

WELCOME TO THE



SOUTHEAST
CHAPTER

INTERNATIONAL ASSOCIATION
of INTERVIEWERS
EDUCATE NETWORK ADVANCE

March 19, 2024



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Re-Interviews

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Pros & Cons



PROS

- KNOW THEIR STRATEGY
- KNOW THEIR BACKGROUND
- YOU KNOW WHAT YOU HAVE

CONS

- THEY KNOW THEY BEAT YOU ONCE ALREADY
- CREDIBILITY
- WHAT DO YOU HAVE THAT IS NEW?
- PERSONALITY CONFLICT
- ALREADY USED YOUR BEST TECHNIQUE
- CONSEQUENCE
 - Lied - no consequence
 - Time Served

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Setting the Stage



- **End of Last Interview**
 1. Rapport
 2. False Evidence
 3. Credibility
 4. Respect
- **Investigation**
- **Statement of Expectation**
- **Transparency**

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Understanding your Subject

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Knowledge of the Process



- **Subject has seen it and will be prepared**
- **Change of WZ flow will throw off their preconceptions and planned resistance**

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Knowledge of the Investigator



- **Have they conducted prior interviews with interviewer**
- **Have you discussed your weaknesses with them**
- **Prepare for attempted exploitation**

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Acknowledgement of Professional Skills and Background



- **Acknowledge past interview (Successes and Failures)**
- **Acknowledge subject's skills, training, and/or background**
- **Do not try to conduct the interview under any "guise" or pretext**
- **Attempting to find a professional resolution between two people**

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Use of Industry/Professional Language



- **Acknowledges subject's background and abilities**
- **Reinforces that Interviewer is credible**

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Rapport and Establishing the Baseline

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Rapport and Baselineing



- **Subject will be looking for it**
- **Avoid standard approach**
- **Highlight shared background, common training, shared history and experience (Similarity Principle)**
- **Reduces intentional misdirection**
- **Reinforces interviewer credibility**

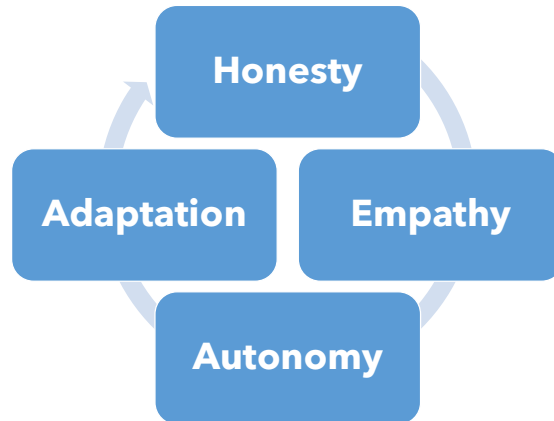
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Principles of Rapport



Alison, L. J., Alison, E. K., Shortland, N. D., & Surmon-Bohr, F. (2021). ORBIT: The science of rapport-based interviewing for law enforcement, security and military. Oxford University Press.

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Changing up the Standard WZ Approach

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Establishing Credibility - Empathizing



- **Semi-conversational vs a speech**
- **Avoid appearance of a structures approach**
- **You are not "teaching" you are "reminding"**

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The Introduction (Option 1)



I feel like I need to clarify something for you before we even begin. I wanted to be in this chair today. I asked to be in this chair today, for many reasons. The first being because of your relationship with intimate knowledge and conversations in the past within our department. Second, I wanted this handled professionally and discreetly. And lastly, because I trusted that based on our built-in respect for each other, that you and I could have a productive conversation. One of the toughest parts of this job is dispelling rumors that circulate. Often times because of the nature of our profession, there is an unfair stigma that comes with a conversation with us. It's disappointing, and quite honestly, inaccurate.

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The Introduction (Option 2)



Rest assured the past is the past. Any previous conversations between our department and others have zero impact on our conversation today. What I need you to understand is that I've been doing this for (#) years, and I'm not in the business of wasting anyone's time, certainly not my own. The reason I'm here today, and not someone else, is that I wanted to know this was handled with the utmost of professionalism and respect. I'm confident that based on our history that you'd know I would not be in here should it not be necessary - organization wouldn't allow it. It's simply a courtesy, since our history is extensive, and this conversation has been earned. So please, consider this a professional courtesy, give me the floor so that I can provide the facts, and then we can make an educated decision together.

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Who We Are - What We Do



- **Why do we need to have investigators**
- **Why Integrity is paramount**
- **Why are Investigators are held to higher standards**

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Types of Cases Investigated



- **Some cases rise above the level of what is common**
- **More at stake than simple "property" (make relevant to case)**
- **Protection of the relationship as opposed to anything else**

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How Investigations are Conducted



- **Need for a more complex investigation**
- **Incorporation of third-party, non-biased investigative resources**
- **Knowledge of Subject lead to more investigative steps**

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Empathy Statements and Change of Perspective



- **Not used in sequence - avoid appearance of "gaming"**
- **Look for motives outside of the standard topics for Empathy Statements (*ie. over-exposure/mental fatigue/testing the system to highlight operational loopholes*)**
- **Empathy Statements delivered in a more direct manner.**
****Don't use Rationalizations****
- **Change of perspective - Untruthful vs Truthful**

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Statement of Transparency, Addressing the Timeliness, Not Sharing Evidence



- **Use later in interview as needed to overcome resistance**
- **Avoid "scripted" delivery**

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Other Recommendations

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Conduct the Interview in an Unfamiliar Setting



- **Conduct interview in a setting unfamiliar to subject**
- **Remove from supportive environment**

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Addressing Their Knowledge



- **Subject may know limitations**
- **Do not imply anything beyond legal and/or policy scope**
- **Consider using other approach they have not seen**
 - **Cognitive Method**
 - **Participatory Method**

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Do not be Derailed or Shaken



- **Turn the Table: Start with a compliment to take them out of confrontation mindset**
- **Subject may attempt to exploit relationships within the environment**
- **Subject may attempt to exploit their more extensive background**
- **Be confident in your abilities**

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THANK YOU!

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