



Elzo Sanders



FIOD
Belastingdienst

FIOD
the Netherlands Tax & Customs Administration's Investigation
Service



**Interviewing is more
than just asking
questions**



Programme

Introduction

Methodes of interviewing

Behavior (Interpersonal circumplex of Leary)

Memory and pressure

Communication techniques

Standard Interview Strategy

Interviewing witness / suspect

Case study



Belastingdienst



Methods of interviewing



Statement

**The purpose of an
interview is getting
a confession**



Statement

**The purpose of an interview is getting
a conclusive statement**



Statement

**The most effective
methods of
interviewing are
based on scientific
studies**



- Accusing method of interviewing
- Information gathering method of interviewing



Accusing method of interviewing

The method of Inbau, Reid & Buckly:



Article 6 paragraph 2:

"Everyone charged with a criminal offence shall be presumed innocent until proved guilty according to law."



Information gathering method of interviewing

- Scharff-method
- Standard Interview Strategy (SIS)
- Peace-model
- High-Value Detainee Interrogation Group
- SUE-technique



Sharff-method



Hans Scharff

World War II



Standard Interview Strategy (SIS)

- Stage 1: preparation
- Stage 2: person-focused interview
- Stage 3: case-focused interview
- Stage 4: closure of the interview



PEACE-model

P = Preparation and planning

E= Engage and explain

A= Account, clarification and challenge

C= Closure

E= Evaluation



High-value detainee interrogation group (HIG)

- Group of interrogation specialists of the FBI, CIA and the Department of Defense
- Developed for the interrogation of terrorists
- The opposite of the Inbau, Reid & Buckley-method
- In line with the Standard Interview Strategy and Paece Model



Strategic Use of Evidence (SUE)

- Based on: that truth-tellers and liars employ different strategies to convince
- Results:
 - liar
 - > repeating
 - > rarely adds information
 - truth-teller
 - > reconstructing
 - > adds more information and details
- Using the evidence strategically
- Assumption: a guilty suspect in denial gives no conclusive statement



Overall: Information gathering method of interviewing

- Good preparation
- Make good contact with the suspect
- No judgement
- Purpose of the interview: a conclusive statement



Questions





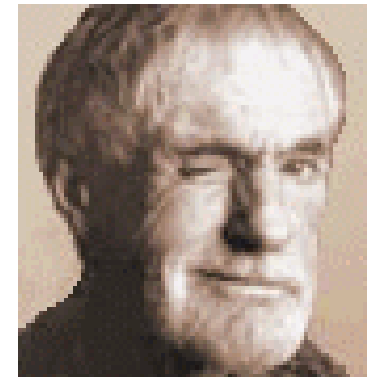
Behaviour a result of influence and acceptance

Interviewing, more than just asking questions

Interpersonal circumplex

The Rose of Leary

Self awareness





- Psychological research published 1957
 - Behaviour = Communication = Behaviour
 - Action leads to reaction
 - Transmitting and receiving
 - Behaviour is (most of the time) predictable



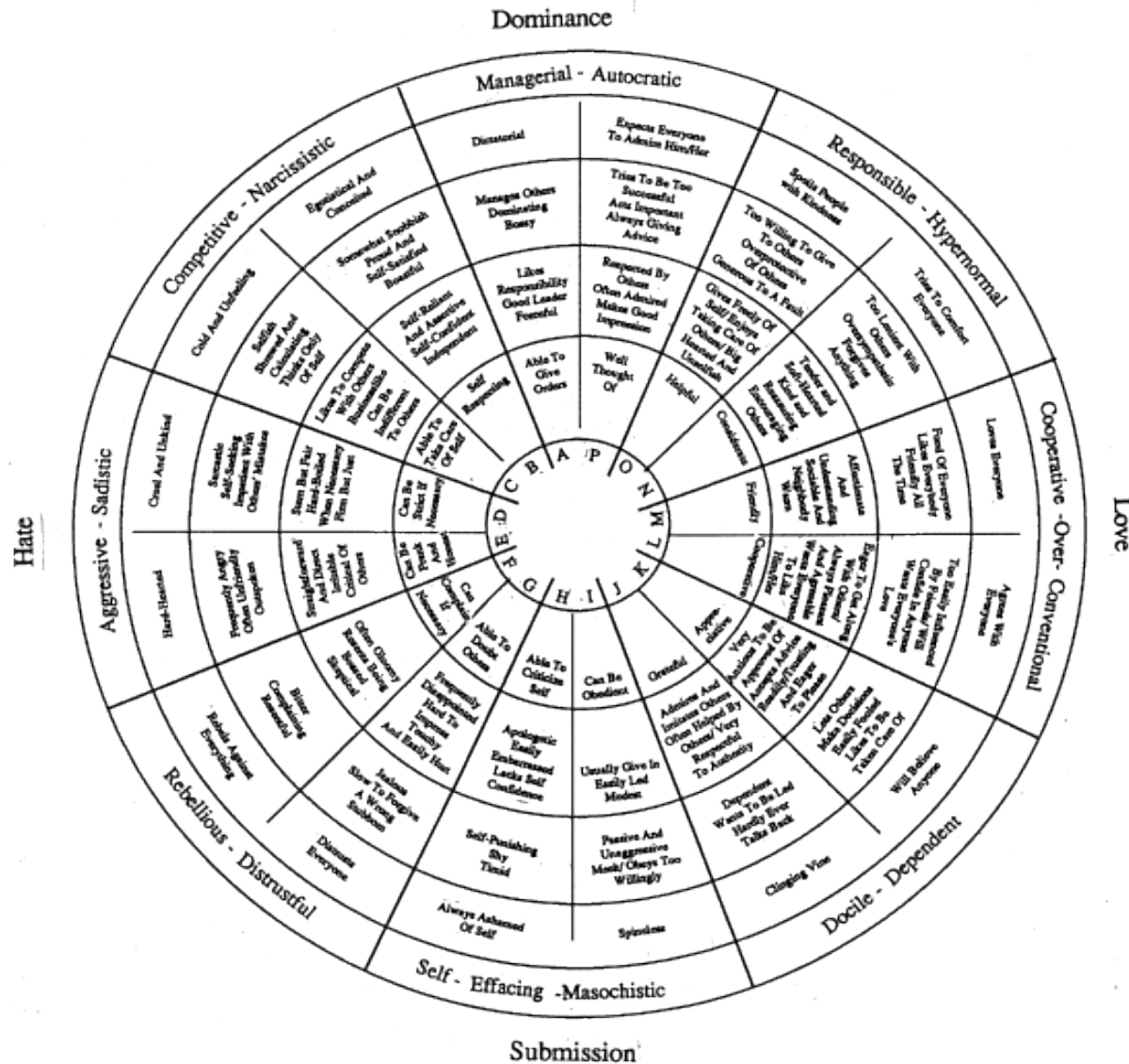
Analysis of Leary:

- Rose is not a profile concept of a character
- You are not your behaviour
- Rose is the way you look at yourself
- No value judgement
- All behaviour of the Rose is inside everybody



Advantage

- Analysis of behaviour
- Better understanding of someone's behaviour
- More responsive to one's behaviour
- Balanced choice of using specific behaviour





Leary discovered two essential dimensions



Influence



Acceptance



Investigator / Manager

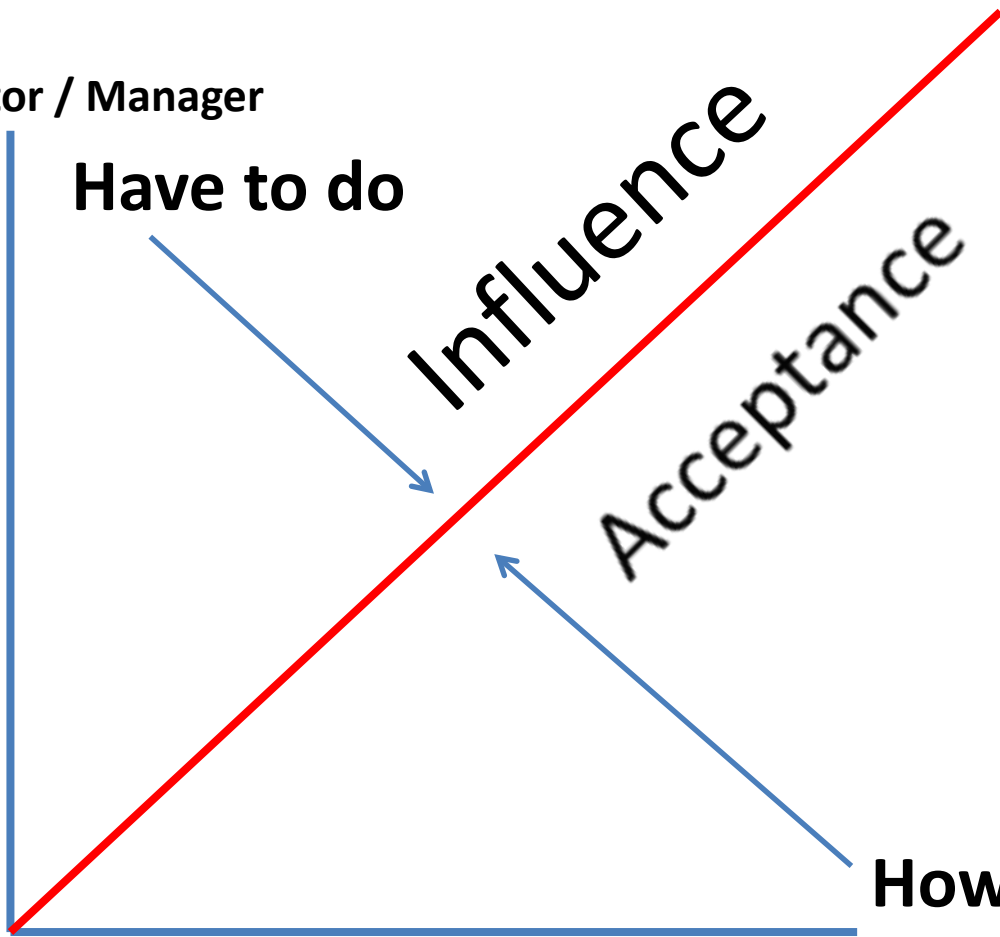
Have to do

Influence

Acceptance

How to do

Witness / Suspect / Co-worker





Investigator / Manager

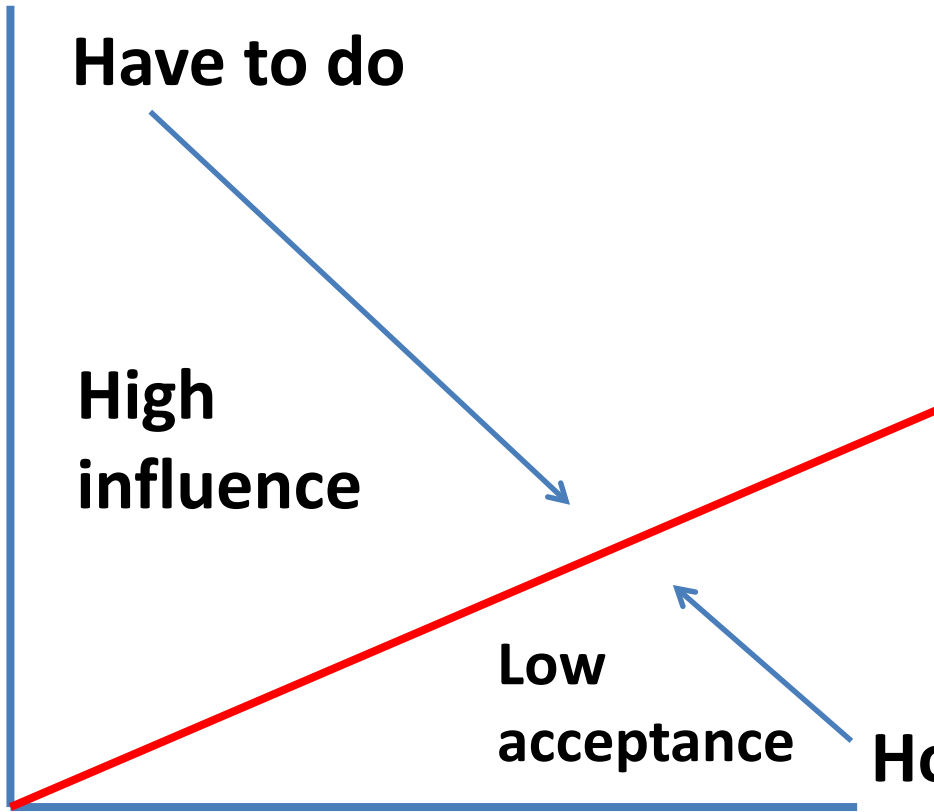
Have to do

**High
influence**

**Low
acceptance**

How to do

Witness / Suspect / Co-worker





Investigator / Manager

Have to do

Low
influence

**High
acceptance**

How to do

Witness / Suspect / Co-worker



Influence



Influence = Participate

Who doesn't speak up, will not be heard.

