The Art of Interview and Interrogation

Presented by:
Christopher P Norris, CFI


The Positive Confrontation

Themes

Statement

Direct Positive Accusation

Denial

Verbal Physical (shut)

Suspect Becomes Quiet/Listen

Get Suspects Attention

Handling Objections

Alternative Question

Develop Admission/Confrontation

Assumptive Question

Follow-Up Question

Support Admission

Obtain Admission

Establish Credibility

Introduction & Intro Statement

Rationalize (3rd Person)

Handle Denials

Emphatic

Explanatory

Reduce Resistance

Obtain Admission

Develop Admission

Statement

Witness

Professional Close

Back Out of Interview
Why People Confess

• Believe the truth is already known about their involvement (55%)
• Want to put their own spin on the situation (42%)
• Have guilty feelings about what they did and their involvement (33%)

Why People Lie

• Interviewer characteristics
• Environment selected
• Suspect’s perceptions
• Strategy used by the interviewer

Room Set-up

• Establish private environment
  – Psychological considerations
  – Legal considerations
• Remove distractions and reminders of punishment
• Consider physical and emotional location
• Operate in ‘private’ proxemics
• Place partner / witness out of view of subject
Behaviour Analysis

Understanding Communication
- Non-verbal communication
- Verbal communication
- Actual word choices
- Micro-expressions
- Recognizing cues to truth or deception

Problems of Observation
- Where were we looking or listening?
- What were we thinking?
- Where were we focused?
- Were we prepared to observe?
- Were there distractions present?
- Did we have a clear behavioural norm of the other person?
Barriers to Listening

• Distractions
• Personal bias
• Making assumptions
• Answering for the subject
• Internal conversations
• Personal emotions

Establishing a Behavioural Norm

• Observe the individual’s verbal and physical behavior during non threatening moments
• Note: Physical: body position, gestures, and timing of changes
• Note: Verbal: upper and lower voice levels, speed of delivery, tone, and language preferences

Timing

• A behavior should be “on time” in relation to the introduction of a topic, question or word
• Behavior that is not “on time” may give an indication of the subject’s general attitudes and emotions
Behaviour Analysis Rules

- Evaluate against the population
- Evaluate in the context of the situation
- Be aware of your own behaviour

Rule of Thumb

Look for behaviors that do not make sense or are out of context with the words. REMEMBER, include the physical behavior in the sentence being spoken.

Rule of Thumb

Whenever you observe a large movement or gross position change, ASK YOURSELF..., “What was just said?”
Field of Vision

- Look where information is most likely to be found on body.
- Look at the subject at the stress point in questions and maintain eye contact immediately following it.
- Focus on the face, but monitor the peripheral vision view of the body.

Beginning the Interview

- Establish Credibility
  - Take hope away
- Show Understanding
  - Give some hope back
**Introductory Statement**

- Verify subject’s background
- Establish rapport
- Who we are & what we do
- Types of issues that occur
- How we investigate
- Show understanding

**Transition Statement**

“The investigation answers many questions, like what happened, who was involved, how did it happen, etc., but the investigation doesn’t answer the most important question, which is the question of **WHY** it happened?”
Change of Perspective

• Offers the subject an opportunity to see the benefit of cooperation
• Subject is removed from role of victim
• Subject comes to his own conclusion, thus more easily accepts that it is true
• Contrast two people one who does NOT cooperate and one who DOES tell the truth

Connect with WZ

Christopher P Norris, CFI
cnorris@w-z.com
Website: www.w-z.com Twitter: @WZ_Training
Facebook: Wicklander-Zulawski & Associates
YouTube: WicklanderZulawski

Website: www.w-z.com