



SCOTTISH POLICE STATION INTERVIEW TRAINING (SUPRALAT inspired)

Module Four: Communications Skills

Every day, in every way, we are communicating with one another. Some people are naturally good communicators, others need to work on their skills in this area. Some people communicate better in large groups, while others are much more comfortable on a one-to-one basis.

In your role as a criminal defence solicitor, good communication skills are essential. You need to establish a good relationship with your client, you need to show your client that you are listening to him or her, you need to impart often complex information to your client, and you need to gauge his or her responses to this information and to your advice more broadly. You also need to communicate effectively with Police Scotland including the custody sergeant, interviewing officers and the reporting officer. For a variety of reasons it is important to establish a good working relationship that you meet, in order to facilitate mutual trust and respect, which will ultimately allow you to do your job more effectively. Different skills will be required dependent on the situation: for instance, making a request for disclosure will require different skills to communicating a concern that your client's rights are being breached.

This module gives a general overview of valuable communication skills, focusing on:

- building rapport;
- effective listening, questioning and challenging and
- transmitting information in an effective way.

In the face-to-face training sessions, we will expand on this base-line knowledge and employ the skills in a more focused, applied manner. While going through this module try to think of situations in which you could have communicated more effectively with others, whether your client, police or others. It will be interesting to discuss your real-life experiences within the face- to-face sessions.