Who isn't heard, doesn't count

**If you want other people to have influence,
you temporarily withdraw**

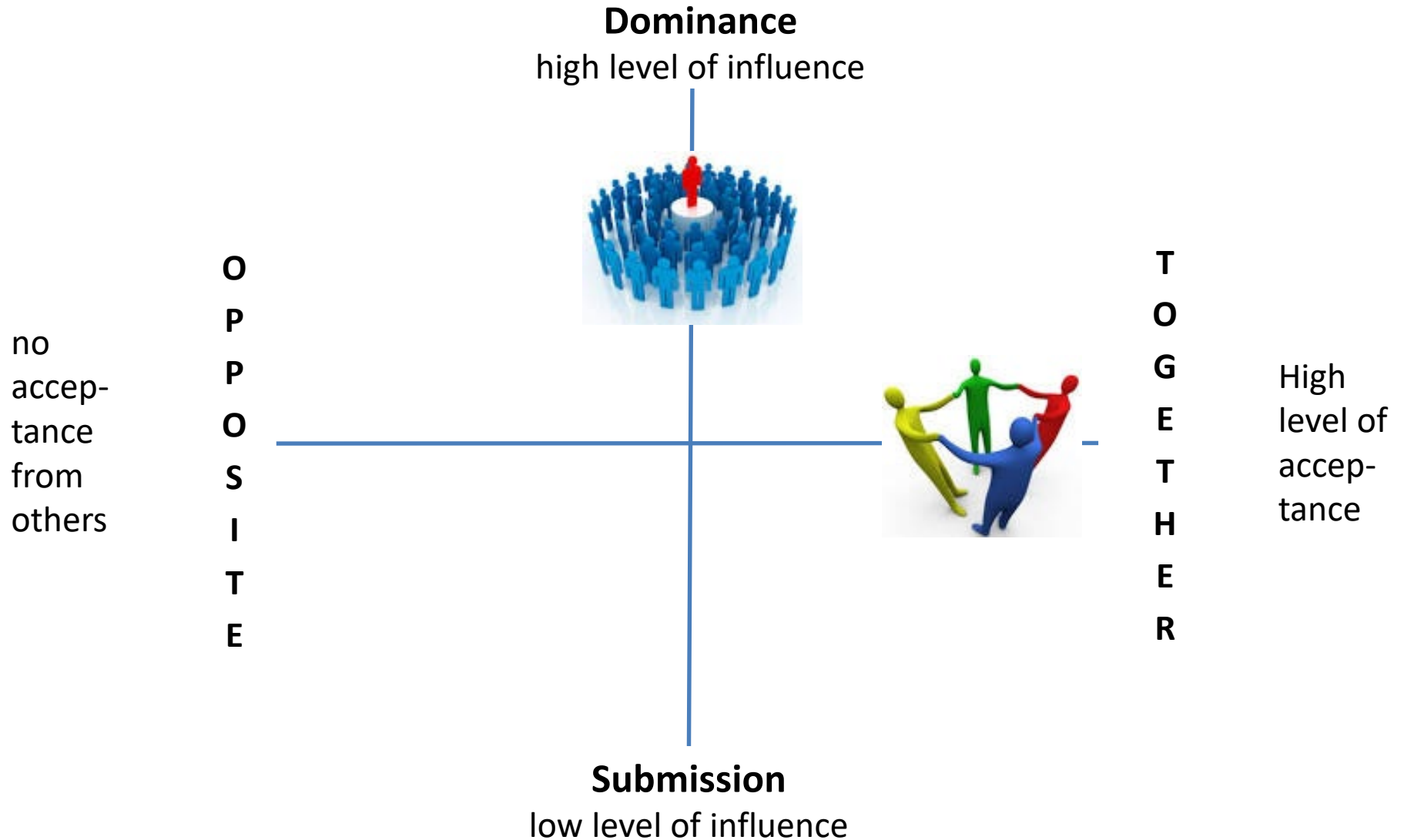
Acceptance

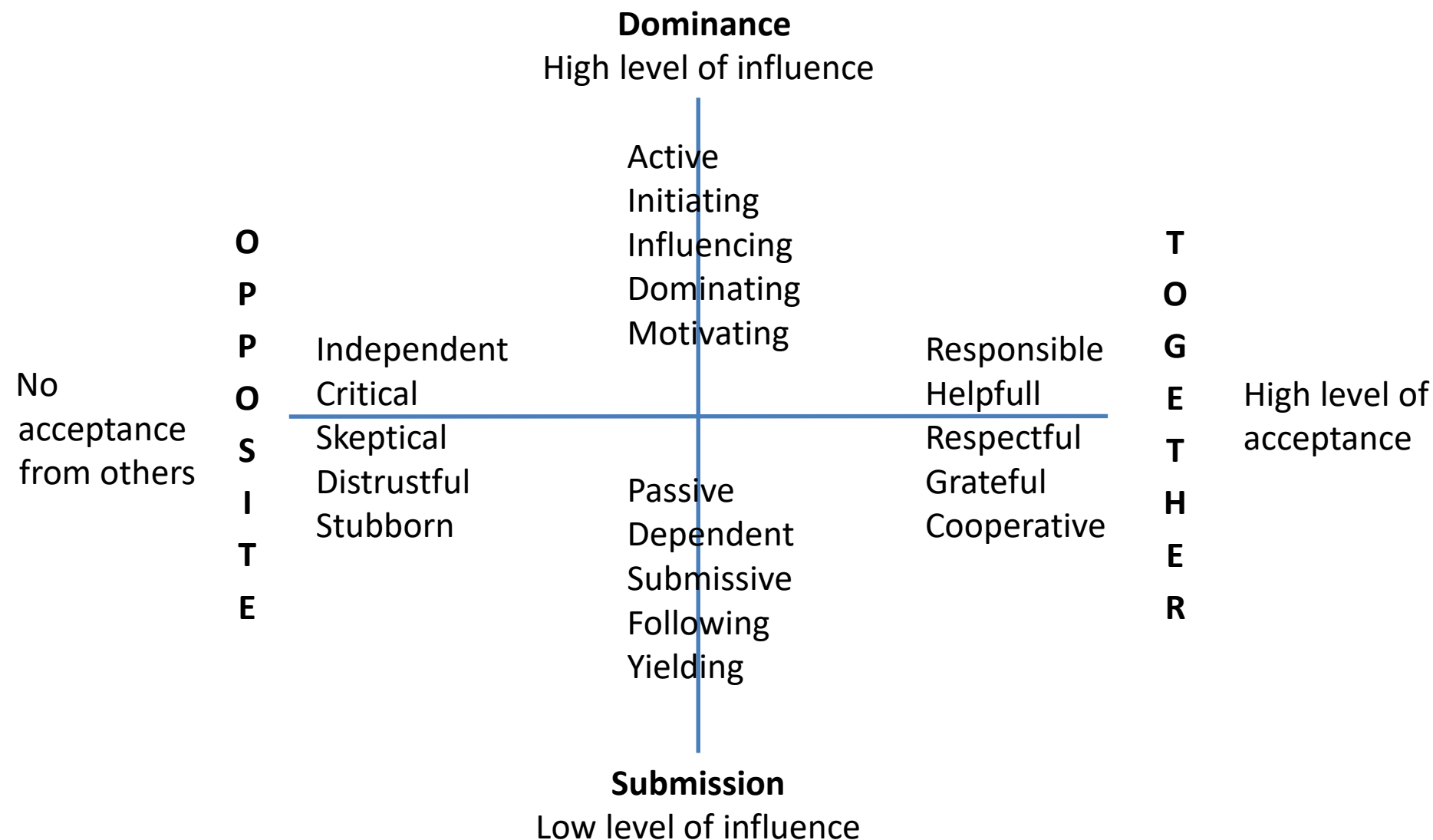


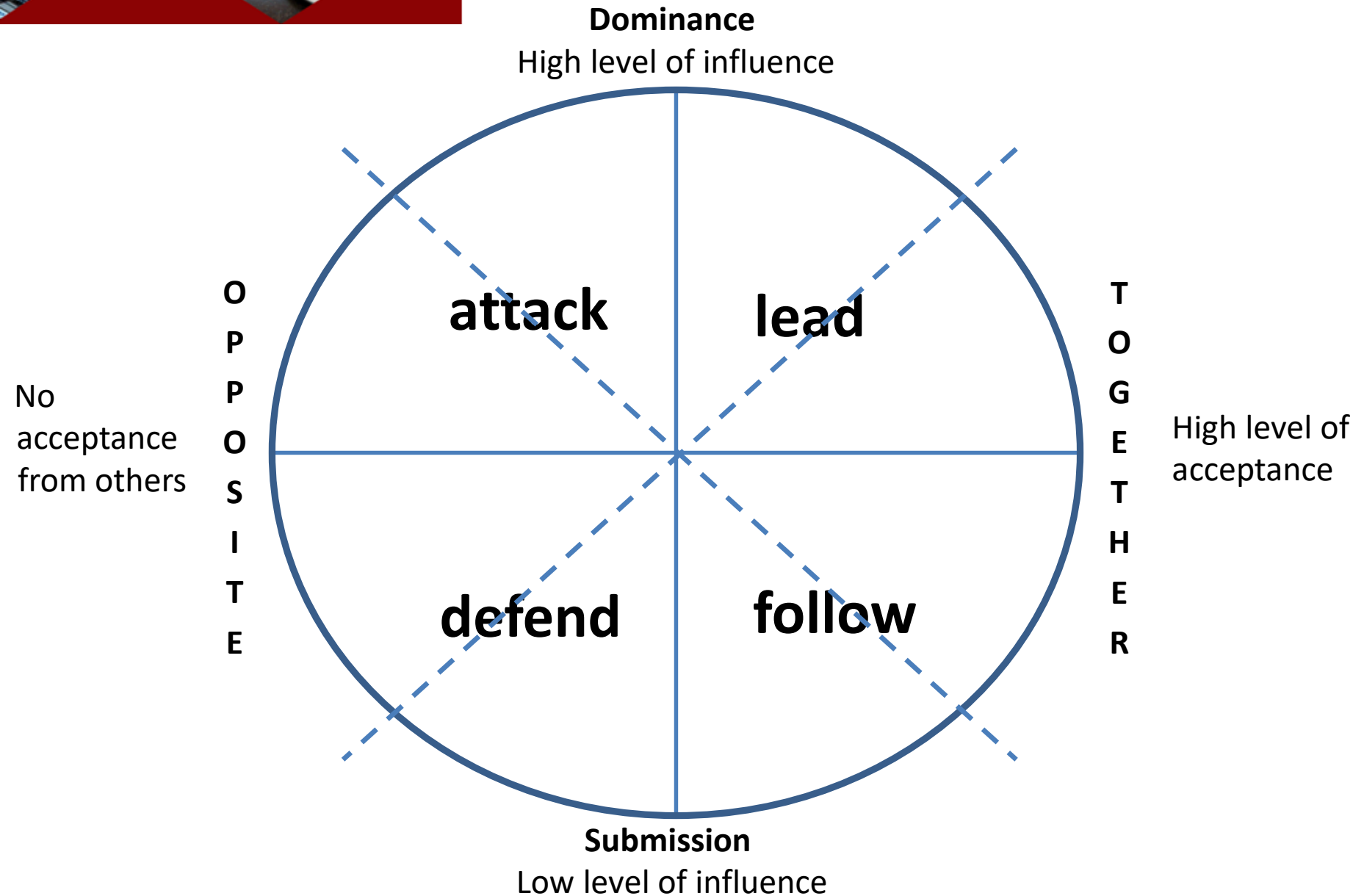
Acceptance = Relation

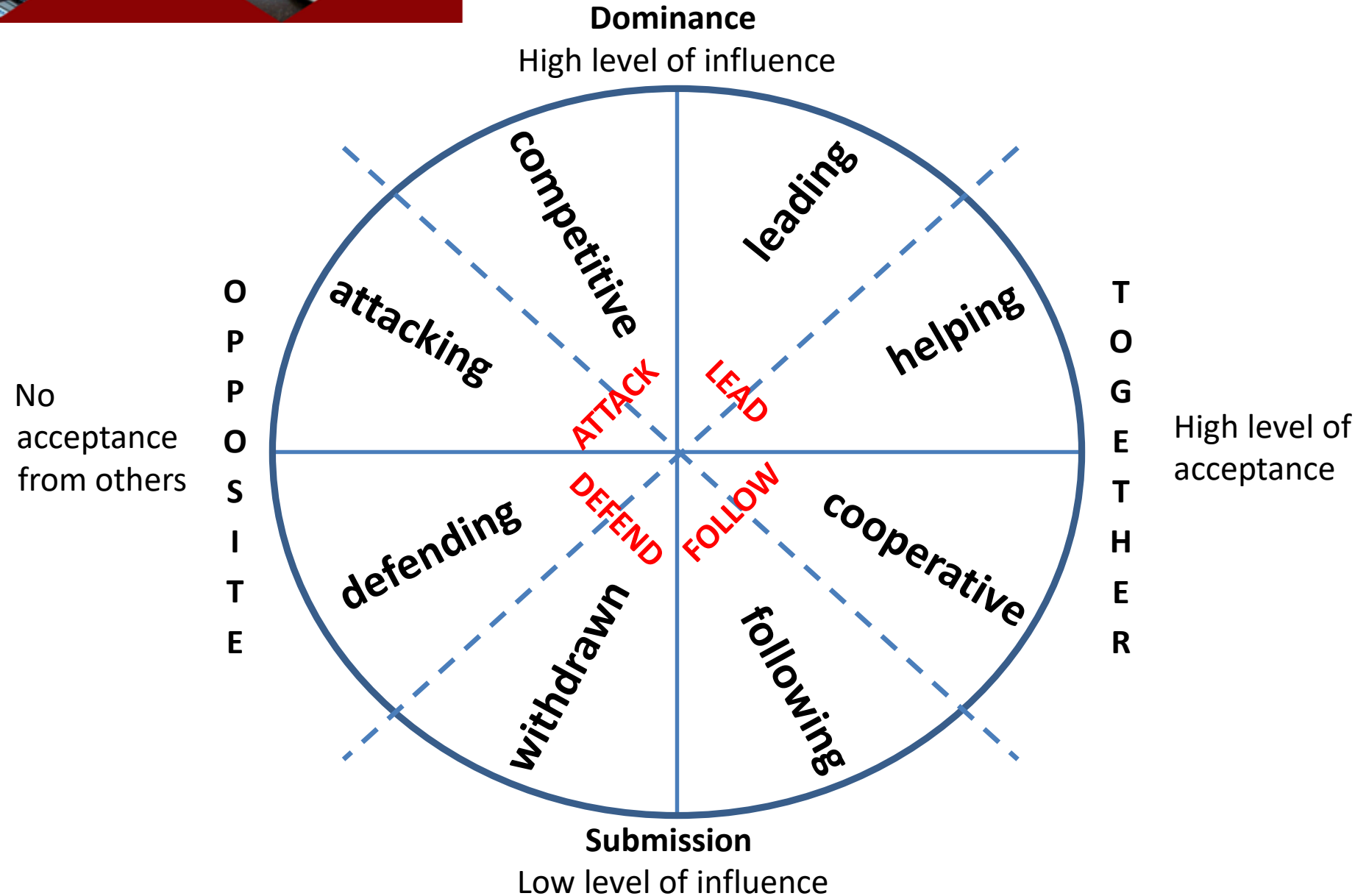
Most people want to be seen and heard,
belong to the group and getting respect.

**If you want to belong to the group get in contact.
Who doesn't want acceptance, but something else,
have to break up the contact or criticize.**











Self test

1	I can give orders	1	
2	I can take care of myself	2	
3	I am warm and understanding	3	
4	I admire and imitate others	4	
5	I agree with everyone	5	
6	I am ashamed of myself	6	
7	I need to get conformation	7	
8	I always give advice	8	
9	I have negative feelings	9	
10	I am generous and selfless	10	
11	I am boastfull	11	
12	I am objective	12	
13	I am strict when needed	13	
14	I am cold and without feelings	14	
15	I can complain when needed	15	
16	I am cooperative	16	
17	I always complain	17	
18	I am critical of others	18	
19	I can obey	19	
20	I am cruel and cool	20	
21	I am dependent	21	
22	I am dictatorial	22	
23	I am dominant	23	
24	I would like to be able to cooperate with others	24	
25	I encourage others	25	
26	I take pleasure in looking after others	26	
27	I am determined but fair	27	
28	I am always friendly	28	
29	I am mild in regards to errors	29	
30	I am a good leader	30	
31	I am greatfull	31	
32	I am gentle	32	
33	I can not bear mistakes of others	33	
34	I am independent	34	
35	I like responsibilities	35	
36	I have a lack of self confidence	36	
37	I like that some else takes the decisions	37	
38	I like everyone	38	
39	I love that someone else is taking care of me	39	
40	I boss about others	40	
41	I am gentle	41	
42	I am modest	42	
43	I am willingly obedient	43	
44	I am overprotective	44	
45	I am often unfriendly	45	
46	I am respected by others	46	
47	I rebel against everything	47	



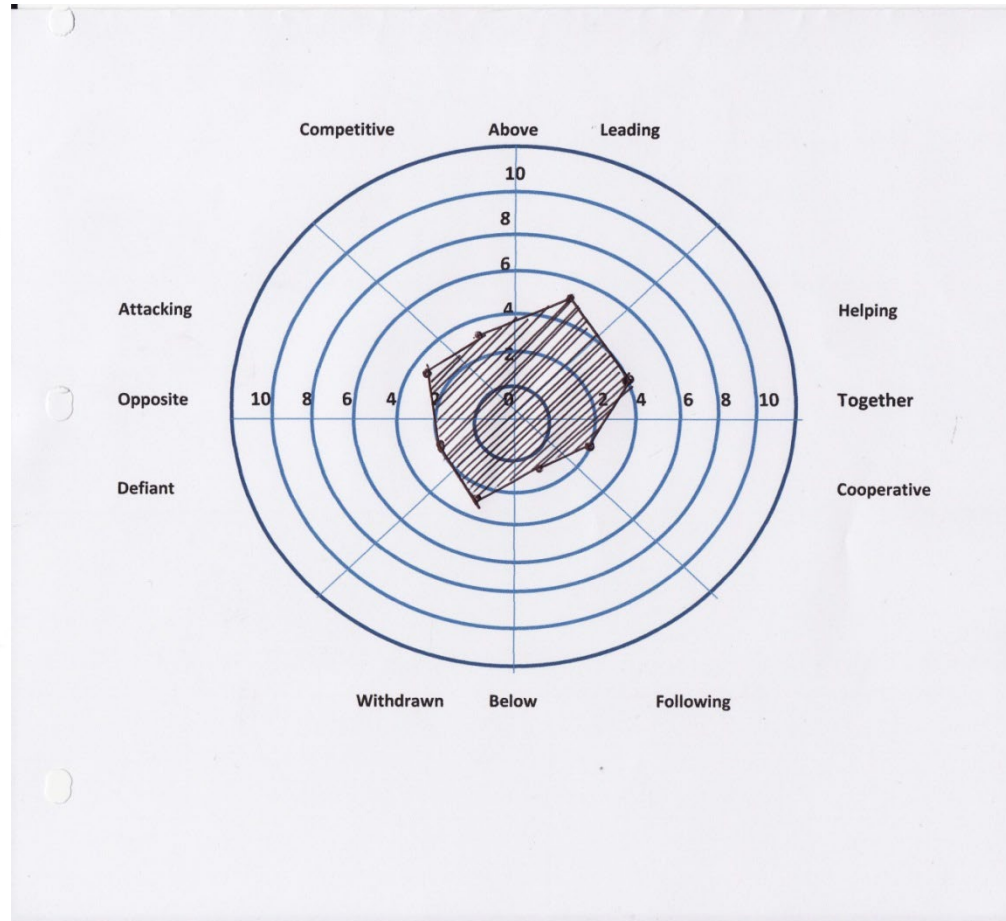
Self awareness

48	I am aggrieved when another is in charge of me	48	
49	I am assertive and full of trusting	49	
50	I am sarcastic	50	
51	I am shy	51	
52	I am self-centered	52	
53	I am skeptical	53	
54	I am honest and direct	54	X
55	I am stubborn	55	
56	I am easily influenced by others	56	
57	I only think of myself	57	
58	I am indulgent	58	
59	I am easy touched	59	
60	I try to comfort and encourage everyone	60	
61	I usually give in	61	
62	I have a lot of respect for authority	62	
63	I want everyone to like me	63	
64	I believe everyone	64	

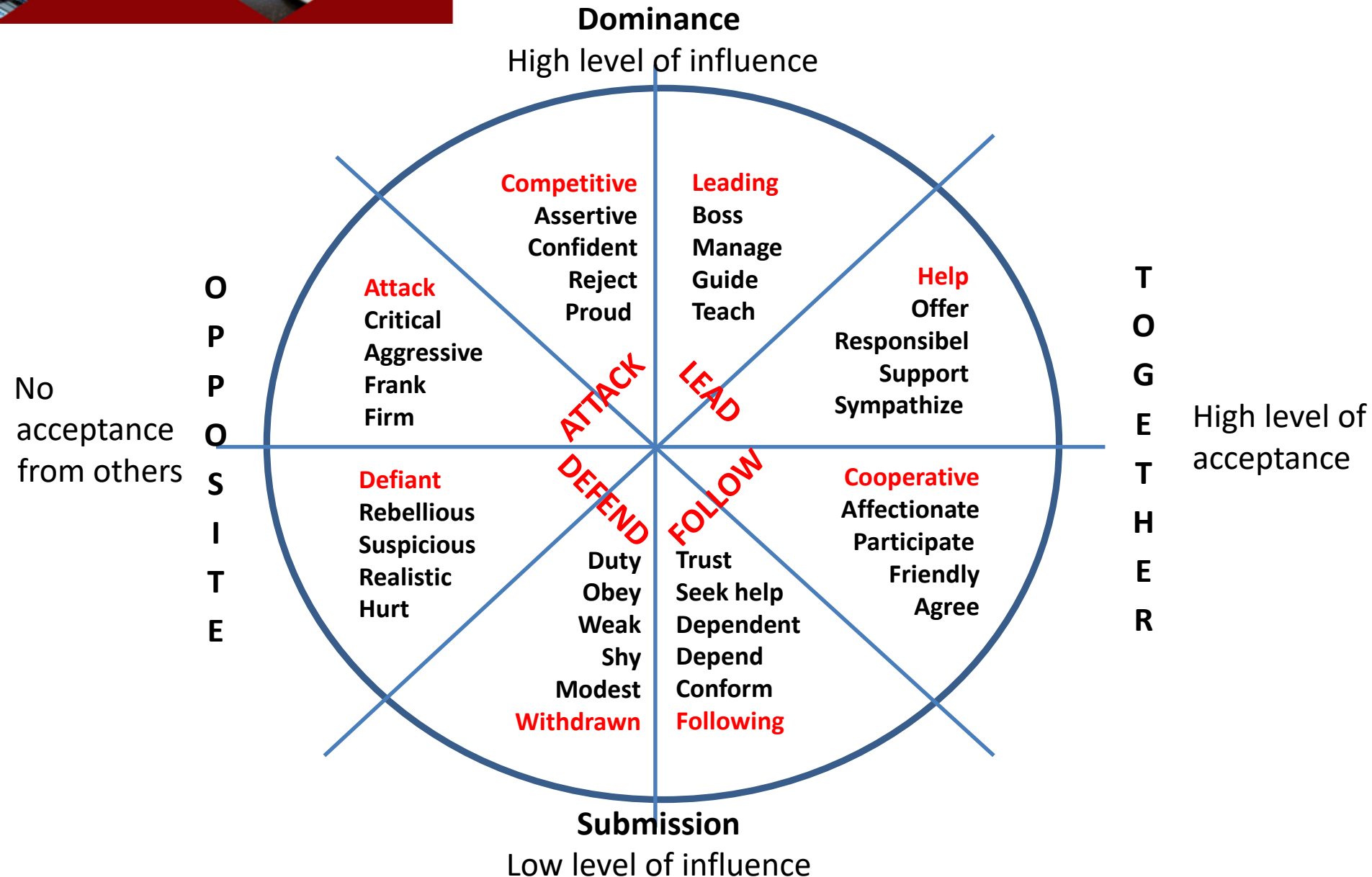
Behaviour	Questions								Your score
Competitive	(2)	11	(12)	14	(34)	49	52	57	3
Leading	(1)	8	22	(23)	(30)	(35)	40	(46)	5
Helping	(10)	(25)	26	(29)	(32)	44	58	60	4
Cooperative	(3)	5	(16)	24	28	38	56	63	2
Following	4	7	21	(31)	37	39	62	64	1
Withdrawn	6	(19)	36	(41)	(42)	43	51	61	3
Defiant	9	(15)	17	47	(48)	53	55	59	2
Attacking	(13)	18	20	(27)	33	45	50	(54)	3

