

**Elicitation:** *To bring or draw out something latent; educe; to call forth, draw out, or produce a desired reaction.*

# Elicitation Techniques

## Tier Alpha

ADVANCED TRAINING FOR INTERVIEWING PROFESSIONALS

### About this course:

In an **interview**, the person has information, knows you want the information and is **willing** to provide the information.

In **compliance gaining**, the individual has the information, knows you want the information and is **not readily willing** to provide information. The same person could be willing in A, B and D and not willing in C.

**Elicitation Techniques: Tier Alpha** is designed to enhance your ability to address the above dynamics and additionally, provide the **opportunity** to raise **communication skills** to the next level:

Communicating with someone **possessing** information, **not aware** you want the information and subsequently **shares** that information with you.

### A Course Announcement from Don Rabon

October 22<sup>nd</sup> and 23<sup>rd</sup>

- Have you ever considered; even though you **ARE** an excellent interviewer, there was more “out there” to incorporate into your interviewing knowledge, skill and ability?
- Has it **EVER** crossed your mind that listening to a lecture, looking at power points and videos might not be the only learning methodology that works for you?
- Do you **REALLY BELIEVE** that you are up to the challenge of participating in a training operation wherein you have to achieve to succeed rather than warm a seat for a prescribed period of time?

Then maybe, just maybe the “**Elicitation Techniques – Tier Alpha**” challenge course is right for you.

The course will be conducted by Don Rabon and Van Ritch. Van is a retired colonel from the U.S. Army in counterintelligence. Don has instructed interpersonal communication for over thirty years throughout the world.

The session will be held at the First Citizens Corporate Center in Raleigh, NC. The fee is \$399 per participant. Three slots from any single organization allows for a fourth slot at no charge. Be certain of this: the two-day session is hands-on, highly structured, demanding and includes more than eight hours on the first day. The content and delivery structure address interpersonal communication skills and techniques that go beyond what is typically found in an interview setting. These techniques are designed for "in the seat" and "on your feet" applications. This is not a program wherein a participant can manage to breathe for two days and successfully complete the course. As is noted on the certificate: "**You paid for the training. You earned your certificate**".

CPE credit will be given to those successfully completing the session.

## What can you expect if you sign up?

You will be transitioned from interpersonal communication comfort zones into additional options for controlling event outcomes;

You will never be more than sixty minutes away from a hands-on, “in-the-pool” practical;

You will find there is no shallow end to the pool;

Your practical exercises will include being in the “field” and the first day does not end at 1700.

You will be required to perform and articulate your performance;

You will critique and in turn, be critiqued;

You will enjoy a written exam at the end of each day;

You will find that trepidation is not an option.

## Conversation from the field about this course:

*Don: Here is what I am thinking, I have gone to a number of courses related to interviewing/interrogation and have learned a lot but in my job I don't do a lot of interrogation type interviews. Most of what I do now is more information gathering and trying to get the whole story from various individuals that might not have a vested interest in the allegations but simply have a lot of information that we need. Response:* Elicitation techniques are designed to provide additional options to help you get the "whole story". Anyone not readily giving you the whole story is holding information back - resistant.

*I think I saw one of your course offerings that was titled “Getting quality information from your interview” or something like that. Response:* That course deals with questioning techniques: open, closed, tag, etc. You already have that. This class is to that, what college football is to high school football.

*I am not a natural communicator so the “communications techniques and skills” sounds interesting. I really have to work at conducting an interview to get at the whole story not simply to get a confession. Does that make sense? Response:* It makes sense, however I don't think you are giving yourself enough credit. Know this: getting someone to give you the whole story when their original intent - for whatever reason - was to not do so, IS THE VERY SAME DYNAMIC AS A CONFESSION. You are changing someone's mind and ultimately their behavior. Interviewees are resistant for a variety of reasons. Certainly the guilty have an obvious reason but neutral third parties and other peripheral persons have reasons too. Our communicating endeavors to: identify resistance; causes for the resistance and overcome resistance are what the process is all about.

*Would this course be relevant in light of that? Or is there another alternative out there you could suggest? I believe that with the fourth one free deal and no overnight travel needed, my office might be receptive to ponying up the \$\$ for this. Response:* This course is that and more. It picks up where the fundamentals leave off. It will provide you additional interpersonal communication options to help ensure the outcome you want and need to your communication event.

*I am not sure exactly what you mean by “in the seat or on your feet” or “can't just live for two days and complete the course” comments”. I guess you are trying to say that this will be a challenging course?? Response:* Interviews don't always take place with people sitting in chairs (in the seat). Sometimes we are literally "on our feet" standing and communicating with another person. Most assuredly this will be a challenging course. My advice is to only include those that you know are willing to go the distance. It will be an informative session and an enjoyable session. Those completing the course will be proud of the certificate and Van and I will be proud to have our signatures at the bottom.

# Elicitation Techniques: Tier Alpha

## Registration Form

### When:

**October 22-23, 2012**

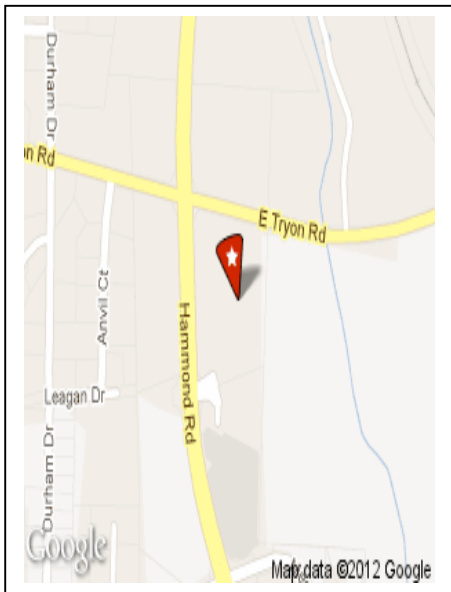
**Start Time: 0830**

### Where:

First Citizens Bank Data  
Center

100 East Tryon Road

Raleigh, NC 27603



### Please Print

Organization: \_\_\_\_\_

Address: \_\_\_\_\_

Phone number: \_\_\_\_\_

Email: \_\_\_\_\_

### Participant(s)

01. \_\_\_\_\_ \$399.00

02. \_\_\_\_\_ \$399.00

03. \_\_\_\_\_ \$399.00

04. \_\_\_\_\_ No Fee

Total: \$

Please note: Checks or Money Orders should be made to  
"Successful Interviewing Techniques".

Registration form and payment should be mailed on or  
before 11 October, 2012 to:

**Successful Interviewing Techniques**

**191 Sweetgum Trail**

**Hendersonville, NC. 28739**

Should you have any questions or need additional  
information, please call 828-606-9167 or contact:  
dwrabon@msn.com