

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



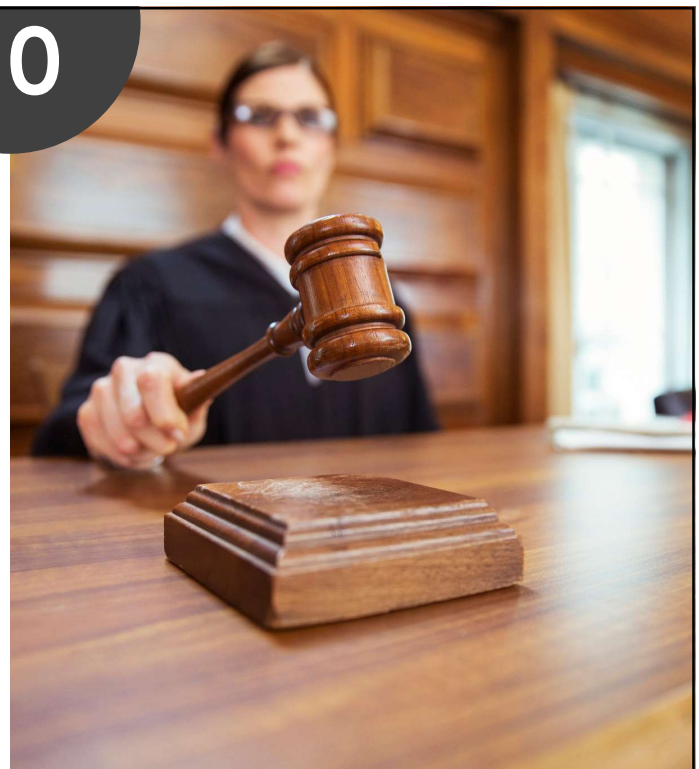
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Sitting behind a Desk

- Perception of authority
- Judgement
- Lack of open posture

10



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9 Highlighting the Consequences

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



3

8 Looking for Pinocchio

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



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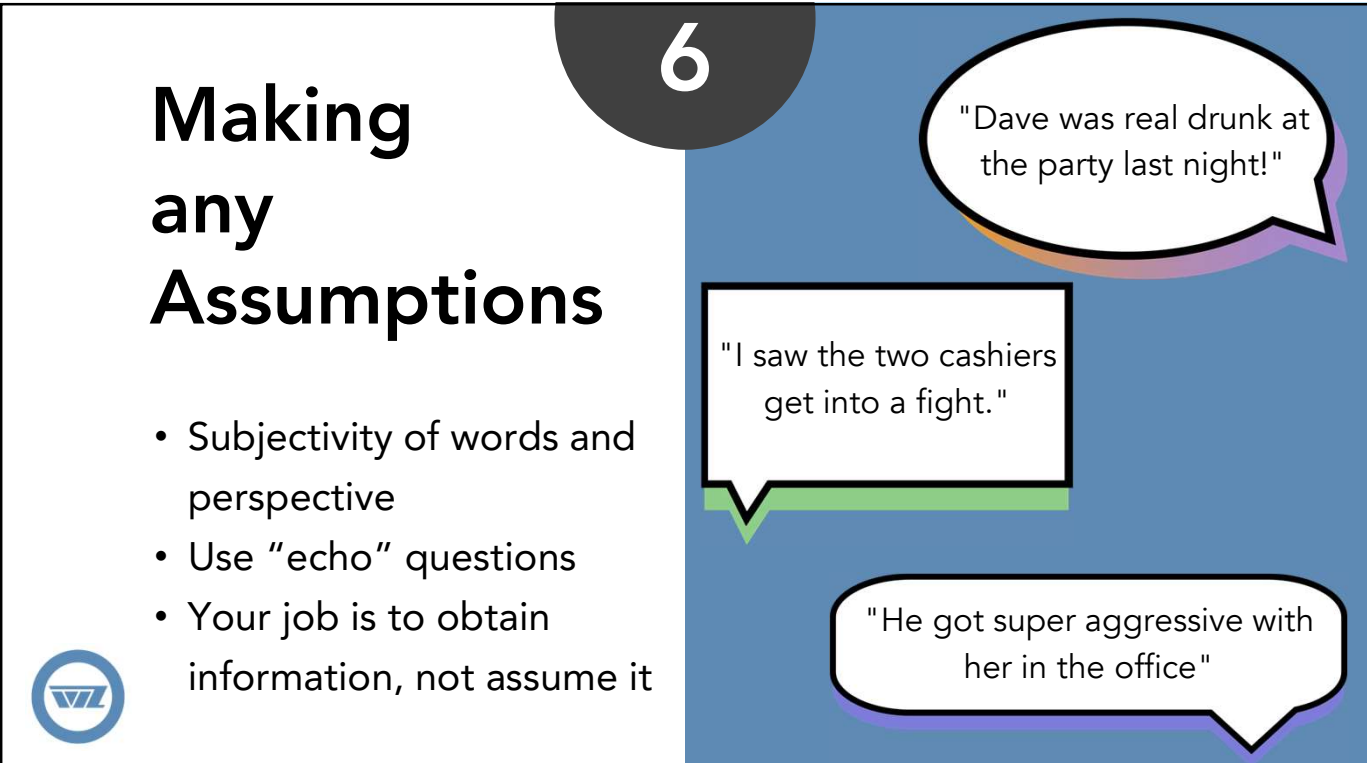