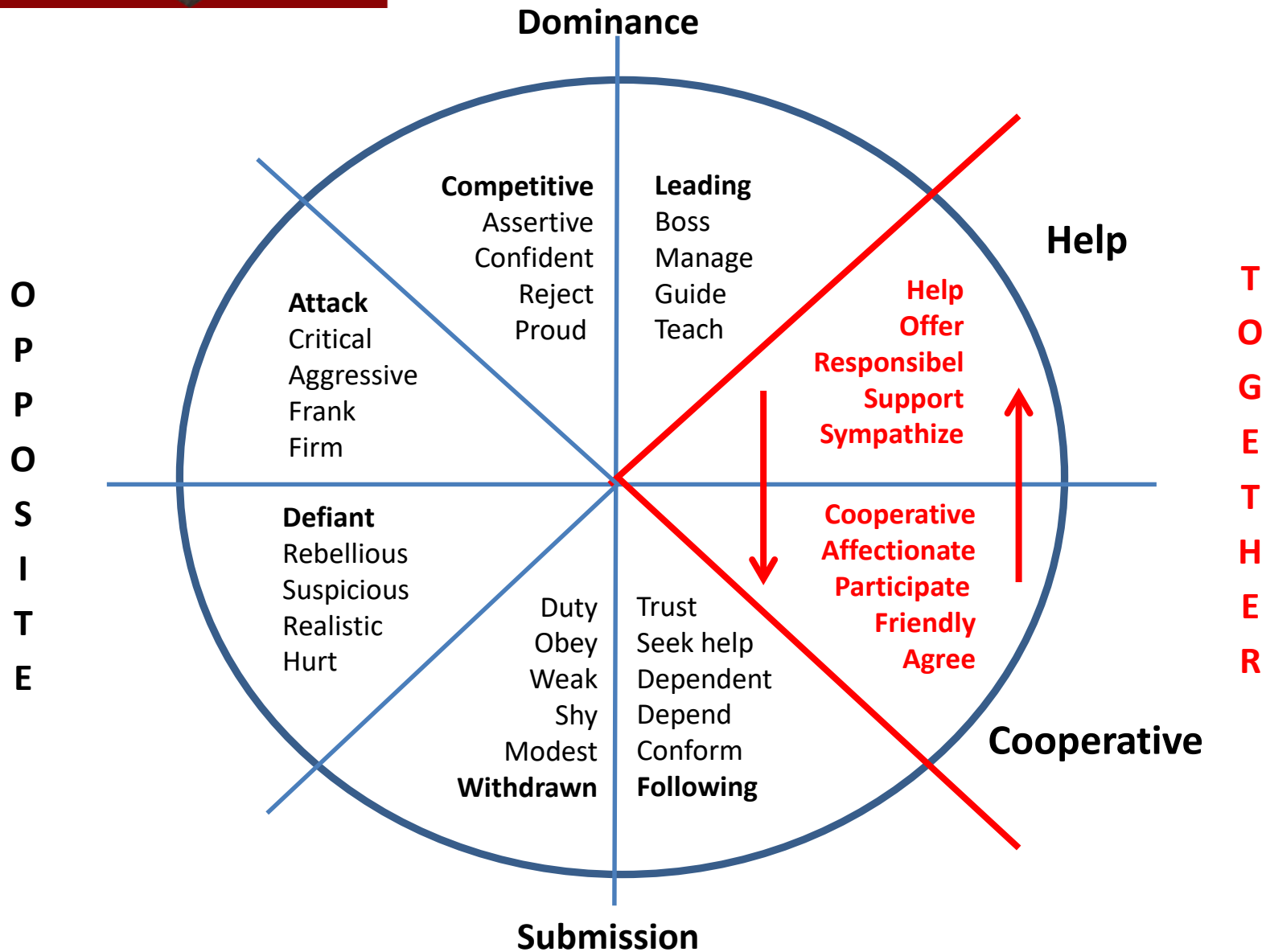


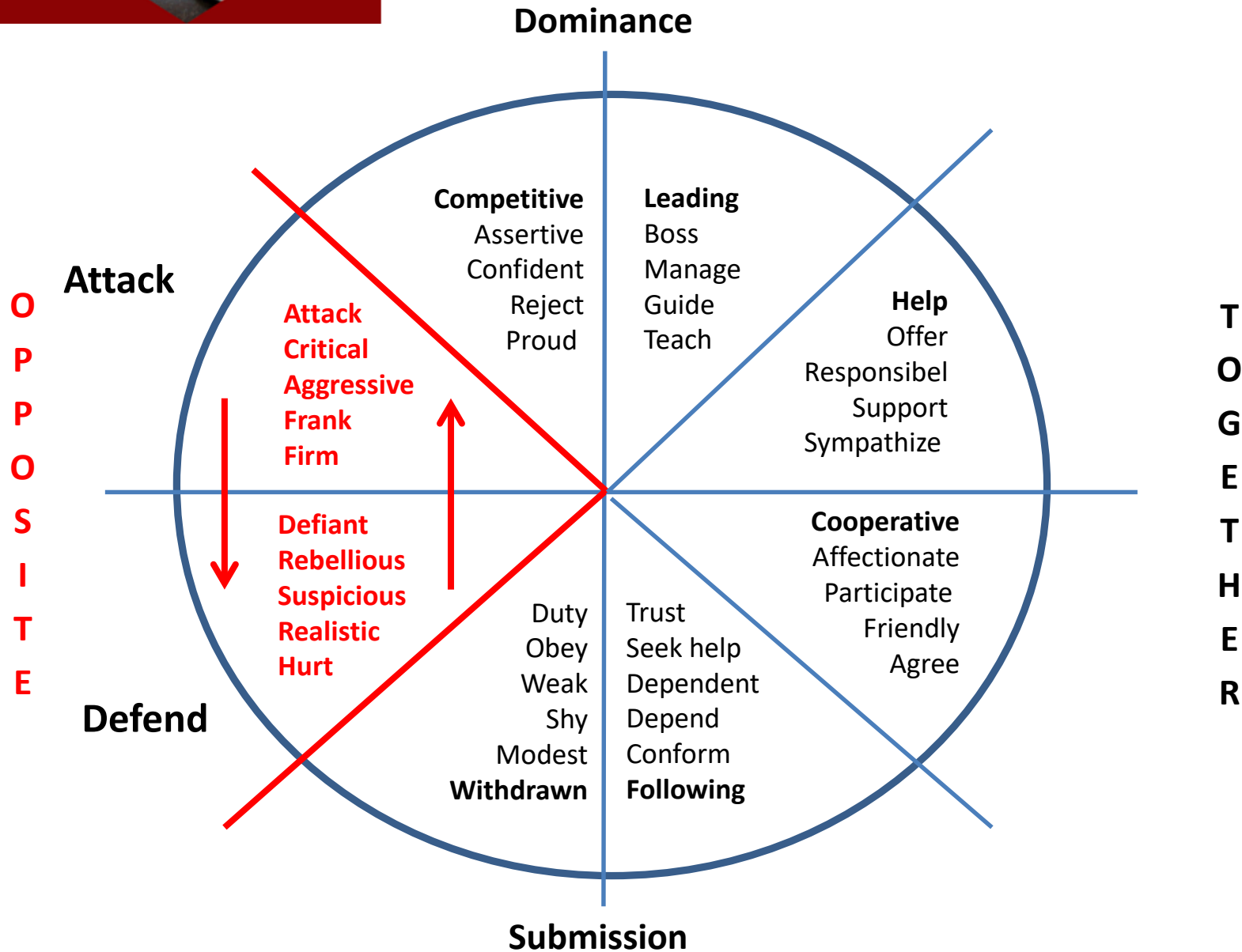
Self awareness

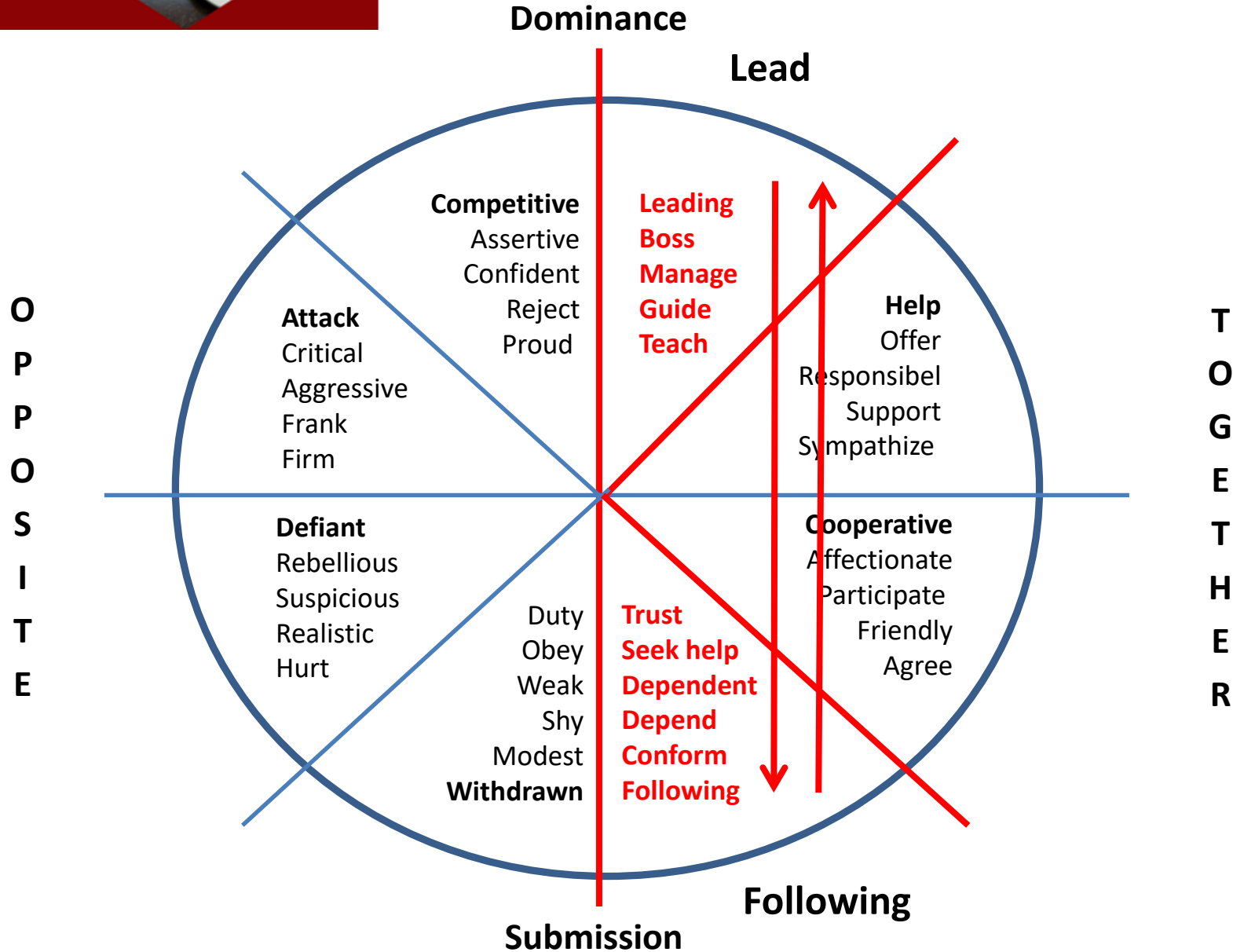


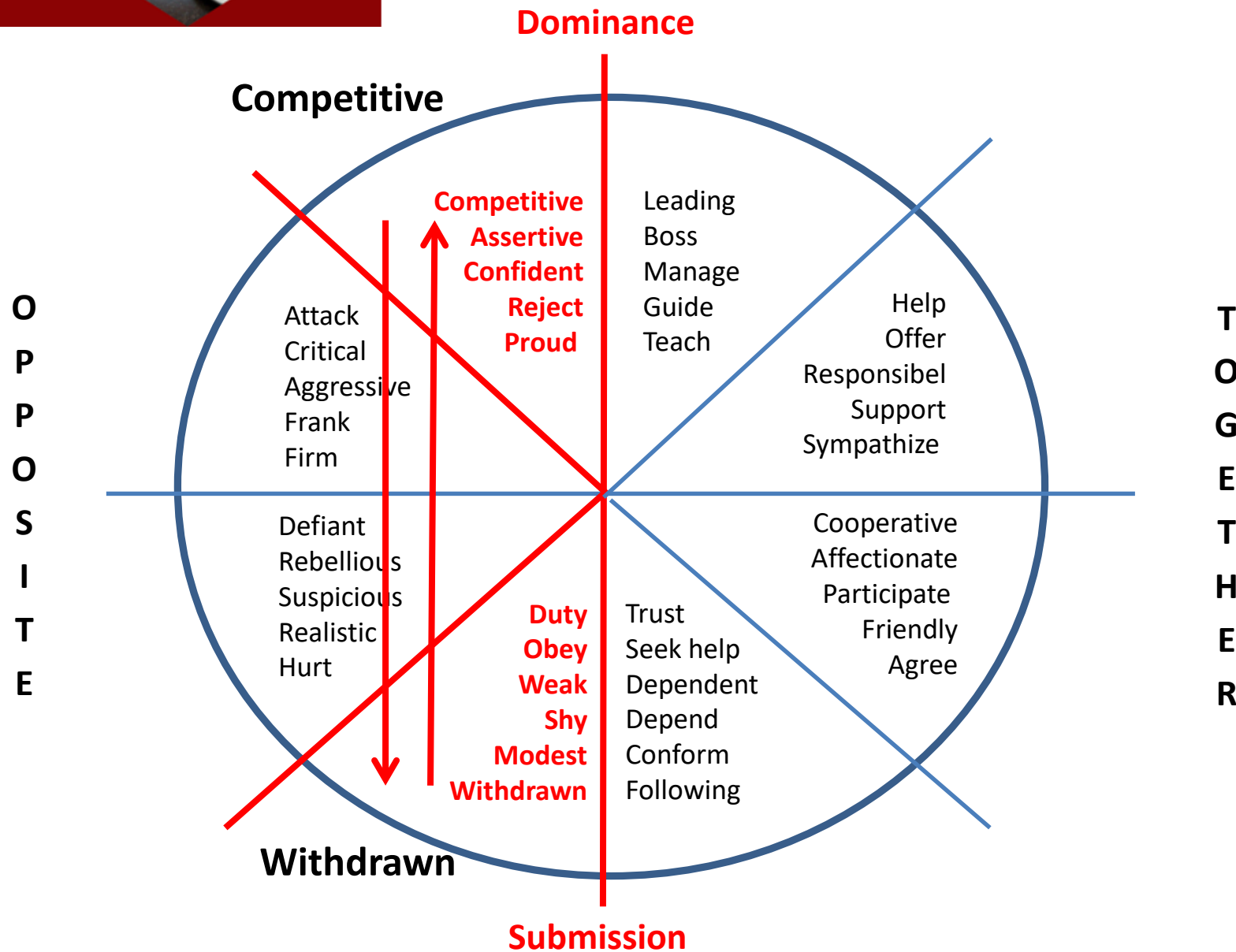
Behaviour	Questions								Your score
Competitive	2	11	12	14	34	49	52	57	3
Leading	1	8	22	23	30	35	40	46	5
Helping	10	25	26	29	32	44	58	60	4

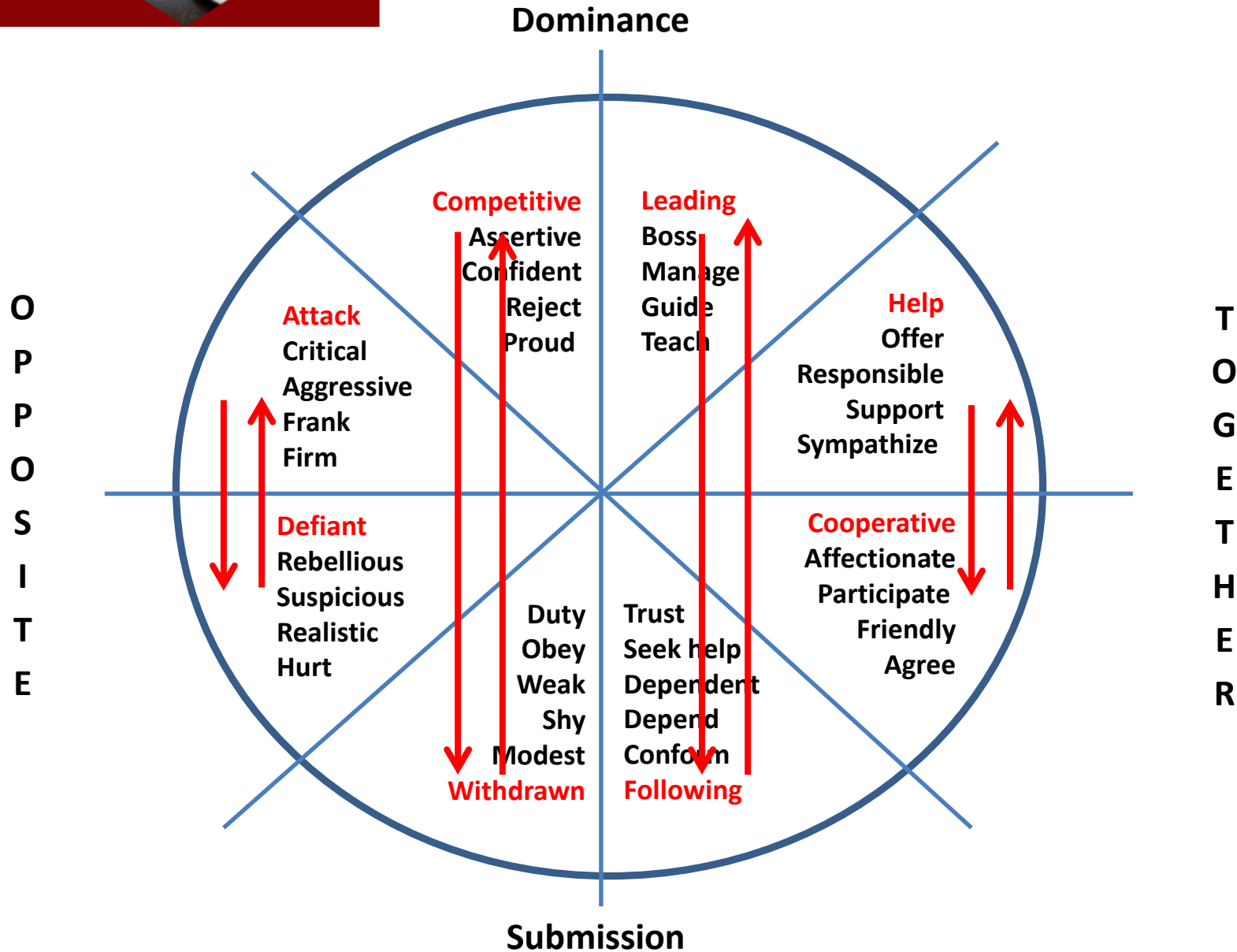














Summary

Analysis of Leary

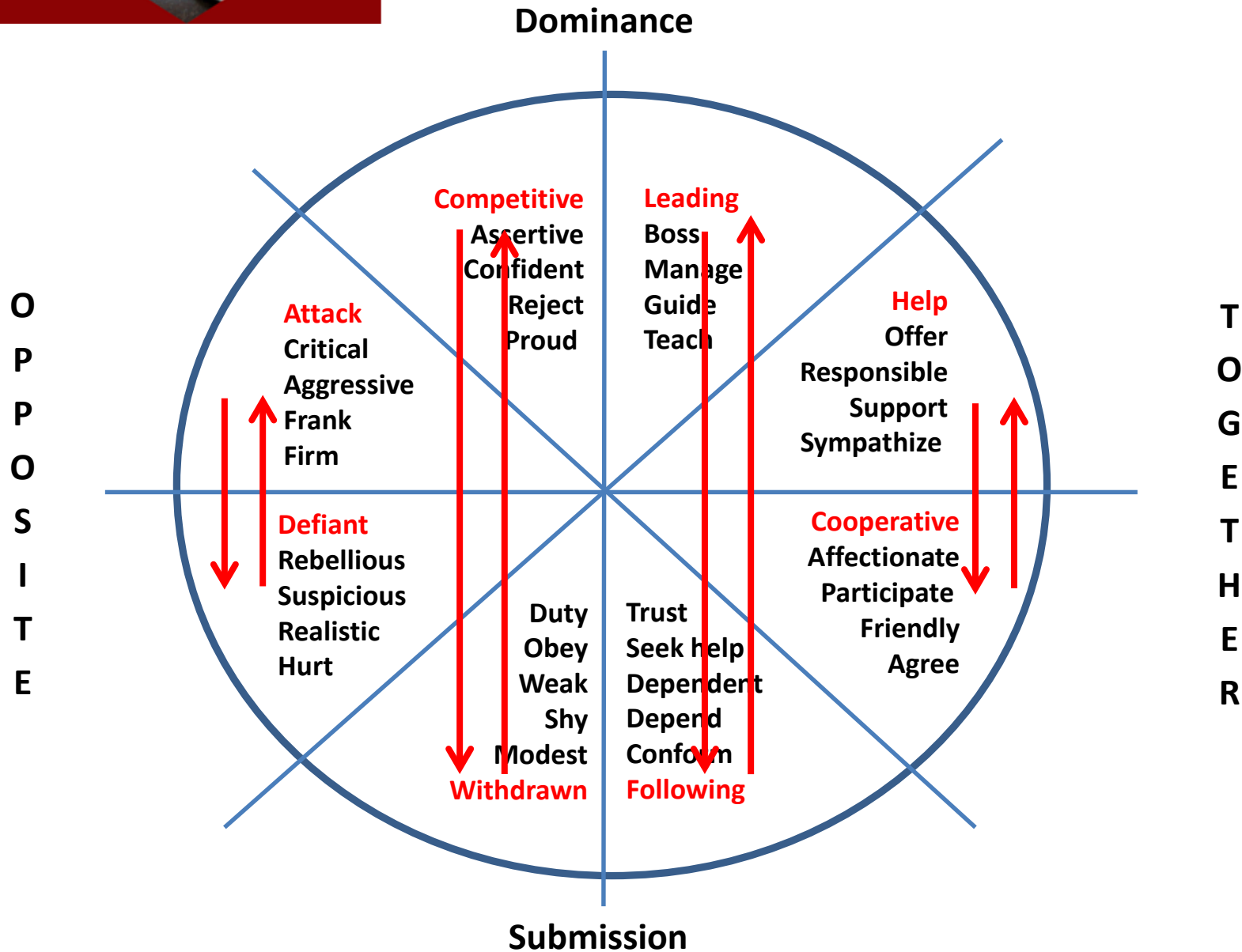
- No value judgement
- Rose is not a profile concept of a character
- You are not your behaviour
- Rose is the way you look at yourself
- All behaviour of the Rose is inside everybody
 - Look at your self test



