

Wisconsin Department of Health & Family Services
Bureau of Quality Assurance

The Investigative Process



- ❖ Gathering Information
 - Conducting Interviews
 - Indicators of Deception

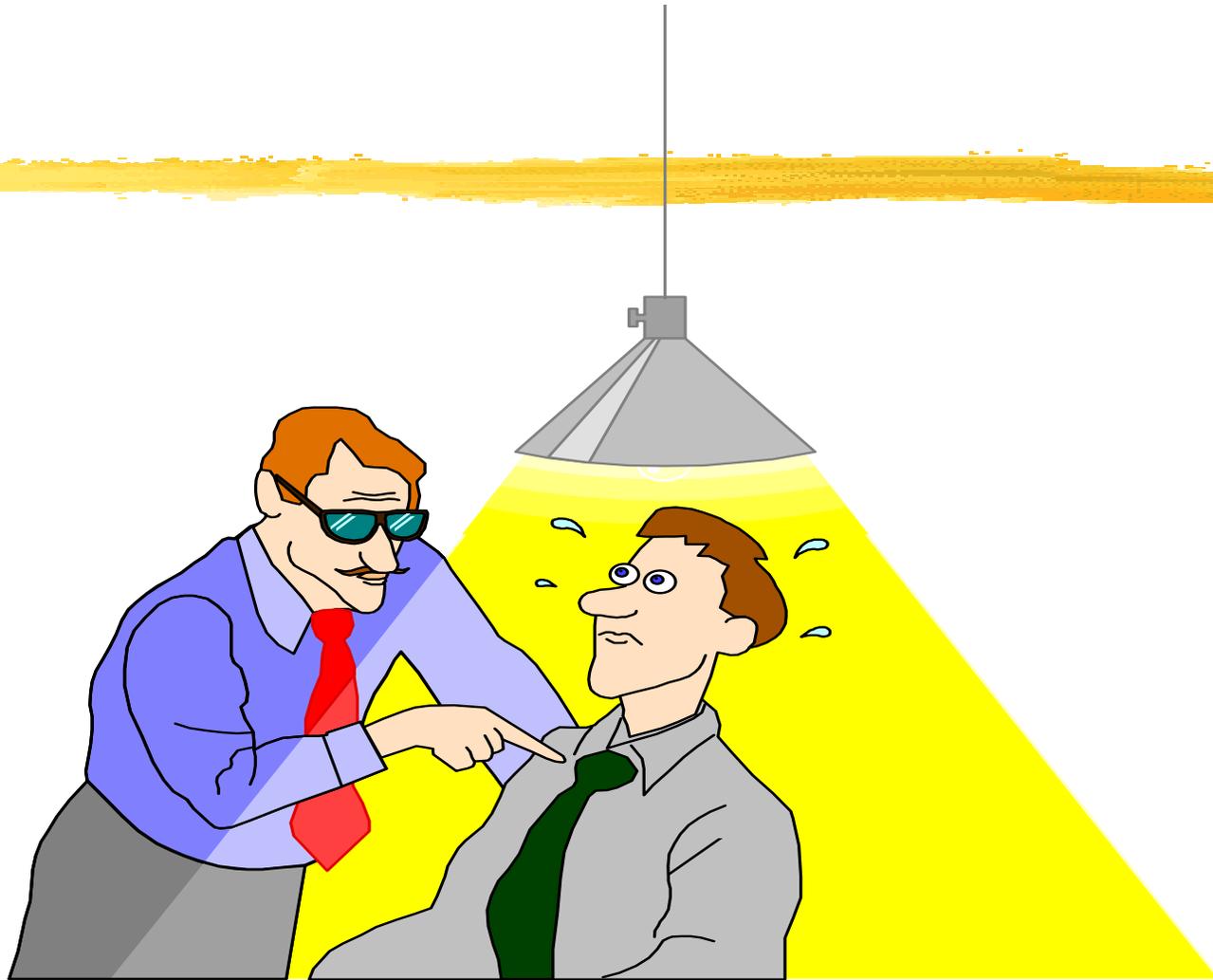
What is an interview???



Conversation



Interview



Interrogation

Attitude is everything...



