

Anderson Investigative Associates

Advanced Interviewing for South Burlington, VT Police Department Four Day

Program Syllabus



May 20, 2022

Program Overview

This four-day training program will provide the police officer or criminal investigator, who has basic or advanced interviewing skills, additional tools to conduct more effective interviews, resulting in greater truthful information that can assist in resolving investigations. During this program, participants will learn to assess verbal and non-verbal behavior and become more effective at obtaining information in person, as well as, via telephonic and video contacts. Instruction will consist of non-confrontational interview techniques and how to effectively utilize them during interview scenarios. This instruction is for all types of interviews; victims, witnesses, and subjects. The instruction is intended to enable employees to safely and lawfully elicit the maximum amount of truthful information from witnesses and truthful admissions and confessions from subjects.

Courses, which include lectures, case studies and interactive exercises, consist of:

- Interviewing: Strength and Weakness Forum
- Effective Interviews: Progression to Advanced Techniques
- Behavioral Baselines and Physical and Verbal Behaviors
- Advanced Rapport Strategies and Administration of Warnings
- Question Types Designed to Elicit Admissions
- Cognitive Interviewing
- Minimizing Denials
- Handling Interviewee Questions
- Advanced Evidence Presentation and Theme Development
- Interviewing with Attorneys Present and Recorded Interviews
- Obtaining a Detailed Written Statement
- Subject Elimination Interview Technique
- Practical Interviewing Laboratory Exercise
- A Video Tour of the Essentials of Effective Interviewing

The four-day option will include all above courses. The three-day option will include all courses with the exception of the last two entries.

Course Number: AIA 107

Course Title: Interviewing Strength and Weakness Forum

Programs and Course Length:

Program(s)	Applicable EPOs	Lecture	Laboratory	Practical Exercise	Total Hours
AIA 4 day	1-3	1:15	0:00	0:00	1:15

Instructional Objective

During this block of instruction, students will engage in instructor-facilitated discussion regarding their strengths and weaknesses as interviewers. This discussion will entail a number of topics introduced by the instructor. Those topics will include, at a minimum, exploration of what types of interviews students prefer to conduct versus those they avoid; interviewing skills students believe to be their strong points; and interviewing skills in which they feel they are weak. This discussion will delve into the reasons why students have these viewpoints regarding their interviewing preferences and skills. It will also include dialogue on how students feel they may improve in the areas they identified as weaknesses.

The discussion will be flexible in format and open to include a number of additional instructor and student initiated topics.

Training Objectives

1. Importance of self-assessment of interviewing strengths, weaknesses, and preferences.
2. Open discussion regarding students' self-assessment of their individual interviewing strengths, weaknesses, and preferences.
3. Discussion regarding methods for development and improvement of interviewing skills.

Course Number: AIA 100

Course Title: Effective Interviews: Progression to Advanced Techniques

Programs and Course Length:

Program(s)	Applicable EPOs	Lecture	Laboratory	Practical Exercise	Total Hours
AIA 4 day	1-11	3:30	0:00	0:00	3:30

Instructional Objective

Given examples of interview scenarios, the student will identify the profile of a successful interviewer, the most common types of interviews, the common elements of interviews, and what types of interviews are appropriate in the professional investigation environment. This will include what types of interviews are appropriate for subjects and witnesses in criminal, civil and administrative investigations.

Training Objectives

1. Identify the key profile elements of a successful interviewer.
2. Identify key considerations when selecting interview locations.
3. Explain the need for interview preparation and the ability to adjust and adapt in interviews.
4. Explain how to setup a room for an interviewee/witness/subject interview.
5. Identify the most common types of interviews.
6. Identify the key elements of an interview.
7. Identify the key differences between an interview and an interrogation.
8. Identify the common elements of a non-confrontational interview.
9. Identify key provisions and approach to the administration of any required warnings.
10. Identify what types of interviews are appropriate in the professional environment.
11. Identify your office's position within your organization and the expectations regarding key responsibilities and breadth of interviews.

Course Number: AIA 101

Course Title: Behavioral Baselines and Physical and Verbal Behaviors

Programs and Course Length:

Program(s)	Applicable EPOs	Lecture	Laboratory	Practical Exercise	Total Hours
AIA 4 day	1-12	3:00	0:00	0:00	3:00

Instructional Objective

Given lecture and video-audio recordings of investigators interviewing individuals suspected of criminal, civil or administrative violations, the interviewing professional will identify the behavioral baselines and identify and analyze physical and verbal behaviors to decide if the individual's statements indicate truth or deception.