7 Showing your Biases

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




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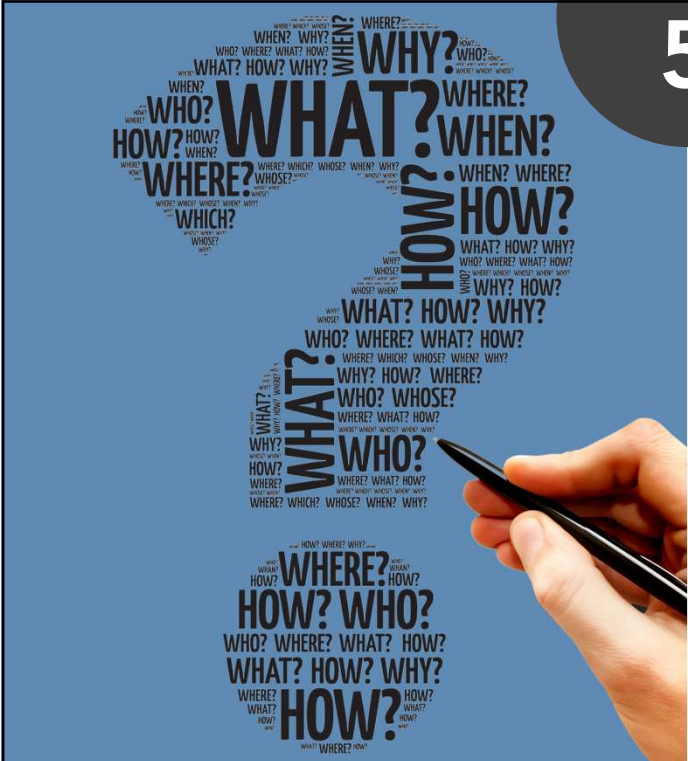


6 Making any Assumptions

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




6



5 Asking bad Questions


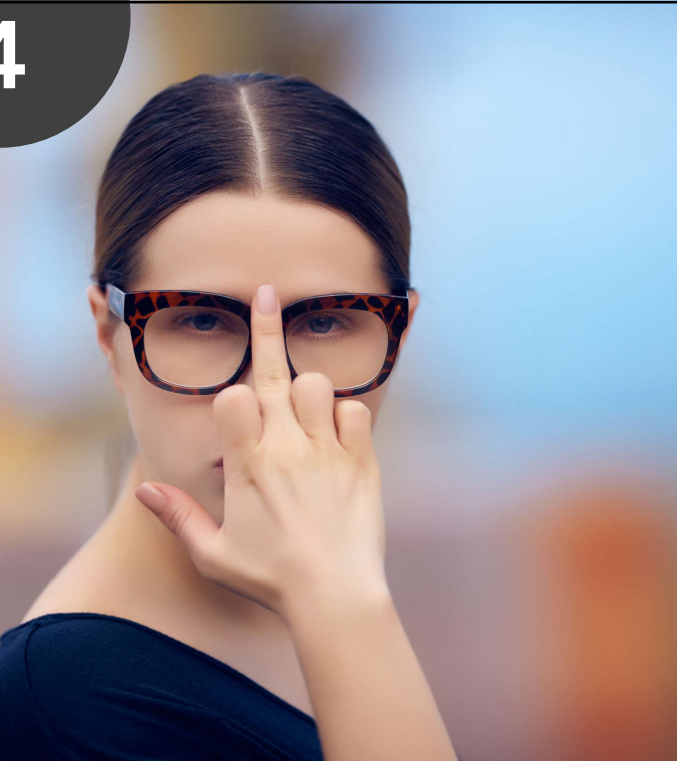
- Minimal information
- Gives up evidence
- Accusatory tone
- Narrows the scope



7

4 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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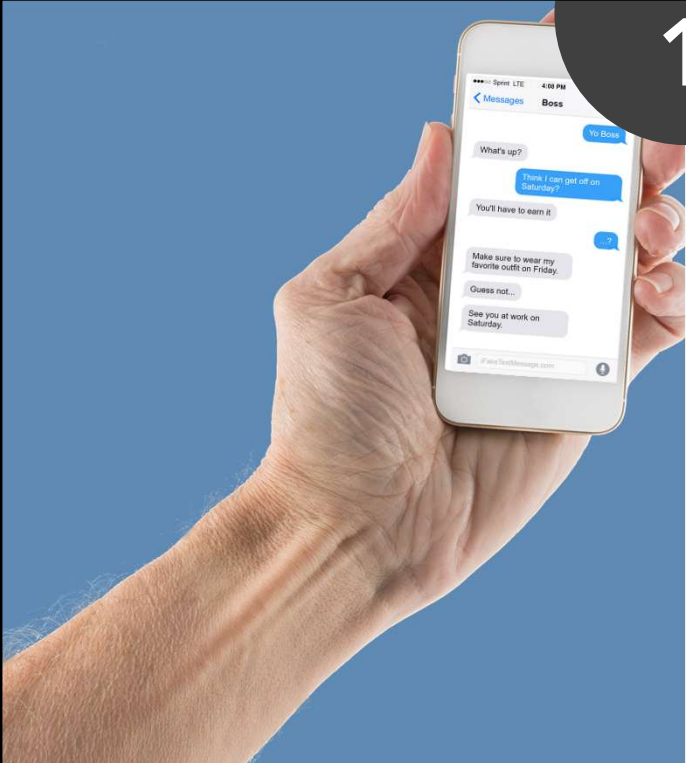
Being too Direct



- Creates resistance
- Narrows scope of conversation
- Reveals evidence




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1 Showing your Evidence

- Contaminates memory
- Minimizes disclosures
- Risks confidentiality



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Top 10 Things to STOP DOING

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|----|---------------------------|---|------------------------|
| 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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