

# Trauma Informed Approach to Interviewing

## COURSE TOPICS & EXERCISES

- The History of Public Safety Interviewing and Interrogation
- An Introduction to Human Behavior, Behavioral Analysis, and Communication Basics
- The Definitions of a Conversation, an Interview, and an Interrogation
- Basic Active Listening Skills
- How People in Crisis React Freeze, Fight and Flight (F3)
- The PSPG Developed Scientific and Strategic Approach to Interviewing and Interrogation: the PRODUCT Model
- Memory, Trauma, and the Brain: Why Do We Have Story Changes?
- Psychological and Neurological components of trauma
- Neurobiology of trauma
- Role of shame in victim response
- Children's response to trauma (short & long-term)
- Empathy in working with victims
- Trauma informed interviewing & FETI
- Getting Away from the "Officer" Approach (LEO and CO) In Order to Use Strategic/Tactical Interviewing Approaches/Techniques

**Course Presented By:**  
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### 2026 Class Dates

TBD

### Class Times

8am-5pm each day

### Class Cost

\$300+tax (per person)  
Group Discounts  
Available

Register Here



8341 Washington St. NE. Albuquerque, NM 87113  
(One Block South of Alameda and one block west of  
Jefferson)