


Organized Retail Crime Interviewing

WSORCA Conference – September 10-12, 2024
Creating **PARTNERSHIPS**

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The Plan

- Objective of your interview
- Preparing your strategy
- Basic flow of interview
- Principles of rapport
- Intelligence gathering topics
- Question formulation strategies
- Q & A?

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What are your goals?

3

WHAT IS OBJECTIVE OF THE INTERVIEW?



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WHAT IS OBJECTIVE OF THE INTERVIEW?



Is your objective *intelligence focused*?
Will it positively impact the ORC investigative community?
Can it *aid in the prosecution* of those involved?

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Have you prepared?

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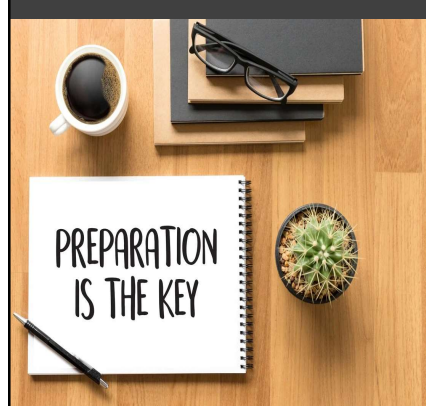
Planning and Preparation

One of the most important phases in effective interviewing is planning and preparation. Success of the interview and the investigation depend largely upon it.



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Planning and Preparation



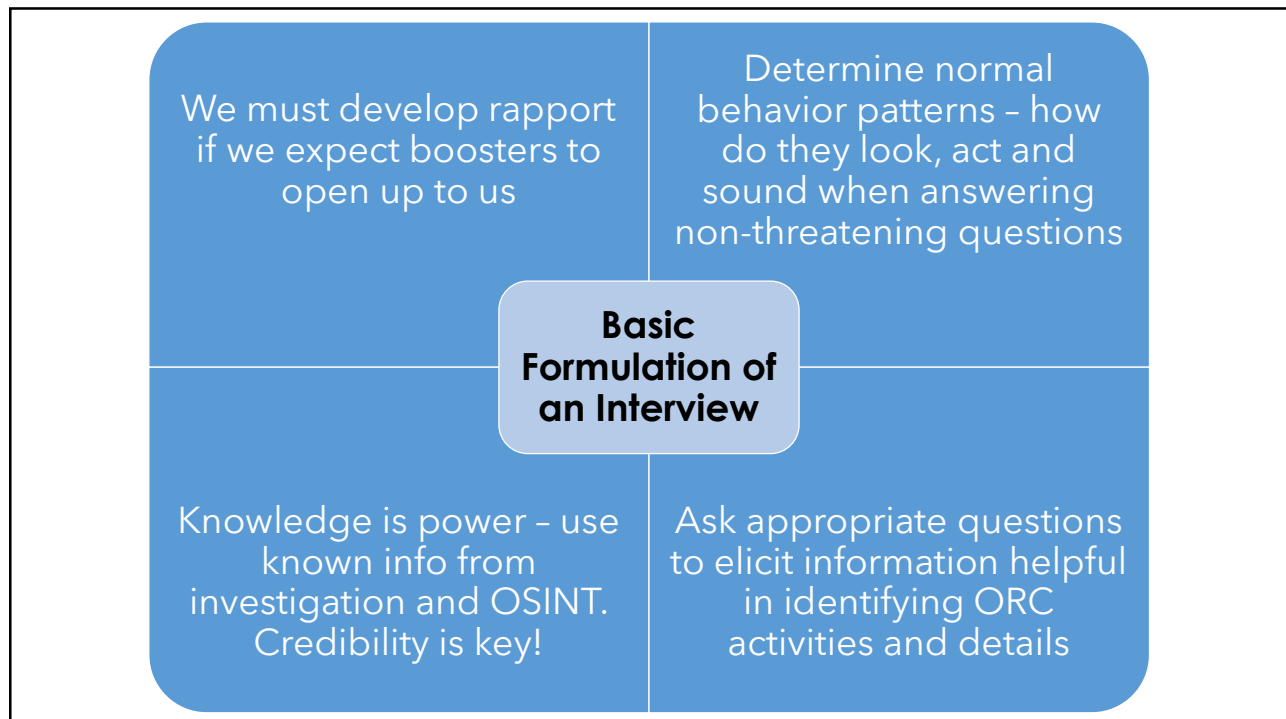
IDENTIFY THE TRUTH

- What is the purpose of interview
- All background information
- Details of person being interviewed
- Aims and objectives of interview
- Understand & recognize points to prove
- What evidence exists; where obtained
- What evidence is needed; how obtained
- Relevant legal aspects or guidelines
- Logistics: venue, exhibits, seating

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What's the basic interview flow?