Summary

Advantage:

- Analysis of behaviour
 - We made a test (self awareness)
 - behaviour is dominant or submissive
 - influence
 - behaviour is together or opposite
 - acceptance
 - behaviour is (most of the time) predictable





Summary

Advantage:

- You always have a choice
 - Better understanding of someone's behaviour
 - More responsive to one's behaviour
 - Balanced choice of using behaviour

We had some practical exercises



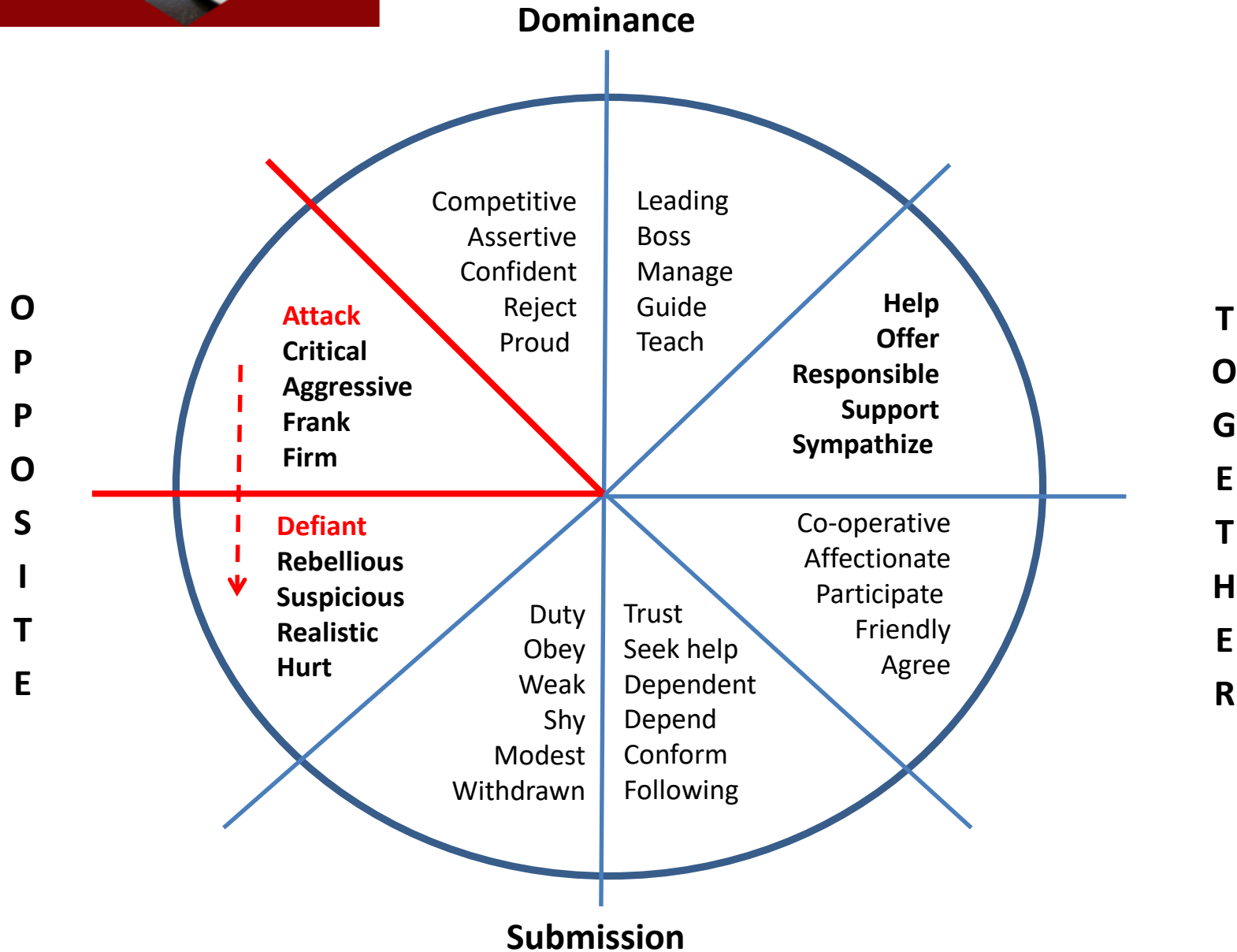
How can we change behaviour?

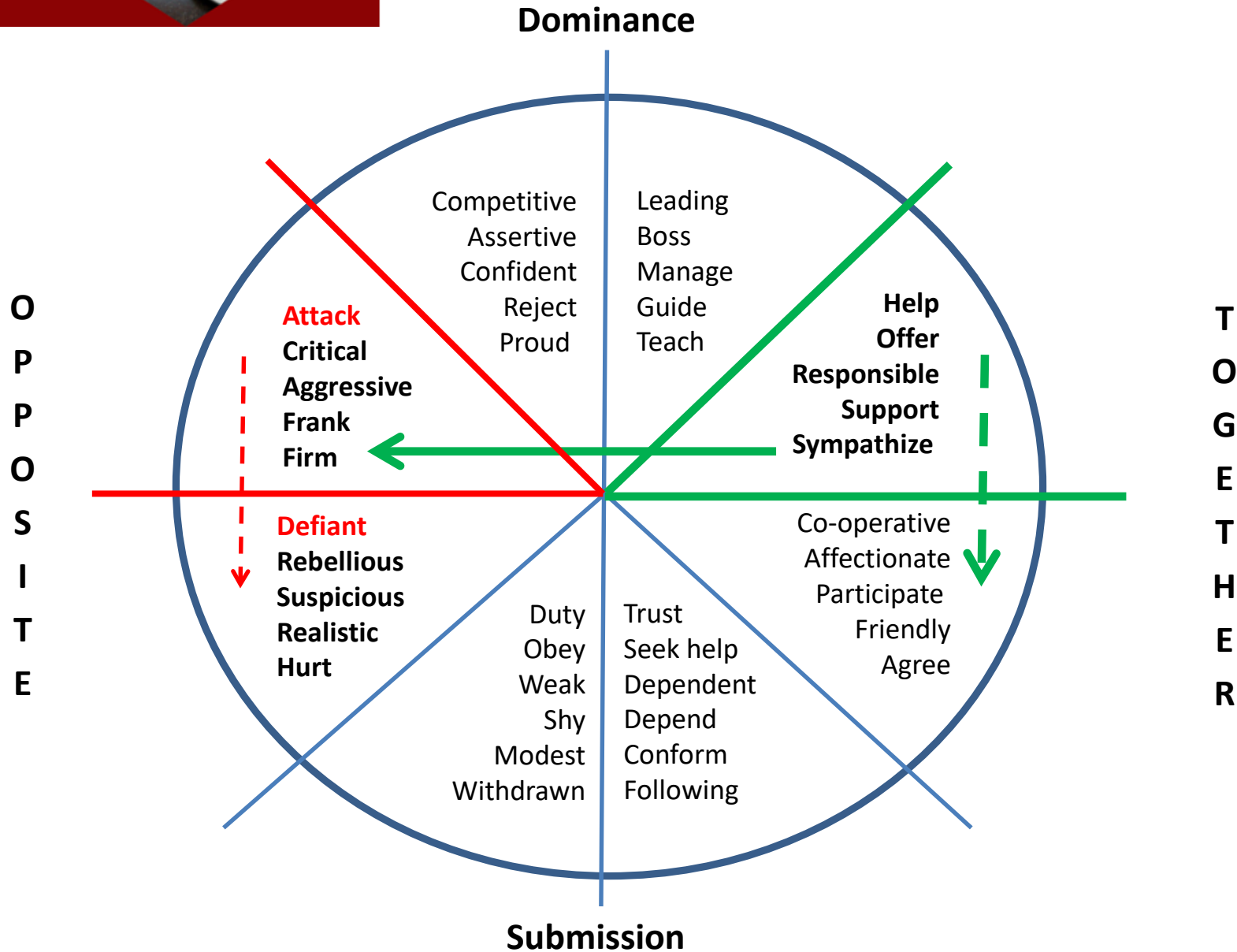
How can we influence behaviour?

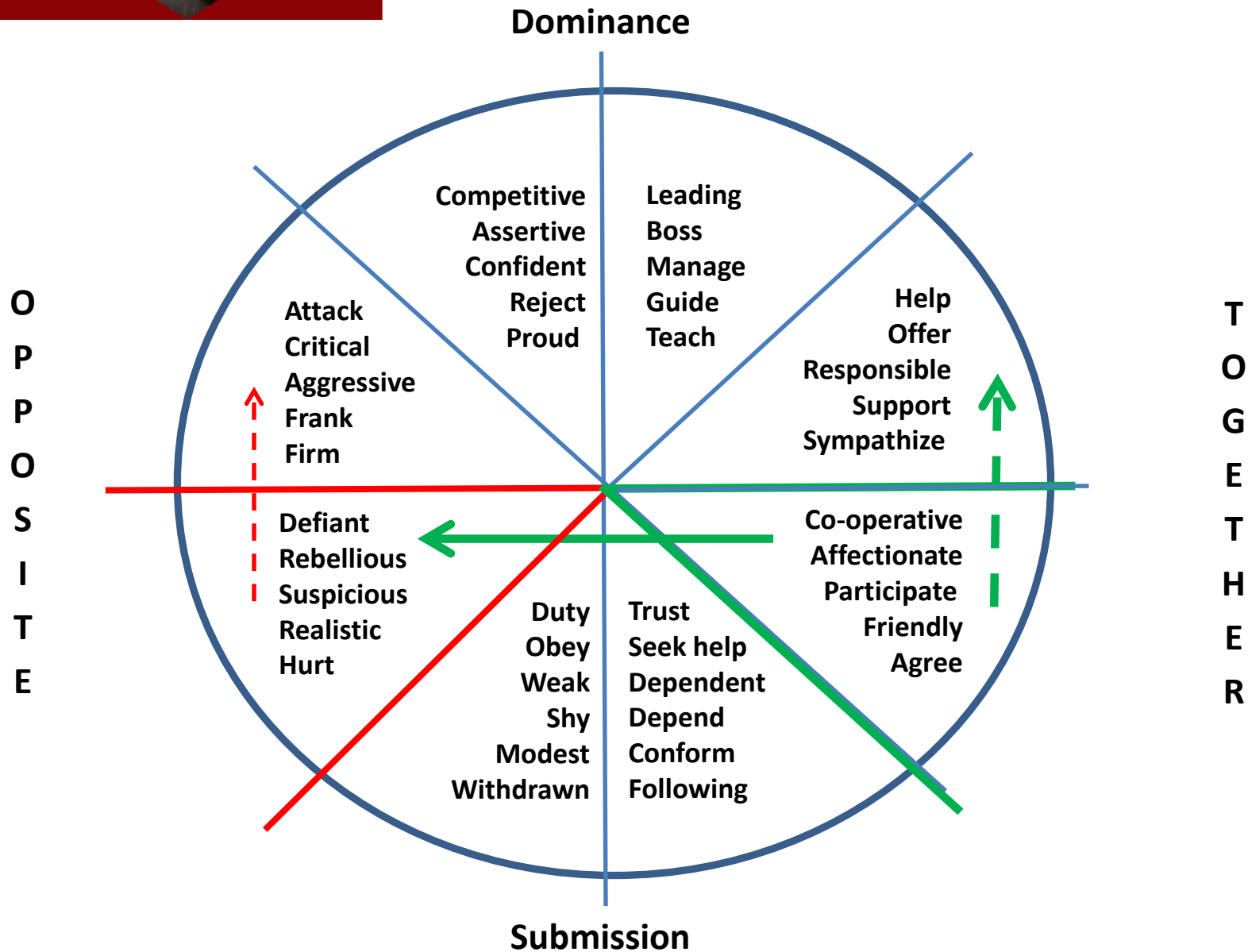


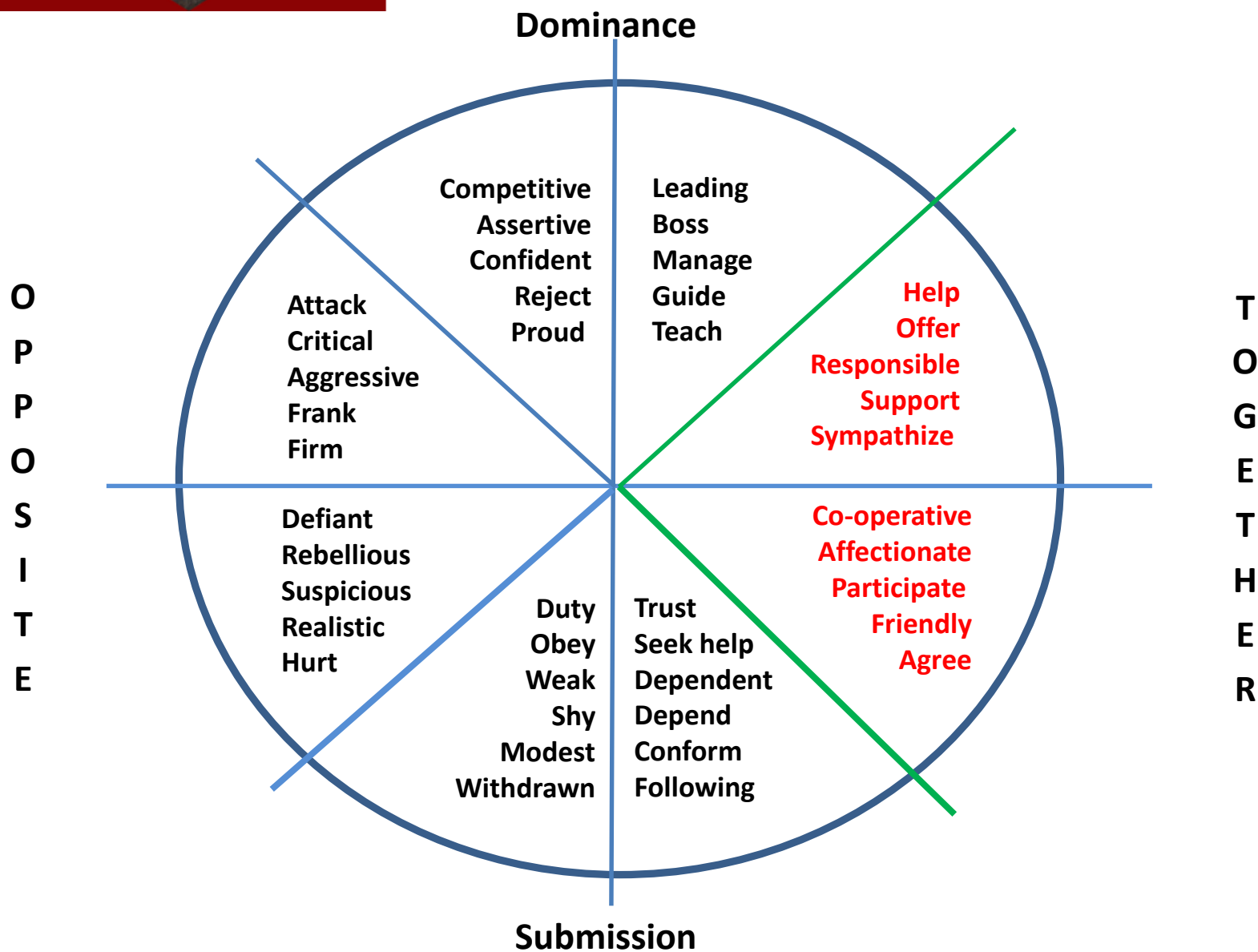
What choice do we have?









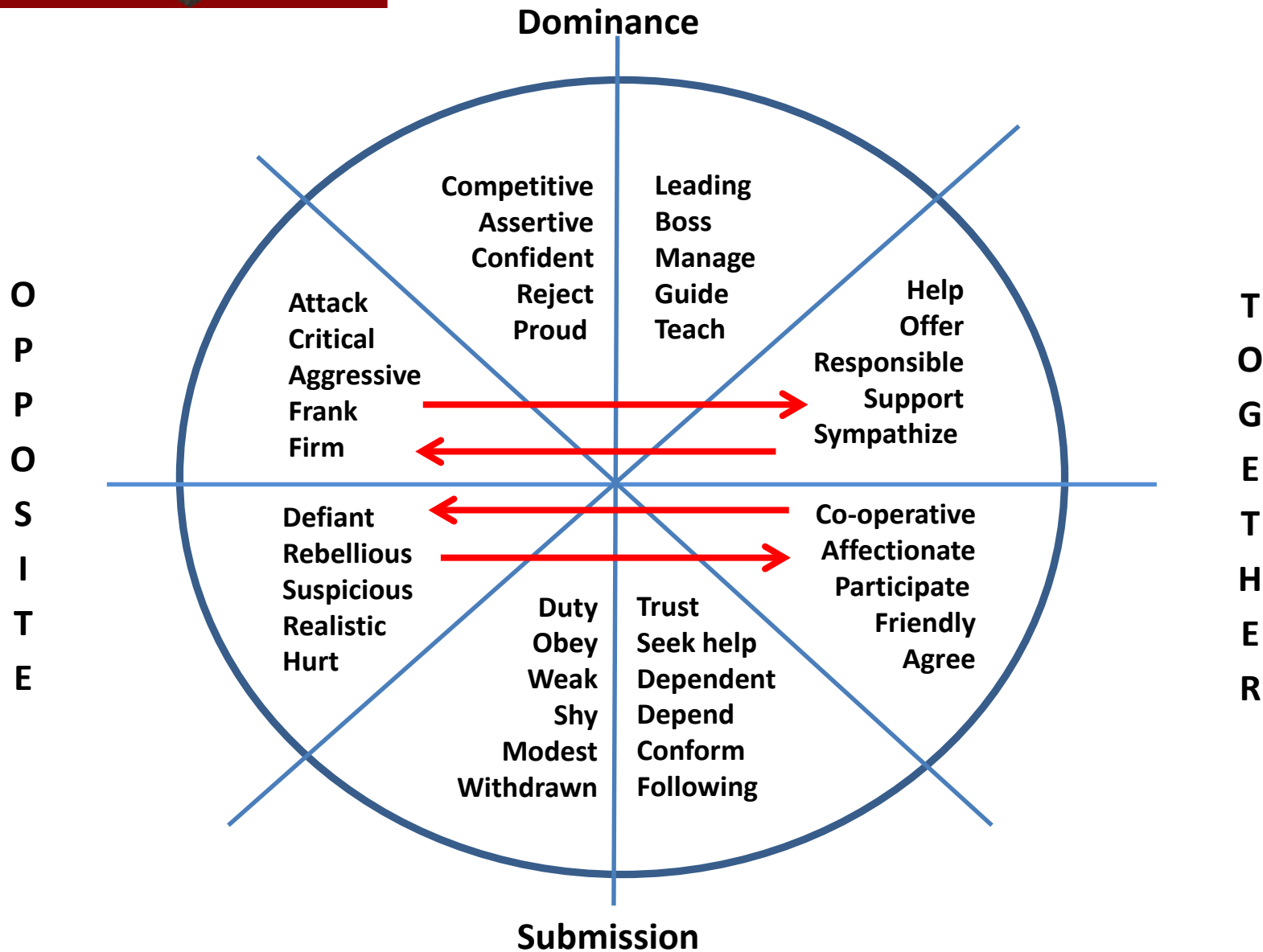




Summary

Advantage

- You always have a choice
 - Don't always use the first natural reaction
 - More responsive to one's behaviour
 - Make use of his first natural behaviour, turn it around
 - Balanced choice of using behaviour (including communication)





End of presentation





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Interviewing, more
than just asking
questions

Memory
and
Pressure



Airplain crash Amsterdam



4 oktober 1992

Many people remembered the
8mm movie of the impact of the Elal Boeing 747
shown on the eight o'clock news





Washington sniper



2002 sniper attack
Washington DC

Witnesses and police officers of later attacks
remembered seeing a white van or small truck



Belastingdienst



Interviewing, more
than just asking
questions

How reliable is
(y)our memory?

