Interviewing and Interrogation

Interviewing and Interrogation

Questioning, Detecting Deception and Gaining Compliance

Third Edition

Don Rabon Tanya Chapman



Copyright © 2019 Don Rabon and Tanya Chapman All Rights Reserved

ISBN 978-1-5310-0228-2 eISBN 978-1-5310-0460-6 LCCN 2018960146

Carolina Academic Press, LLC 700 Kent Street Durham, North Carolina 27701 Telephone (919) 489-7486 Fax (919) 493-5668 www.cap-press.com

Printed in the United States of America

This book is dedicated to those interviewers endeavoring to seek the truth with no preconceptions and no agendas.

Contents

Preface	xi
Chapter 1 · A Template, a Set of Requisite Skills, and a Process	3
The Diversity of Interviewees in the Unwilling Chair	5
Credit Necessitates Responsibility	8
The Big Three: The What, the Requisite Skills, and the Process of Effective Interviewing	9
The Interviewing Template: The What	10
Calibrate	10
Control	13
Change	16
A Set of Requisite Skills	18
A Process	19
Summary	21
Questions: Chapter 1	22
Chapter 2 · The Honest Truth about Detecting Deception	25
Deception Defined	28
Deception Is Learned	29
Look for Changes in Behavior	30
Interviewee Goal: To Convey Truthfully	30
Interviewee Goal: To Be Deceptive	30
The Two Major Forms of Deception	31
First: Deception by Concealment (Secrecy)	31
Between the Two Major Forms of Deception, Stands the Portal of Refuge	32
Second: Deception by Falsification (Simulation)	34
Possible Indicators of Concealment and Falsification	35
Anxiety, the Interview Process, and the Detection of Deception	36
Interviewee's Physical Symptoms as Stress Relief	37
Belief in the Interviewee	38
Interviewee's Verbal Responses as Possible Deception Indicators	39
Exercise 1	43
Exercise 2	54
Summary	70
Questions: Chapter 2	71
Chapter 3 · Questioning for Quality Information	75
Two Aspects of Questioning	76
First Aspect: Control	76
Second Aspect: Plan	80

viii CONTENTS

Questioning: The Instruments of Inquiry	81
Closed Questions: Associated with a Direct or Directive Interview	82
Open Questions: Associated with a Non-Directive Interview	84
Connecting Questions	87
Tag Questions: Standard and Inverted	90
Clarifying Questions	93
Forced-Choice Questions	95
Evaluative Questions	98
Secondary Questions	102
First Example: The Reflective Probe	102
Leading Questions	105
Attitude Statements	107
Additional Secondary Question	109
The Interview Questioning Sequences	111
The Mechanics of Planning for an Interview	111
How to Plan for (Build) an Interview: Part One	112
How to Plan for (Build) an Interview: Part Two	118
Summary	124
Questions: Chapter 3	126
Chapter 4 · Pressure/Motive: Understanding Why People Do What They Do	129
Questioning to Discover the "Why"	148
Summary	150
Questions: Chapter 4	152
Chapter 5 · The Compliance-Gaining Interview	155
Compliance-Gaining Route: The Direct Approach/Accusation	162
Compliance-Gaining Route: The Non-Confrontational Approach	166
Compliance-Gaining Route: The Combined Approach	167
The Role of Attitude	173
Interviewer Actions Post-Admission	182
Summary	183
Questions: Chapter 5	184
Chapter 6 · The Process of Totality (Putting It All Together)	185
Skill-Set Enhancement Exercise: Utilizing an Interview Transcript to Prepare for an Interview	185
Skill-Set Enhancement Exercise: Planning for an Interview Utilizing an Adjuvant Document	200
Skill-Set Enhancement Exercise: You've Caught a Case	208
Appendix A · The Interview with O.J. Simpson	215
Appendix B · Statement of Oscar Pistorius	229
Appendix C · The Statement of Dr. Jeffrey MacDonald	231
Appendix D · Planning for the Interview	235
Appendix E · DOJ Press Releases One, Two, and Three	237
Press Release One: Former Owners of Sleep Study Clinics in Northern Virginia and Maryland	
Charged with Health Care Fraud and Tax Evasion	237

CONTENTS	ix

Press Release Two: Fugitive Lawyer Facing 12-Year Sentence in \$550 Million Soci	ial Security Fraud
Scheme Captured and Arraigned on Multiple Escape Charges	239
Press Release Three: Former U.S. Congresswoman Corrine Brown and Two Other	ers Sentenced to
Prison for Fraud Scheme Involving Bogus Non-Profit Scholarship Charity	241
Bibliography	245

Preface

It has been noted that "The third time's a charm." We certainly hope that to be the case in this, the third edition of *Interviewing and Interrogation*. The world has changed a great deal since the first edition was released in 1992. At that time, people spent most of their communication in face-to-face encounters. Now, that is not so much the case.

It was in that year that the term, "surfing the web" came into existence and off we took. Smart phones and handheld devices occupy an increasing amount of our waking time. The invention of the printing press, the industrial revolution, and now, the digital age have all had (and still have) their influences on society and, subsequently, the communicative interactions among members of society.

Yet, the necessity for interpersonal communication remains. Be it the hiring process, a sales presentation, the conduct of an audit or an investigation, one person will find it essential to engage another for a stated purpose. And that moment in time, when that engagement transpires, is the essence of our examination.

In this edition, we have made the text more reader involved—a knowledge enhancing workbook. Whether the text is utilized by an autodidact, in a training setting, or as an academic supplement, cognition, practice, and application are designed to assist in establishing and, subsequently, enhancing an interviewing skill level. Herein are: application questions, tasks, skill-set enhancements, and end-of-chapter questions. Documents from notable cases are included to take the information to "where the rubber meets the road." All of these elements are designed to assist in incorporating the information provided into the interviewer's knowledge, skill, and ability regardless of the scope of a particular interview.

This edition, like most things in life, will return based upon that which is individually invested. A desultory run through of the text will afford accordingly. On the other hand, an earnest perpending of the material can assist in incorporating "the what" with "the why" and "the how."

As always, we solicit your questions, comments, and observations. You can contact us at dw rabon@msn.com. If you would like to be placed on a notification list for our scheduled classes and receive a copy of the free interviewing newsletter, *Hamlet's Mind*, let us know.

All the best.