



We are pleased to present certificate training
in **Advanced Investigative Interviewing:**

SEMINAR 1

**Ethical Practices in
Investigative Interviewing
(2 days)**

SEMINAR 2

**The Statement Profiler
(2 days)**

You should attend if you are a...

- Security Manager/Personnel
- Regulatory Investigator
- Regulatory Inspector
- Compliance Officer
- Law Enforcement Officer
- Social Worker
- Child Protection Worker
- Retail Investigator
- Auditor
- Insurance Investigator
- HR- Manager/Personnel
- Ombudsman
- Correctional Investigator

Ethical Practices in Investigative Interviewing (2 days) & The Statement Profiler (2 days) are accelerated learning modules when combined lead to Advanced Investigative Interviewing certification. Whether you want to take one or both courses you will find these skills current and applicable within the context of a variety of investigative roles. Ethical Practices in Investigative Interviewing & The Statement Profiler will dramatically improve your interviewing skills. Using precise techniques on the cutting edge of behavior and linguistic analysis, discover how to gain reliable information without compromising human rights, legal constraints, or corporate policies.

This composite model of verbal and non-verbal skills draws from Neurolinguistic Programming (NLP) - "the leading edge technology in communications skills training", as well as psychology, validity assessment tools, and state-of-the-art investigative training techniques.

Instead of exploring why some interviewers are remarkably successful, learn how they succeed. Behaviours of successful interviewers have been patterned into learning models. Incorporate these skills through accelerated learning methods and experience greater personal power and influence in the ever more challenging field of investigations. These precise models are designed to be easily grasped by both the neophyte and experienced investigator.

Interviewing is a simultaneous orchestration of complex skills. When these skills are in sync, the interviewer is insightful, persuasive, and the outcome invariably successful. The interviewing process requires intuitive sensitivity to non-verbal behaviors, attention to what is said, how it is expressed, uncontaminated questioning techniques and accurate documentation. In these two seminars we explore how to divide our focus and behavior to attend to these critical issues.

SEMINAR 1

Ethical Practices in Investigative Interviewing (2 days)

Profile of the Successful Interviewer

Outlines the 6 basic characteristics: integrity, intuitiveness, flexibility, resourcefulness, skill diversity, and preparation. The investigative interviewer needs to balance compassion and rapport with control, personal boundaries, and healthy skepticism.

Systematic Investigative Method (SIM)

Strategic thinking is rooted in a method. With SIM the interviewer can guide the subject towards the objective. Without a strategy the interviewer can lose both control and a desired outcome. Investigative Interviewing explores the entire process of preparation, cooperation, evaluation, and persuasion

Interviewee Assessment

The ETOPICS Principle
Eliciting openness begins with accelerated familiarity, often with a complete stranger. There are seven factors which effect the interviewer's ability to establish intimate knowledge of the subject's stress and internal conflict - Expectations, Observation skills, Perceived risk, Time, Interaction, Context and Sophistication.

Stereotyping behaviour or character traits, typical of many investigative training programs, predisposes the interviewer to narrow their focus, setting up biases that act like blindfolds. Assessing interviewees begins with confronting counterproductive assumptions and dispelling myths that impair flexible approaches to the uniqueness of individuals and contexts. Intense observation will reveal micro-behavioural indicators of internal conflict and linguistic indicators of validity and/or deception despite efforts to mask stress and edit information. Robustness of non-verbal communication and open dialogue will depend on the degree of risk for the interviewee and the importance of outcomes for both parties. Integrity, preparation and flexibility will play key roles in building a unique path toward disclosure. You may not be able to compel others to talk but you can be compelling interviewer.

Controlling the Process

During the live interview, non-verbal communication influences the direction and outcome of the process, while post-analysis of uncontaminated statements ascertain credibility. The investigator's success depends not only on the ability to respond to the content of dialogue, but to the linguistic and non-verbal processes as well. Responding on many levels generates unconscious bonding, maintains control, and accelerates the subject toward full disclosure. Resistance is viewed as a challenge to our flexibility and ingenuity.

Cooperative Interviewing

Cooperative interviewing is the essential first step in the investigative process. This information-gathering phase often opens the door to a quick resolution with less stress for the interviewer. During the cooperative phase the interviewer uses ambiguous and unadulterated language, rapport skills that encourage openness, and time to calibrate the subject's idiosyncrasies. An effective cooperative approach diminishes the potential for adversarial conflict between the interviewer and subject and encourages the subject toward resolution of stressful internal conflicts.

Evaluating the Subject

Establishing the credibility of the subject will determine whether the process needs to be extended with a detailed enquiry, persuasive interviewing, collateral checks or further interviews. Evaluation of verbal and non-verbal behaviour has evolved into a precise science.