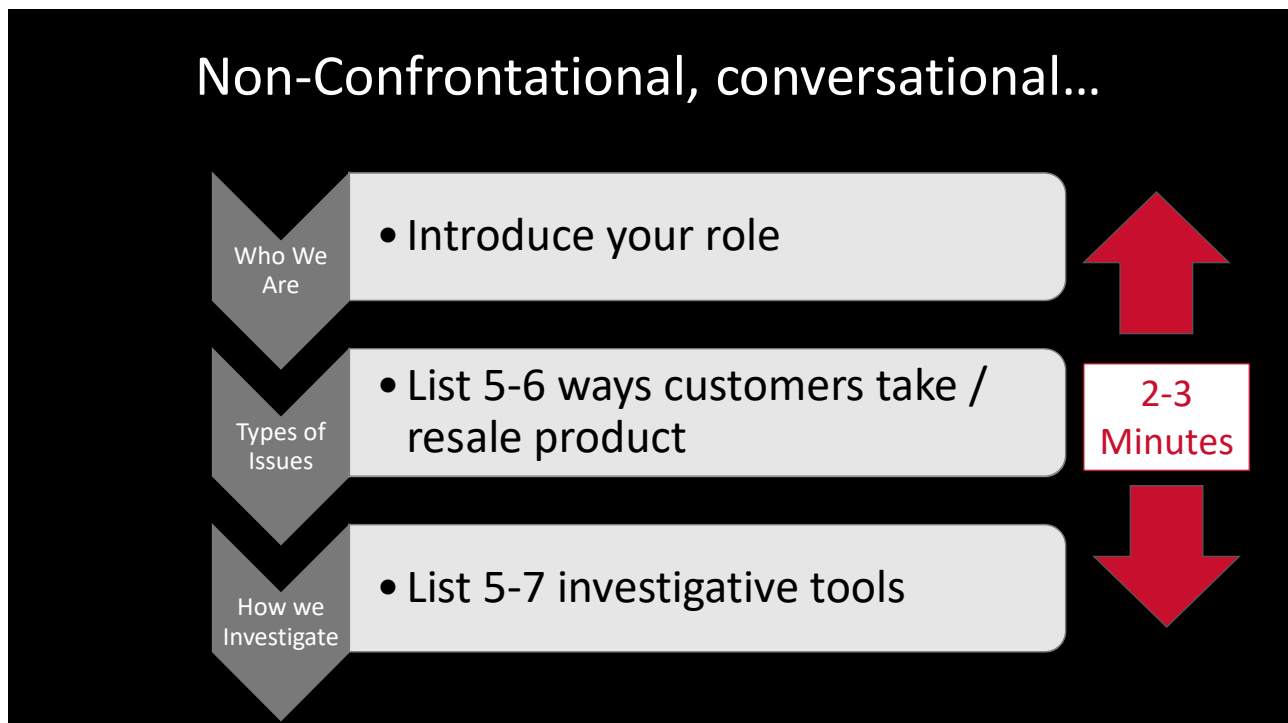
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SHOWING UNDERSTANDING

- Allows you to develop and maintain **rapport**
- Treat people the way you would want to be treated in a **similar situation**
- **Empathy Statements and Stories** used to show understanding and promote benefits of telling the truth
- Communicate in a calm, interested manner – you are having a **‘conversation’**

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TRANSITION STATEMENT

Used to show understanding to suspect

*"The investigation answers many questions, like what happened, who was involved, how did it happen, etc., but it doesn't answer the most important question, which is the question **WHY** it happened?"*

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How can I achieve rapport?

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RAPPORT DEFINED

A relationship proactively developed and maintained by the interviewer designed to foster truthful communication between both parties through mutual trust and understanding.

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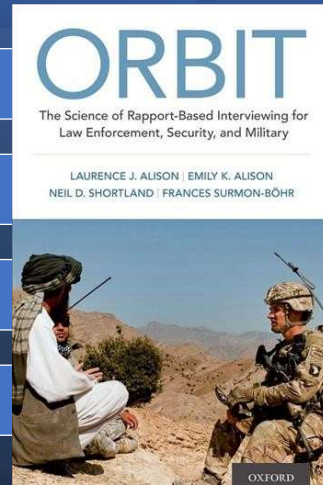
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Principles of Rapport

- Honesty
- Autonomy
- Empathy
- Adaptability



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Principles


- Honesty
- Autonomy
- Empathy
- Adaptability



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Principles

- Honesty
- Autonomy
- Empathy
- Adaptability

An illustration of a person in a blue suit climbing out of a wire cage. The person is holding a large red balloon, which is lifting them out of the cage. The background shows a city skyline under a grey sky with white clouds.

