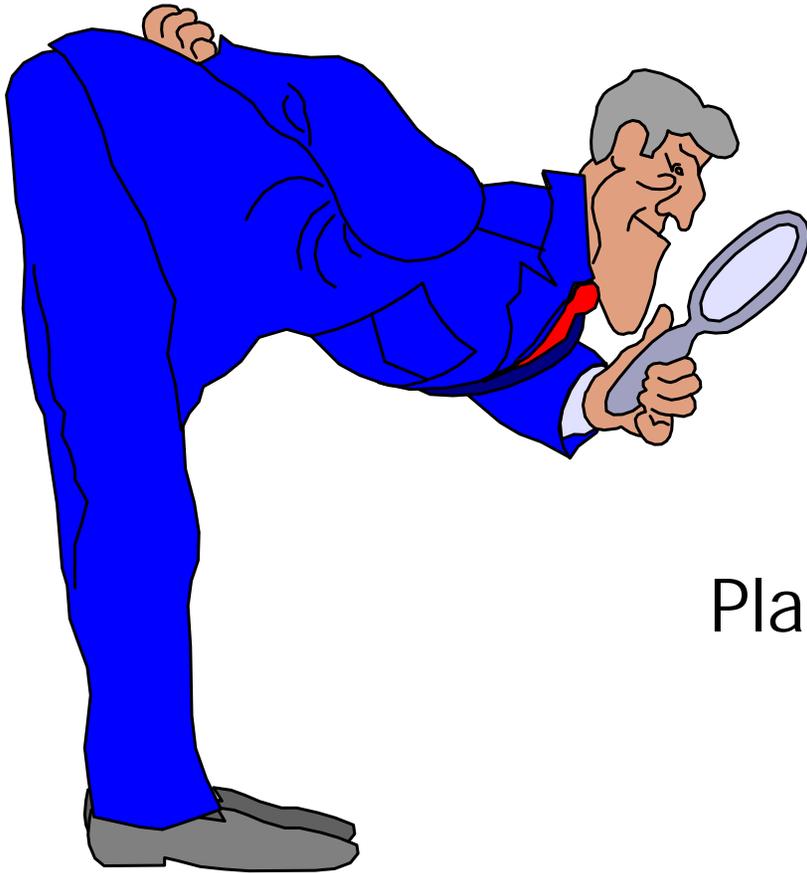


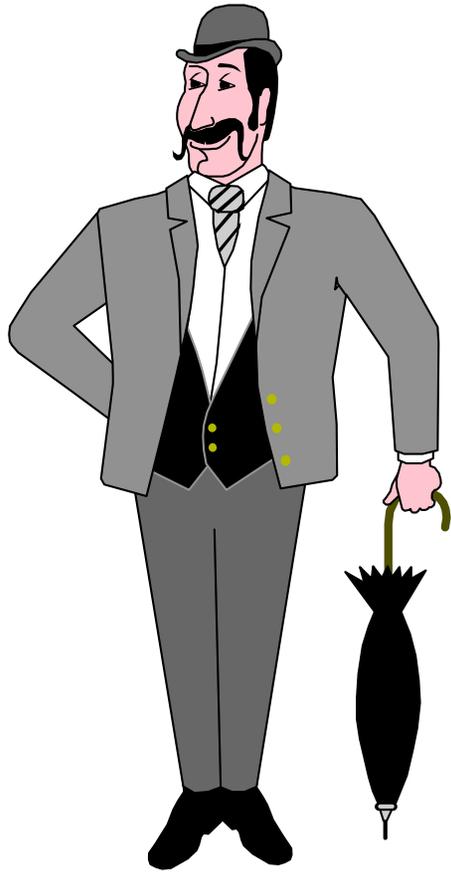
Wisconsin Department of Health & Family Services
Bureau of Quality Assurance

