

TOP 10 THINGS TO *STOP DOING* IN YOUR NEXT INVESTIGATIVE INTERVIEW



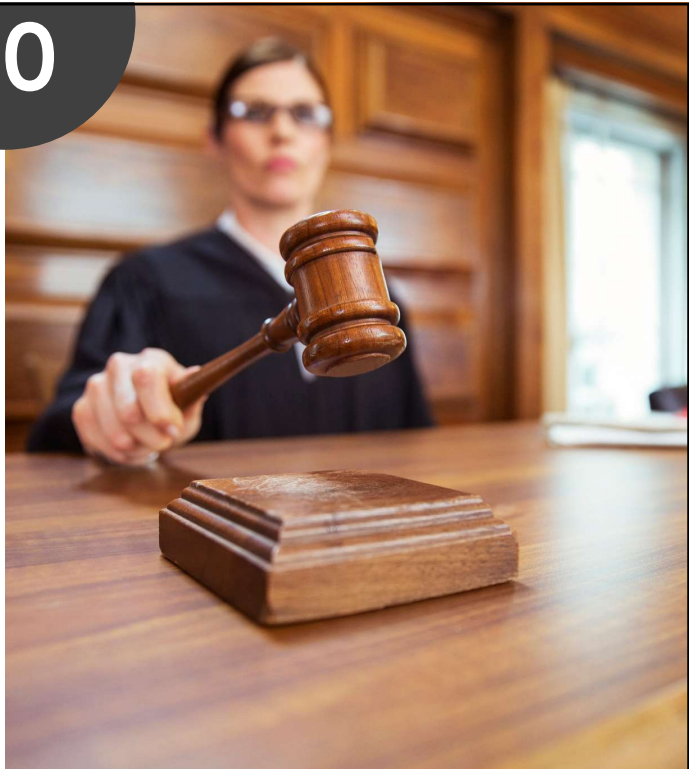
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10

Sitting behind a Desk

- Perception of authority
- Judgement
- Lack of open posture



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Highlighting the Consequences


- Word choice "theft, misconduct"
- Increases resistance
- Disrupts rapport



3

Looking for Pinocchio

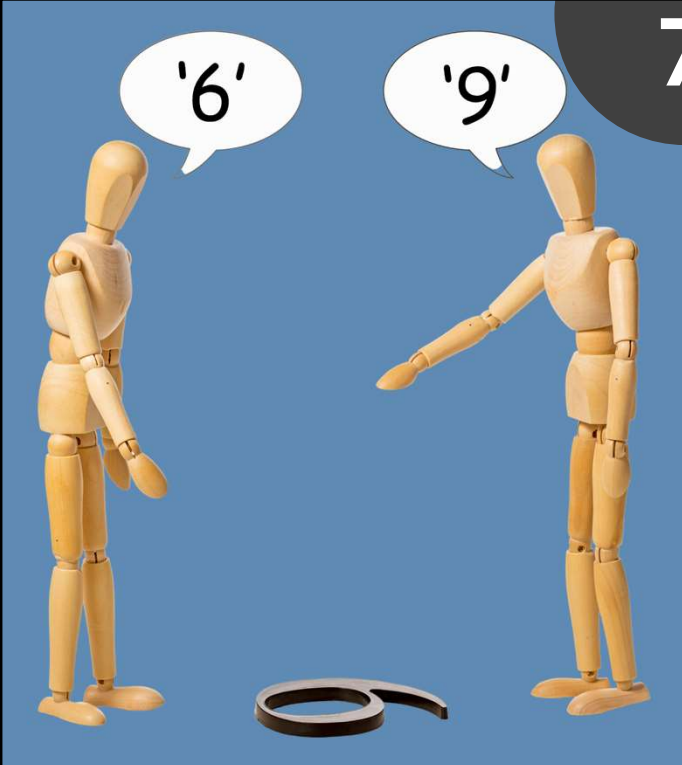
- 54% accuracy
- Misclassification leads to coercion
- Multiple variables