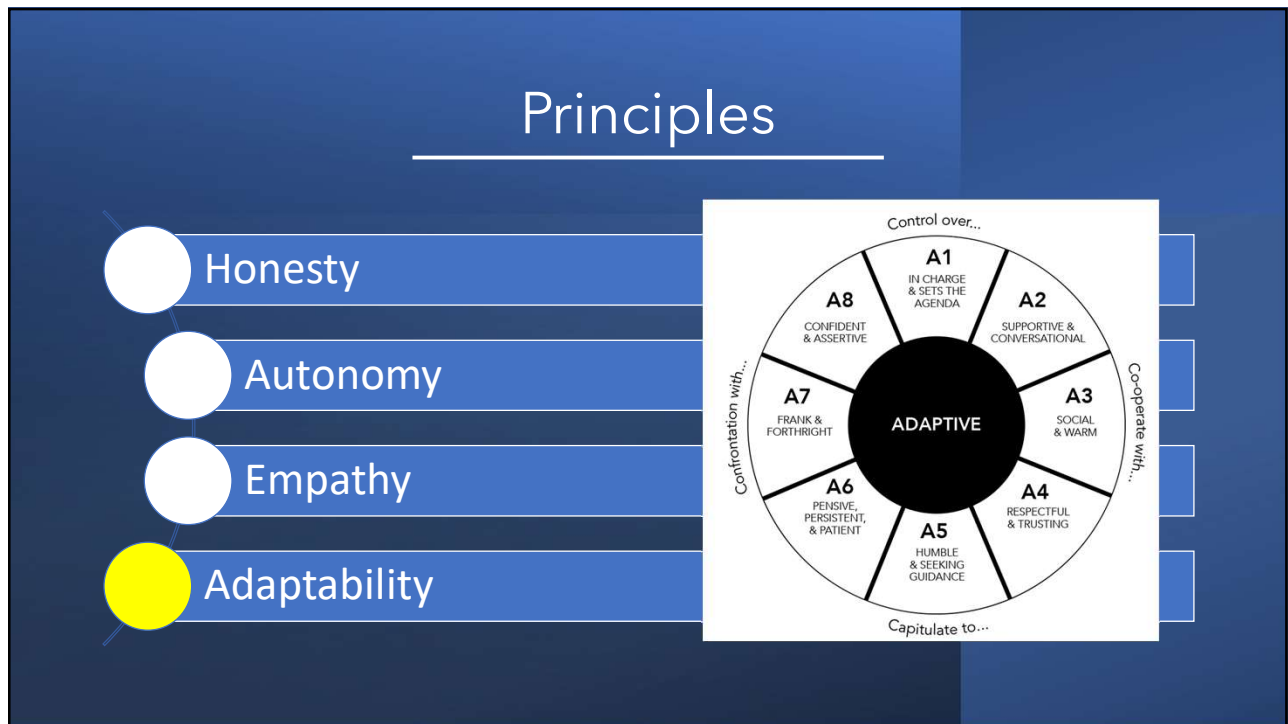
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Principles

- Honesty
- Autonomy
- Empathy
- Adaptability

A photograph showing two pairs of hands. One pair is larger and appears to be holding or supporting the other pair. The hands are positioned palm-up, symbolizing care, support, or empathy.

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Dealing with conflict...

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The Anatomy of Anger



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CONFLICT RESOLUTION
& DE-ESCALATION

- Unmet expectations = Anger
- When expectations are unrealistic
- Revert to childhood thinking/behavior
- Shift blame to others
- Deny responsibility
- Ego-defensive actions

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The Anatomy of Anger



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CONFLICT RESOLUTION
& DE-ESCALATION

- Unmet expectations = Anger
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When have you seen unmet expectations?

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The Anatomy of Anger

Perceived Situation

- Ridiculous
- Unfair
- Unjust
- Stupid

Emotional Response

- Disappointment
- Frustration
- Resentment
- Rage

Our Action

- Respond
- React
- Overreact

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CONFLICT RESOLUTION & DE-ESCALATION

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Polite & Powerful Communication

- Experienced and prepared offenders are often the most difficult conversations
- Sometimes conflict is unavoidable
- How we manage difficult conversations says a lot about us
- Use the “WAC” process as a difficult conversation and interview tool

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WHAT is really bothering you?

- What is really the problem?
- Define the issue
- Be specific
- Don't label the other person's behavior
- Don't talk about how you feel

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ASK the other person

- Ask them to act
- Clarify what you want from them
- Tell them how the problem can be solved
- Make sure it's possible

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CHECK-IN and confirm agreement

- Create collaboration instill autonomy
- Do you understand what I'm asking of you?
- Is this something you can do?
- Support all cooperation