Training Objectives

1. Describe the importance of rapport before and during the interview.
2. Describe how to establish behavioral baselines for interviewees.
3. Describe key factors in establishing behavioral baselines for interviewees.
4. Identify cultural, medical and other issues that might affect a behavioral baseline.
5. Identify the most common physical behaviors used to assess truthfulness.
6. Identify the most common verbal behaviors used to assess truthfulness.
7. Describe eye-accessing cues and how to use them during an interview.
8. Identify common errors investigators make when analyzing physical and verbal behaviors.
9. Describe how interviewers can reduce the probability of misinterpreting physical and verbal behaviors.
10. Identify effective techniques for presenting evidence to possible wrongdoers.
11. Identify effective techniques for examining motivations and motives of interviewees.
12. Identify effective techniques for presenting information to interviewees.

Course Number: AIA 103

Course Title: Advanced Rapport and Administration of Warnings

Programs and Course Length:

Program(s)	Applicable EPOs	Lecture	Laboratory	Practical Exercise	Total Hours
AIA 4 day	1-2	2:00	0:00	0:00	2:00

Instructional Objective

This course is designed to provide investigation professionals with effective interviewing skills utilizing advanced rapport strategies. This course examines the interpersonal dynamics of communication skills that enhance the exchange of information between the interviewer and the interviewee. Special emphasis will be given to the establishment of rapport, the process of inquiry and the evaluation of response.

This course also will examine the best method and approach to present required warning forms in administrative and criminal inquiries. This approach will best facilitate the presentation, successful completion, and continuance of an interview requiring the use of warnings.

Training Objectives

1. Understand the significance of rapport in an interview and develop strategies to implement rapport throughout the interview.
2. Understand when and how to address warning forms during an administrative or criminal inquiry.

Course Number: AIA 104

Course Title: Question Types Designed to Elicit Admissions

Programs and Course Length:

Program(s)	Applicable EPOs	Lecture	Laboratory	Practical Exercise	Total Hours
AIA 4 day	1-11	2:00	0:00	0:00	2:00

Instructional Objective

Given case studies of investigations, the interviewing professional will identify and write the most common types of questions used to interview witnesses and individuals suspected of criminal, civil and administrative violations, or simply deceit. This course is designed to introduce the interviewer to various the types of questions that can be utilized to elicit an admission during an interview. It will also cover, not only how to use these question types, but when and when not to use a specific question type. These question types include bait, assumptive, and choice questions. In-class exercises will be conducted that will help hone the questioning skills of the interviewer.

Training Objectives

1. Define open-ended questions and reasons to maximize these questions during interviews.
2. Define close-ended questions.
3. Identify bait questions and the purpose of bait questions.
4. Write a bait question.
5. Identify assumptive questions and the purpose of assumptive questions.
6. Write an assumptive question.
7. Identify direct questions and the purpose of direct questions.
8. Write a direct question.
9. Identify choice questions and the purpose of choice questions.
10. Write a choice question.
11. Identify a follow-up question.

Course Number: AIA 126

Course Title: Cognitive Interviewing

Programs and Course Length:

Program(s)	Applicable EPOs	Lecture	Laboratory	Practical Exercise	Total Hours
AIA 2 day	1-8	2:00	0:00	0:00	2:00

Instructional Objective

Through lecture and class discussion this course introduces a more effective approach to interviewing cooperative victims and witnesses, as well as, subjects that may be being deceptive in the interview. It examines the principles of memory and the various approaches the interviewer may utilize to assist in memory recall. Practical suggestions are made as to how the interviewer should proceed when conducting an interview with additional techniques provided on identifying and removing emotional barriers to information.

This block of instruction will also explore recent developments that employ cognitive interviewing techniques for assessing the truthfulness of individuals being spoken to, and examining deceptive information provided. It will examine the concept of cognitive load and techniques that can be employed to increase or decrease that load.

