

HAMLET'S MIND

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Why not make that next, in-house meeting something special?

Special Announcement: Is interpersonal communication a critical element of your organizational KSAs? Would you like to make that next meeting something special? If so, then let's collaborate to include a specifically designed webinar, included within your meeting. The session will address an interpersonal communication dynamic that you determine to be important. A focused session does not have to be lengthy to be effective.

Additionally, if you would like to have a specifically constructed and delivered online class for your organizational interviewers with no mandated times to be online - can happen. Again, the session can be structured to meet your specific needs and wishes.

Interested? Call me at 828-606-9167 or email: dwrabon@msn.com

2018 - 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.*

Interviewing and Interrogation, Nov 5 – 9, Guilford Tech, Greensboro, - Open enrollment

Interviewing and Interrogation, Nov 26 - 30, Stanly County CC, Albemarle, - Open enrollment

2019 - Just beginning to schedule - stay tuned

Online: Child Abuse Related Interviewing: The Suspected Perpetrator, Blue Ridge Community College, Jan 07 - Feb 03;

Online: Investigating Allegations: Jan 28 - Mar 24;

Online: Honors Class: Socrates: I'm just asking, Mar 24 - Apr 21;

Interviewing and Interrogation, Apr 22 - 26, Guilford Tech, Greensboro;

Interviewing and Interrogation, May 13 - 17, Rowan/Cabarrus CC, Salisbury;

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

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

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

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

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

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

Note: All of the above classes count fully in the Interview Training Recognition Program.

Just Who is an Interviewer?

Hamlet's Mind has been operational for over ten years! Wow, my, how time passes so quickly. One of the many joys from which I have benefited is the diverse backgrounds of those in the interviewing arena. Class participants and readers included investigators, auditors, clergy, doctors, lawyers, real estate personnel, bankers, health inspectors, construction owners, individuals linked to the oil industry, auto makers, software developers, etc., just to name a small percentage.

To me, unless someone is a monk, sequestered in a cave serving as a scribe, we interact with others - we interview. The parent wanting to know all about the party someone is requesting to attend, the loan officer, the principal endeavoring to find the bottom of a student's problem within the conduct of a conference with the parents and the doctor interviewing the patient in order to make an appropriate diagnosis - they all conduct interviews.

Interviewing is a conversation with a purpose. The primary: who, what, where, when, how and why are continually in play. If, our attitude is good, we want to *know*. We should be as curious and inquisitive as a child. Every person is a source of wonder. Every person we meet does not just **have** a story - every person **is** a story. As interviewers, we strive to know the story and subsequently, know the person.

I don't know if there is another ten years in the newsletter making - we'll just have to wait and see. However, what I do know now, is the engagement with all these people, directly and indirectly has certainly made my life a fascinating journey.

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

Don: I just wanted to say your presentation was great this morning. I video-streamed the Greensboro conference today. The conference makes me want to pursue fraud work more and more. Have a good day.

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.

We will continue with: **How to Interview like the Dickens**

You might not know this about me, but I love literature, especially English literature. I have long since encouraged those new to the interviewing arena to read the classics. They are psychology books without any footnotes. The character studies, motivations and insights are a most enjoyable way and manner to gain insight to the theory of mind.

Turns out I was prescient: Recent studies show that those who read the classics develop a greater ability to empathize and a theory of mind. Reading modern literature does not seem to produce the same results. No surprises there as most are written on a seventh grade level or below.

Anyway, in the class listed for this review, the emphasis is upon gaining compliance. The interactions between Marley and Scrooge comprise the initial focus. Following, the psychological efficacy of the communication of each of the three spirits with Scrooge is interfaced with the concept of persuasion. Within the text, each spirit brings an element into play, without which, the outcome would not have been as productive as it was. What are the three elements? Look closely in order to have a ghost of a chance.