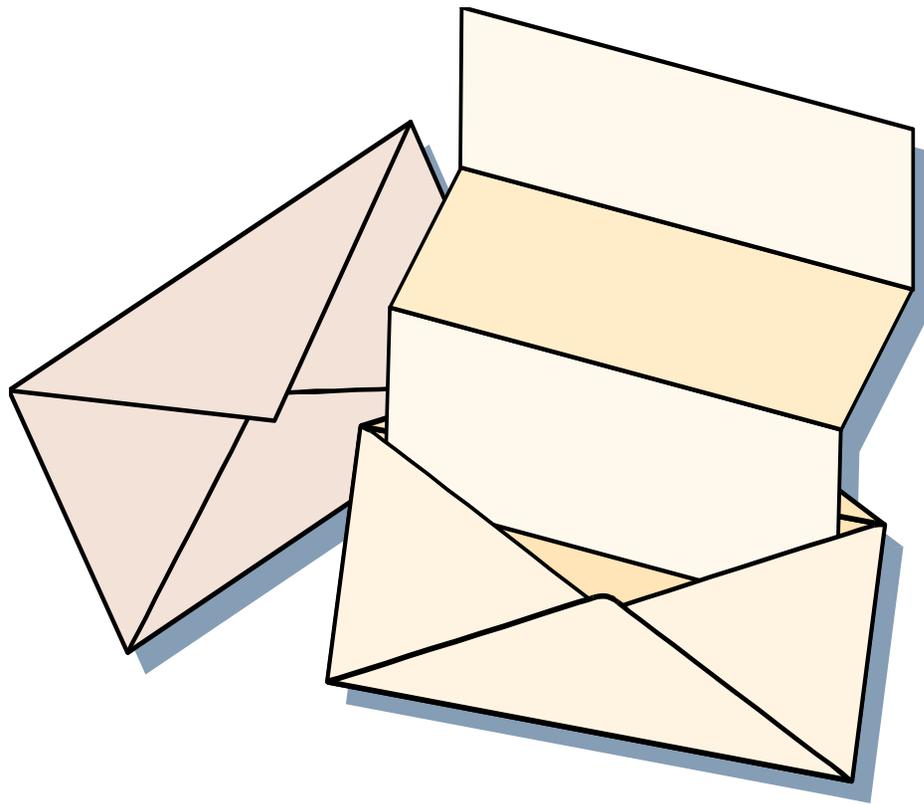
- ❖ Self-determination
- ❖ Interest
- ❖ Non-judgmental
- ❖ Genuineness
- ❖ Empathy
- ❖ Respect

Your approach...



- ❖ Professional
- ❖ Polite
- ❖ Friendly
- ❖ Impartial
- ❖ In control
- ❖ Not intimidating
- ❖ Stay focused
- ❖ Informal, low-key
- ❖ Listen with interest

Interviews...



- ❖ Salutation
- ❖ Body
- ❖ Closing

Interviewing Skills

❖ STEP 1: Preparation

- What information are you looking for?
- Know as much as you can before the interview
- Plan it - How will you open? Where will you go? How will you end?
- Outline it



Strategy or Plan



- ❖ Which interviews do you need to do?
- ❖ Order of interviews?
- ❖ Format of interview?
- ❖ Order of issues?
- ❖ What will you disclose ... or not disclose?
- ❖ How will you record it ... Notes? Other?
- ❖ Written witness statement?

Opening Questions



- ❖ Establish a rapport with the interviewee

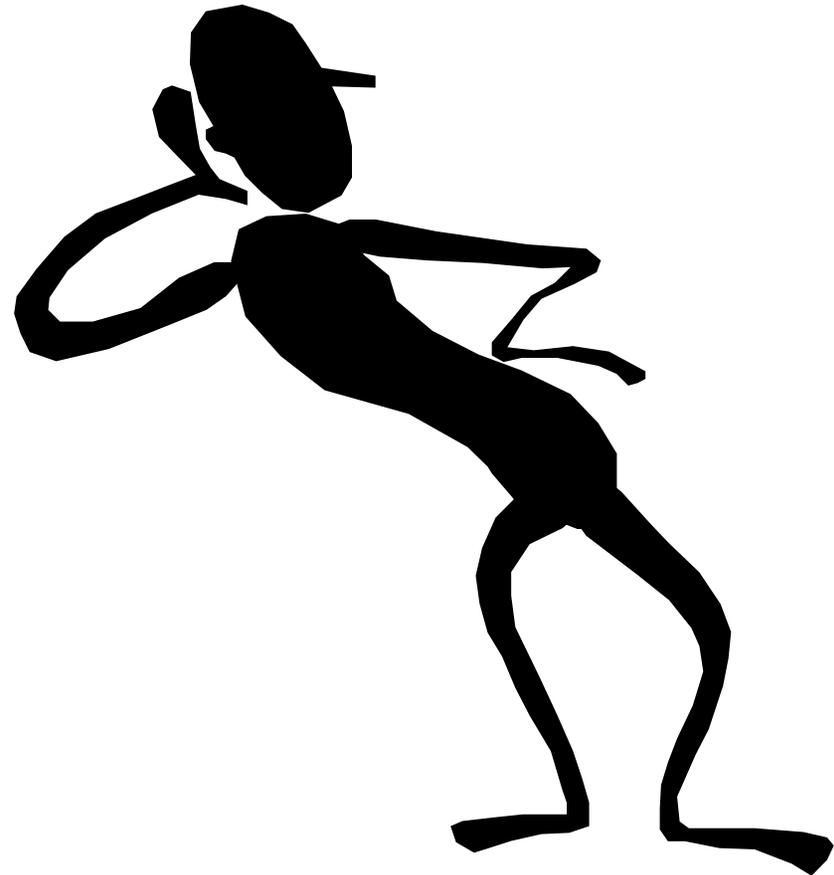
- who you are
- why you are interviewing
- learn about the interviewee - puts them at ease; helps you learn how they communicate

- ❖ Ask general questions about their background and job...

