a module toward a Certificate in Education (Safeguarding)

### What people say about the training:

"This training was excellent. All of the Health Visitors should have it, it must be repeated"

"I used the open questioning techniques when I visited, I hadn't realised how far away from that sort of questioning I was, it really opened up the visit"

"I will be more confident in visiting after the receipt of a domestic violence incident report"

"Thoroughly enjoyed the training"

"My attention was 100% throughout as it was interesting and focused"

"Really good training – highlighted how easy it is to cut corners due to being very busy, and the importance of taking time and asking the right questions"

"The training opens new ways of working to get more successful outcomes"