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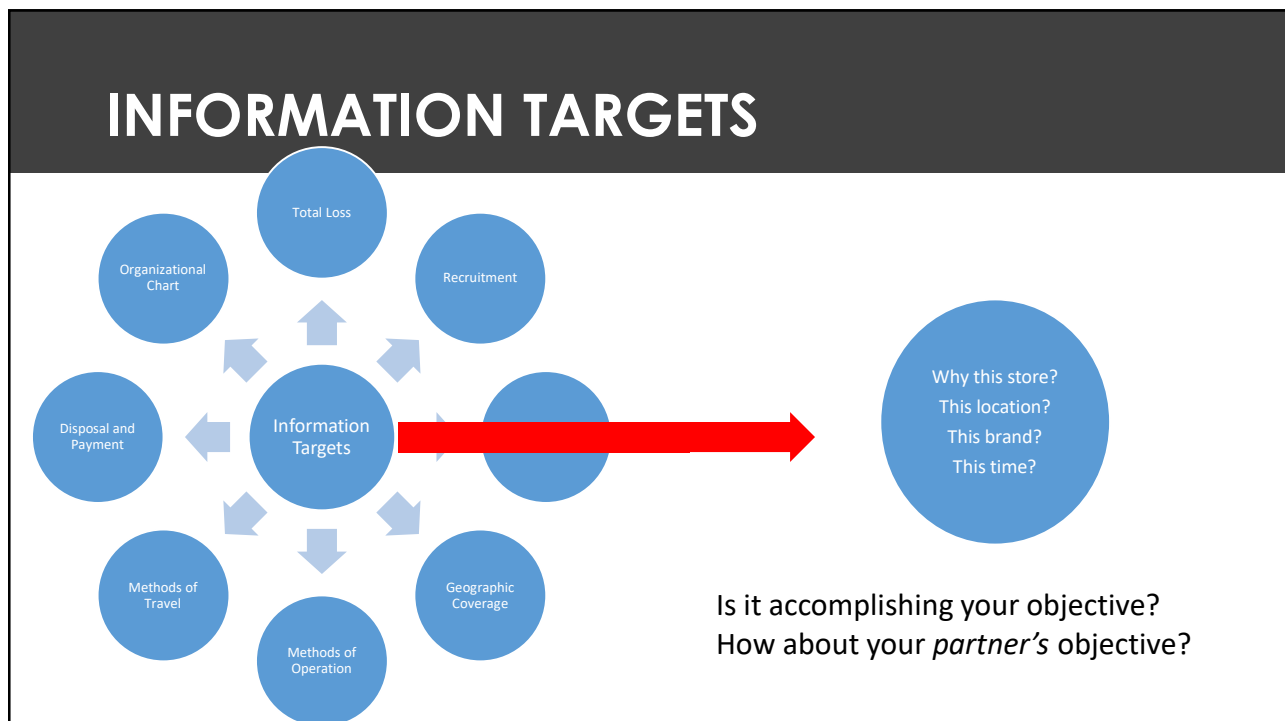
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**What are my
intelligence targets?**

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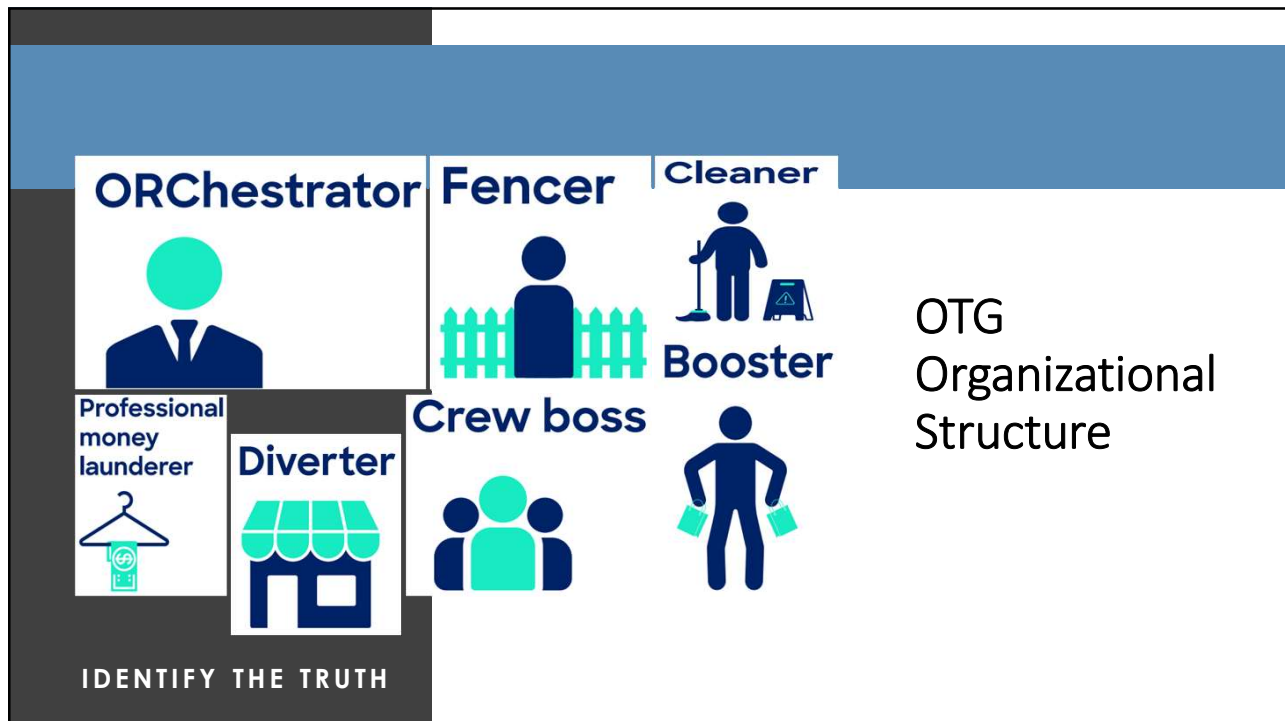
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UNDERSTANDING THE SCOPE