The Investigative Process



Planning an Investigation

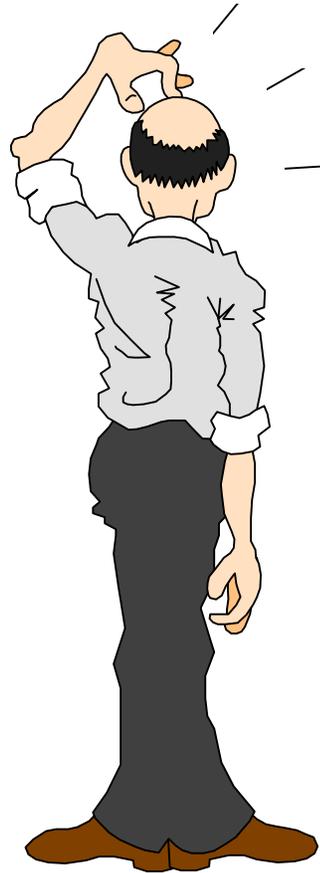
Your Investigative Style



- ❖ Know your style and how it shapes your investigative approach

- ❖ What are the
 - Advantages?
 - Pitfalls?

What's your style???



Myers-Briggs Type Indicator



- ❖ What is it?
- ❖ How is it relevant to me as an investigator?
 - Self-awareness
 - Attuned to others
 - Improved communication

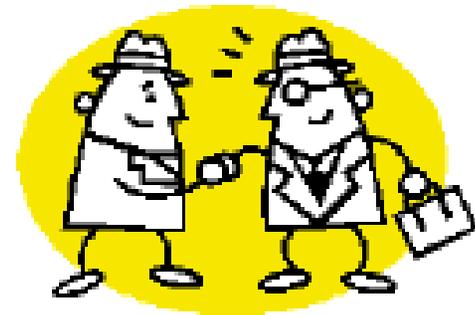
Four dichotomies



- ❖ Extravert/Introvert (E/I)
- ❖ Sensate/iNtuition (S/N)
- ❖ Thinking/Feeling (T/F)
- ❖ Judging/Perceiving (J/P)

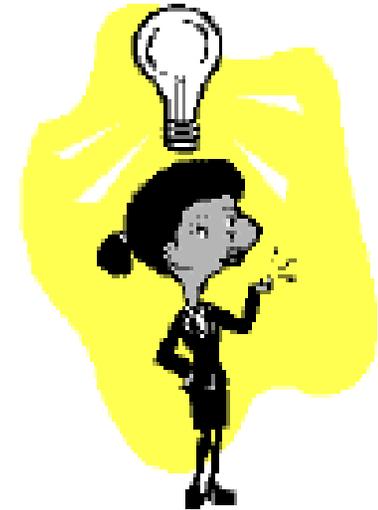
Extravert/Introvert

- ❖ E: relies on external responsiveness
 - energized by others
- ❖ I: relies on internal assessment
 - energized by solitary pursuits



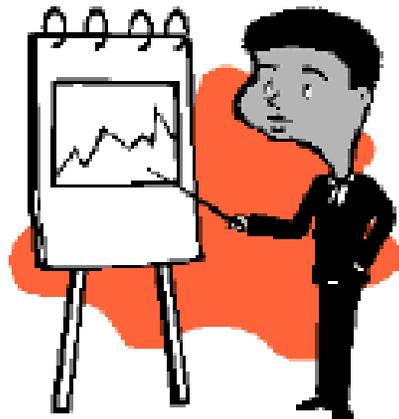
Sensate/iNtuitive

- ❖ N: big picture, possibilities
- ❖ S: detail-oriented, rely on past experiences



Thinking/Feeling

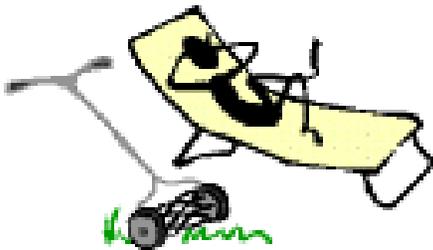
- ❖ T: Logical, impersonal
- ❖ F: Subjective, relationships



Judging/Perceiving

❖ P: flexible, casual

❖ J: structure, task-oriented





You're Driving Me Crazy

- ❖ J: Ps aren't serious about getting the job done!
- ❖ P: Js need to lighten up... the job will get done!



❖ S: Ns don't stay focused!



❖ N: Ss are resisting good ideas!



Interviewing & Observation

❖ How does our style affect our work?