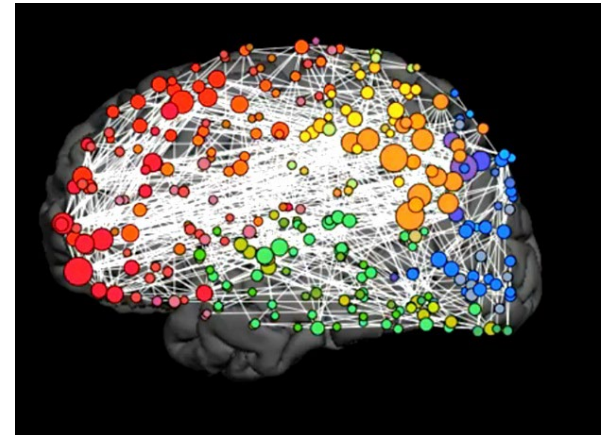


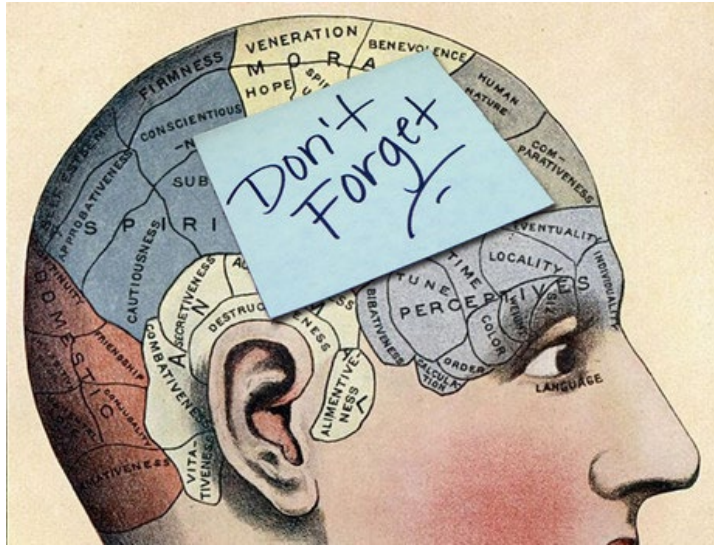
Recollections are your memory, your memory are your recollections

Read
Write
Count
Talk
Adres
Mother
Father
Sister
Brother
Profession
Etc. etc

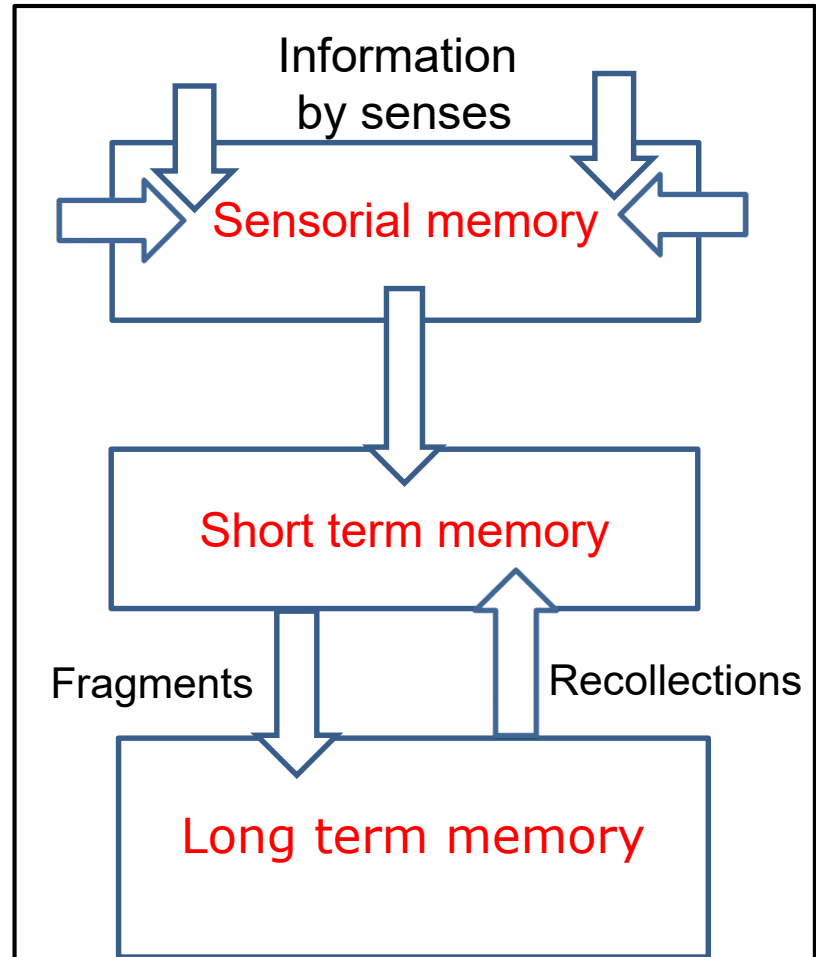
These are
all recollections

That is (makes) you





How does
the
memory
work





The memory and his



Volatillity	memories fade
Absence of mind	insufficient of focus
Blockage	you know it, but you can't say it
Wrong attribution	recollection connected with wrong person, place or time
Suggestion/misleading	distorting of recollection
Bias	your perceptions, values and standards
Persistence	you just can't forget it



Summary

- We are our memories, and our memories makes who we are
- We had a small look how the memory works
- Our memory isn't foolproof
 - Not everything is stored
 - What is stored are just parts of the event
 - We recreated the event by filling in the missing parts
 - So every memory is a new one.
- We are sensitive of misleading and suggestions in words, voice and attitude



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End of presentation

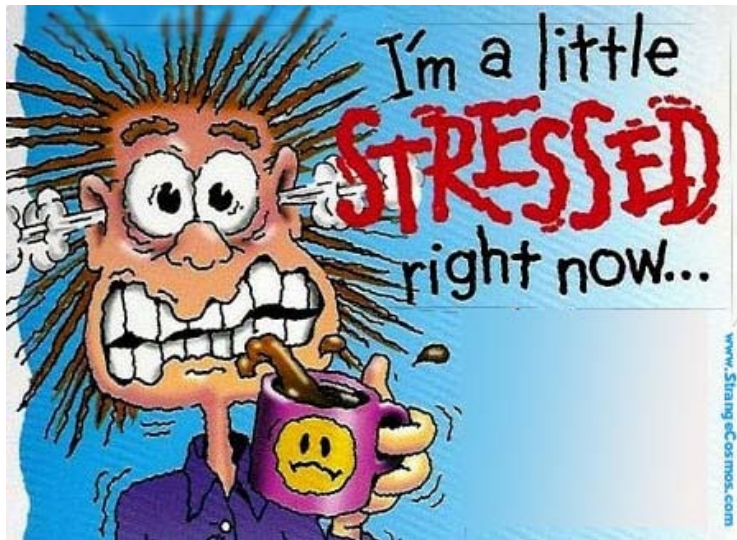
Interviewing, more than
just asking questions



Memory



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Interviewing, more than just asking questions

External and internal Pressure



Statement

**Innocent people don't
confess**



Innocent people don't confesse

They don't have memories about the crime,
so they can't confesse

And still it happens

Inplanting false memories



**Questions
and
Pressure**





Asking the question is giving the answer

Question

•Did you see the black Ford pick-up?

•Did you see the black pick-up?

•Did you see the pick-up?

•Did you see the car?

•What did you see?

Follow up question

Summarise.

If I heard it correctly, you saw a black Ford pick-up!

•What is the mark of the black pick-up?

•What is the colour of the pick-up?

•What kind of car did you see?

Answer

That's correct

It was a Ford

It was a black pick-up

I saw a pick-up

I saw (story) and a car



Pressure

What is pressure ?

External



Don't do that !

Internal



Will I do that or not?



Pressure

Art. 3 no torture

no inhuman or degrading
treatment or punishment
no (police) violence
no poor conditions in detention



Art. 6 right to a fair trial

public hearing
presumption of innocence
lawyer



Iwao Hakamada





Pressure and Presumption of innocence



Professor Brandon Garret, 25% false confessions in US



Pressure

External

- Physical violence
- No sleep
- Loud music entire day
- No light
- No drinks/food
- No lawyer
- Promises
- Gifts
- Abuse of authority
- Deceit
- Ect.

Internal

- The arrest
- Open questions (7W's)
- Follow up questions
- Summarize and check questions
- Confrontations with facts, documents & inconsistencies
- Each lie he has to remember, the truth is always present
- If he gives an explanation investigate instead of not believing him



*Statement or testimony must be given freely.
No external pressure during the interview.*

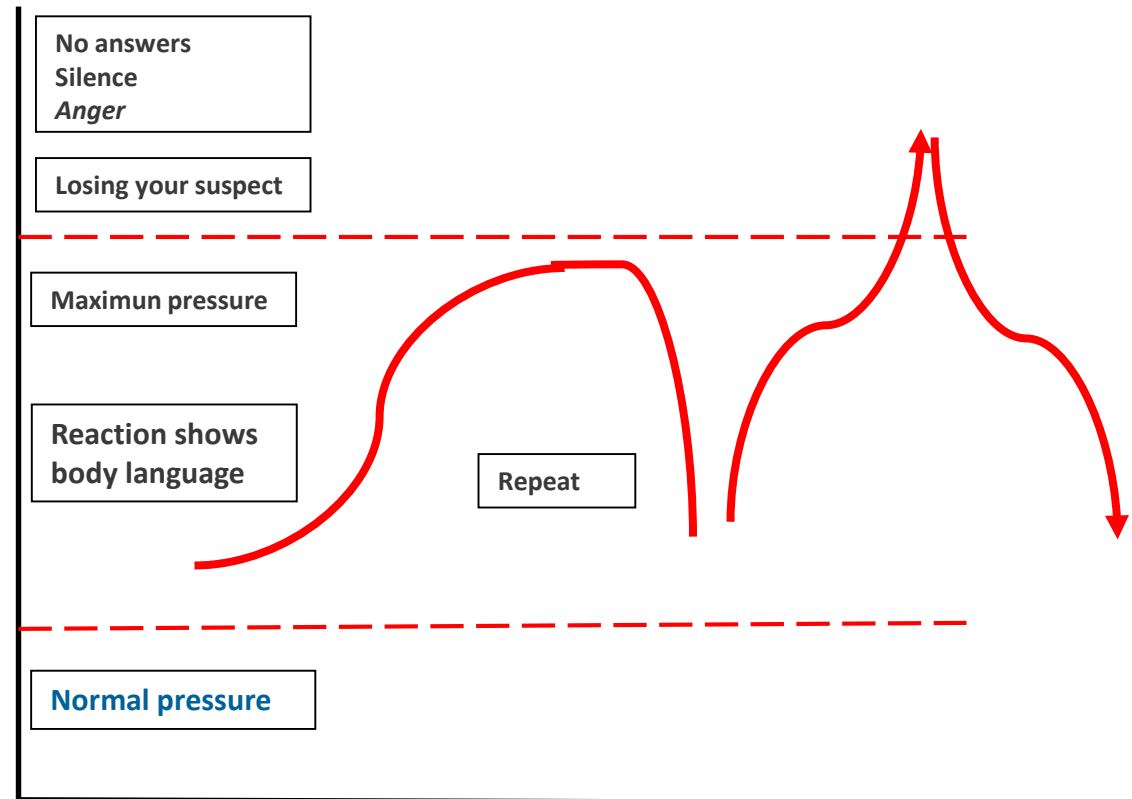
Not allowed are:

- ☐ Threats
- ☐ Promises
- ☐ Gifts
- ☐ Abuse of authority
- ☐ Use of violence
- ☐ Deceit (strick questions)
- ☐ Moral pressure

Allowed

- ☐ Confrontations with evidence
- ☐ Point out the weak position
- ☐ Keep interviewing a silent suspect
- ☐ Confrontation with contradictions in his statement
- ☐ Speak out loud (not in every country)

Internal pressure





External Pressure

Suspect

- Arrested (based on reason of guilt)
- Confined in a police cell
- Lengthy interviews (several hours and several days)
- Denies the allegations
- Feels that the investigators don't believe him



External Pressure

Investigators

- Convinced the suspect did it and become frustrated
- Everything and everybody is focused on the suspect
- Formulate the questions more sharply
- Unconsciously 'leaking' information only the offender knows
- Repeat the same questions several times



External Pressure

Suspect

After some time the suspect 'breaks'

He makes a statement with the information
only an offender could know!

Investigators

We were right, he did it, we knew it all the time, he did it!!!

What could have happened?



External Pressure

The suspect has unconsciously absorbed the specific information given by the investigators. Specific information only known to the offender and the investigators and included it in his answers.

It appears that the suspect's statement is based on his personal knowledge.

In fact, the suspect's memory has been influenced by the investigators.

This is an example of a false memory



**Tunnelvision is a
risk for your
investigation**



Against:

- No open mind
- Only looking for incriminating evidence
- Judicial errors

For:

- Gives focus on your investigation



Internal Pressure

Why is it
hard
to confess?





Internal Pressure

What are conflicts the suspect is dealing with on that moment ?



Pressure



What are conflicts the suspect is dealing with on that moment ?

What can you do to help the suspect ?



Summary pressure

- ❖ Internal and external pressure
- ❖ European Convention on Human Rights
- ❖ Why is it hard to confess
- ❖ Norms and values
- ❖ Lost items
- ❖ How can you help your suspect with his conflicts
- ❖ How to handle internal pressure



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End of presentation

Interviewing, more than
just asking questions



External and internal
Pressure



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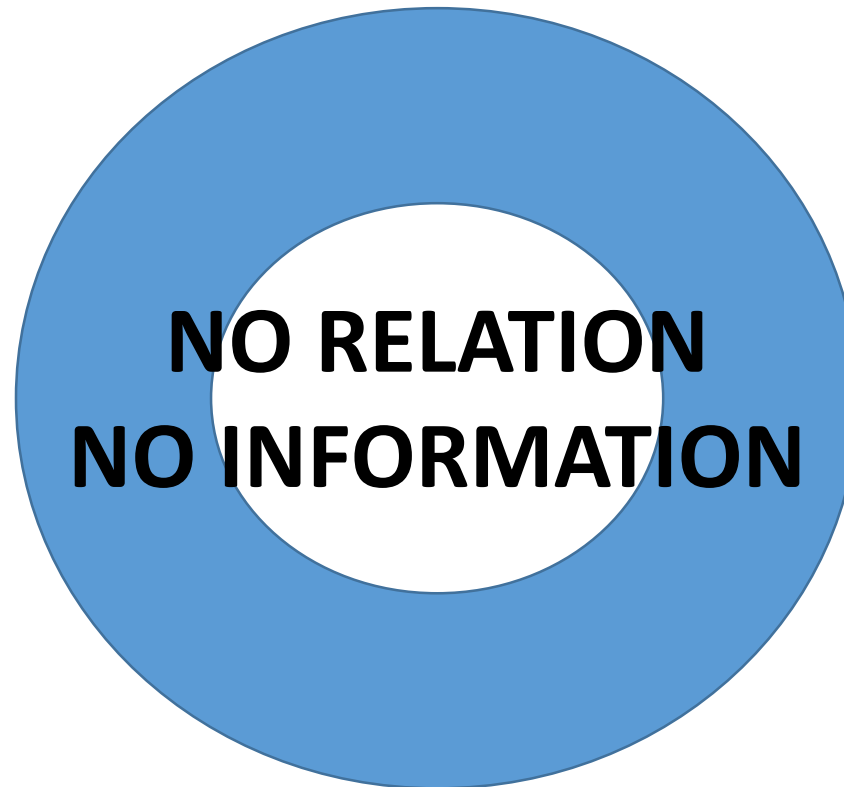
Interviewing, more than just asking questions

Communication techniques





Cirkel of contact



Soft on the relation, firm on the facts



What is the goal of the interview,
What do you want to achieve?



Self-knowledge

(your strength is also your pitfall)

Sincerely curious, interested

Flexible and open minded

(it can always be different)

Dare to confront

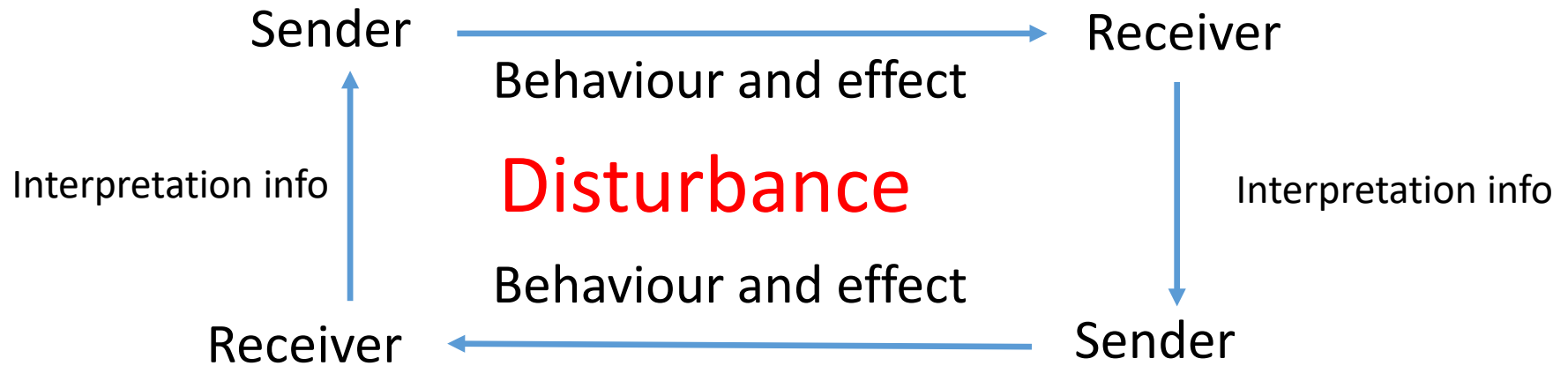
No assumptions, no judgement

Be transparent

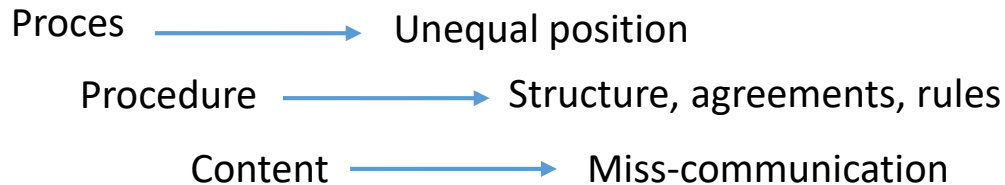
Attitude of
the investigator?



Communication model



Where does it go wrong?





