



## Cognitive Interviewing for Accident Investigators

### COMMENTS FROM PREVIOUS PARTICIPANTS

#### Featured Comment

"This course is one of the best and most useful classes on investigative technique that I've ever taken. The class structure provides a perfect balance of theory and practice, which enables the students to immediately begin using this technique in their work. I was midstream on an investigation at the time I took this course. After the CI training I went back and re-interviewed some 12 witnesses and was amazed by how much additional information I extracted using the CI approach. In fact, the entire investigation was resolved based on information that was not collected using standard interviewing methods, but did come to light thanks to CI."

Wm. Bruce Sorrell  
Inspector General  
Department of the Navy  
Office of Civilian Human Resources

#### When asked if the course was informative and applicable to their work...

- "Definitely! Very good information for all types of transportation investigation."
- "I have significantly more insight and better understanding of the interviewing process and how to do it right."
- "I thought I did ok with my prior interviews, but the exercises highlighted that I was probably missing out on a lot of information ... as a result of this class, I will be changing how I conduct interviews and record the information that the witness has to offer."
- "Very appropriate to my work. Very thorough."
- "What a great class, not only can I use this professionally, but personally as well."
- "As an accident investigator, I'll be applying the methods learned in this course over the spectrum of my duties."
- "I learned a lot about how to ask effective questions and engage memory."
- "Very practical applications."
- "The course was excellent, it will help me a lot in my job."
- "I conduct interviews several times a week/month, so this course definitely enhanced my skills."
- "Results were immediate. Just the first hour was enough to change my techniques permanently."

#### When asked if the instructors displayed a comprehensive knowledge of the subject...

- "The instructor certainly proved an expert in the field and was very able in transferring that knowledge to his audience."
- "The instructor clearly has an exceptional command of the subject."
- "Very impressive professor. Excellent instructors."

- "Presentation was excellent, very practical and useful."
- "Best block of instruction I have had on accident investigations."
- "Instructors did a fine job of presenting the material."
- "The mix of academic instruction and the hands-on experiences made the course interesting."

**When asked if they enjoyed the course and would recommend it to others...**

- "Absolutely. Everyone who interviews should take this course."
- "The instructor is well spoken, entertaining and is the subject matter expert. Excellent techniques for witness interviews as well as interviews for operational factors, maintenance, survival factors, etc."
- "This course was excellent. I'll be sending the rest of my staff to the next one."
- "I most certainly would recommend that my co-workers attend this course. Our methods can be greatly enhanced by using the techniques taught here."
- "All those that conduct accident investigations should take this course."
- "I would recommend it to all my fellow accident investigators and de-briefers."
- "I have not attended a more interesting or more usable course in years."
- "Excellent course! I only wish I'd taken it earlier."

**Other comments...**

- "I am really impressed with the Training Center and the professionals who are making it a truly educational and pleasurable place to learn. I look forward to future courses."
- "Wonderful learning environment."
- "Absolutely the most comfortable training facility that I've ever attended."

[Back to course description](#)