

HAMLET'S MIND

*ISSUE 65**MAY 2019*

2019 Course Listings: Note: The five-day courses offered through the NC Community Colleges are tuition free for NC sworn personnel and \$125.00 for all others. The two-day courses are \$70.00 for those other than NC sworn personnel. *This partial list does not include the training I will be adding to the schedule as the year progresses or entity-specific classes.*

Online: Interviewing Generation ME!, May 20 – Jun 16, Rowan/Cabarrus CC, Salisbury

Investigating Allegations: May 20 - 22, Haywood CC, Clyde, NC;

Advanced Interviewing: The Concept of Persuasion, May 28 - 29, Guilford Tech, Greensboro;

Online: Child Abuse Related Interviewing, Jun 24 – July 21, Blue Ridge CC, Hendersonville, NC

Investigative Discourse Analysis, Aug 12 - 16, Haywood CC, Clyde, NC;

Post Admission Interviewing, Sep 9, Blue Ridge CC, Hendersonville, NC

Advanced Interviewing: In Search of the Black Swan, Sep 10 – 11, Blue Ridge, CC;

Fraud Related Inquiries, Sep 17 – 18, Blue Ridge CC, Hendersonville, NC;

Investigative Discourse Analysis, Sep 23 - 27, Guilford Tech, Greensboro;

Online: Interviewing Head to Poe, Oct 7 – Nov 3, Blue Ridge, CC, Hendersonville, NC;

Interviewing and Interrogation, Oct 14 - 18, Guilford Tech, Greensboro;

Interviewing and Interrogation, Oct 21 - 25, Haywood, CC, Clyde, NC;

ACFE: Professional Interviewing Techniques, Oct 31 – Nov 1, Baltimore;

Investigative Discourse Analysis – Level 2, Nov 5 – 7, Blue Ridge, CC;

Visually Enhanced Interviews, Nov 12 – 14, Blue Ridge, CC;

Interviewing and Interrogation, Nov 18 - 22, Randolph County CC, Asheboro;

11 Bravo and the Interviewing Process

11B10 – Infantry. *The Queen of Battle*

A most challenging and enjoyable time during my three-year enlistment in the United States Army, was advanced infantry training at Fort Ord, California. It was a beautiful location and has since been converted and is no longer a military base. The year was 1967 and I was twenty years old. We got to be outside, fire rifles, learned to read maps, administer first aid, throw grenades, fight with pugil sticks and use a compass. It was like being a boy scout again, only way better.

One element we were taught was that when we were to be dropped off, we needed to know two things: where we were and where we were going. We were advised that between where we were and where we were going, there would be obstacles – read *complications* – that we were trained to recognize and overcome. There were, indeed obstacles and we were prepared. Military training was superb. It divided a complicated element into incremental parts, explained a part, connected it to another part until we, recruit-maggots that we were, could comprehend the whole.

On a personal level the training was enlightening. In an epiphany – I think it was at the reception center, less than twenty-four hours into my military career – I realized the world didn't revolve around me. Who knew? That awareness, subsequently, helped me greatly, not only as an interviewer but, more importantly, as a person.

I have found the same mindset holds true for the interviewer and the interviewing process. First, we have to know where we are as an interviewer. This knowledge requires a brutally honest assessment of our KSA's - knowledge, skill and ability. "What are my strengths?" "What are my shortcomings, particularly in periods of stressful activity?" Also, we have to have a knowledge of the particular facts at hand.

Secondly, we have to know where, within the conduct of the interview, we are going. What is the optimal outcome? Additionally, we have to be prepared to manage the obstacles we will encounter along the way.

We trained every day because our skills were perishable. The same holds true with interviewing. Questioning, attending, developing rapport, detecting deception and gaining-compliance all involve a series of micro-skills necessary to combine in order to "comprehend the whole". There are ways and means to practice the elements of our craft each and every day, but, most do not.

In my interviewing training, I have taken what I learned from the military training methodologies and engineered it into the instructional platform. My drill sergeant didn't just tell me about map reading and using a compass, he put them, ever so gently, into my grubby hands and off we went. If we got lost, it was our challenge to get back on the right path. He didn't just tell me about firing a rifle, he threw one into my chest and dared me to drop it. I held onto it with a death grip as he whispered ever so softly into my ear. I learned that the rifle was my friend.

In interview training, while I might not be as gentle as my drill sergeant, participants are going to "do". They are going to be challenged and tested. To me, interviewing is serious business.

Done wrongly, the innocent could be accused and the guilty escape – both equally as ruinous. If I didn't care about the participants and the craft, I would not challenge them, but I do care.

At the end of the day, I would rather them have some ill will towards me and respect for my training, than to think I am an easy-going, good old boy and have an adverse opinion of my training.

Just So You'll Know

With the five, interviewing-related texts that I have written, along with over ten years of publishing this newsletter, we have covered a goodly amount of territory regarding interviewing fundamentals. And while, when it comes to interpersonal communication, there is always more to be learned than is known, I want to begin placing an emphasis on the **context** of the interview in addition to fundamentals. The interview is the “canary in the mind” – a representation on a micro level, reflective of the shifting, societal paradigms. At this point, the resulting, impactful ramifications **upon** the conduct of the interview are most intriguing to me as my over forty years of participating in the craft affords me somewhat of a perspective – that was then, this is now – that is unfolding like a Dickens' novel. That being the case, if you are newly into the interviewing arena, contact me and I will steer you in a direction to address fundamentals. If you have been at this for a while, saddle up, as here we go. Agree or disagree and we're still friends.