Goals
Results

Content

Communication
techniques
Confront with facts
and evidence

Structure
Agreements
Rules

Procedures

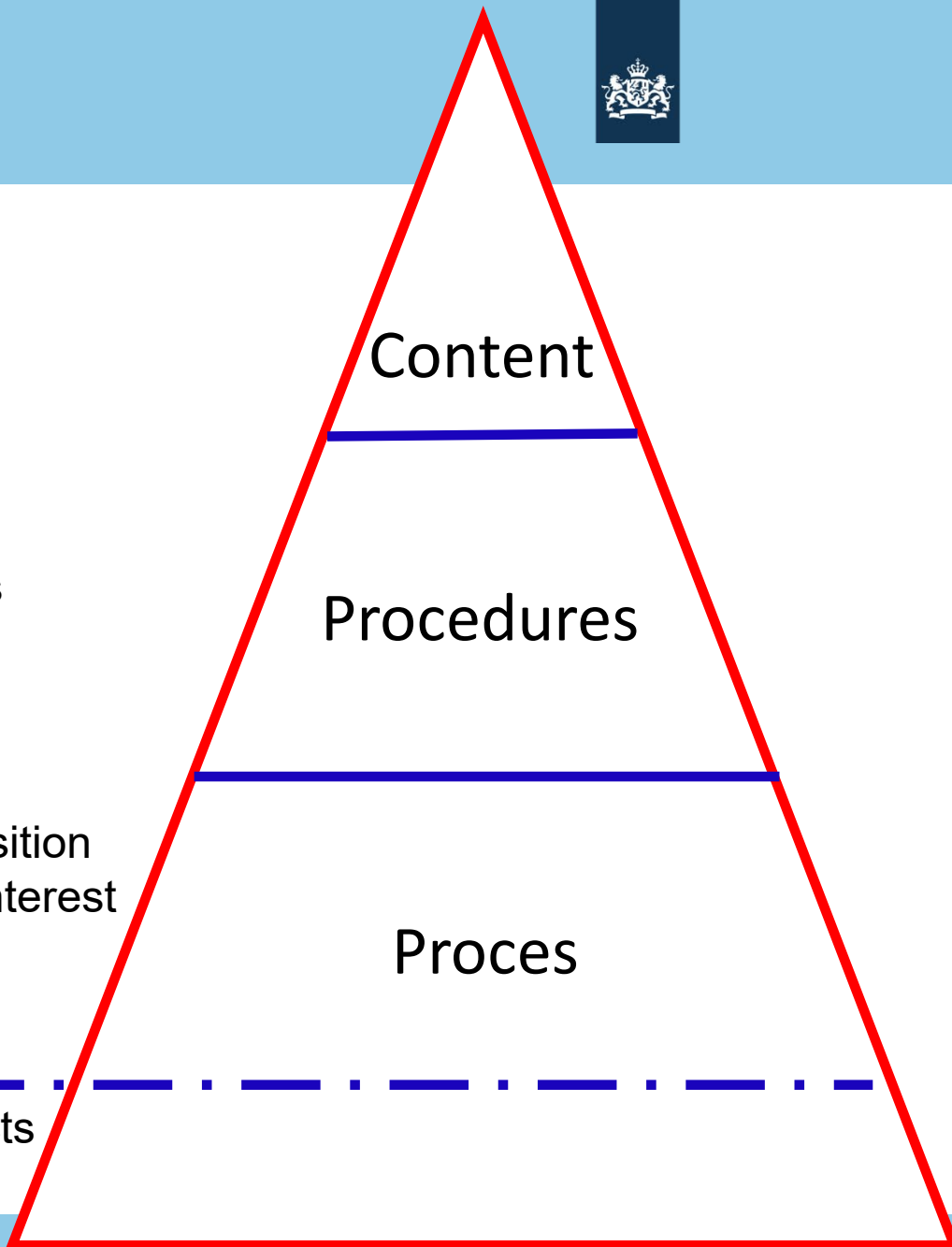
Setting rules
Making agreements
Explain: structure
allegation
their rights

Unequal position
Conflict of interest
Rules
Emotions

Proces

Create a working relation
Give feedback
Reflect on emotions

Lies, conflicts
secrets



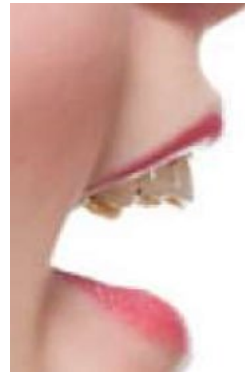


Open-ended questions





“Closed-ended questions
have specific responses in mind.”



**WE HAVE TWO
EARS AND ONE
MOUTH SO THAT
WE CAN LISTEN
TWICE AS MUCH
AS WE SPEAK**

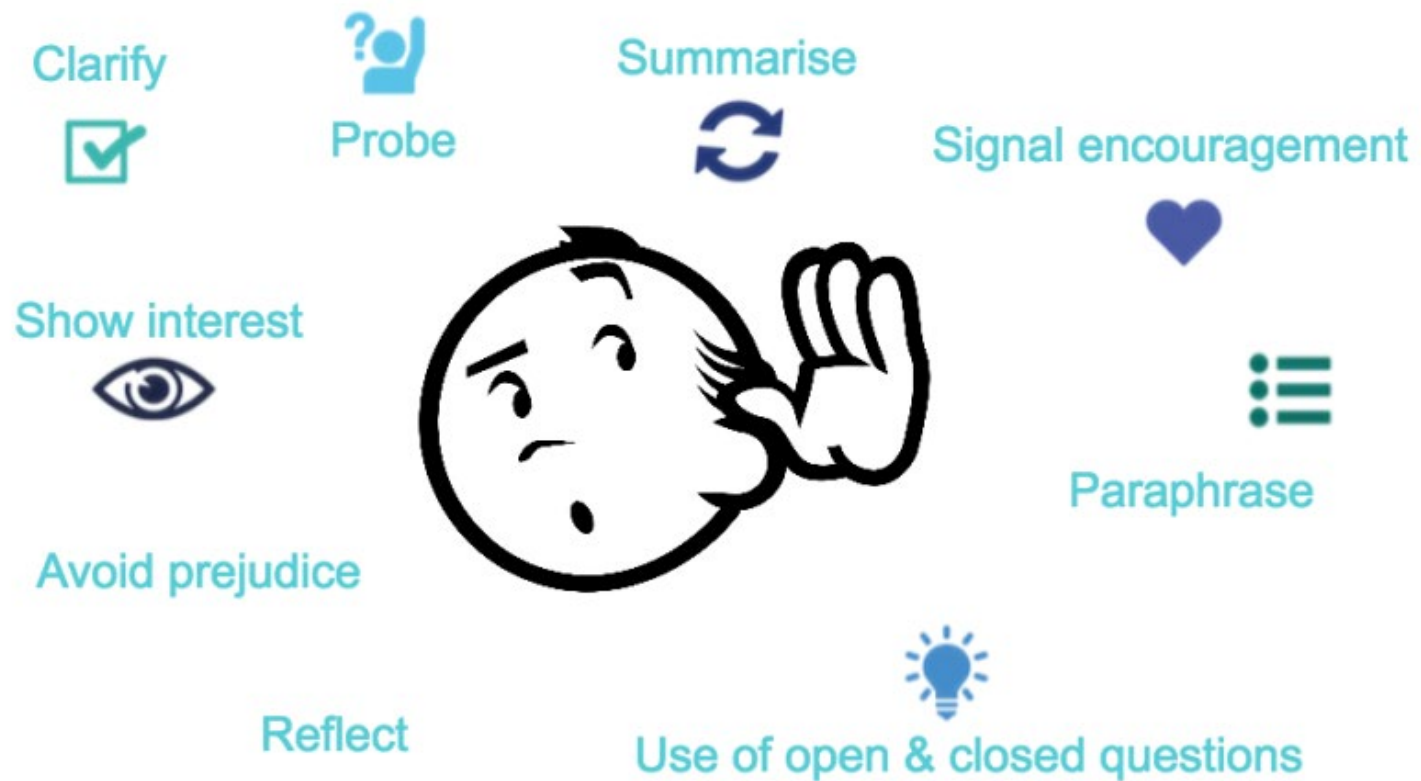
— EPICTETUS —
PICTUREQUOTES.COM

PICTUREQUOTES





**The most powerful
weapon you have in
an interview is the
use of silence**



Jiwon Han 18720352





Open- vs close ended questions

Active listening vs passive hearing

Silence

Emotional reflection

Paraphrasing

Summarize

Confronting vs assumptions and judgement

Influence and
acceptance.
People want to be
seen and heard

Summary



Belastingdienst

Different kinds of communication techniques to create a working relation and to obtain information

The effect of communication techniques

Attitude of the investigator

The communication models

Some partical exercises

Interviewing, more than just asking questions

Communication techniques



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End of presentation

Interviewing, more than
just asking questions



Communication
techniques



Interviewing, more than just asking questions

Standard interview strategy



[Whodunnit](#)





Different kinds of interview strategies

HIG	FBI in US
PEACE	UK
SUE	Norway
SIS	Netherlands

Similarity:

Only internal pressure based on evidence



Interviewing a suspect



What is the purpose

a confession

gathering information



a conclusive statement



Purpose of an interview

- Conclusive statement > confession
 - Complete, verifiable and conclusive story
 - No further questions
 - No more evidence that can be jused

- Possibility that the suspect is not (allone) involved



Communication techniques

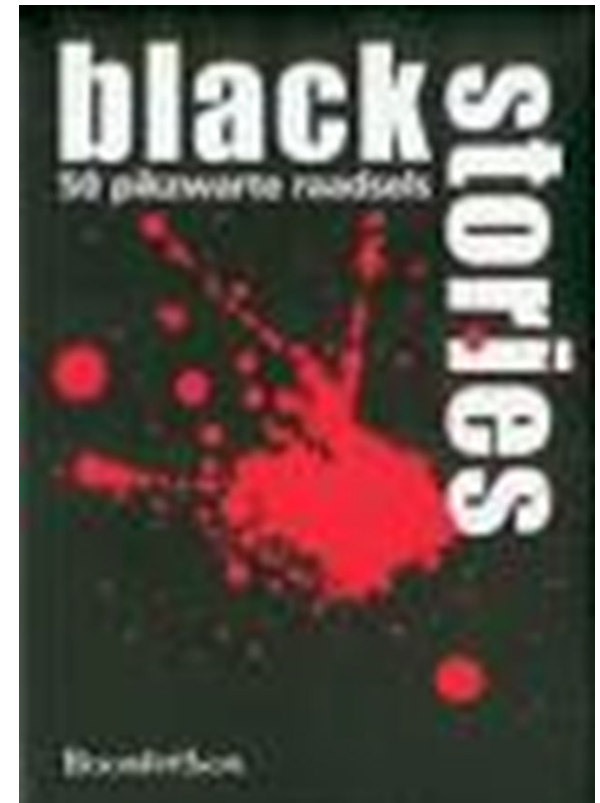
1 Riddle master
reads the storie

3 or 4 participants

Only yes/no questions

The riddle master is always right

Time for the solution
and back in class 20 min.





Communication techniques

Close ended

Less information just yes or no

Check

Yes or no

Alternative or choice

He can make his own choice

Why

Justify himself

Series of

Answer on which question?

Leading

Looking for YOUR answer

Specific open ended

Specific on a topic

Open ended

A lot of information



Communication techniques

(Active) listening

Nodding, yes, no, making notes

Attentive behaviour

eye contact, active position, non-verbal behaviour

Emotional reflection

Tel him what you see

Silence

Just wait and watch

Summarize

This is how I understand it

Paraphrase

Repeat one word or part of the sentence

Confrontation

**How is it possible that
..... can you please explain it?**



Asking the question is giving the answer

Question

Follow up question

Answer

- Did you see the black Ford pick-up?

Summarise.

If I heard it correctly, you saw a black Ford pick-up!

That's correct

- Did you see the black pick-up?

- What is the mark of the black pick-up?

It was a Ford

- Did you see the pick-up?

- What is the colour of the pick-up?

It was a black pick-up

- Did you see the car?

- What kind of car did you see?

I saw a pick-up

- What did you see?

I saw (story) and a car



Communication techniques

How do they look like



Close ended

Open ended

Open ended,
paraphrase and
quiz

Summarize

Surrounding questions

Paraphrase

Confrontation

Silence

Emotional reflection



Standard interview strategy

The framework

- Minimising resistance
- Surrounding tactical clues
- Increasing internal pressure by confronting with evidence without any judgement
- Rewarding behaviour



Three conditions

- Availability of sufficient tactical/technical clues for drafting the interview plan
- Suspect is 'average' sensitive to internal pressure
- Suspect is willing to talk (about the case)



The standard of SIS

Four phases

- 1. preparation
- 2. person-focused interview
- 3. case-focused interview
- 4. closure of the interview



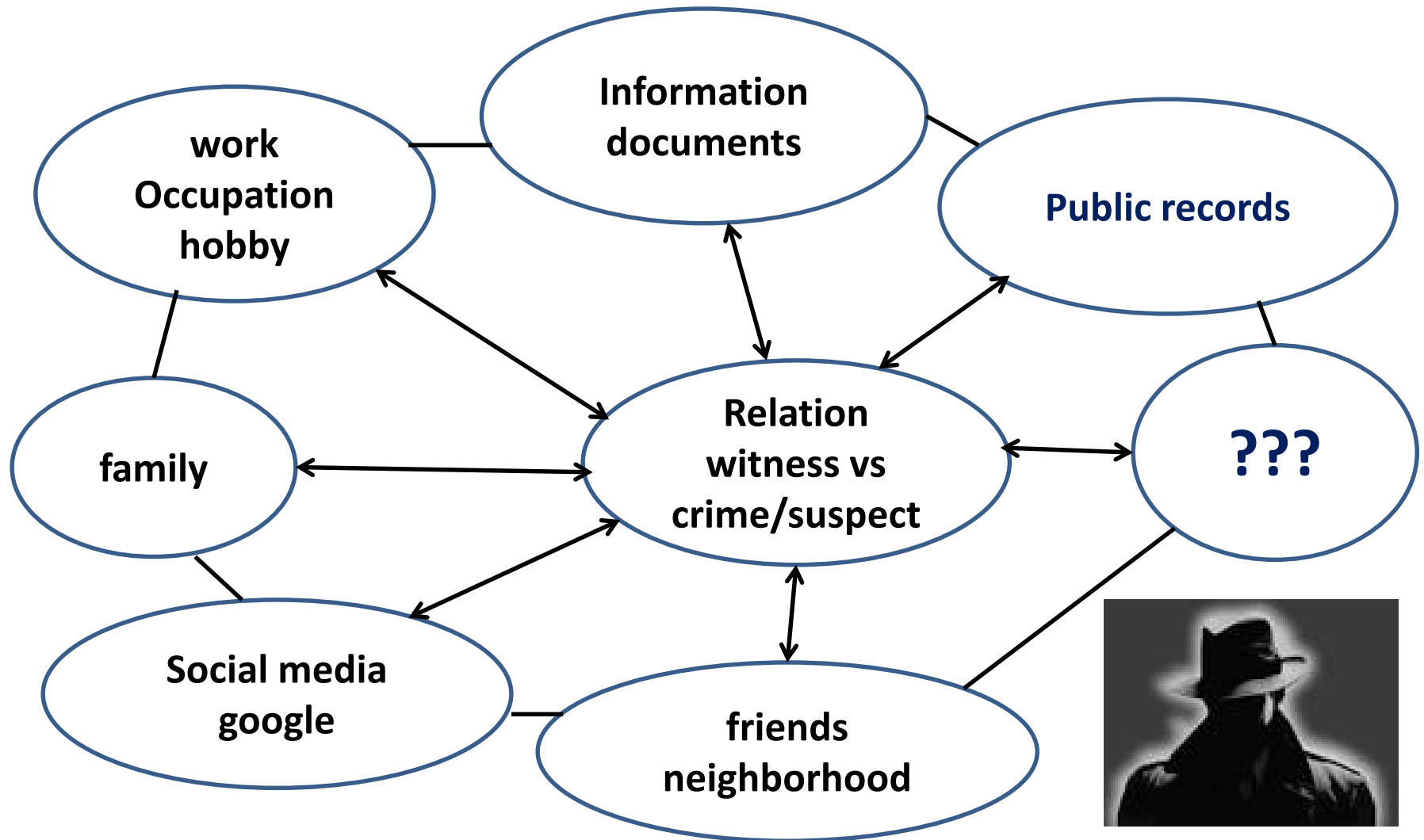
Phase 1 Preparation of evidence

- Qualification of the criminal offences
 - Only that what can be fully proven
- Listing , analysing and valuation of the evidence and clues
 - Place them in a time line/chronological overview
- Ask yourself: what evidence might the suspect already have knowledge of?
 - No internal pressure with evidence he has knowledge of



Phase 1 Preparation of person

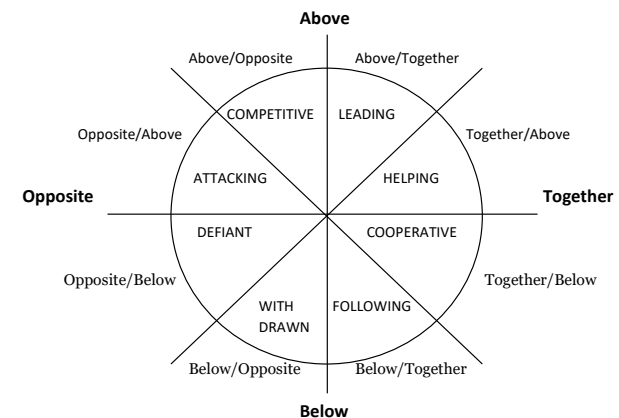
- Gather as much knowledge as possible about the person
 - Building up a good **working relationship**
- Draught an interviewplan





Phase 2 The person-focused interview

- The goal is
 - Explaining the procedure
 - Making contact
 - Building up a **working relationship**
 - Testing and supplementing information
 - Normalising the tension level
 - Observing behavior
 - Gathering or reinforcing tactical clues
 - Testing suspect is willing to make a statement





What is it Bill Glynn believes in?

- I want to know the truth
- If I have to cry or laugh I do that
- If I have to be their friend, I do that
- It benefits use to have them start thinking
- Telling a lot, getting confused
- People like to talk about themselves
- I try to convince them that I understand them
- They are looking for sympathy, I offer them that
It's not your fold, it's their fold



What is the message of Bill?

**NO RELATION
NO INFORMATION**

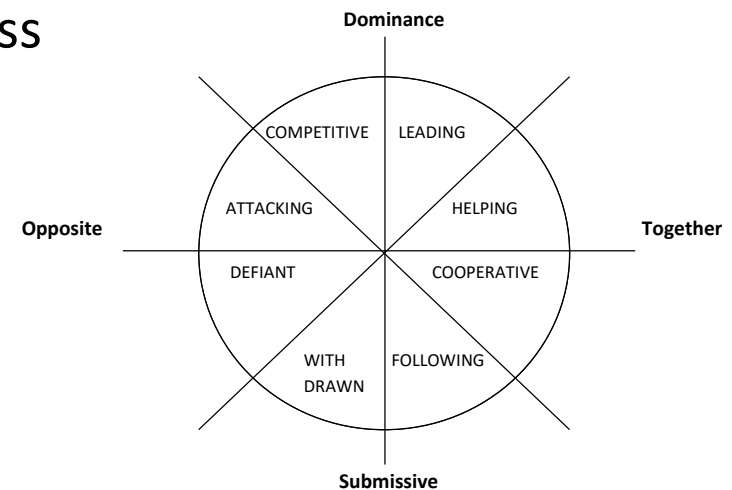


The attitude of the interviewer

You only get one chance to make a first impression

- ALWAYS BE PROFESSIONAL
 - Be neutral and do not judge
 - Personal approach and business-like approach (remember Leary)
 - Friendliness and unfriendliness

- ALWAYS BE ALERT AND CLEAR
 - Tell him what you see
 - Don't accept insults





To build a working relationship (pillar 2)

Use the information you gathered about the suspect

- Here and Now
- How did the arrest go
- Family situation
- Where did he grow up
- Working environment
- Financial situation
- Where and how does he live
- Hobbies
- Friends
- Who does he trust and why
- Society and his position
- What does he loath and why
- What are his principles
- ect., ect.