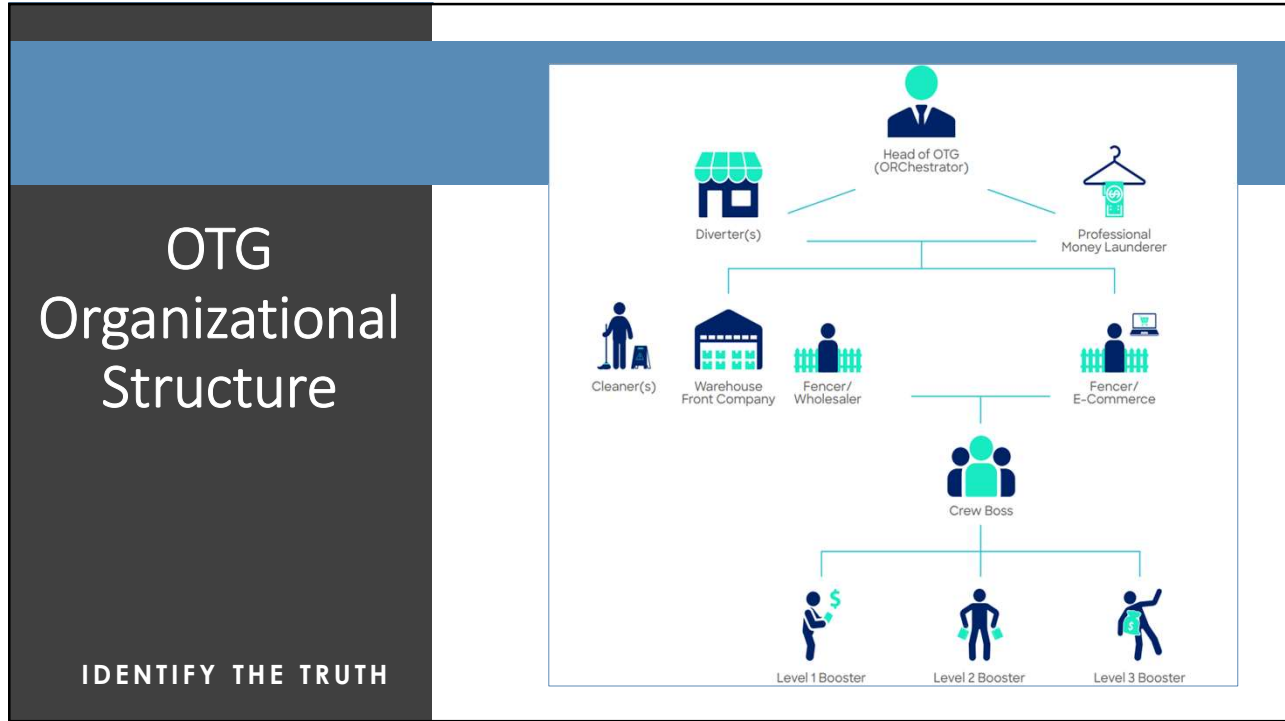
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ORC Activity	Targeted Product	Retail Victims	Level of Violence	Scope	Financial Impact (per case)	Collateral Crimes
National Criminal Organizations (Control Pricing and Disrupt Infrastructure)	OTC medicines Razor blades Health and beauty aids	Pharmacies, big box, and grocery stores	Low Purposely non-violent	Transnational, national interstate theft across large geographic areas (includes e-commerce)	US\$10 - 200 Million	Interstate stolen goods, ML/wire fraud, international crimes/counterfeiting, large scale financial fraud (gov), drug trafficking, human (labor) trafficking, terrorism financing
E-Commerce High Level Sell Nationally	Tools, electronics, health and beauty aids	Home improvement, electronic stores, grocers, pharmacies, big box	Moderate	Product stolen regionally; same state or neighboring states	US\$500k- 2 Million	Interstate stolen goods, narcotics trafficking, ML/wire fraud
E-Commerce Local Level Sell Nationally	Tools, cosmetics, clothing and accessories	Home improvement, electronic stores, grocers, pharmacies, and big box	Moderate	Product stolen and listed locally	US\$25k- 500K	Interstate stolen goods, narcotics trafficking, ML/wire fraud
Local ORC Flea Markets, Small Illicit Businesses	Laundry detergent, hand and body lotions, personal hygiene and some clothing	Dollar stores, big box, soft lines, pharmacies	High probability for violence	Product stolen and sold locally in public forum	US\$10k- 200K	Interstate stolen goods, robbery/assault, narcotics trafficking, ML/wire fraud
Smash and Grabs	High dollar designer goods, jewelry, clothing	High end, soft lines, jewelry, small businesses	Very violent	Local gangs	US\$5k- 100K	Robbery/assault, burglary, narcotics trafficking
Retail Theft Personal Use	All retailers	All retailers	High potential for violence	Local homeless or drug addicted	Low dollar	Narcotics, robbery/assault