Training Objectives

1. Identify two generally accepted principles of memory.
2. Identify the stages of crisis reaction experienced by victims and witnesses and how they affect interviews.
3. Identify a process for providing psychological first aid to further enhance the effectiveness of cognitive interview techniques.
4. Identify the four-step process of cognitive interviews.
5. Identify five memory retrieval techniques designed to elicit specific information from a victim or witness.
6. Identify ten suggestions for improving the effectiveness of the cognitive interview.
7. Identify current psychological research in the areas of memory and cognition.
8. Identify new techniques to enhance deception detection in interviews and interrogations.

Course Number: AIA 102

Course Title: Minimizing Denials and Handling Interviewee Questions

Programs and Course Length:

Program(s)	Applicable EPOs	Lecture	Laboratory	Practical Exercise	Total Hours
AIA 4 day	1-6	4:00	0:00	0:00	4:00

Instructional Objective

This block of instruction describes how an interviewer can tell the difference between various types of denials from both the innocent and the guilty. During an interview, the interviewee may give direct denials, non-verbal denials or reason denials. It's important that the interviewer understand that each type of denial must be handled differently and appropriately. This course will explain that there are many reasons why a person may deny something. These causes can result from the surroundings, distractions, the thoughts of the interviewee, etc.

Further, this course will assist students in preparing to answer questions posed by subjects, victims, and witnesses during the course of interviews. This will include presentation of information and subsequent discussion regarding considerations entailed in countering interviewee questions with responses and answers that are both appropriate and conducive to continued communication and increasing truthfulness on the part of the interviewee.

Training Objectives

1. Identify factors that cause an interviewee to give a denial or consider giving a denial.
2. Understand the verbal and non-verbal direct denial and how they should be handled by the interviewer.
3. Understand the reason denial and how it should be handled by the interviewer.
4. Identify types of questions that can be posed by victims, witnesses, and subjects during an interview.
5. Understand legal considerations when responding to interviewee questions.
6. Identify appropriate responses to questions in order to continue communications and increase truthfulness with interviewees.

Course Number: AIA 106

Course Title: Advanced Evidence and Theme Presentations

Programs and Course Length:

Program(s)	Applicable EPOs	Lecture	Laboratory	Practical Exercise	Total Hours
AIA 4 day	1-3	2:15	0:00	0:00	2:15

Instructional Objective

This block of instruction is designed to provide interviewing professionals with advanced evidence and theme presentation skills to be incorporated into the interview process. This will include advanced evidence presentations; advance rationalization, projection, and minimization (RPM); decision-makers viewpoint model; third person themes; and the art of persuasion. Advancing these skills will allow the interviewer to more fully identify with the interviewee optimizing the possibility of getting a complete and truthful confession. This instruction will be heavily directed toward establishing themes that would be most applicable to each interview.

Training Objectives

1. Understand the various applications of advanced evidence and theme presentations, including how to organize and structure the most effective monologue of the evidence.
2. Identify where and when to implement these skills within the confines of the interview process.
3. Understand elements of the art of persuasion, decision maker’s viewpoint, third person themes and the infusion of advanced rationalization, projection, and minimization (RPM) skills into the interview process.

Course Number: AIA 109

Course Title: Interviewing with Attorneys Present and Recorded Interviews

Programs and Course Length:

Program(s)	Applicable EPOs	Lecture	Laboratory	Practical Exercise	Total Hours
AIA 4 day	1-3	1:45	0:00	0:00	1:45

Instructional Objective

This course is designed to provide investigators with skills for addressing interviews with representatives (attorneys or union representatives) present and for conducting recorded interviews. The instruction will include examining the proper procedures for recording and maintaining interviews in an electronic format, and properly handling and addressing issues that may occur with counsel/union representatives present for interviews. Given best practice information provided during this course of instruction, the OIG auditor, evaluator, fraud examiner or inspector will know the practical and operational elements of how to record an interview, and how to best handle a representative present for an interview.

Training Objectives

9. Establish proper procedures for recording and maintaining interviews.
10. Identify the different methods to and protocols for recording interviews.
11. Understand issues and methods to address them when counsel is present for interviews.