Intermediate Programme -
Conducting Financial Investigations



Topic	Mostly neutral	Mostly emotionally charged	Explanation
Family situation	X		Often proud of his family
Youth	X		Happy childhood memories
Working environment	X		Pleasant atmosphere, interesting work
Colleagues	X		Pleasant co-operation
Financial situation		X	Personal, crime often involves money, greed
Living environment	X		Street and neighbourhood are pleasant
Hobbies	X		Personal but non-threatening, passion
The arrest		X	Stressful situation, confrontation with the authorities
The here and now		X	Insecurity, no control, dependent on the authorities
Friends and acquaintances	X		Nice people to socialise with
Society and his position		X	Confrontational, missed chances and dreams that have not come true
Relationship with spouse/children		X	Confrontational, has to explain why he is here.
Etc. Etc.			



Tactical clues

Gathering

- Beliefs
 - Religion
 - Rules he lives by
- Financial situation
 - Hobbies
 - Holidays
 - Fixed expenditure
 - Study of the children
 - Gambling
 - Ect.

Reinforcing

- Evidence
- Statements
 - Friends
 - Colleagues
 - Family
 - Neighbours
 - Witness
 - Ect.

Think tactical and strategic



The stress level and non-verbal behaviour

Physical reactions

Transpiring, blushing, shaking, smelling, tension of the (jaw) muscles, bulging of the veins, ect.

Body movements

Seated position, tics, eye contact, mouth, arms, hands, fingers, legs, feet, facial expressions, etc.

Voice

Change in pitch, volume, speech rate, shaky voice, stammering, hesitations/wobbling, pauses

Use of language

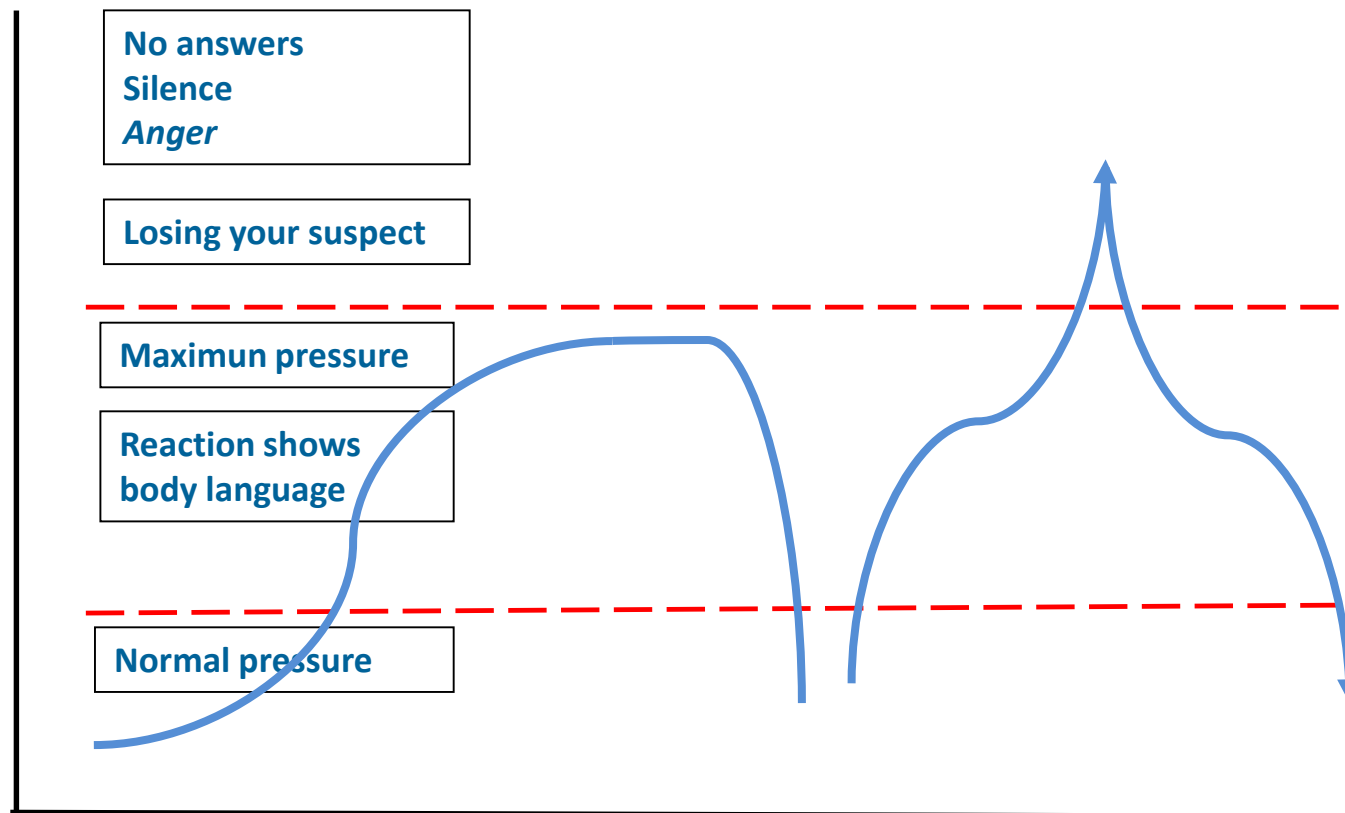
Length of sentences changes, mistakes, stopgaps, being vague, speaking in dialect, becoming rude, ect.

Other characteristics

Smoking, asking for food/drink, changing subject, answering questions with other questions, ect.



The stress level





Phase 3 The case-focused interview

➤ the interview plan

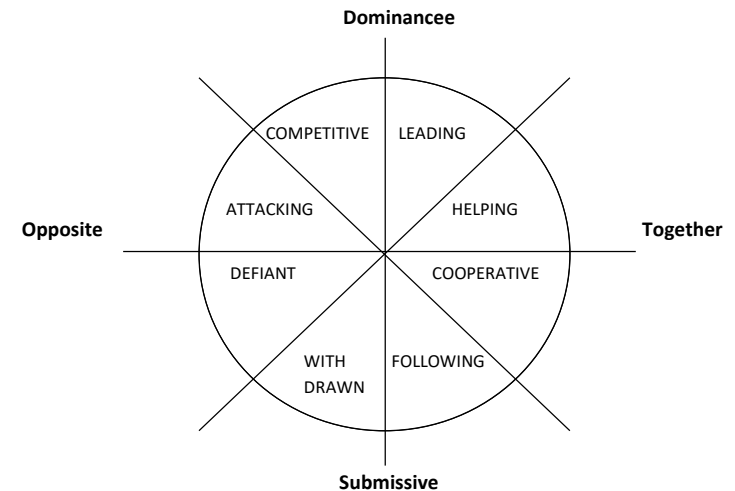
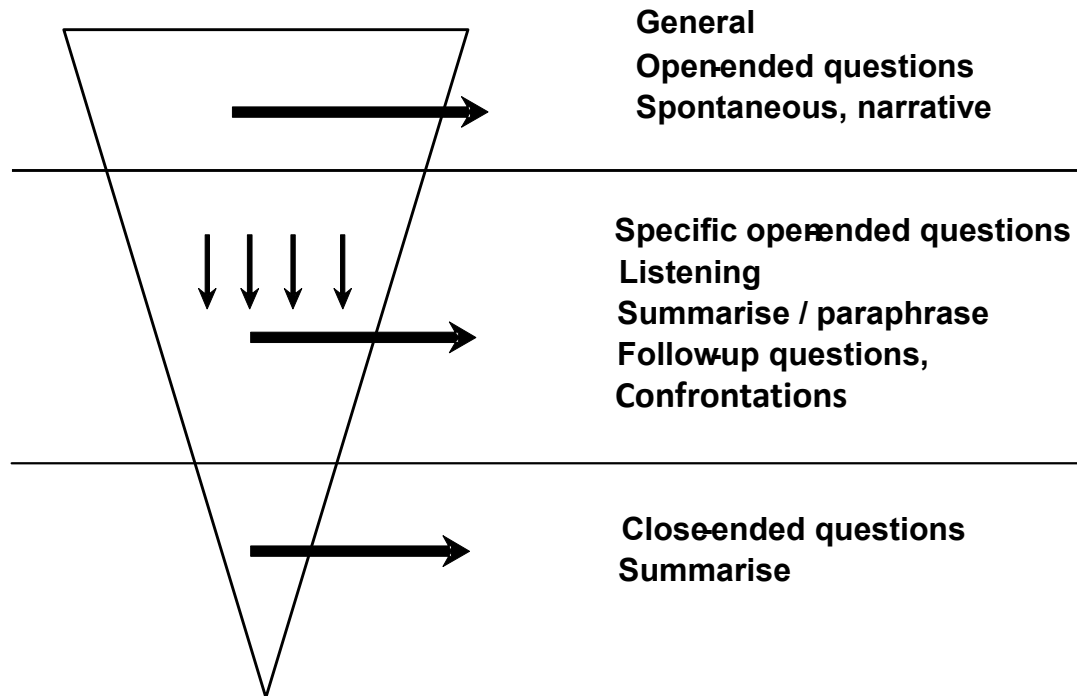
- Topics for discussion
 - Review evidence en **tactical clues**
 - Possibly new connections
- Classifying topics from minor to major
 - Building up internal pressure
- Compiling the surrounding questions
 - Closing escapes
- Preparing confrontations





Surrounding questions

the funnel model





Confrontations

- Summarize the statement of the topic
 - So if I get it right,
 - What is said by the suspect and heard by the interviewer are the same
 - Suspect can make corrections
 - We (suspect and interviewers) agree on this
- Followed with confrontation of tactical clue/evidence
 - How can it be that (source and be neutral)
 - Silence and observing the non-verbal behaviour of the suspect
- Soft on the relation, hard on the contents
 - Remember Leary

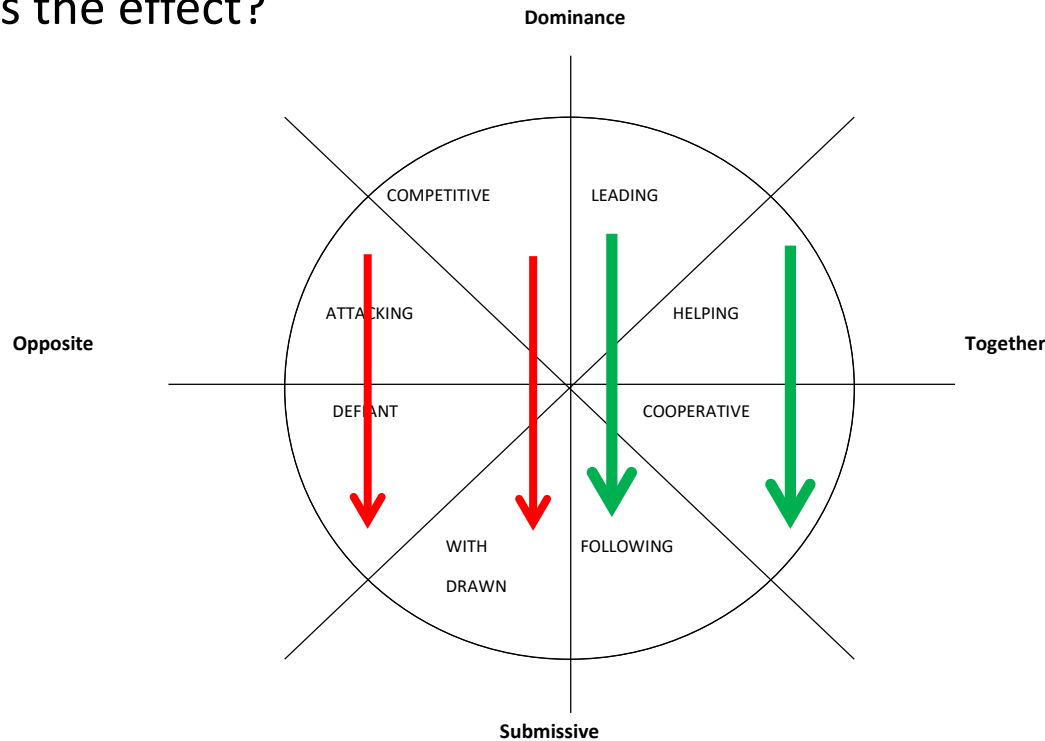


Confrontations

What behaviour do you choose?

How does it look like?

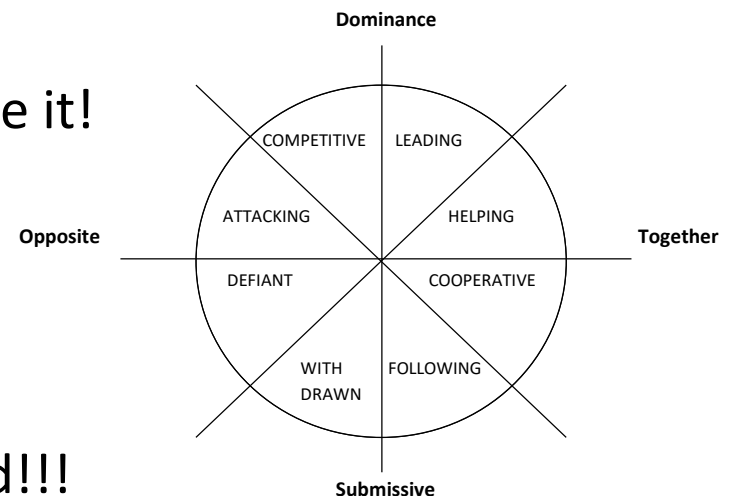
What is the effect?





Rewarding behaviour/reinforcers

- Adjusted his statement
 - Finally, was it so hard to say?
 - Well well, there we finally have it!
- What is the effect?
- More effectief is?
 - Desired behaviour is rewarded!!!
 - Thank you, you have cleared things up
 - Okay, thanks
 - Perfect
 - Fine, it is clear to me now
 - Will not be repeated





Signs in the suspect

➤ Loss items

➤ Social

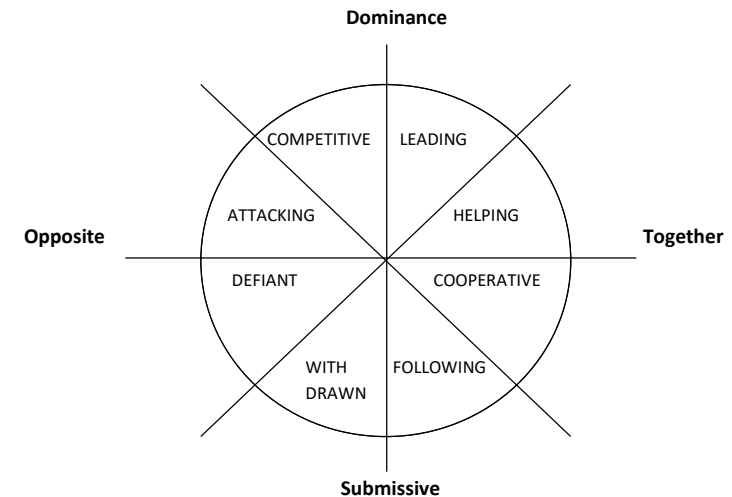
- Work
- Income/economical
- Social standing

➤ Relational

- Accountable to his family, friends, neighbours, acquaintances, etc.
- His wife and children may be held accountable for his actions

➤ Moral

- Self-image
- 3 times justification of the offence





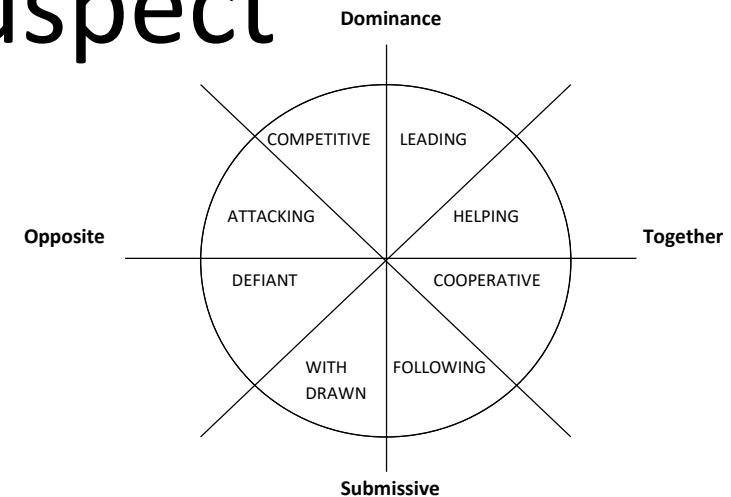
Signs in the suspect

➤ Signals

- Verbal and non-verbal

➤ Confession signals

- Tone of the answers (the what and the how)
- Non-verbale behaviour (silence can be one of them)
- Enquiring about the possible punishment/consequences
- Creating a kind of negotiation
- Asking for pen and paper





Phase 4 Report of the interview

➤ Best practice

➤ Audio-visual recording

- Everything will be recorded, including non-verbal behaviour (of the suspect and the interviewers)
- The official report of the interview is compiled afterwards on the basis of the recordings

➤ Second best practice

➤ Question and answers

- Question is written down and the answer given is written directly underneath



Suspect doesn't want to make a statement (no more)

- Stops talking (silent suspect)
- Wants to talk, but doesn't want to make a statement
- Wants to talk but only about certain parts of the investigation (under certain circumstances)



Suspect doesn't want (or no longer) to make a statement

Not to do

- Becoming impatient
- Expecting the resistance disappear
- Power struggle
- Convincing to make a statement
- Giving an impression you need his statement
- Giving up
- Leaving the initiative to the suspect
- Stop talking too

To do

- Observing non-verbal behavior
- Tell him what you see
- Ask what stops him
- Try to find out what the reason of his silence is. Once found you can talk about it
- Keep asking him questions about this
- Point out the consequences of his silence. It may affect the evidence, conviction, sentence, defence, etc.

Remember Leary



Reasons of silence

- Strategic
 - Statement about a part of the investigation
 - Solicitor advises him
 - Assumes there is a lot or little of evidence
 - Hopes to extract privileges
 - The interview team is too strong for him
 - He only wants to make a statement before the prosecutor or in court
 - Fear of revenge
 - Cultural or group pressure prevents him of speaking



Reasons of silence

- Reasons resulting from responses
 - Bad experiences during the arrest
 - Objects to the interview location
 - Does not trust the interpreter
 - Pressure is too high
 - (non)verbal behaviour of the interviewers evokes resistance
 - Problems with the person of the interviewer
 - Has received a visitor



Reasons of silence

- Personal reasons of silence
 - Under influence of drugs, medication or alcohol
 - Lacking the influence of drugs, medication or alcohol
 - Psychiatric disorder
 - Contact a doctor!!!



Summary

➤ Preparation

- Know your suspect
- Know your case
- Know your evidence
- Know your facts/leads
- Know your crime scene
- Know yourself (and your colleague)

➤ Person focused interview

- Making contact
- Building up a working relation
- Observing behaviour
- Testing willing to talk about the case



Summary

- Attitude of the interviewer
 - Professional (you are not your behaviour, it is a choice)
 - Balance between
 - Business-like and personal approach
 - Friendliness and unfriendliness
 - Alert and clear
 - Tell him what you see
 - Don't accept insults
 - Stress level and non-verbal behavior



Summary

- Case focused interview
 - Compilation of the interview plan
 - Topics for discussion
 - Classifying from minor to major (building up pressure)
 - Compiling surrounding questions
 - Using the funnel model
 - Preparing (stacking) confrontations
 - Rewarding behaviour/reinforcers
- Conclusion of the interview
 - Audio-visual
 - Question and answer



Summary

- Signs of the suspect
 - Loss items
 - Social
 - Relational
 - Moral
 - Economical
 - Leak and confession signals
 - (non) Verbal behaviour
 - Negotiation
 - Possibilities
 - Reasons of silence and what to do



End of presentation



Thank you for you attention



The basics for a good interview plan

1. What are the criminal offences?
2. Who are the suspects and why?
3. Who are the witnesses and why?
4. Which evidence do you have?
5. Make a timeline



Before starting the interview

Step 1: Which topics are important?

