



“Interview 2.0”

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Training and Consulting, LLC



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Who are you? and What do you want?

Your Name, Title and Agency?

Years of Experience working on Investigations?

One thing you'd like to take away from this training?



Training Agenda & Objectives

- Topics for Discussion

- Preparation

 - Value of *correct* preparation

 - “Tactical” decisions before the interview

 - “Interview Contamination”

 - Defining interview objectives

- Tactics

 - Define the three general types of interviews and discuss the approaches and tactics for each

 - Popular techniques used in the field of interviewing

 - Individual Evaluation Process (IEP) and its impact

- Engagement

 - Stress induced behaviors often misread as deceptive or evasive

 - Monitoring the Behavioral baseline

 - Subject versus situational reality



Interview 2.0: Preparation

- Goals and reasons for the interviews (what are you hoping to achieve?)
- The order in which witnesses and subjects are interviewed
- Some Problematic Issues:
- Interview Contamination
- A subject who tells you to get lost
- A subject who talks, but evades answering key questions
- Phone vs. face to face interviews
- Recording interviews



Interview 2.0: Preparation

- Build a base to operate from: gather records first, make sure you understand both content and context of them
- Don't go into the interview cold---Prepare---not answering a 911 call
- Know the regulation and elements to be proved
- Know the interviewed person's history with your agency and others, especially those who may have interviewed them previously
- Generally, only one bite at the apple that first (and probably only) interview of the subject gives them your game plan
- Generally, the order of interview is: friendlies first, then neutral or oppositional (include identified defense witnesses) and lastly the interviewed person
- Warnings or Advisory Statements the interviewed person is entitled to



Interview 2.0: Tactics

- Interviews are not clock-driven, but by the information you seek and obtain
- Who, What, When, Where, How and Why
- Keep your time line in mind...when must you respond/report? What comes first?



Interview 2.0: Tactics

- Investigator has to “lead” the interview while letting the interviewed person feel a sense of control
- Most interviewees don’t understand the investigative process. Explain what you’re doing and tell the truth- a lie is only effective when you know they don’t already know the truth. Not a recommended (or defensible) practice
- When interviewing a victim or witness, initially don’t be as direct (strong) as you may with a subject
- Bear in mind, that a witness may also be an involved party, know something they don’t want to tell, or be protecting a fellow employee all of which may influence their answers



Interview 2.0: Tactics

- Where is the interview taking place?
- Is it a telephone interview? How does this limit your fact-finding?
- In the interviewee's office, place of employment, home?
- If on the interviewed person's "turf," you can only maintain control of the interview if totally prepared
- "I Love Me" walls-use that information to your advantage-expect some arrogance from doctors and lawyers, but diffuse it
- Talk up the awards and testimonials...Be Columbo..."I need your help."
- Find a way to motivate the person to talk. Example: Be Direct: "We've been talking for over an hour. Is there anything else you can add to this statement, because I just don't think I have the whole story just yet."

Interview 2.0: Tactics

- Recording interviews...Yes or No?
- One or Two Party Consent state?
- If recording, we favor explaining why we're doing it: "I don't take notes well. I don't want to misquote you. I have a tough time listening while taking notes. I just want to get it right. If the complaint is false, I want to set everything straight."
- Suppose the subject also wants to record the interview?
Stipulations on the record
- There are conflicts as to recording policy, what does your agency say?
- Example: Not recording the statement of the Washington County, AL sheriff in a corruption probe..."policy"
- Audio/Video...both?



Interviews 2.0: 3 Types

- Witness: the usual “presumption” is that this person does not have any involvement in the wrong-doing. Reality is you don’t know that for a fact. Trust but verify nothing is a fact until you say it is.
- Victim: the usual “presumption” is that this person does not have any involvement in the wrong-doing. Natural tendency to be sympathetic; remember empathy.
- Subject: the usual “presumption” is this person committed the infraction or violation and isn’t going to tell you much. Reality is you don’t know that for a fact. Never presume to know what someone is or isn’t going to say – ask your questions.





Interview 2.0:

Contaminating the Interview

- “Interview Contamination” was identified by the FBI as a problem of the Interviewer’s own making. It occurs because of failures to plan, pay attention and anticipate reactions and responses our presence causes.
- What contaminates a interview? Controllable factors including; location and surroundings, number of persons involved, the interviewer’s verbal and non-verbal skills, the questions asked- not just relating to content but to how they are phrased and presented to the person interviewed.
- How do we avoid “Contamination”? By taking the controllable factors into consideration *while* developing our interview strategy instead of simply reacting when they “explode in our face” during the interview.



Interview 2.0:

Contaminating the Interview

- It is suggested that the interviewer consider three critical dimensions for the interview strategy:
 - the interview environment
 - the interviewer's behavior
 - the questions posed



Interview 2.0: Popular Techniques

- A common question; What are the latest techniques in Interviewing? The two most popular and recently revised, based on use by criminal justice agencies today, are:
- Behavioral Analysis Interviewing Technique (BAI)
- John E. Reid Interviewing Technique (Reid)
- Discuss

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Thank you for your attention and participation.

Questions?



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