

HAMLET'S MIND

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Your Utmost Interviewing Capabilities, Lie Just Beyond Your Current Interviewing Comfort Zone

Limited Travel Budget? Still Wanting to Improve Interviewing KSA's?

***Note: I can develop an exclusive, E-learning, program to meet *your* specific, organizational interviewing needs and parameters. With no required times to be online, participants can still accommodate their professional and personal responsibilities.**

Checkout these **online** classes with no mandated times to be online, scheduled for the second half of 2019:

Interviewing for Quality Information, Detecting Deception and Gaining Compliance
Interviewing Head to PoE
Conducting an Interview Premortem

For more information on having a program developed specifically for you contact me at:
dwrabon@msn.com

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Ripped from Today's Headlines and into the Interview

As I put the finishing touches on this, the September issue, an interesting headline flashed across the screen. I am constantly processing, just about everything, with “How does this element interface with the interpersonal communication event we reference as an interview?” That being the case, the headline, “**MSNBC's O'Donnell retracts Trump Story**”, most assuredly warranted further attention. It appears that Lawrence – I call him Larry when it is just him and me, in remembrance of one of my favorite Three Stooges characters – announced that some “Russian oligarchs had co-signed a loan application for Trump”. Seems that “Lar” – my even more intimate moniker – couldn't be bothered with any due diligence on the allegation and just went ahead and put it out there. Then he had to eat his words. I'm thinking he took a page out of Dan Rather's reporting playbook regarding the George Bush National Guard letter.

Now, Dan is relegated to interviewing aging (albeit, wonderfully talented) rockers. As I ponder the future for Lawrence, it includes a similar venue wherein, he is interviewing aging, former cooking show hosts. There will be edge of the seat segments such as, “You call that a hamburger? or Did I just spill the beans?” I can’t wait.

All of my accurate assessments aside, as interviewers, we can fall prey to the same failing. While O’Donnell is guilty of **reporting prior to inquiry**, we can be blameworthy for **judgement prior to inquiry**. O’Donnell’s inaccuracy is a function of his Trump Derangement Syndrome, our error can be a function of any number of predispositions to include: the recency effect, confirmation bias, anchoring – just to name a few.

Look, no one expects much from a coiffured, self-absorbed teleprompter reader, but, you are a different story. Your interviews matter – the innocent can be falsely accused, the guilty can go free, the wrong person is hired, the case is never solved, etc. And while they can get by with setting the bar really low, you can’t. Be one of the few – the very few – that acquires the knowledge, skill and ability of a consummate interviewer. From the opening, phatic communication phase to the closure, the credibility of you and the organization you represent is on the line. If there is going to be a headline regarding you, let it read, **Well Done**.

As an aside, I am in the process of developing an e-course for those having completed or in the process of working their way through the **Interview Training Recognition Program**, titled: “Using Fake Media to Enhance Your Attending Skills”.

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: In the September 17 – 18, Fraud Related Interviewing class, we will interface elements within the two texts: Chapter Four beginning on page 39 of “Fraud Related Interviewing” and Element Three found on page 42 of “An Endless Stream of Lies: A Young Man’s Voyage into Fraud”. Between these two sources – like the white filling in the middle of a cookie - lies *the attribution theory*. For the interviewer, that which comprises the theory is there in the mix. It can work for the interviewer or serve as a barrier, but, it **is** there – just like gravity. A person having no knowledge of gravity will be impacted just as readily as if they were Sir Issac Newton, should they step off of a cliff.

This particular component can prove to be crucial to the conduct of a fraud related interview – though not limited to that topic area.

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 the class: **Conducting an Interview Premortem.**

Know this for a certainty, in my classes and in my interviews, I place a great deal of emphasis on planning. It has been said that, "You either have your plan or you are part of someone else's plan". That shibboleth, while applicable to life in general, is applicable within the conduct of the interview. Yet, structured planning for an interview is, most often, just not the case.

That sad reality aside, this course is for those consummate interviewers who see the value of planning and do so accordingly. Even though they are the interviewing outliers, they wish to push the "successful interviewing outcome ball" even further down the field. And here's why: Mike Tyson noted, most astutely, "Everyone has a plan until they get punched in the mouth".

With planning we look to the future. With conducting an interview premortem, we go into the future, turn around and look back. Through a structured, - got to get out of some comfort zones - process, we anticipate the interviewing "punches in the mouth" and strategize accordingly. It is easier said than done. The class incorporates a series of practical exercises designed to promote an ample reframing of some well-worn cognitive pathways. But, for the interviewer wishing to advance the positive interviewing outcome by up to thirty percent, it is worth getting out of some comfort zones. One thing about the participants in this class, their minds are already open to pushing the boundaries or they would not have enrolled in the class in the first place.

Speaking of Pushing the Boundaries

As you might infer from the pronouncement just under the masthead of this issue, at this stage, I am focusing on addressing advanced, interviewing components for those professionals who are committed to enhancing their capabilities. This assemblage is comprised of persons of various public - private sector backgrounds, topic-area focus, experience and locales. What they have in common is a shared fascination with the psychology, sociology and philosophy of the interviewing process. They are my "goombas". (From the Italian "cumpa" meaning a friend, partner, etc.) We are indeed, a strange lot. We rummage through Dickens, Poe, Shakespeare, Socrates, Bacon and a goodly, group of diverse others and tag each other with "Hey look what I found!"

We are, I fear, a dying breed. As people disconnect from one another and graft themselves to electronic devices, interviewing will be impacted accordingly. But, that discussion is for another time. Right now, I am having a ball. For me, that's good enough.

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.

Post Admission Interviewing, Sep 09, Blue Ridge CC, Hendersonville, NC

Advanced Interviewing: In Search of the Linguistic 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, NC;

Online: Interviewing Head to Poe, Oct 07 – Nov 03, Blue Ridge, CC, Hendersonville, NC;

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

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

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

Investigative Discourse Analysis – Level 2, Nov 05 – 07, Blue Ridge CC, Hendersonville, NC;

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

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

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

Interviewing and Interrogation, 3rd edition;

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 November, enjoy what remains of the summer.

All the best,

Don Rabon, CFE

Successful Interviewing Techniques

Announcement of Professional Services from: *Jerry Ipsen, CFE, MBA*

Growing companies; maybe yours, are in need of people who exercise discretion, loyalty and will protect the company’s interest. Lenders know that projects in need of financing require the same qualities of a person, including one who knows what to ask; and contracting those services from a professional leader (and Marine Corps Officer) such as myself will save them time and

money. With both the education and experience, I'll listen and promise to provide you with a customized report that addresses your specific needs.

My services include:

- Confirmation the business is as presented; first that it exists, displays an expected level of organization, well managed and performs as outlined.
- The identification of any potential "deal killer" defects or suspect issues within the project in order to avoid entering into a bad business transaction or even the non-financing of the project after good money is spent.
- Learning information useful for valuing assets, representations or warranties. Any newly discovered information could either corroborate or negatively affect the negotiation of both pricing and rate;
- Confirming the transaction as presented complies with both investment and/or acquisition criteria.

Finding answers of which I can help you with involves the examination into several areas of the commercial real estate transaction. Namely, the purchase contract, property history, condition, operating information and occupancy. All of these have questions inherent to their respective area.

Why I am different!

My name is Jerry Ipsen. I am a Certified Fraud Examiner with a background in finance, taxes, commercial real estate loan originations, commercial real estate business plans and project due diligence.

I served as a Marine Corps Officer (Rifle Platoon Commander and Company Executive Officer) and am the author of Financial Due Diligence for Commercial Real Estate: Proven Methods to Detect & Prevent Fraud.

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