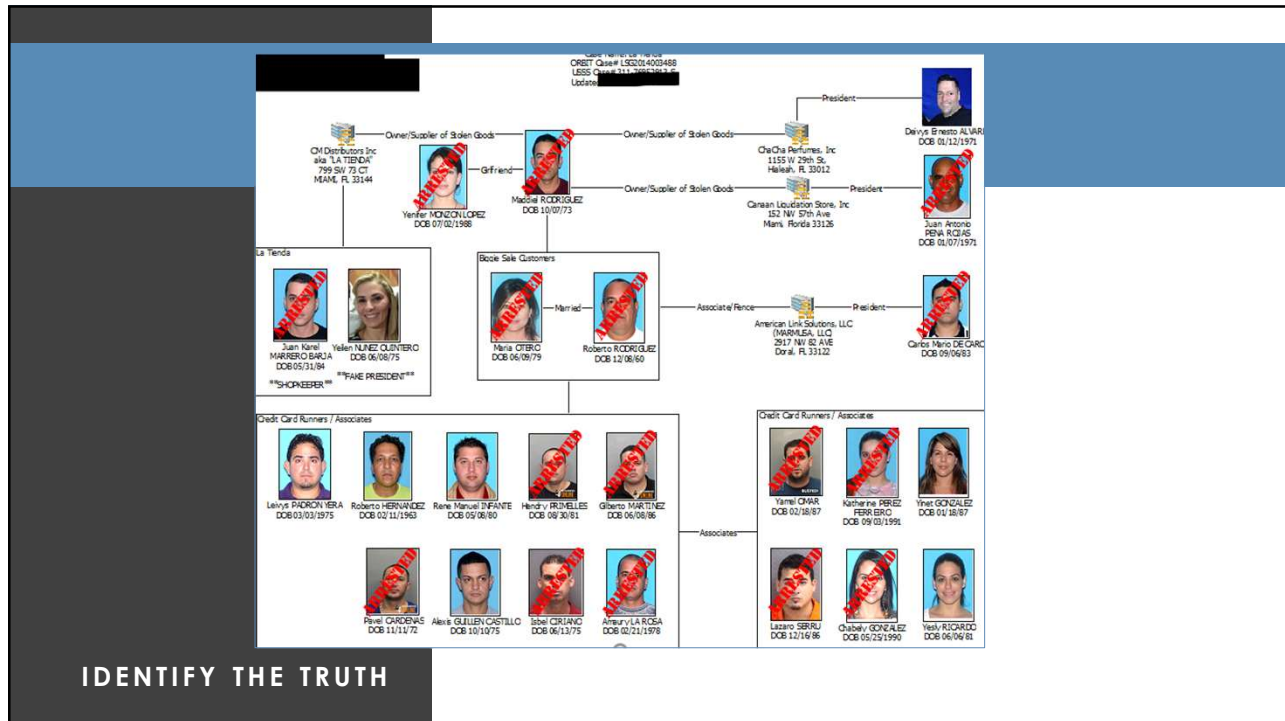
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Strategizing the Conversation

- Identify topic of most resistance or available evidence
- Determine potential excuses or reasons the subject won't disclose the truth
- Establish levels of the conversation to methodically get to the end goal

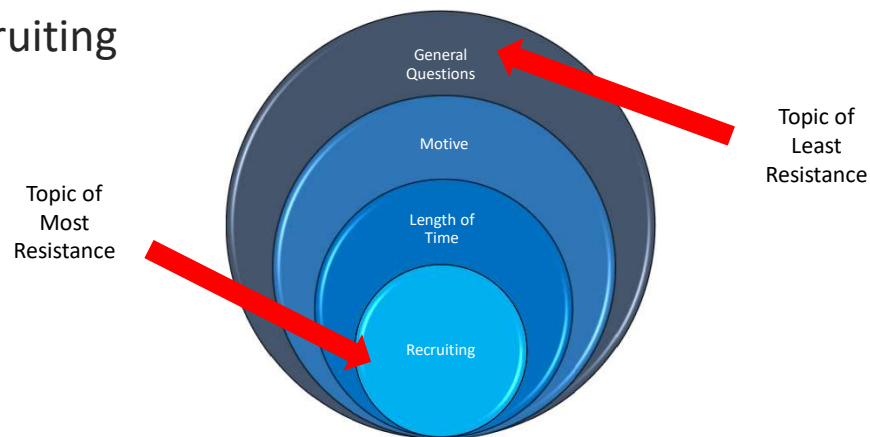
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• Recruiting

