

# Interview & Interrogation: Part One

## Victim and Witness Interviews



# Get to know you exercise

Interview someone in the room you don't know.  
Find out the following information about them:

Name

Agency they work for

Current Assignment

Interesting hobby or experience

Interesting place they have gone on vacation

# Get to know you exercise - recap

Lessons learned

How did you approach your interview?

Who do we  
interview in  
welfare fraud  
investigations?



What type of information is sought in a welfare fraud investigation?



What are  
**YOUR** biggest  
challenges in  
fraud  
investigation  
interviews?



# Goals of a Law Enforcement Interview



To obtain the most

Complete

Accurate

Truthful information possible.

Do so in a manner that is legal, ethical and consistent with current best practices.

# Science Based Interviewing Principles

Obtain uncontaminated information

Minimize suggestibility

Prevent possibility of false confession

Treat people how you would like to be treated



# ***MAKING MEMORIES***

# Making Memories - Factors Affecting Perception

## Interest

Is the person at all interested in what is happening?

Does the event have any bearing on the person?

# Making Memories - Factors Affecting Perception

## Attention

Is the person paying any attention to what is happening?

Did something happen to draw the person's attention to the event or situation?

# Making Memories - Factors Affecting Perception

## Distraction

Are there distractions that are diverting or dividing the person's attention?

# Making Memories - Factors Affecting Perception

## Life Experiences and Personal Biases

How does the person's life experience factor into what they are perceiving?

Are they comprehending what is happening?

How do their personal biases affect their perception or comprehension?

# Making Memories - Factors Affecting Perception

## Environmental Factors

Lighting

Distance

Barriers

Opposing influences (noises, smells, etc)

# Making Memories - Factors Affecting Perception

General Stress or excitement

How does stress or excitement affect perception?

# Making Memories - Factors Affecting Retrieval

## Cooperation of interviewee

Overcoming barriers to cooperation  
Encouraging cooperation

# Making Memories - Factors Affecting Retrieval

## Distractions at time of retrieval

Effects of distractions  
Managing distractions

# Making Memories - Factors Affecting Retrieval

Elapsed time since memories were made / Event

Effects of elapsed time

Contrasting previous statements vs. current statement -  
Which is more accurate?

# Making Memories - Factors Affecting Retrieval

## Identification of others

### Types of identification

- a. From identifying information
- b. From description
- c. Single photograph
- d. Multiple photos (line-up, array)

# Making Memories - Factors Affecting Retrieval

## Identification of others - Factors affecting accurate ID

Circumstantial (timing, lighting, etc)  
Familiarity with the person/people involved  
Contamination / subjectivity

# Rapport

## What is rapport?

A friendly, harmonious relationship

A relationship characterized by agreement, mutual understanding, or empathy that makes communication possible or easy

# Rapport

## Why try to develop rapport?

To ease in the information gathering process

To project a professional image of you and your agency

# Rapport

When does rapport begin?

First in person contact with the person?

First contact via phone or email?

First contact with people surrounding the person?

# Rapport

## How do we develop rapport?

Consider how we address people

Remember people's names

Find common ground

Actively listen

Show interest, empathy

Mind your body language

Reserve judgment

# Rapport

## What are some rapport killers?

Appearing judgemental

Not appearing to be interested

Being rude or condescending

Being disrespectful

Appearing unprepared or unprofessional

Being too aggressive or confrontational

# Rapport

Can “bad rapport” be repaired?

Acknowledge the conflict

Take responsibility

Apologize if necessary

# Planning and Preparation



# Planning and Preparation

What are the benefits of planning and preparation?

What are the barriers to planning and preparation?

# Planning and Preparation

## Planning/Prepping for an interview

Know statements taken so far

Know what evidence exists

Review police reports and CAD reports

Review criminal histories

Plan sequence of interviews

Plan location and timing of interview

Plan questions, evidence to disclose, hold back info

# Effective Questions

The questions we ask, and how we ask them, are the primary tools we use for obtaining good information during an interview.

# Effective Questions

## Open ended questions

A question that encourages a narrative response without suggesting the desired answer / response.

“Tell me what you know about the event.”

“Describe for me what you saw and heard.”

“Why are we talking today?”

# Effective Questions

## TEDS questions

Ways to formulate open ended questions.

Tell me...

Explaining to me...

Describe to me...

Show me...

# Effective Questions

## Yes / No questions

A question that elicits only a yes / no response.

Person may choose yes or no out of convenience, even if it is not correct.

Does not allow for other responses such as “I don’t know” or “I don’t remember”.

# Effective Questions

## Multiple choice questions

A question that presents a list of options to choose from.

“Was the car American or foreign made?”

“Was the person you saw male or female?”

# Effective Questions

## Multiple choice questions - challenges

Person may choose one of the options even if they option is not correct or entirely correct.

Some people may by default chose the first or last option given even if it is not correct.

It is best to give more than two options if possible.

# Effective Questions

## Suggestive questions

A response desired by the questioner is suggested or insinuated, through language or tone.

“You didn’t leave work early because you know that would have been frowned on by your employer, correct?”

“Don’t you agree that telling the truth is the right thing to do?”

# Effective Questions

## Complex questions

Asks / assumes multiple pieces of information in one question.

“After you heard the second gunshot you looked out the kitchen window and saw the man with the red hat running with the baseball bat, correct?”

# Effective Questions

## Clarifying questions

Tell me more about that.

Explain that to me.

What do you mean by that?

Tell me that again.

# Effective Questions

## Time and Space Questions

When and where key information was observed, learned about, discovered, etc.

# Open ended questions exercise ONE

Ask the person next to you about a recent vacation they went on asking **ONLY OPEN ENDED QUESTIONS**.

Do not use Yes/No

Use only very few multiple choice questions.

# Open ended questions exercise TWO

Ask the person next to you about the primary vehicles they drive asking ONLY OPEN ENDED QUESTIONS.

Do not use Yes/No

Use only very few multiple choice questions.