

HAMLET'S MIND

ISSUE 55

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2017 Course listings showing open/closed enrollments

Note: The training fee for the five-day courses offered through the NC Community Colleges is \$125.00 and for the two-day courses, \$70.00. *This partial list does not include the training I am conducting for specific entities.*

Interviewing and Interrogation, Sep. 11 – 15, Coastal Carolina CC, Jacksonville, - Open enrollment

(ACFE) Professional Interviewing Techniques, Sep. 18 – 19, Charlotte, - Open enrollment

Interviewing and Interrogation, Sep. 25 – 29, Randolph County CC, Asheboro, – Open enrollment

Online offering of Interviewing and Interrogation, Oct. 08 – Nov 11, - Open enrollment

How to Interview **LIKE** a Psychopath, Oct 16 – 17, Blue Ridge CC, Hendersonville, - Open

Interviewing Head to Poe, Oct 19 – 20, Blue Ridge CC, Hendersonville, - Open enrollment

Interviewing and Interrogation, Oct. 23 – 27, Rowan/Cabarrus CC, Salisbury, - Open enrollment

Interviewing in the 21st Century, Nov 2, Knoxville, TN ACFE Chapter, - Open enrollment

Interviewing and Interrogation, Nov. 6 – 10, Davidson County CC, Lexington, – Open enrollment

Interviewing and Interrogation, Nov. 13 – 17, Gaston County CC, Gastonia, NC LEO only

Interviewing and Interrogation, Nov. 27 – Dec 01, Guilford Tech CC, Greensboro, - Open enrollment

Interview Training Recognition Program (ITRP)

120 hours Total

Core courses: 48 hours

*Interviewing and Interrogation – 40 hours

Interviewing Ethics – 8 hours

Electives: 72 hours

**Body Language Interviewing – 16 hours Contemporary Interviewing Dynamics – (up to 16 hours)

Interviewer communication profile – 8 hours

*Background investigation - 16 hours

Interviewer personality profile – 8 hours

Investigative Discourse Analysis – 40 hours

Fraud Related Interviewing – 16 hours

Interviewing **THE** psychopath – 16 hours

Interviewing **LIKE** a psychopath – 16 hours Surviving the first 3 minutes of your interview – 8 hours

Audit related interviewing – 8 hours

Elicitation and the interview process – 24 hours

Advanced Interviewing: the concept of persuasion – 16 hours Contemporary Interviewing Dynamics

***Related Legal Issues – (up to 16 hours) *A wide variety of other approved courses as announced*

*Conducted by Scott Hartley will also count

**Conducted by Van Ritch

*** Conducted by Smith/Rodgers PLLC

This program is designed to recognize those professionals whose aspirations to enhance their interviewing capabilities are such that they are willing to invest their time and efforts in an endeavor to improve.

Courses will be offered in traditional, online and digital formats. **Note: There is no cost for enrollment into the program itself.**

Those completing a training program will be presented with matted and framed documentation. Please note: Only those courses approved and conducted by the ITRP instructors are counted for completion of the program.

Questions or to enroll: Contact me at dwrabon@msn.com

Note to those currently enrolled: I will be contacting you directly with some additional, special course offerings I will be conducting, each counting toward completion of the program.

A note to those who have been in my classes previously, those classes **do** count toward the completion of the program.

Metaphors: They're not just for Poets Anymore

"An idea is a feat of association, and the height of it is a good metaphor" — Robert Frost

A most purposeful element, in the interviewer-as-a-persuader's arsenal, is the metaphor. The use of metaphors, within the compliance-gaining interview, is the synthesis of poetry and pragmatism. Before we get too far down the road, let's place a definition on the table as a starting point: *A figure of speech in which a term or phrase is applied to something to which it is not literally applicable in order to suggest a resemblance.* It's Greek root word means *to transfer*. Dictionary.com

The poet, Robert Frost (one of my favorites) may not have been an interviewer tasked with gaining compliance, but, he was certainly on the mark with his above stated quote. Persuaders are those that can plant *ideas*. *Transfer* the idea of compliance from the mind of the persuader to the mind of the persuadee. Additionally, those ideas must take root as an effecting *association* in the mind of the persuadee. An amazing attribute of a metaphor is that it explains something in terms of something it is **not!** The persuadee processes the metaphor and transfers its meaning and application to his current cognitions.