Ripped from Today's Headlines and into the Interview

It's Not Wrong if It's Me

Recently, the Department of Justice announced Duke University agreed to pay \$112.5 million dollars for “scientific research misconduct – falsifying research on federal grants”. Auto makers have been fined for falsifying data regarding vehicle emissions. The Baltimore auditor resigned after feeling pressure to accept unsupported numbers. These are just a few examples of institutional misconduct, reflective of the societal degradation of respect for the application of the rules we are all supposed to live by. Institutions, factories or municipalities **do not** break the law. **Someone** within the organization breaks the law. That someone is representative of an emergent societal mindset that “when it comes to me, the rules do not apply”.

In each of the cases highlighted herein, organizational members were interviewed. As, in the search for the source of the Nile, there was (should have been) the search for the source of the violation. Documentation is a critical factor. But, face to face interaction is always going to take pride of place. What the documentation reveals may only be a snowball on the tip of an iceberg as to the depth of the wrongdoing. Neither Duke, the automaker or the City of Baltimore were interviewed. People were interviewed. Situational ethics, abdication of responsibility and moral ambiguity are and will continue to be the fellow travelers, not on the road to Canterbury, but on the slippery slope.

Keeping Your Head in the Game

The Arizona Cardinals' head coach recently announced that he would be incorporating phone breaks during team meetings so that one and all could "get that social media fix". There you have it. Grown men who can't stay focused for any length of time and must have a "social media fix" on a regular basis. "Fix" is the operative word. This example is representative of a very real problem that seems to be taken more as a (well, that's just the way it is) humorous quirk than a sign of a significantly reduced attention span and a disengagement from one person to another, replaced by a mounting intimacy with and dependence upon a plastic screen. Recently, in working with an entity to develop a specific, interview training class, the list of topics submitted to me included: "*How to stay focused as the interviewer – Active Listening Skills (a critical problem)*". Paying attention is a form of self-discipline and a sign of respect. Today, both elements are as rare as a Nancy Pelosi functioning brain cell.

Interviewers will have to move forward on two fronts: strive to ensure their own attentive capabilities do not degrade and formulate the capability to interview someone with the attention span less than that of a goldfish – see the recent Microsoft study.

New On-going Segment – T. A. C

Here is a new section I have added to the newsletter – **T. A. C.** - *Texts Amplification Corner*. Within this portion, I will expand upon an element located within one or more of the texts I have currently in circulation. This undertaking may include a challenge, supplemental information, a video posted – who knows? At the end of the day, the two-fold purpose is to serve as a source of an enjoyable challenge for me and, more importantly, provide additional, applicable information within an interviewing related topic to the field.

In this examination: Check out the interview of Jussie Smollett at:

<https://www.youtube.com/watch?v=pXLx5OY21Bk> Compare the information found in Chapter two of *Interviewing and Interrogation*, 3rd edition beginning on page 25 and the statement of Oscar Pistorius found in Appendix B on page 229 with Smollett's interview. What do you see?

Wires from the Bunkers – For Which, I am always appreciative:

Don: I was at your I&I class just the other week. I just wanted to let you know last week I picked up a pretty major kidnapping/attempted murder case. I completely believe that the tools you taught me in your class helped me get the two suspects we arrested to confess and also give up the third accomplice. You're doing great work with your teaching!

Interviewing Courses Highlighted

This element comprises a series involving the examination of and purpose for, specific interviewing courses that I offer. Interviewing is not a one size fits all, follow the footsteps-in-the-snow procedure. It is a complex process and contains unique factors that are as numerous to the degree that there are interviewers. Interviewing is as subtle as a kaleidoscope. One slight, communication dynamic can change - for better or worse - the picture. That being the case, the macro and micro phases of the interviewing process, merit specific examinations.

In this segment, we'll examine: *Advanced Interviewing: In Search of the Linguistic Black Swan*.

Remember the pictures that contained a picture within a picture? In order to see the hidden picture it was necessary to step back, defocus and look deeply "within" the picture. Within the language of the interviewee there are indications of "another picture". These linguistic illustrations can serve to take the interviewer deeper into that which the interviewee is communicating implicitly. More often than not, these linguistic symbols are filtered out as superfluous addendums by the interviewer. In this session, we examine what these elements are, how to "see" them within the language and subsequently, operationalize that knowledge into the conduct of the interview.

An Excellent Resource for You to Keep in Mind

As you may or may not know, I do not accept revenue for any announcements placed in the newsletter. In this manner, you know I am behind those professionals highlighted herein. None, more so than the following:



"**Tracy Dyer, CPA, CFE**, is a forensic accountant and fraud investigator with Dyer Forensic Accounting LLC ("Dyer Forensics"). Fraud investigations and financial forensics work is conducted in a professional, ethical, and discreet manner, and in accordance with lawful fraud examination techniques. Tracy's background as an auditor and business consultant makes him a financial expert in business areas including operations, financial statements, and documents. Contact Tracy for fraud investigations in business and government, family law matters including spending investigations and finding hidden income and assets, and fraud consulting."

Certified Public Accountant NC Lic. #37990, SC Lic. #7016

Certified Fraud Examiner Member #858244

212 South Grove Street; Suite A; Hendersonville, NC 28792
828-400-2888

dyercpapllc.com/forensic-accounting

My five texts - and no one should ever be without them all:

Interviewing and Interrogation, 3rd edition – **Newly released.**

Fraud Related Interviewing;

Persuasive Interviewing 2nd edition;

Investigative Discourse Analysis 2nd Edition;

These can be ordered directly from Carolina Academic Press - (919) 489-7486, online at <http://www.cap-press.com> or www.amazon.com.

My newest text, “*An Endless Stream of Lies: A Young Man’s Voyage into Fraud*” – is available in electronic and print formats from Amazon or Barnes and Noble.

Until July, by which time the Christmas decorations will be up in the Cracker Barrel -

All the best,

Don Rabon, CFE

Successful Interviewing Techniques