➤ Ts interviewing Fs

➤ "catch more flies with honey"

➤ Ns can learn from Ss

➤ Ss can learn from Ns



Understanding Differences

- ❖ Self Awareness
- ❖ Improve communication
- ❖ Greater effectiveness “on the job”
- ❖ Team building



Learn more!

- ❖ Personality Type, an Owner's Manual
by: Lenore Thomson



Investigation Styles



Big Picture

- ❖ Start with the big picture, then focus down to the details.
 - Identify generally how things should look
 - Identify specific issues from general observation
 - Evaluate how facts fit into the whole picture
 - Within identified issues, evaluate whether the facts uncovered support violation(s).



Details

- ❖ Some focus on the details, then develop the big picture.
 - Identify specific issues
 - Focus on those when starting investigation
 - Develop facts around the identified issues
 - Develop the big picture from the facts gathered
 - Evaluate the facts obtained regarding the identified issues to determine whether there's a violation.



Flexible



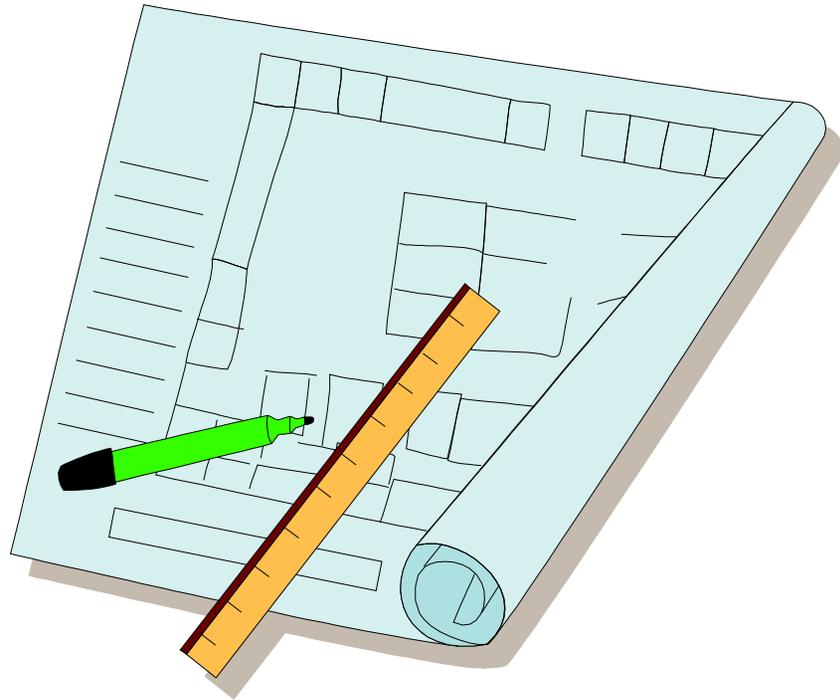
❖ Flexible approach

- Evaluate each individually
- Identify the first step and the general approach before beginning
- Not limit their investigation to specific allegations
- Be able to change plan as the investigation progresses.

Structured

❖ Structured approach

- Have detailed list of the issues they are investigating
- Put together a lot of background information
- Checklist of the steps of their plan
- Strictly follow their plan and checklist
- Investigate one allegation at a time



Planning an investigation



- ❖ Review the information available.
- ❖ Identify potential issues.
- ❖ What facts could verify or disprove (rule *in*; rule *out*) the potential violation or allegation?
- ❖ Identify protocols to assist in your investigation.

How will you get evidence?



❖ Observations?

- What are you looking for?
- Where should you look?

❖ Record/Document review?