I have often wondered how something so difficult to explain within a training venue, is so readily employable inside the conduct of the interview. A parallel example is the use of humor within the interview. Humor, properly applied can work wonders as the two participants – interviewer and interviewee – for one brief, compelling moment – share an amusement, a synchronization of minds – become unified on a communication element. I have just never found a way and manner in which to train for utilization of humor. To me, it is one of those innate traits someone has or they don't. Wrongly applied, humor can prove to be detrimental. Anyway, back to metaphors.

The first step in being able to incorporate metaphors into the compliance-gaining interview, is to first take note to how ubiquitous they are within interpersonal communication. Attend to the metaphors utilized and think through their application. This is a difficult step - listen to the metaphors you are already utilizing in your phatic communication and ask yourself, "What am I saying? What associations am I making"?

Try reading the following and process what thoughts or deliberations that come to mind:

"Within the Washington, political, establishment elite, there is no, real Democrat – Republican animus. It is merely a college, spring, intra-squad football scrimmage. Their jerseys may be different, but, they are all on the same team. All they need to play the game, and subsequently keep their scholarships, is a ball. And you, my friend, are the ball."

"Nature, within her inmost self divides. To trouble men with having to take sides."

From *Iron* by Robert Frost

Want to up your compliance-gaining game? Practice the appropriate application of metaphors.

Note: My thanks to my friend, Douglas Cash for this contribution. Douglas is a most capable trainer and can be contacted at: DCash@eidebailly.com

Mastering and Maintaining the Interviewing Fundamentals

It all starts with a handshake

by Douglas Cash, MBA, CFE, CFI, CFCI

Many of us can trace our beliefs, habits, ideas and manners to our parents and how we were raised. I am no different. My dad taught me many lessons I still follow to this day. One of my earliest memories of meeting friends of my dad's was always being told to call them Mr. so and so or Ms. so and so, every time I spoke to them. No matter if they asked me to call them by their first name. My dad also said each time you shake a person's hand, make it firm and look them in the eye. This information has not let me down yet.

I have spent much of my adult life investigating questionable activity - the last 10 years as a forensic accountant for a top twenty-five accounting firm. My experiences in these investigations, examinations, interviews, conversations or any other interaction between one individual and another has taught me one very important lesson. The true interaction between people starts at the moment they shake hands or greet each other prior to any oral conversation taking place.

Think back to your many introductions, greetings and handshakes. How many different types can you remember? Which ones made an impression on you? Which ones seemed out of place or you wish you could do over? Did you ever think, each of these handshakes meant something different and the person you're about to speak with, was actually telling you how your conversation was going to start?

Handshakes are such an important part of the political process that most politicians have body language coaches to instruct them on how to accomplish the best handshake possible. This all begins with gaining the "upper hand" as they say. This simply means having your hand on top of the other persons, this is a position of power or control. Who doesn't want to control the power of a conversation?

Every hand shake gives you a glimpse into the other individual's stress level, their demeanor, their personality and believe it or not, if they actually wish to be interacting with you at all. These points bring up a very critical interviewing and conversational point. While you're reading them, they are reading you. They may not even know why they are but they will be judging you none the less. Simply put, if you have no desire to be involved in the conversation, why should they? For a truly successful interview/conversation to take place, you must have complete focus

on the person you're speaking with. All your energy must be focused on this one interaction, no matter if it is the first of several interviews for the day. We have all heard that the human brain can only focus on one thing at a time. When you try to focus on more than that, your attention span is divided, you could miss that subtle miscue or slip of information needed to overcome any objections encountered during your conversation.

Research has shown, the majority of people have no more than a 50-50 chance of identifying a lie/deception with verbal cues alone. In order to truly obtain the most out of an interview, the interviewer must take into account not only the words a person says but the quality and tone of the words as well as the body language and micro expressions being exhibited by the interviewee. Communication is 93% nonverbal. If you're only paying attention to the other 7% of communication, what are you missing?

The next time you have to hire a person, speak with vendors, discuss business plans with others or when things go astray discussing questionable activity with employee- ask yourself, do I really understand what this individual is telling or how much am I missing in what this individual is telling me? Information is power, learn to gain as much information as possible.

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

> Another excellent class you put on in Investigative Discourse Analysis.

