

The background of the slide is composed of several overlapping, semi-transparent green geometric shapes, primarily triangles and quadrilaterals, creating a modern, abstract design. The colors range from a light, pale green to a darker, forest green.

## **Chapter 24-IFPO-CPO**

### Interviewing and Statements

# Purpose

- ▶ It is important that a protection officer understands the importance of statements, whether written or verbal, and how to properly conduct oneself when engaged in an interview while obtaining information or a statement.

## Investigative Value of Interviewing

- ▶ An investigation is a systematic and thorough examination or inquiry into something or someone that involves the collection of facts and information and the recording of that examination in a report.
- ▶ The most effective tool for gathering information about an incident is interviewing people.
- ▶ Interviews will review information that will often be vital to the investigation of an incident or crime.

# Interview vs. Interrogation

- ▶ Interviews involve witnesses or victims and an interrogation is an interview of a suspect.
- ▶ The goal of an interrogation is not only to seek the facts of what happened but also obtain a confession.
- ▶ Protection officers are involved in interviewing people on an almost daily basis; however, it is not likely that a protection officer will be required to conduct an interrogation as part of their duties.
- ▶ Only trained investigators skilled in the techniques of interviewing should conduct interrogations.

# Interview Communications

► Interviewing someone involves two types of communication:

1. **Verbal communication:**

- The most commonly understood form of communication.
- The interviewer speaks and the interviewee responds or vice-versa.

2. **Nonverbal communication**

- The type of communication that involves written statements and bodily movements (body language.)

# Verbal Communications

- ▶ Research has shown that people form their basic impressions of one another in the first minutes of an interview.
- ▶ A negative mood will be counterproductive in an interview.
- ▶ The interviewer needs to be an active listener or someone who the interviewee would want to talk with.
- ▶ To do this, the interviewer needs to develop rapport or a relationship with the interviewee.

# Developing Rapport

- ▶ **Be empathetic:** Show the interviewee that you care about them and how they feel.
- ▶ **Eliminate your prejudices:** Detach yourself from any personal prejudices or bias you may have against the interviewee's:
  - ▶ Actions
  - ▶ Race
  - ▶ History
- ▶ **Be Patient:** A sign of a very good listener, and is a sign to the interviewee of tolerance, acceptance, and understanding.
- ▶ **Reflect feedback:** The interviewer acts like a “mirror,” reflecting back to the interviewee their words, feelings, and attitudes, showing to them you are listening and care about what they say.
- ▶ **Do not interrupt:** Allow the interviewee to finish what he/she are saying.
- ▶ **Concentrate:** The interviewer not only needs to concentrate on what is currently being said, but also must think ahead to anticipate what the interviewee might (or should) say.

# Nonverbal Communications

- ▶ This is important for an interviewer to understand because how people (including the interviewer) project themselves can reveal significant information about their state of mind.
- ▶ Changes in behavior and body movements can indicate stress. Stress is an important indicator for an interviewer.

# Verbal and Nonverbal Stress Reactions

- ▶ A guilty person may show signs of “fight or flight syndrome.”
- ▶ Asking a question that may compel the interviewee to lie will often cause this type of stress.
- ▶ Many of these telltale signals come from nonverbal and verbal responses to stress and are evident in clusters of observed body movements and reactions.
- ▶ Examples of verbal and nonverbal behavior when subjected to stress:
  - ▶ Changes in voice and speech patterns.
  - ▶ Changes in the rate and volume of speech.
  - ▶ Burst of anger.
  - ▶ Pausing, stalling or delaying tactics.
  - ▶ Nervous or false laughter.
  - ▶ Sudden shifts in body movements.



# The Interview Process

Steps to consider when preparing to conduct an interview:

1. Prepare yourself physically and mentally.
  - ▶ Examine your appearance.
  - ▶ Are you mentally prepared for the interview?
2. Use a suitable location for the interview.
  - ▶ No distractions
  - ▶ Quiet and private
  - ▶ Avoid interviewing in presence of others.
3. Ask open-ended questions.
  - ▶ Avoid closed-ended questions that require a simple “yes” or “no” response.
4. Record the interview.
  - ▶ The most common method is writing detailed notes.
  - ▶ If allowable, use audio and/or video recording.
  - ▶ Obtain a “pure version” statement
  - ▶ “Pure Version” allow the interviewee to provide their version in a narrative statement, written or recorded and is the best method to obtain the interviewee’s account of what happened.

# The Interview Process

5. Remember the elements for useful statements:
  - ▶ Identify who wrote the statement or conducted the interview.
  - ▶ Date, time and location of the interview.
  - ▶ Indicate whether the statement is voluntary or not.
  - ▶ Get written statement signed by interviewee.

# Deception

- ▶ Deception is avoiding facts that are known by the interviewee or changing the account of how something happened.
- ▶ It is not only a suspect who may try to deceive; witnesses and victims may often avoid facts for various reasons.
- ▶ The best practice for the protection officer facing a deceptive interviewee is to make detailed notes of the statements made by the person and have them commit to the statement in writing and under their signature.

# Concluding the Interview

- ▶ When the protection officer concludes the interview he or she should make detailed notes of the following:
  - ▶ Name of the interviewee
  - ▶ Contact details (residence and employment)
    - ▶ Telephone numbers (mobile, work, residence, other)
    - ▶ E-mail addresses (work, residence, other)
    - ▶ Addresses (work, residence, other)
  - ▶ Identification (date of birth, ID number, passport, etc.)
  - ▶ A brief account of the interviewee's involvement in the incident (witness, victim, suspect, or person of interest)
  - ▶ Notwithstanding the fact that an interviewee may have confessed to a crime or committing a breach of organizational policy, he/she should still be treated with respect and dignity.
  - ▶ Thank the interviewee for their time and efforts.