Step 2: Which purpose do you want to determine?

Step 3: Which explanations can the suspect come up with?

Step 4: Surrounding questions -> from general to specific



Interview plan

TACTICAL CLUE: 1	INVESTIGATIVEPURPOSE 2	SURROUNDING OF TACTICAL CLUE 3	DETECTION 4	CONFRONTATION 5
<p>who, what, where, when; factualities</p> <p>1) 2)</p> <p>Source: stated by whom</p> <p>The value of the tactical clue The importance of the confrontation</p>	<p>Establish that.....</p> <p>Determine the desired result. I want to achieve that..... I want to establish that.....</p>	<p>from far to near (surround)</p> <p>The possible excuses Formulating surrounding questions that lead to achieving the required objective/goal. From far away to nearby (Funnel)</p>	<p>so..... Summarizing info from tactical clue that the person involved has stated so, different story....</p> <p>Summary in catchwords of the statement of the suspect</p>	<p>Possible confrontation with tactical clue serial no. X</p> <p>how can it be that witness.... states that + info from tc</p> <p>Formulates the confrontation. How can it be that (the source) states that.....(tactical clue/evidence)</p> <p>Stacking confrontations is multiple tactical clues and sources are listed on the same topic.</p>



Surrounding questions in the interview plan

TACTICAL CLUE 1	INVESTIGATIVE PURPOSE 2	SURROUNDING OF TACTICAL CLUE 3	OBSERVATION 4	CONFRONTATION 5
who, what, where, when; factualities Source: stated by whom	Establish that.....	from far to near (surround)	so summarizing info from tactical clue that the person involved has stated so, different story....	Possible confrontation with tactical clue no. X how can it be that witness.... states that + info from tc
Owner details state that the owner of the black Ford Pick-up BD-DR-70 is Patrick Smith Source Government Road Transport Agency Doc.-001	Patrick Smith is the owner of this car at the time of the robbery	What means of transport do you own? How do you travel to work? Etc.		D.001 Government Road Transport Agency Owner details
Black Ford Pick-up BD-DR-70 in seen as getaway car during bank robbery Witness Sanders	Establish who was/were the user(s) of the Ford at the time of the bank robbery	Who are using your car? When did you lend it out for the last time? Who did you lend it to at that time? Etc.		Witness Sanders has seen that your black Ford Pick-up with registration number BD-DR-70 was used as the getaway car during the bank robbery



Stacking confrontations

TACTICAL CLUE 1	INVESTIGATIVE PURPOSE 2	SURROUNDING OF TACTICAL CLUE 3	OBSERVATION 4	CONFRONTATION 5
<i>who, what, where, when; factualities</i> Source: <i>stated by whom</i>	<i>Establish that.....</i>	<i>from far to near (surround)</i>	<i>so..... summarising info from TC that the person involved has stated</i> <i>so, different story.... (abbreviation sds)</i>	Possible confrontation with tactical clue serial no. X how can it be that <i>witness... states that + info from tc</i>
Registration number BD-DR-70 black Ford Pick-up seen at the time of the robbery Source: witness Sanders G-01	Establish who was/were the user(s) of the Ford at the time of the bank robbery	<i>Are you aware of the robbery on date X in etc.</i>		We have a statement by witness Sanders stating that he saw a black Ford Pick-up with registration number BD-DR-70 that was used as the getaway car at the scene of the robbery. What can you tell me about this?
Parking fine official report drawn up by traffic warden and co-signed by Patrick Smith	ditto			We have an official report of a parking fine co-signed by you, drawn up 30 minutes prior to the robbery. What can you tell me about this?
Photograph of jumping a red light taken by a traffic camera	ditto			We have a photograph of a traffic camera taken immediately after the time of the robbery showing your black Ford Pick-up. What can you tell me about this?



Belastingdienst



Interviewing, more than
just asking questions

Interviewing a
witness
suspect



Planning

- Selecting Witnesses
- Types of Witnesses
- Contacting Witnesses
- Method of Questioning



Selecting a witness

What is
the
position
of the
witness
in the
investigation?





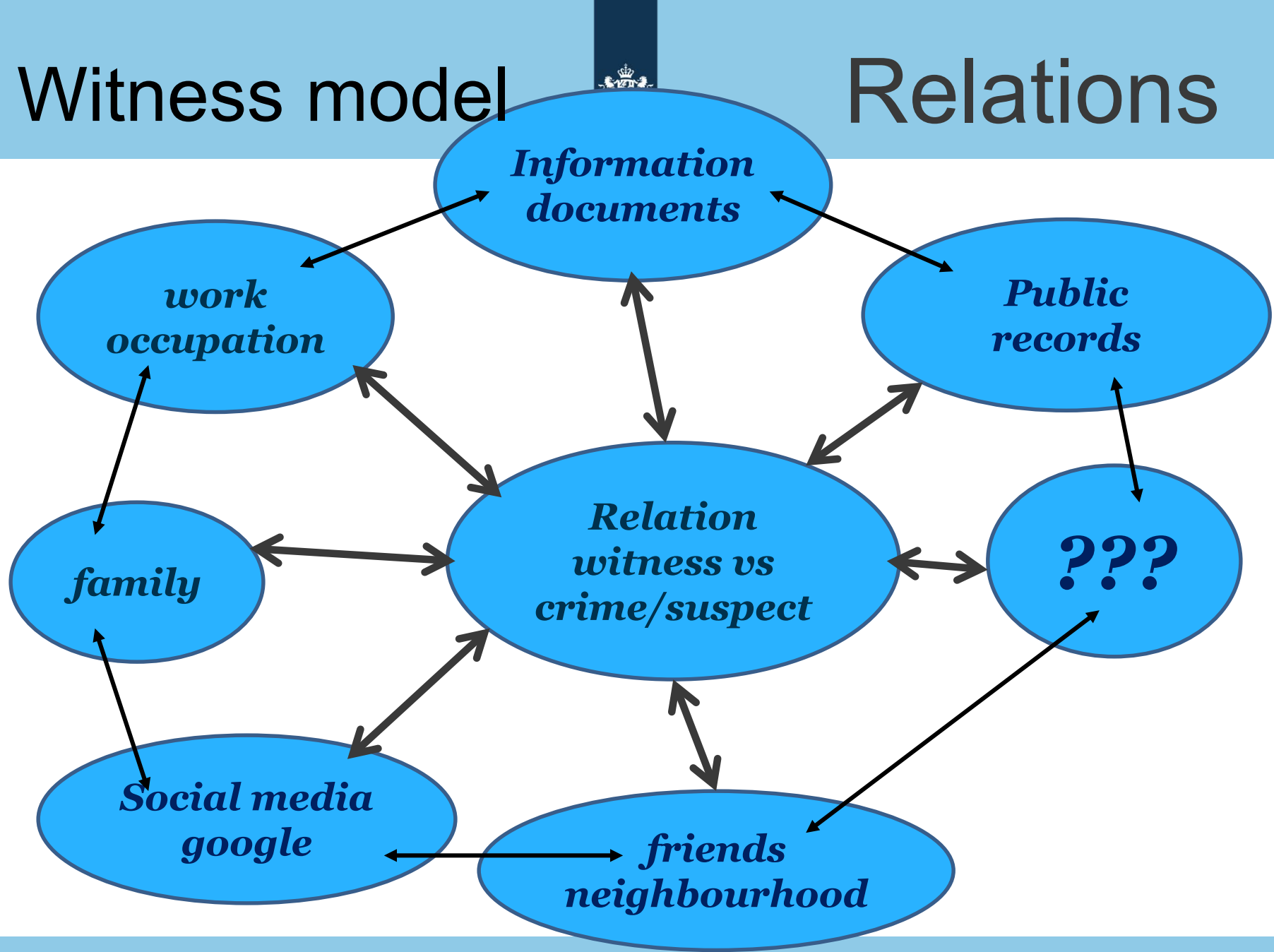
Selecting a witness

You are planning an interview with a witness.

What do you want to know
about this
witness in advantage?

Witness model

Relations





Objectives of (financial) Interviews

To Obtain:

Witness background and personal data

Motivation for crime (by suspect)

Data that establishes or refutes allegations

Leads

Information & Documents (evidence)

What has to be there !

Witness model



Types of witnesses

Witness cooperation

Neutral

- No interest in the outcome of the investigation

Friendly/social

- (potentially) Cooperative, all mans friend
- Tells everything to everyone
- Making themselves important
- Risks: incorrect info
 - trying to please you
 - making things up
 - trying to find out info

Reluctant/hostile

- (potentially) Uncooperative
- Against public service/IRS
- A relation, of what kind, to suspect
- Self involved



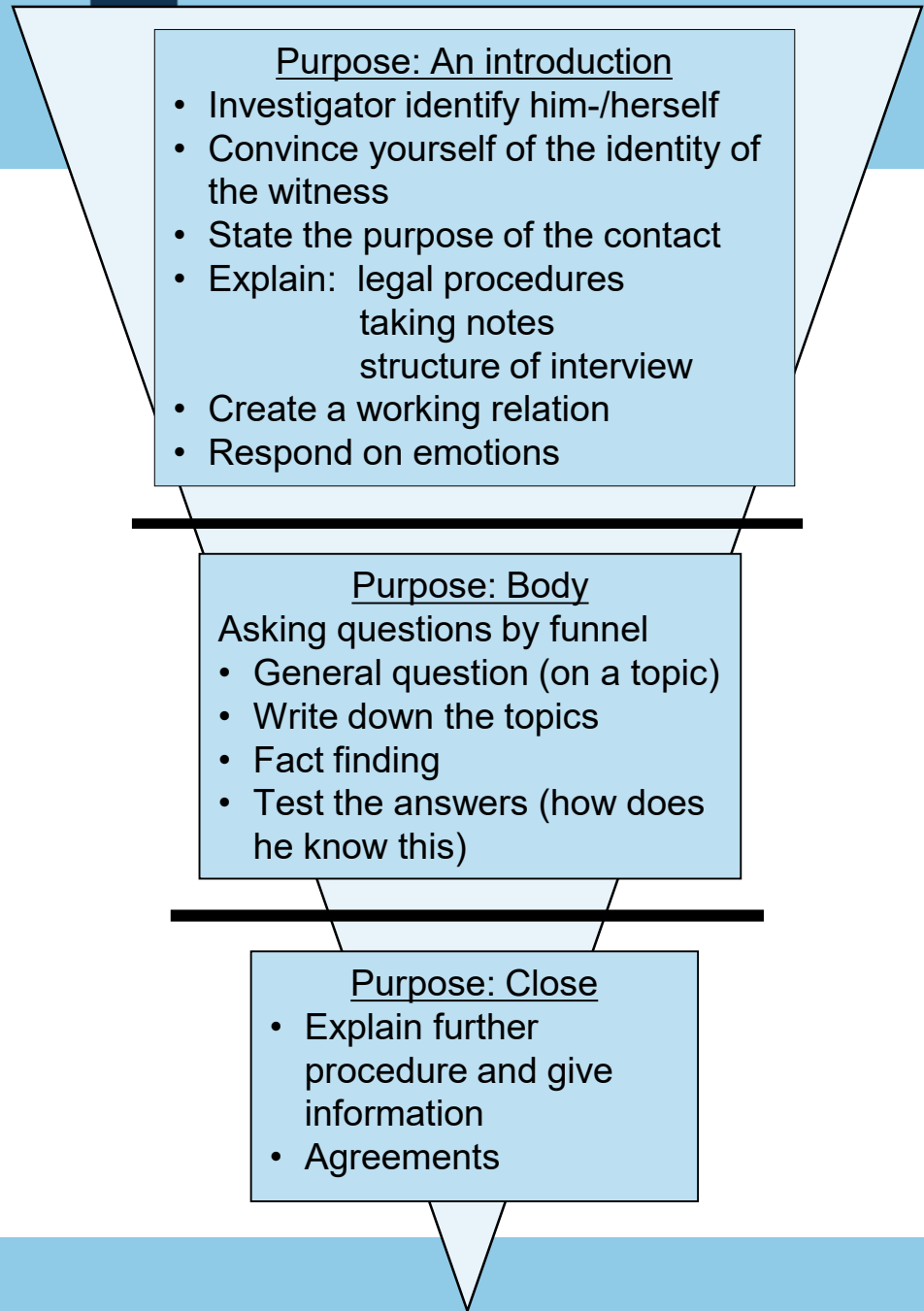
Contacting the witness

- Cooperation
- Polite/friendly
- Ask questions don't give orders
- Use the same words
- Observe non-verbale behaviour
- Use your voice
- Dress code

**YOU ONLY GET ONE CHANCE TO MAKE
A FIRST IMPRESSION**

Witness model

Contacting the Witness





Methodes of questioning

- Open questions on the topic
- Check questions
- Summarize
- Paraphrase
- Active listening
- Emotional reflecting
- Be neutral and do not judge
- Check reasons of knowledge



Witness model



Investigator must be:

- Actively listening / open minded
- Respond on emotions and body language
- Kind to the person, hard on the facts

**The 7 GOLDEN W's
and
HOW DOES (S)HE
KNOW THIS**

**Reasons of
knowledge**

- Investigator: General question about a topic
 - Witness: General answer / story by witness
- Witness can tell his/her story

Asking questions by funnel on a topic

- Pin down the topic
- Questions: who, what, where, when, why, what and on what way
- Paraphrase and summarize
- Active listening and emotional reflection
- Test the answers (how does he know this?)

- Paraphrase
- Summarize
- Check the answers.
Are you correct
- Write down in the testimony



Planning

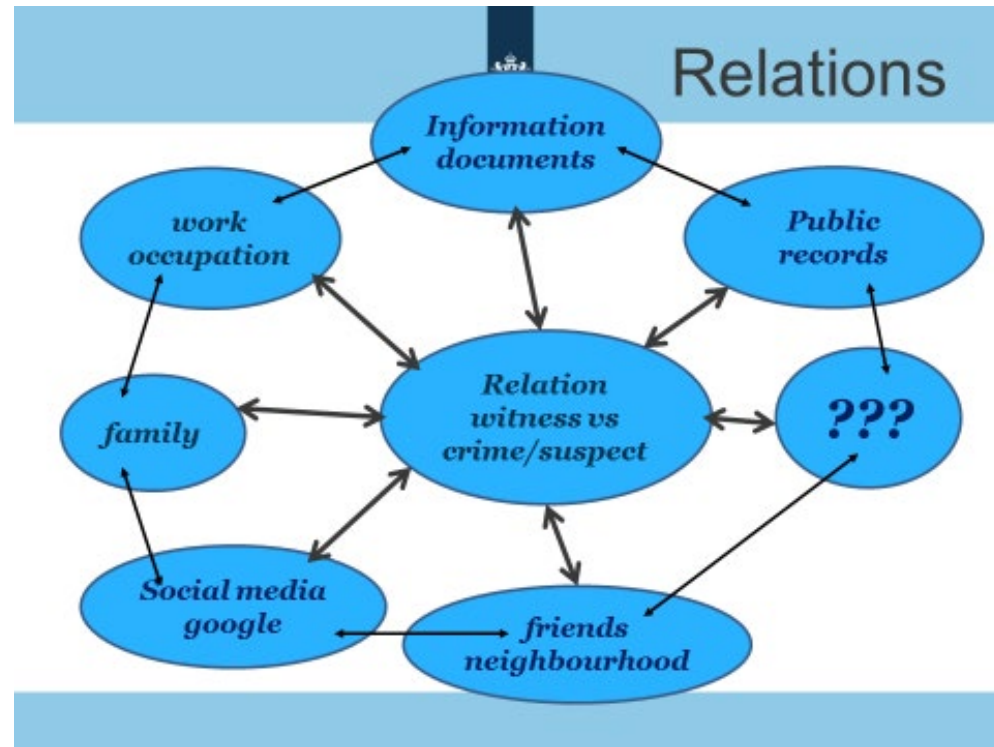
- Selecting suspect
- Contacting suspects
- Method of questioning

Suspect model



Planning

- Select a suspect
- Contacting suspects



Suspect model



- Explain the allegations
- Explain his / her rights
- Getting on speaking terms
- Calm down
- Getting a general picture of the suspect
- How does he / she react / behave

PHASE: 1 FOCUS ON THE PERSON BEHIND THE SUSPECT

General questions

Emotional reflections

Observe the body language

- Interview
- Chronological
- Details
- Close down the escapes
- Confrontations with facts and documents

PHASE 2: FOCUS ON THE ALLEGATIONS, THE FACTS AND DOCUMENTS

Know your case, 7 K's

Line of questioning: what, where, why, who, when, how

Paraphrase and summarize

Confrontations

- Explain how further
- Make arrangements
- Give information

PHASE 3: CLOSING INTERVIEW

Check the testimony

How further from here

Suspect model



Phase 1: THE PERSON BEHIND THE SUSPECT

- Background information
- Reinforce information and tactical clues
- Building up a working relation
- Getting used to each other
- How does the suspect talk, react and respond

Suspect model



- Explain the allegations
- Explain his / her rights
- Getting on speaking terms
- Calm down
- Getting a general picture of the suspect
- How does he / she react / behave

PHASE: 1 FOCUS ON THE PERSON BEHIND THE SUSPECT

What topics can you discuss in phase 1?

PHASE 2:

PHASE 3:

General questions

Emotional reflections

Observe the body language

Suspect model

Suspect model



Funnel Suspect

PHASE 1: FOCUS ON THE PERSON BEHIND THE SUSPECT

What will you discuss in phase 2?

PHASE 2: FOCUS ON THE ALLEGATIONS, THE FACTS AND DOCUMENTS

- Interview
- Chronological
- Details
- Close down the escapes
- Confrontations with facts and documents

PHASE 3:

Know your case, 7 K's

Line of questioning: what, where, why, who, when, how

Paraphrase and summarize

Confrontations and use of silence

Emotional reflections

Suspect model

Suspect model



Phase 2: Case focused

- Topics minor to significant
- Know your goal on each topic
- Ask open questions
- Confront him with inconsistencies
- Close down the escapes
- Confront him with evidence
- Reward his adjustments

Suspect model



Funnel Suspect

PHASE: 1 FOCUS ON THE PERSON BEHIND THE SUSPECT

PHASE 2: FOCUS ON THE ALLEGATIONS, THE FACTS AND DOCUMENTS

- Reading statement
- Explain how further
- Make arrangements
- Give information

What to do in phase 3?

PHASE 3: CLOSING INTERVIEW

Check the testimony

How further from here

Suspect model

Suspect model



Funnel Suspect

- Explain the allegations
- Explain his / her rights
- Getting on speaking terms
- Calm down
- Getting a general picture of the suspect
- How does he / she react / behave

PHASE: 1 FOCUS ON THE PERSON BEHIND THE SUSPECT

General questions

Emotional reflections

Observe the body language

- Interview
- Chronological
- Details
- Close down the escapes
- Confrontations with facts and documents

PHASE 2: FOCUS ON THE ALLEGATIONS, THE FACTS AND DOCUMENTS

Know your case, 7 K's

Line of questioning: what, where, why, who, when, how

Paraphrase and summarize

Confrontations

- Explain how further
- Make arrangements
- Give information

PHASE 3: CLOSING INTERVIEW

Check the testimony

How further from here

Suspect model



Belastingdienst

Summary witness

Selecting
Types
Contacting
Methodes of questing
Witness model
The funnel

Summary suspect

Selecting
Contacting
Methodes of questing
Suspect model
The funnel
3 phases in the funnel
Communication techniques



Statement

**The statement of a
suspect is more
important than that
of a witness**



Belastingdienst

End of presentation

Interviewing, more than
just asking questions

Interviewing a
witness
suspect