> Don, I really learned a lot last week. I must say one of the best classes I have been to in my eight years of law enforcement. I have strongly encouraged other detectives in my department to enroll in your classes. Once again thank you and I'm looking forward for the next class.

> Firstly, thank you for taking the time to teach the material in Investigative Discourse Analysis rather than just presenting it and "hoping" we were able to grasp the concepts. I thoroughly enjoyed the class, but most of all, the exercises that I answered incorrectly, as it gave me an opportunity to look at things from a different perspective, as well as an ego check.

> Don: I collect quotes and I was reading your newsletter at lunch today and found a "quotable" quote. I got to checking the document in which I keep these quotes (proper English for Shakespeare fans) and found that you now have five quotes in my listing:

Most inquiries that come to a dead end don't do so because people run out of leads, they do so because people stop thinking. – Don Rabon discussing Case Closed by Gary Hastings

Requisite variety tells us that in an exchange between two units, the unit with the most options or flexibility is going to prevail. – Don Rabon

Those that know me well have always been impressed at the accuracy of my hindsight. – Don Rabon

Interviewing is the theater of life. – Don Rabon

And today's quote (drum roll please): What I have yet to see is so much greater than what I have seen. – Don Rabon

Thanks for all you do for our profession. Hope you're having a Great Day!

> Hello Don: I enjoyed and learned so much from your workshop on Interviewing for Non-Investigators at the NC Office of the State Auditor. Just wanted to connect with you on Linked-In. You do fascinating work! Thank you.

> Don: I worked my way through your Investigative Discourse Analysis text and I enjoyed it greatly. Statement analysis is fascinating and tremendously useful. Keep up the good work!

Persuasion

Conducting a “Wreak-Based” Compliance-gaining Interview

As we have addressed in previous issues, of the three major elements of interviewing – questioning, detecting deception and gaining-compliance – the third has the most potential for negative, downstream consequences for the interviewer as well as the organization. Civil and, in some cases, criminal actions have been taken as a result of a defectively conducted compliance-gaining interview.

I have long noted, “One can question like Socrates, detect deception like Diogenes but, if one cannot gain compliance along the guidelines as prescribed by Aristotle, he may be on a fool’s errand.”

The underlying causes for interviewing adversities are legion, however, in this issue, we will focus on a major contributor: the mindset of the interviewer functioning as a persuader. The role of the persuader is to find the truth. It is as simple as that. It is not the function of the persuader to “wreak” (cause the infliction of vengeance or punishment). *Wreak* comes from the old English, *wrecan* meaning to “punish or avenge”. Often missing, in training interviewers, in the art of compliance-gaining is “the persuader’s mindset”. The interview is not functioning to “punish or avenge” but, moreover, to get the truth. It is paramount that the interviewer keeps in mind the distinct possibility that the interviewee is innocent or does not possess suspected, sought-after knowledge.

The compliance-gaining interview is not a platform to express our values, judgments, condemnations or excoriate the persuadee. It is a transference of mindsets involving the substitution, (in the persuadee’s cognition) of compliance for non-compliance. Ideally, the persuader endeavors to gain compliance in such a lawful manner that is acceptable to the

persuadee. Failing that, the regret factor can manifest resulting in the persuadee recanting their admission or challenging the way and manner in which the compliance was obtained.

In the perfect, “Donnie-world” (And I know I am alone there because the voices told me so. Hey, did you just hear that too!?), no one, absolutely no one, would be tagged with the responsibility of conducting a compliance-gaining interview without having previously received adequate training and (ideally) mentoring.

Additionally, it is a good idea for those, for whom, the compliance-interview is an integral part of their professional responsibilities, to regularly step back and critically assess their mindset in order to make any requisite modifications. Think in terms of: “Am I seeing myself functioning as a judge or as a seeker?” “Have I made up my mind prior to the conduct of the interview?”

Remember, as Friederich Nietzsche noted: *He who fights with monsters might take care lest he thereby become a monster. And if you gaze for long into an abyss, the abyss gazes also into you.*

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

Interviewing and Interrogation, 2nd edition;

Fraud Related Interviewing;

Persuasive Interviewing 2nd edition; (released April, 2016 - power-point slides are available upon request)

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.

Alright, I will see you in November and remember, of all those comprising the readership, you are, without a doubt, my favorite.

Don Rabon, CFE

Successful Interviewing Techniques