Persuasive Interviewing

Often, a closed subject needs to be respectfully encouraged to be truthful. The art of persuasion requires tact and ingenuity, without being intimidating or reticent.

During this phase we will explore:

- how to maintain rapport while you make an accusation
- persuasive arguments
- key words linking to events in stages

“ ***This investigative interviewing class has been very helpful toward my future goals. I rate the class content a ten*** ”

Emma Robertson, Security Manager, San Francisco Giants
San Francisco, CA

SEMINAR 2

The Statement Profiler (2 days)

Avoiding Contamination

During acquisition, retention and retrieval there are many factors that delete and distort information beyond the interviewee's motives and the effects of interviewer's inquiries. We will explore the twelve elements of contamination, how to maximize retrieval and minimize contaminants.

The Live Interview

A live interview is a highly orchestrated combination of verbal and non-verbal skills, where manipulation by both parties often obscures the purpose of obtaining an undiluted statement. We will outline how to reduce the effects of the interviewer/subject relationship on the statement and how to be alert to red flags of deceptive verbal statements.

Written Statements

Written version of events have many advantages over verbal interviews. They can save the interviewer time with witnesses, suspects, victims, claimants, and employees. The subject must commit to what they are saying. There is less contamination by the interviewer. The statement can better be evaluated for

linguistic indicators of validity and deception. You will learn which contexts call for the written version, how to initiate the enquiry, and how to design questionnaires.

Evaluating the Statement

Statements can be evaluated for omissions, consistency, logic, and linguistic indicators of truthfulness and of deception. Interviewees focus on the content of their stories, editing disclosure, but are unaware of their unconscious choices in how they describe events. Their choice of words, how they construct sentences, where they begin and end, the literalness of the statement, (as opposed to intended meaning), provide a wealth of information to the interviewer trained in the art/science of statement analysis.

Detailed Enquiry

Most often it is better for the investigator to follow up the subject's "pure version" with un-contaminating questions about details and critical issue questions before confronting with evidence. These questions test for consistency and clarity. You will learn precise models of closed questions that test credibility and link interviewees to events.

“ ***I take statements from victims, suspects and witnesses. This course will be a valuable asset to my work. Excellent presentation, the presenter's research and knowledge on the subject is very good.*** ”

Terry Charette, Criminal Investigator, Military Police

In-house for a flat rate

Sponsor - pay a flat rate, hold an open workshop for community or organizational investigators.

Co-sponsor - provide training space, and host for five free spaces.

About your Instructor, Dana Rodden

Dana Rodden has three decades of experience in justice. Over the past twenty years he has conducted numerous seminars on investigative techniques throughout North America. He is recognized for his dynamic presentations and in-depth knowledge of human behaviour. He has researched and applied a variety of psychological and linguistic models to investigative interviewing in these continually evolving seminars. He acts as a consultant to both the private and public sector providing confidential in-house training and statement analysis services.

Mr. Rodden holds a B.A. Degree from Simon Fraser University. He was certified as a Neurolinguistic Practitioner in 1988 and is a past member of A.S.I.S. and Canadian Future Intelligence Analysis.



Investigative Interviewing has been tailored for:

Managers
Human Resources
Regulatory investigators
Compliance Officers
Inspectors
Security Personnel
Ombudsman
Human Rights Officers
Insurance Investigators
Retail Fraud Investigators
Secret Service Personnel
Law Enforcement Officers
Social Service Investigators
Polygraph Examiners

CORPORATE

Purolator Courier
Forensic and Behavioral Sciences Institute
Winners
Westinghouse
Loss Prevention Group Inc.
Humber College
British Columbia Justice Institute
Canada Post Corporation
Bell Northern Research
Canadian Airlines
Canadian National
Safeway
Allstate
Nortel
Safeguard Services, Hawaii
Insurance Crime Prevention Bureau
Hawaii Hotel Association
Loomis
Toronto Dominion Bank
The Rand Group
Royal Bank of Canada
American Protective Services
Blue Cross
University of Alberta

GOVERNMENT

Department of Human Services, State of Hawaii
Transport Canada
Department of Labour, Alberta
Natural Resources, Manitoba
Ministry of the Attorney General, British Columbia
Department of National Defense
Correctional Services Canada
Renewable Resources, Yukon
Bank of Canada
Human Development Resources, Canada
Environment Canada
Nova Scotia Power
Northern Development and Mines
Workers Compensation Board
Alberta Treasury Branches
York Region Social Services
Ministry of Attorney General, Ontario

LAW ENFORCEMENT

Special Investigations Unit, Ontario
Drug Enforcement Agency, San Francisco
Oakland Police Department
Renfrew Police Services
San Francisco Police Department
Ottawa Carleton Regional Police
Garland Police, Texas
Halton Regional Police
Royal Canadian Mounted Police
Canadian Military Police