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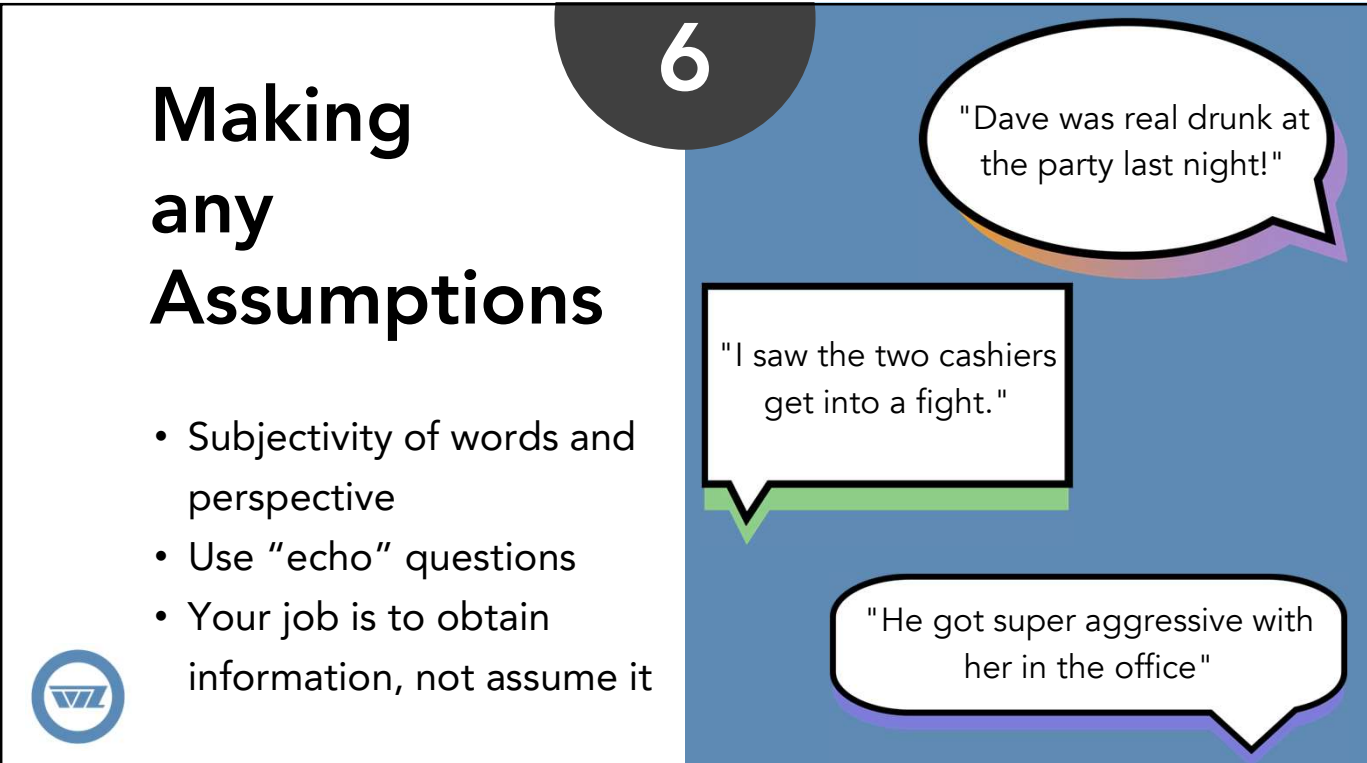


7 Showing your Biases

- How should a victim react?
- Frequent fliers
- History with employee
- Personal experience




5




Making any Assumptions

- Subjectivity of words and perspective
- Use "echo" questions
- Your job is to obtain information, not assume it




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Asking bad Questions

- Minimal information
- Gives up evidence
- Accusatory tone
- Narrows the scope




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Being too "Witty"

- Our first response is not usually our best
- High emotion often equals low quality





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3 Interrupting the Story

- Disrupts recall
- Conditions interviewee to “proper” response
- Lose information




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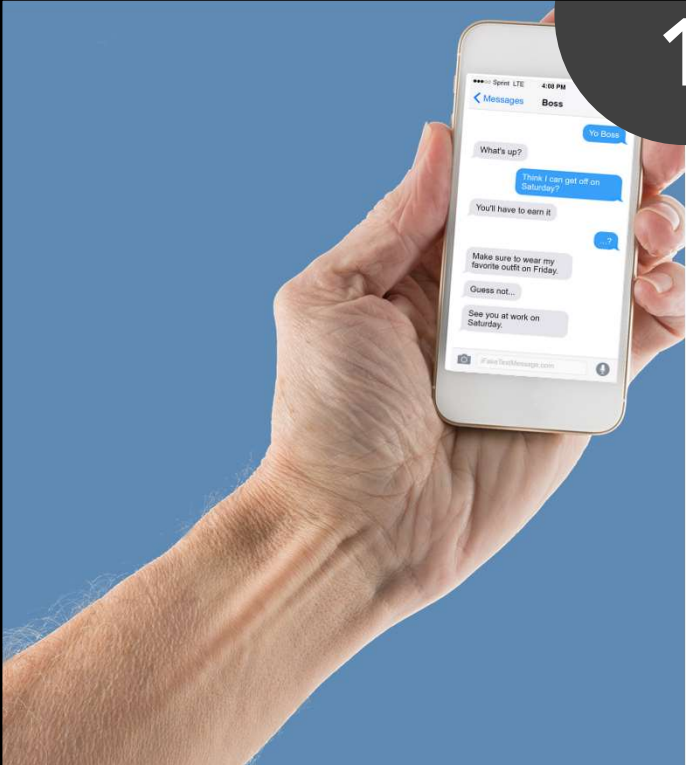
Being too Direct



- Creates resistance
- Narrows scope of conversation
- Reveals evidence




10



1 Showing your Evidence

- Contaminates memory
- Minimizes disclosures
- Risks confidentiality



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Top 10 Things to STOP DOING

10	Sitting behind a desk	5	Asking bad questions
9	Highlighting consequences	4	Being too "witty"
8	Looking for Pinocchio	3	Interrupting the story
7	Showing your biases	2	Being too direct
6	Making any assumptions	1	Showing your evidence



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Thank You

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