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COURSE BROCHURE

# Emotional Composure and Credibility Assessment Training Course

11 – 15 January 2027
Madrid

# Emotional Composure and Credibility Assessment Training Course

**Ref:** 2741_104757 **Date:** 11 – 15 January 2027 **Location:** Madrid **Fees:** 5600 GBP

Emotional Composure and Credibility Assessment is a 1-week training course for managers, investigators and HR professionals who conduct sensitive interviews, in which each participant builds an Interview Credibility Record for a real case. Grievances, misconduct reports and incident accounts now reach managers more often, and a hasty judgement can harm people and the organisation alike. Jupiter Prime Training delivers this course in Emotional Composure and Credibility Assessment.

## Why Emotional Composure and Credibility Assessment Matters Now

Three pressures shape the subject today. Employees expect allegations to be heard fairly and quickly, so interviewers face more charged conversations. Popular claims about reading lies from body language persist, yet single signals are weak evidence. And decisions after an interview are increasingly challenged, so the reasoning behind each conclusion must be recorded. An organisation that keeps interviewers calm and evidence-led protects trust and due process; one that relies on hunches risks wrongful outcomes and disputes. The course rests on investigative interviewing practice, emotion regulation methods and structured evidence evaluation.

## Who Gains Most from Emotional Composure and Credibility Assessment

- Line managers who hear complaints, grievances and disciplinary accounts from staff
- Internal investigators who gather statements on misconduct, fraud or safety incidents
- HR partners who chair hearings and weigh conflicting versions of events
- Compliance and audit staff who question colleagues about irregularities
- Security and loss prevention leads who interview witnesses after incidents

Case-handling units that send interviewers and hearing chairs together gain most, agreeing one standard for weighing accounts.

## Emotional Composure and Credibility Assessment Capabilities

Participants learn to stay steady under hostility or distress while testing what they hear against evidence rather than instinct.

- Apply breathing, labelling and reappraisal routines to stay calm during charged interviews — interview quality
- Design an interview plan with open questions, topic sequencing and disclosure timing — case lead
- Assess a speaker's verbal and non-verbal baseline before judging any change — fairness of findings
- Test an account for internal consistency, detail and fit with independent evidence — hearing chair
- Weigh alternative explanations for nervousness, memory gaps and contradictions — decision panel
- Communicate a reasoned credibility conclusion in a written record — appeals and review

## Key Emotional Composure and Credibility Assessment Terms

- Emotion regulation — the deliberate use of strategies to shape the intensity and expression of one's own feelings during a demanding exchange.
- Behavioural baseline — the way a person normally speaks and moves in neutral conversation, used as a reference before reading any change.
- Cognitive load questioning — asking for reverse order, extra detail or unexpected angles so that fabricated accounts become harder to sustain.
- Strategic evidence disclosure — holding back known facts until the interviewee has given a full account, then revealing them to test consistency.
- Confirmation bias — the habit of seeking and favouring information that supports a belief already formed about the person or event.
- Corroboration — independent evidence, such as records or other witnesses, that supports or contradicts a specific point in an account.

## Emotional Composure and Credibility Assessment Day by Day

### Day 1: Emotions in High-Stakes Conversations

- Emotional Trigger Mapping — Personal Reactions to Anger, Tears and Silence
- Physiological Arousal Signs — Recognising Stress Before It Shapes Questions
- Reappraisal and Labelling Techniques — Keeping Judgement Clear Mid-Interview
- Pause and Breathing Routines — Regaining Control After Hostile Remarks
- Interviewee Distress Responses — When to Continue, Pause or Refer

### Day 2: Planning and Opening the Interview

- Interview Plan Template — Topics, Known Facts and Disclosure Order
- Rapport Building Opening — Explaining Purpose, Rights and Note-Taking
- Free Recall Phase — Letting the Account Unfold Without Interruption
- Open and Probing Question Types — Avoiding Leading and Closed Prompts
- Behavioural Baseline Observation — Neutral Topics Before Sensitive Ones

## Day 3: Reading Cues and Testing Accounts

- Verbal Content Analysis — Detail, Plausibility and Spontaneous Corrections
- Non-Verbal Cue Limits — Why Gaze and Fidgeting Mislead Interviewers
- Cognitive Load Questioning — Reverse Order and Unexpected Angle Requests
- Strategic Evidence Disclosure — Timing Facts to Test Consistency
- Memory Error Patterns — Distinguishing Honest Gaps From Fabrication

## Day 4: Reaching Fair, Evidence-Led Conclusions

- Inconsistency Matrix — Comparing Statements, Records and Witness Accounts
- Alternative Hypothesis Testing — Innocent Explanations for Suspicious Signs
- Bias Checks — Confirmation, Halo and Similarity Effects on Judgement
- Corroboration Weighting — Strength of Documents, Logs and Witnesses
- Credibility Finding Wording — Balance of Probabilities in Plain Language

## Day 5: Practising the Interview Credibility Record

- Charged Interview Simulation — Applying Composure Routines Under Pressure
- Baseline and Recall Exercise — Applying Opening and Free Recall Methods
- Evidence Disclosure Role-Play — Applying Timed Facts to a Live Account
- Peer Calibration Panel — Comparing Credibility Judgements on One Case
- Interview Credibility Record — Completing the Reasoned Case Conclusion

## Applying Emotional Composure and Credibility Assessment After the Course

- Prepare the next sensitive interview with the plan template and record a behavioural baseline before raising the allegation.
- Run an inconsistency matrix on an open case with a colleague and test at least two alternative explanations before concluding.

## Emotional Composure and Credibility Assessment Questions FAQ

### What is Emotional Composure and Credibility Assessment and why does it matter now?

It is the practice of staying calm in sensitive interviews while judging accounts against evidence. It matters now because more workplace allegations reach managers, and conclusions based on gut feeling or body-language myths are easily challenged.

### Which roles gain most from Emotional Composure and Credibility Assessment training?

Managers, internal investigators, HR partners, compliance staff and security leads gain most. Anyone weighing conflicting accounts in healthcare, retail or financial services will use these methods.

## How does Emotional Composure and Credibility Assessment differ from a general emotional intelligence course?

It applies emotion regulation to one setting: the fact-finding interview. A general emotional intelligence course builds self-awareness and relationships broadly; this course adds questioning, evidence disclosure and structured credibility judgement.

## What do you bring back from Emotional Composure and Credibility Assessment training?

You bring back a completed credibility record for a real or realistic case, with an interview plan, inconsistency matrix and reasoned finding.

## Emotional Composure and Credibility Assessment: The Way Forward

The Interview Credibility Record first informs the decision on whether an allegation is upheld, not upheld or needs further enquiry. Interviewers own it; hearing chairs and appeal reviewers rely on it. After its first use, revisit the bias checks, since familiarity with a case often hardens early impressions into assumed facts.