

**Wicklender-Zulawski & Associates, Inc.**

Presented by:  
**Christopher P Norris, CFI**

**The Art of Interview and Interrogation**

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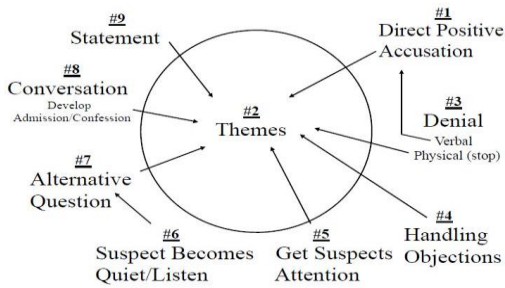
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The Positive Confrontation




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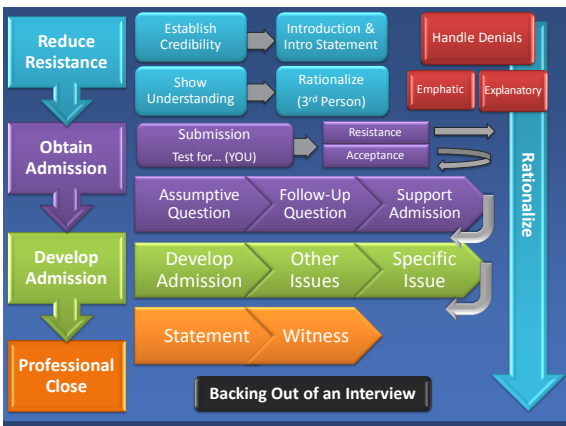
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### Why People Confess

- 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%)

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### Why People Lie

- Interviewer characteristics
- Environment selected
- Suspect's perceptions
- Strategy used by the interviewer

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### 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

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Room Diagram

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### Behaviour Analysis

Understanding Communication

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

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### 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?

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### Barriers to Listening

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

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### 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

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### 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

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### Behaviour Analysis Rules

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

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### 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.

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### Rule of Thumb

Whenever you observe a large movement or gross position change, **ASK YOURSELF...**, "What was just said?"

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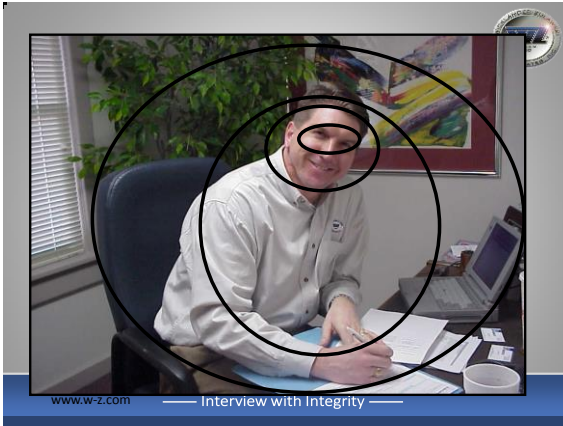
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### Field of Vision

- 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

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### Beginning the Interview

- Establish Credibility
  - Take hope away
- Show Understanding
  - Give some hope back

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**Introductory Statement**

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

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**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?"*

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## 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

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## Connect with WZ



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Facebook: Wicklander-Zulawski & Associates  
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