Course Number: AIA 109

Course Title: Obtaining a Detailed Written Statement

Programs and Course Length:

Program(s)	Applicable EPOs	Lecture	Laboratory	Practical Exercise	Total Hours
AIA 4 day	1-3	1:45	0:00	0:00	1:45

Instructional Objective

This course assists investigators in developing skills necessary to obtain a comprehensive written statement from suspects, victims, and witnesses. The course includes a presentation and discussion regarding the value of written statements to the investigative and adjudication processes; common mistakes in obtaining statements; legal considerations for statements; and a variety of techniques that can be employed to ensure the statement obtained from a suspect, victim, or witness includes essential information verbally related by that individual and all information pertaining to the elements of the investigated offense(s). Finally, the course examines obtaining written sworn statements and oral (audio/video-taped) sworn statements. In the two-hour version of this course, students participate in an exercise where they will practice using the material discussed to obtain complete statements.

Training Objectives

1. Understand the impact of comprehensive written statements and their effect on investigative and adjudication processes. Recognize when to seek sworn statements.
2. Utilize effective interviewing techniques in order to obtain a detailed written statement from an interviewee.
3. Identify the steps to follow when taking a sworn statement and common mistakes investigators make in doing so.

Course Number: AIA 105

Course Title: Subject Elimination Interview Technique

Programs and Course Length:

Program(s)	Applicable EPOs	Lecture	Laboratory	Practical Exercise	Total Hours
AIA 4 day	1-3	1:30	0:00	0:00	1:30

Instructional Objective

This course describes a type of interview that is used in eliminating innocent parties when there is a large pool of potential subjects. It describes an interview that utilizes structured questions to elicit verbal and non-verbal responses in order to help assess the culpability of the person being interviewed and either eliminate them from suspicion or keep them in the subject pool. Also discussed will be additional uses of Subject Elimination Interview (SEI) questions. When interviewing a single subject in a case, the interviewer could use a series of SEI questions to test whether they feel the subject is being honest with their responses, therefore allowing the interviewer to either continue the interview or terminate the interview for further investigation.

Training Objectives

1. Identify the purpose and psychological theory supporting the SEI.
2. Identify when to use and how to prepare for an SEI.
3. Identify the principles of the SEI questions.

Course Number: AIA 118

Course Title: Practical Interviewing Laboratory Exercises

Programs and Course Length:

Program(s)	Applicable TOs	Lecture	Laboratory	Practical Exercise	Total Hours
AIA 4 Day	1-4	0:00	4:00	0:00	4:00

Instructional Objective

This interviewing laboratory enables the students to interact with roleplayers in a formal interviewing environment. The students are given background information regarding an investigation and the individuals to be interviewed. Each student will be given the opportunity to conduct a suspect interview. Students will be encouraged to utilize particular interrogation techniques, including advanced themes and evidence presentation. The case scenario is designed to provide practice in conducting the factual, and story-lock methods of interrogation.

Given a provided interview scenario, the investigator will interview one suspect as primary interviewer, and participate as a secondary in another interview in an attempt to obtain truthful information that is admissible in administrative, civil and criminal hearings and trials.

This laboratory requires an orientation the day prior to the exercise to allow for discussion of the lab and interview preparations.

Training Objectives

1. Demonstrate proper implementation of rapport during an interview.
2. Demonstrate proper implementation of evidence and theme presentation.
3. Demonstrate proper methods for handling denials.
4. Demonstrate proper techniques for a direct, factual, or story-lock method of interrogation.

Course Number: AIA 111

Course Title: A Video Tour of the Essentials of Effective Interviewing

Programs and Course Length:

Program(s)	Applicable EPOs	Lecture	Laboratory	Practical Exercise	Total Hours
AIA 4 day	1-3	3:30	0:00	0:00	3:30

Instructional Objective

This block of instruction will provide interviewers with comprehensive insight into the mechanics and dynamics of subject interviews through case-study-based examination of videotaped confessions, as well as, the perspectives of the interviewers and now-incarcerated subjects involved, as depicted in videotaped interviews.

The videos will be supplemented by extensive discussion and will be flexible in format and open, to include discussion of techniques, applicability, and student-initiated topics. This block allows for the assimilation of all materials and topics presented in the previous three days helping the interviewer better formulate a plan to maximize their approach upon returning to the field.

Training Objectives

4. Understand the case background for selected investigations involving interviews to be examined, and components leading up to the subject interview.
5. Understand critical steps and principles associated with subject interviews as demonstrated and highlighted in video-based case studies and examined interviews.
6. Identify various philosophical concepts associated with subject interviews through participation in instructor-facilitated discussion forum.