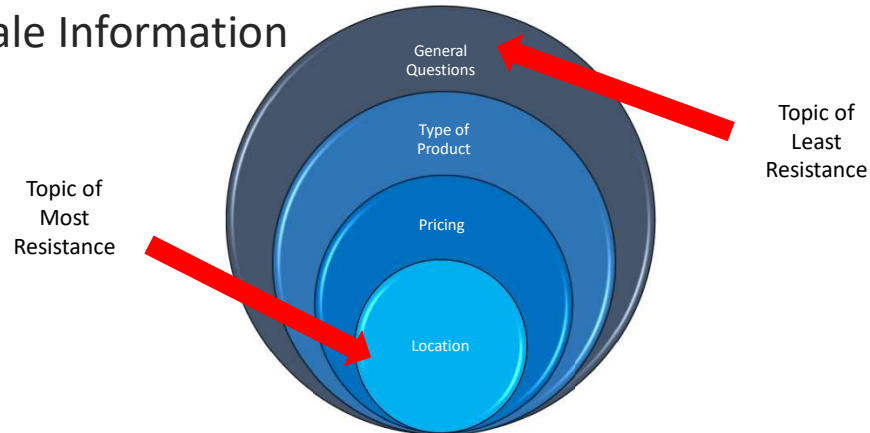


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• Resale Information



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**What questions
gain desired info?**

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Types of Questions

- Open-ended
"Tell me what happened in the store today?"
- Expansion
"Now, you said, 'After we loaded up the bags we met up on the parking ramp.' What happened during that time?"
- Confirming
"And this was east ramp on the 4th floor?"
- Echo
"So you 'panicked' when you saw security?"
- Closed ended
"How long did that last?"

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TYPES OF QUESTIONS



CLOSED

"Did you come here alone?"

OPEN

"Tell me how you got here today?"

ASSUMPTIVE


"How many other people came to the store with you today?"

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ASSUMPTIVE QUESTION




IDENTIFY THE TRUTH


- **Assumes guilt** and responsibility
- Least **path of resistance** to the truth
- Use of follow-up question **encourages first disclosure** which leads to further details
- Allows interviewer to **evaluate behavior reaction** and determine deception
- **Assumptive soft accusation**

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SOFT ACCUSATION: Used only if the interrogator believes the subject is ready to make an admission



Bob, let me ask you this. How many times would you say that you've taken merchandise from our store? Is it **MORE** than 500 times?



NO!



Great! I didn't think so!

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The Assumptive Question

- Have you ever taken an Uber?
What is the most expensive Uber you've ever taken?
- Are there any discounts available?
What is the largest discount you can offer?
- Is this the first time you came to this store?
How many times have you been in this location?
- Do you resell any of the merchandise?
How much of the merchandise have you resold?

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Assumptive Fact-Gathering Questions

When is the first time you took something from this store?

Ummm...

It wasn't more than a couple years ago, was it?

No, definitely not.

Great, I didn't think it started that long ago. When was it?

Maybe about a year ago.

Tell me all about that first time.

So, what had happened was...



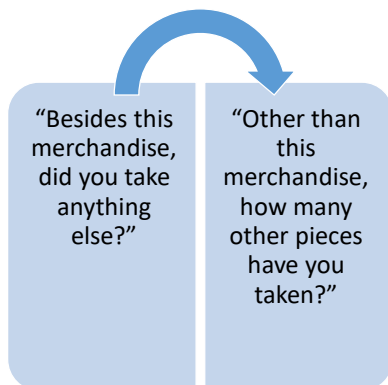
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FORMATION OF ASSUMPTIVE QUESTIONS



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FORMATION OF ASSUMPTIVE QUESTIONS



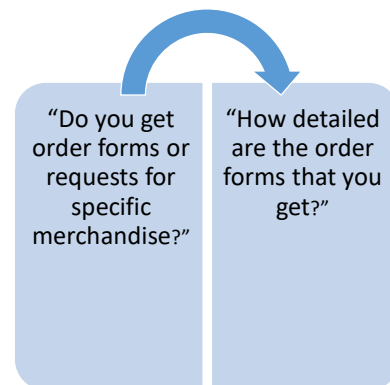
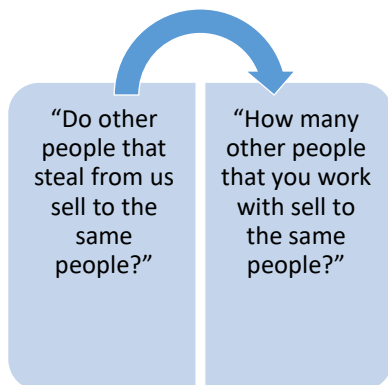
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FORMATION OF ASSUMPTIVE QUESTIONS



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FORMATION OF ASSUMPTIVE QUESTIONS