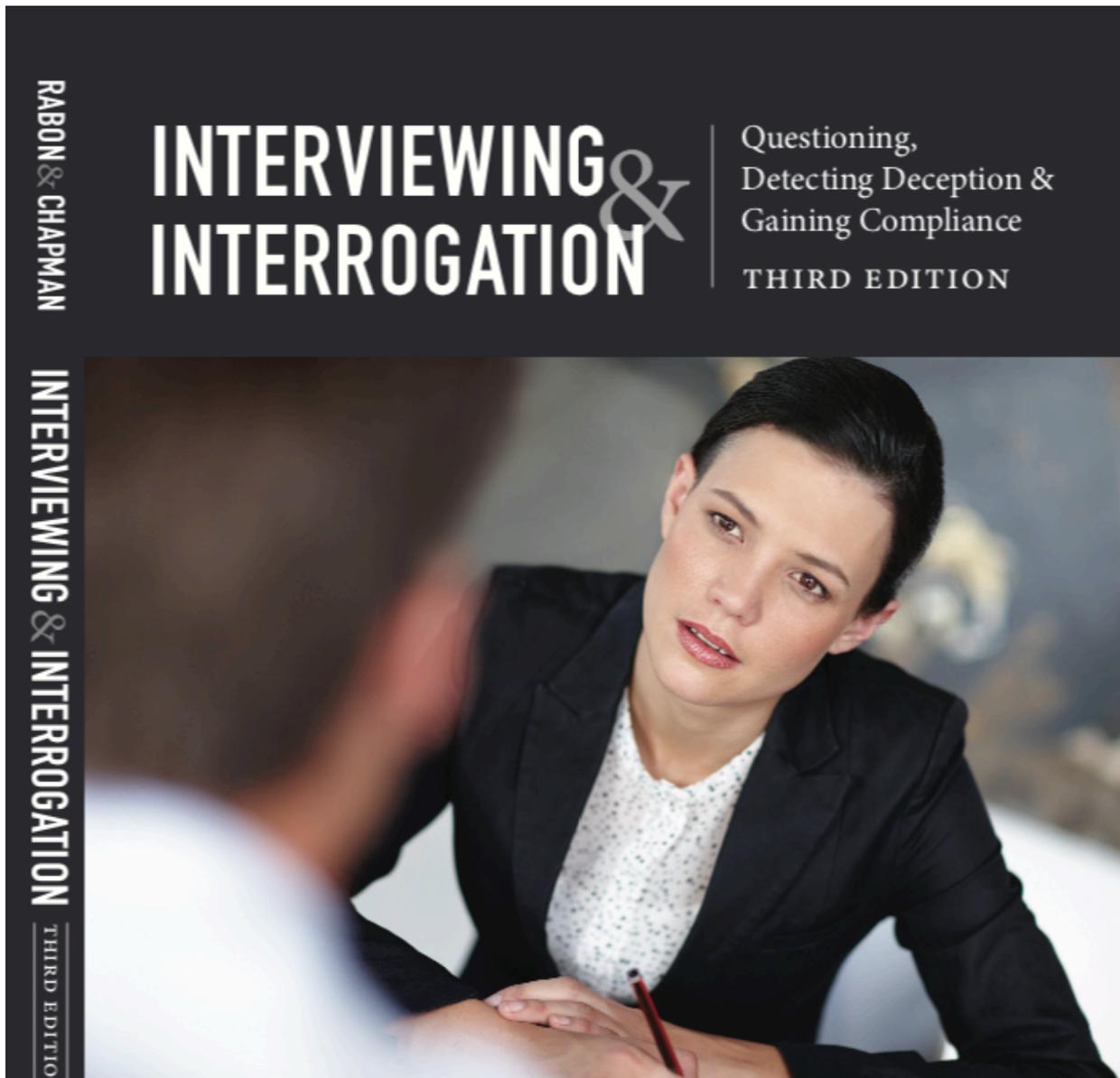
Ripped from Today's Headlines and into the Interview

"Kavanaugh hearing uncertain for Monday as accuser wants FBI to investigate before hearing"

Wow, my phone rang continually, the texts flowed like water and the email inbox was a cornucopia of inquiries during the Kavanaugh confirmation chapter. When asked what I thought of the hearing, my singular answer was "It was The Jerry Springer Show on steroids." While the whole debacle was a circus, it provided some excellent teaching points for those of us who objectively seek to know via inquiry. Those teaching points include:

The hazards of confirmation bias;
The consequences of judgment prior to inquiry;
That reactions based upon emotions rather than facts can cause one to look like a buffoon;
Anchoring.

In an allegation, the investigator/interviewer must be capable of maintaining professional skepticism. The truth may be "A" or "B". The truth may include "A and B". At times this third reality could be weighed more heavily on "A", other times more heavily on "B". But, for those of us fortunate enough to not be a bobble head on the main stream media or those desperate enough for attention to appear thereon, inquiries are made out of the spotlight and with an open mind. There is no place - no place whatsoever for a mindset of "always believe . . .". Cases are not solved, nor the truth determined on a flat screen TV in a program designed to garner attention so as to increase revenue with the accompanying commercial breaks. Never, ever, ever confuse what you see on TV as a functioning, realistic inquiry or a sincere desire to find the truth. Learn from the circus, just don't become one of the clowns.

Third Edition Coming Out Soon!

Back cover information:

Who interviews? - just about everyone. From the interview room to the board room, the communication event referred to as an interview takes place. Within the corporate environment HR strives to determine that the individual is the right hire. Investigators from the public and private sectors endeavor to remove the innocent from the inquiry and focus upon identifying the guilty. Auditors - financial and operational - seek assurances that policies and procedures are in place and followed consistently. Line-level, uniformed officers must quickly ascertain what happened and distribute the information when operating in a time-sensitive circumstance. Each

of these examples, and there are many more, require the ability to engage in a structured conversation with a purpose.

*The third edition of **Interviewing and Interrogation: Questioning for Quality Information, Detecting Deception and Gaining Compliance** provides the elements requisite for purposeful interpersonal engagement. The text is designed to accommodate the autodidact, the training setting and the educational classroom. Emphasis is placed upon evaluating the information provided with that which is found in transcripts of interviews. Exercises are structured to allow the reader to access and opine.*

Interviewing is not a one size fits all undertaking. No two interviewees are the same. No two circumstances are the same. No two interviewers are the same. The text provides for the study and examination of the craft while accommodating that which is unique in each of us

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

Interviewing and Interrogation, 3rd edition (see above)

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.

Until January 2019, keep asking, keep listening, keep looking. The answer is there.

Don Rabon, CFE

Successful Interviewing Techniques