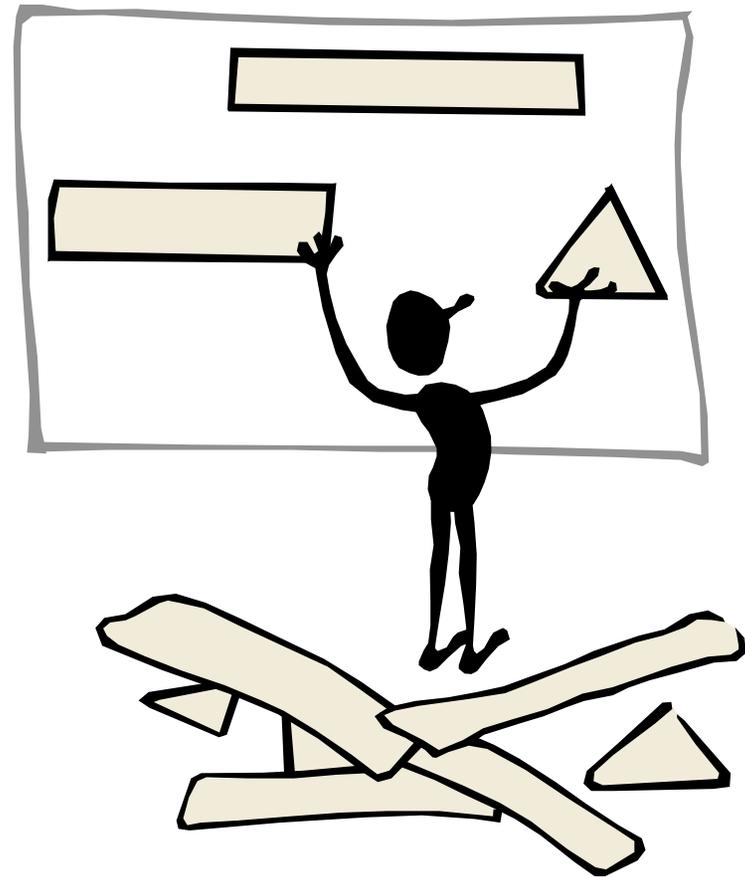
- What to review? Why?
- What looking for?
- Omissions?

❖ Interviews?

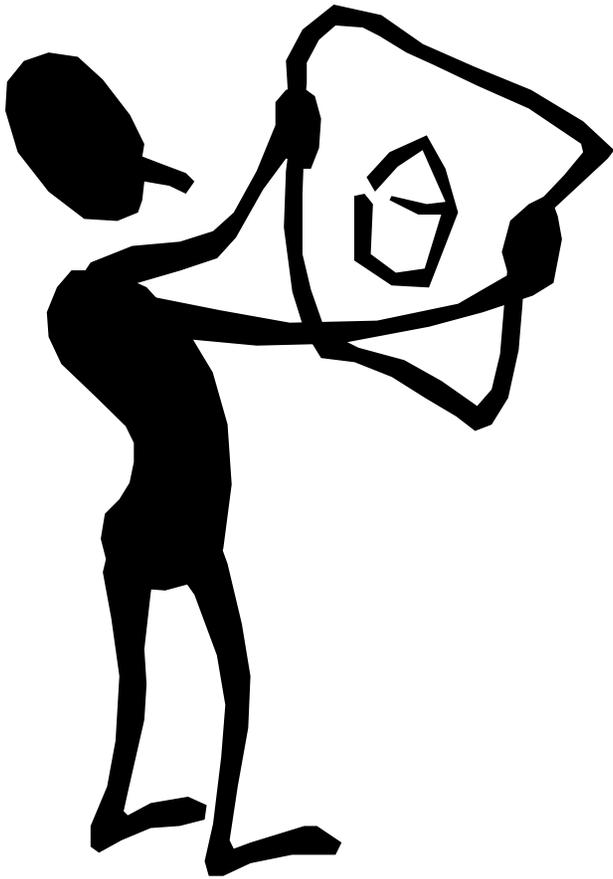
- Who should you talk to? What information does that person have?
- What should you ask? Plan your questions?

Organize your approach

- ❖ Plan your investigative sequence and approach.
 - What should you do first?
 - Why?
- ❖ Execute your plan
 - Stay focused, but flexible



Continue planning...



- ❖ Continue to evaluate the information you get.
- ❖ See/Learn new information.
- ❖ Check/Re-check assumptions, facts, conclusions.

Following leads ...



- ❖ What is the alleged violation?
- ❖ What is the hypothesis?
- ❖ What evidence proves or disproves it?
- ❖ Where else could you look?
- ❖ When do you have enough?

Plan an investigation