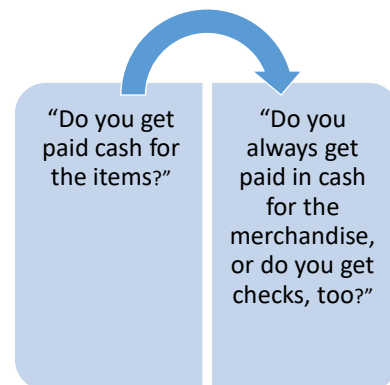
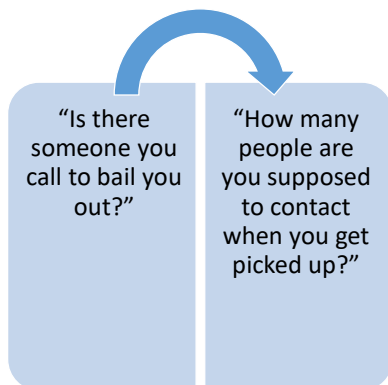
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FORMATION OF ASSUMPTIVE QUESTIONS



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FORMATION OF ASSUMPTIVE QUESTIONS



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Merchandise Theft

"I've only done this here a few times. We needed to make some extra cash and they told us how to do it. This store is so easy to take stuff from, so everyone does it here. We usually get paid in cash and then wait until they call again. I don't know where they sell it at anymore."

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Merchandise Theft

"I've only done this **here** a **few times**. **We** needed to make some extra cash and **they told us** how to do it. This store is **so easy to take stuff** from, so **everyone** does it here. **We usually** get paid in cash and then wait until **they call** again. I don't know where **they** sell it at **anymore**."

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Tell me more about...

What do you mean by...

What is the most amount...

Merchandise Theft

"I've only done this **here** a few times. **We** needed to make some extra cash and **they told us** how to do it. This store is **so easy to take stuff** from, so **everyone** does it here. **We usually** get paid in cash and then wait until **they call** again. I don't know where **they** sell it at **anymore.**"

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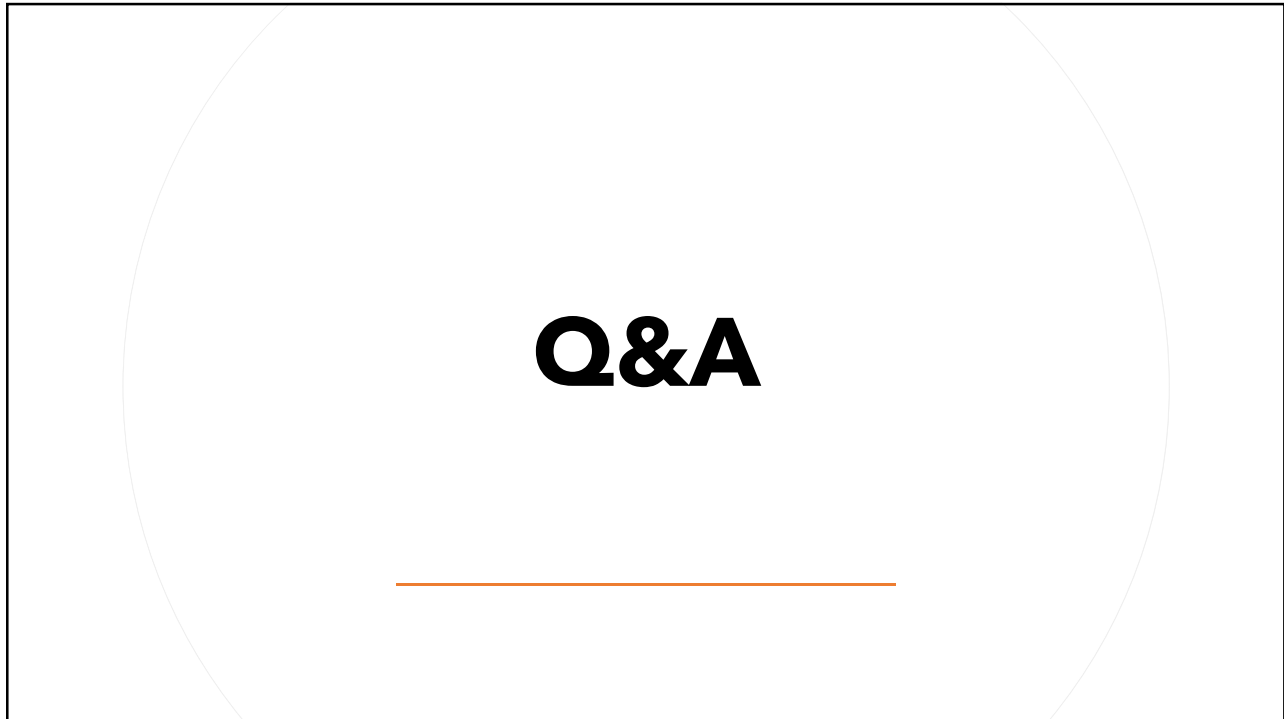
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Key Takeaways

- Understand the objective of the interview and the "goal" for you and your partners
- Take time to strategize and prepare your interview
- Understand the basic flow of a successful interview and the importance of rapport
- Recognize the principles of rapport
- Manage conflict and non-cooperation appropriately
- Know the intelligence gathering targets and strategies for the conversation
- Ask better questions and think 'more open-ended' and utilize assumptive questions for initial disclosure
- Use your active listening skills to continue to grow and expand details of intelligence gathering to new topics



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THANK YOU!

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