

# Investigative Interviewing

## Ethical Practices in Investigative Interviewing/Statement Profiler (3 days)

Edmonton October 21,22,23 Calgary - October 28,29,30, Regina November 4,5,6, Ottawa November 18,19,20, Halifax November 25,26,27

Schedule and registration at [www.metacentre.net](http://www.metacentre.net)

*Ethical Practices in Investigative Interviewing* (2 days) & *The Statement Profiler* (2 days) have been **combined** in this special three day format. Awarded #1 CMP credit for each course by the Board of Canadian Certified Safety Professionals. Whether you want to take one or both courses you will find these skills current and applicable within the context of a variety of safety and audit investigations. *Ethical Practices in Investigative Interviewing & The Statement Profiler* will dramatically improve your interviewing skills. Using precise techniques based on sound research practices 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 current investigative training techniques, social psychology and validity assessment tools. **These precise models are designed to be assimilated by investigators with all levels of experience.**

Interviewing is an 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 behaviours, 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 behaviour to attend to these critical issues.

### SEMINAR 1

## Ethical Practices in Investigative Interviewing

**Profile of the Successful Interviewer** Outlines the six basic characteristics of the successful interviewer: integrity, intuitiveness, flexibility, resourcefulness, skill diversity, and preparation. The investigative interviewer needs to balance compassion and rapport with control, clear personal boundaries, and healthy skepticism.

**Challenges for the Interviewer** Investigative interviewers identify interviewee resistance, illiteracy, native tongue, poor setting, (such as a job site), lack of time, and delay in interviewing as major obstacles to acquiring information. Rarely do interviewers identify their interviewing skills as an issue. In this seminar we will outline what we *can* change, namely the interviewer's methods of eliciting information.

**The OPTICS Principle** 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 context. 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 a compelling interviewer.

Eliciting openness begins with accelerating familiarity, often with a complete stranger. Recognizing the emotional contaminants affecting recall such as fear, anger, guilt, trauma, and PTSD begins with properly identifying the meaning of the emotional expression behind the mask. There are seven factors that affect the interviewer's ability to establish intimate knowledge of the subject's stress and internal conflict: 1) expectations, 2) observation skills of the interviewer, 3) perceived risk as perceived by the interviewee, 4)

the amount of interview time, 5) interaction, 6) context, and 7) sophistication of both parties. These factors will affect the robustness of emotional expression and the detection of both validity and deception. The better the interviewer can identify the emotional impact of the circumstances the more likely emotional content and interviewee resistance can be addressed and clarity of information can be achieved.

**Cooperative Interviewing** A clear foundation begins with a comparative look at the development of investigative interviewing techniques in North America and overseas. Methods have been dramatically shaped by science, technology and research with an emphatic move toward co-operative interviewing over confrontational interviewing. We will look at the advantages and pitfalls of highly structured and well-prepared interviews and emergency interviews. 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, unadulterated language, active listening, and 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 about disclosure.

**Cognitive interviewing** The quality and quantity of information from witnesses or victims can be significantly improved by employing proven questioning methods. This is particularly relevant to site inspections or accident investigations. There are four methods of retrieval - 1) recall everything, 2) reconstruction, 3) recall in a different order and 4) change of perspective. These four strategies will increase quality and quantity of detail by up 50%.

**Contaminants** There are twelve contaminants that affect information gathering. "The map is not the territory." Recall is an account that only approximates what has occurred and is fraught with distortions and deletions based on motives and the limitations of memory. As well, interveners & collaborators, time, distractions, translations, trauma, and competency of the interviewee impact the quality of the information. The interviewer's behaviour, expectations, questioning strategies, focus, documenting skills, and semantic rescuing by the interviewer also shape reconstituted events.

**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 also to the linguistic and non-verbal processes. 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.

**Evaluating the Subject** Establishing the credibility of the subject will determine whether the process needs to be extended with a detailed enquiry, 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.

"The course content and material is very applicable to our duties as inspectors / investigators, as it gives us insights into effective ways to conduct witness interviews and statement taking required for all accident and event investigations .... I would recommend this course to any person whose work involves conducting interviews as part of investigations of any kind.

Dan Taillefer , Occupational Health and Safety Officer, Construction Programs, Ottawa

## The Statement Profiler

**The Statement Profiler** is a two day 14 hour training course in the analysis of statements obtained from witnesses and victims, regarding safety issues and job site accidents with purpose of reconstructing procedures, practices and incidents as well as furthering avenues of investigation.

**Outline of the Purposes of Statement Profiling** We will look at how to disconnect from the tendency to semantically rescue by making sense out of statements for both ourselves and the interviewee, confront biases based on pre-knowledge and pre-conceptions, balance the search for both validity and deception and outline methods of deconstruction.

**Seventeen categories of Verbal Evasion** Red flags in language and why they occur more often in deceptive statements.

**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.

**The Importance of Accurate Documentation.** Statements composed by the interviewer for the interviewee compromise the integrity of statements and have little value other than revealing the interviewer's needs and biases. Court rulings about interviewer composed statements confirm bias and lack of credibility of interviewer composed statements and reports.

**Written Statements** Written versions of events have many advantages over verbal interviews. They can save the interviewer time with witnesses and victims. The subject must commit to what they are saying. There is less contamination by the interviewer. The statement can better be evaluated for validity/deception.

Questionnaires - informal and formal. The importance of obtaining at least one uninterrupted account either verbally or in writing.



**The Statement Profiler** Concepts to apply to any unfettered account – logic, omissions, motives, and word choice. 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 profiling. Statements can be evaluated for consistency and linguistic indicators of truthfulness and of deception. We will also look at features of statements about actual experienced events, robustness or lack of perceptual information, and features of fictional accounts, emotional content and trauma, statement structure, word choice, use of “I” and the five ways we avoid the “I”, and many other concepts of statement profiling.

**Seeking validity in statements.** An overview of instruments to measure validity – Criteria based Content Analysis, Validity Assessment, and Reality Monitoring.

**Detailed Enquiry** Most often it is better for the investigator to follow up the subject’s “pure version” with questions seeking expansion 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.

“The Investigative Interviewing and Statement Profiler courses provide a powerful set of investigative tools that every accident / incident investigator should have in their back pocket. The courses shed a whole new light on the interpretation of verbal and written statements, which is the core of every investigation. Strongly recommended!” **Kevin Dunn**, Senior Compliance Advisor, Inter Pipeline Fund

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**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.

### **Schedule for 2019 at [www.metacentre.net](http://www.metacentre.net)**

#### **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.

#### **Investigative Interviewing has been tailored for:**

Safety Professionals, Health Professionals, Doctors, Pilots, 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

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#### **LAW ENFORCEMENT**

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