



# In-person Toronto or Live Video Webcast *Watch on your computer!*



## Advanced Interviewing Techniques for Lawyers: *How to Get the Best Evidence to Build Your Case*

**Thursday, November 12, 2015**

**Live in-person**

**1:00 pm – 4:00 pm (Eastern)**

Global Knowledge Training Centre  
2 Bloor St. E., 31<sup>st</sup> Floor • Toronto

**Live webcast on your computer**

*with free 30 day replay\**

10:00 am – 1:00 pm (Pacific)

11:00 am – 2:00 pm (Mountain)

12:00 pm – 3:00 pm (Central)

1:00 pm – 4:00 pm (Eastern)

2:00 pm – 5:00 pm (Atlantic)

*This webcast allows for live interaction between attendees and the presenter, including the ability to ask questions by web chat, and receive live answers by video. SK attendees please verify whether you align with Central (MB) or Mountain (AB) time based on season and location.*

## Who Should Attend

This course is designed for lawyers who want to gather the best evidence possible to build their case. The strategies and techniques taught will be relevant to practitioners working in a variety of contexts and settings, including the criminal justice system, workplace and human rights investigations, regulatory and compliance matters, insurance claims, and child protection and family law cases.

## About the Program

Have you ever... had trouble getting facts from a hard-to-interview client? Felt like you lost control of an interview? Sensed you weren't getting the full story? If you answered "yes" to any of these questions, then this program is for you! Investigative interviewing is one of the most important skills required of lawyers – to be able to engage in a seemingly casual but directed conversation that opens locked doors and organizes scattered memories. Yet few lawyers have received formal training in how to conduct effective interviews. Relevant for both new and experienced practitioners, this program will teach you how to structure and guide the interview process so you can gather relevant information you need to build your case. You'll explore the causes and consequences of poorly conducted interviews, techniques for overcoming obstacles, and methods to ensure you get a complete and accurate telling of facts. There is no one personality best suited for conducting an effective interview, and anyone can learn. Let experienced investigator Gareth Jones show you how to get the information you need to answer the questions what? who? when? where? why? and how?

## Program Agenda (Eastern)

1:00 - 2:30

- Dealing with witnesses
- The six fundamentals of interviewing
- The twelve stages of an interview
- Common problems that arise with witnesses and how to deal with them
- Assessing credibility

2:30 - 2:45 *Break*

2:45 - 4:00

- Dealing with difficult witnesses
- How to record interviews
- Tips, tricks and roadblocks
- Ethical approaches to interviewing

4:00 *Program wrap-up and evaluation*

## Here's what attendees have said about Gareth Jones and his seminars:

- *Excellent. Liked the instructions on organizing and focusing the interview, before starting.*
- *The course material was great and so was the instructor. I like how he links his speaking points with real life situations.*
- *Excellent speaker and very knowledgeable. I found it all to be pertinent in relation to a variety of different circumstances.*
- *Thoroughly enjoyed the session and can't wait to use these tools in my everyday work.*
- *Very engaging and knowledgeable presenter – good content and supportive videos.*
- *Great session! Very knowledgeable instructor with real world examples.*
- *Fantastic examples. Discussion of recording equipment during interviews was very valuable.*
- *Excellent program, well worth the day. Great CPD value.*

*Seminar Partners is an Accredited Provider of Professionalism Content by the Law Society of Upper Canada, and a pre-approved CPD Provider of the Law Society of British Columbia.*

## About the Presenter



Gareth Jones is a former Director of the Special Ombudsman Response Team at the Office of the Ombudsman of the Department of National Defense and Canadian Forces. Prior to that, he was an investigator with the Special Investigations Unit of the Attorney General of Ontario. Before emigrating to Canada, he was a police officer with the Metropolitan Police, London, UK. Gareth has conducted over 500 investigations in his career. He is author of *Conducting Administrative, Oversight and Ombudsman Investigations*, and *Workplace Investigations: Getting Beyond He Said, She Said*. Gareth has been retained by counsel in the United States, Canada and the Cayman Islands to provide expert evidence in police shooting and pursuit cases. He delivers training to a wide variety of private and public organizations, and fact-finding agencies across the world, including United Nations bodies.

### accredited



**ON:** This program contains 3.0 Professionalism hours

**BC:** This program is approved for 3.0 CPD hours

**SK:** This program has been approved for 3.0 CPD hours, all of which qualifies as ethics

**NB:** This program has been approved for 3.0 CPD hours

Lawyers in other mandatory CPD jurisdictions may count their attendance at this program towards their CPD requirement/plan.

✓ Yes, I want to attend *Advanced Interviewing Techniques for Lawyers*

**Choose your learning format:**     **Live in-person**    **OR**     **Live webcast with replay\***

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\* Materials will be distributed electronically in advance. Live webcast includes free video replay for up to 30 days after the program. Replay link will be made available 2 to 3 working days after the program. Webcasts cannot replicate the quality or rich interaction of in-person attendance.

### **REGISTRATION FEE (with ON HST\*):**

**On or before October 1, 2015: \$350.00 + \$45.50 (13%) HST\* = \$395.50 - Save \$40.00!**

**After October 1, 2015: \$390.00 + \$50.70 (13%) HST\* = \$440.70**

*\*If paying by cheque, adjust tax for attendee's province as follows: 5% in AB, BC, MB, NWT, NU, SK, YK. 13% in NB, NL, ON. 14% in PEI. 15% in NS.*

**Register online:** <http://seminarpartners.ca/register-for-courses/>

**Register by mail, fax or phone:** Return this form with payment to Jennifer Snoyer, Finance and Communications Coordinator, Seminar Partners, 110 Eglinton Ave. W., Suite 303A, Toronto, ON M4R 1A3 Tel. 1.866.606.4212 or 647.352.8633 Fax 647.352.8533. Email: [jennifer@seminarpartners.ca](mailto:jennifer@seminarpartners.ca). Registration fee is refundable less \$50 admin fee if written cancellation received 10 working days before the program. No refunds will be made after the cancellation date. Program content, speakers and location may change without notice. See our website for all policies. In the event of program cancellation, our liability is limited to refund of registration fees. GST/HST #848208492

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