- What do they do?
- How did they learn their job skills?
- How do they feel about their job? Their employer? Their co-workers?

Step 2: Setting up an interview

- ❖ Reconstruct the circumstances
- ❖ Allow the person to “tell the story” from start to finish
- ❖ Avoid interruptions; just listen



Step 3: Echo



❖ Paraphrase what you heard.

Step 4: Obtain details



The 6 Key Questions...

- ❖ Who?
- ❖ What?
- ❖ When?
- ❖ Where
- ❖ Why?
- ❖ How do you know?



Interview Questions



- ❖ Questions must be designed to help the interviewee understand what you want to know and how he or she can give you the information.
- ❖ Organize the questions in a logical sequence to help you get to the point and get what you need.
- ❖ Order counts!

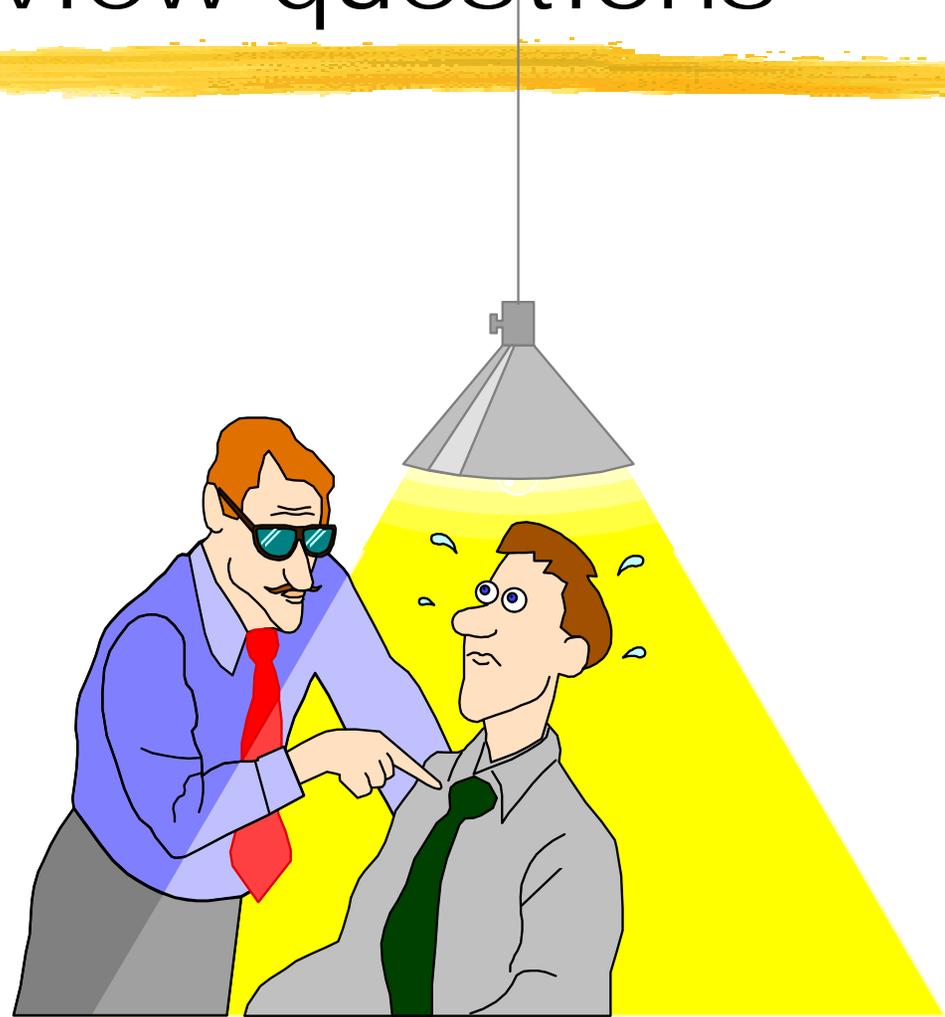
Getting to the Point...



- ❖ How will you proceed? General to specific or reverse?
- ❖ Distracting tactics - don't get thrown off course
- ❖ Be patient
- ❖ Be persistent
- ❖ Stay focused
- ❖ Be alert for corroborating information
- ❖ Anticipate alternative explanations or reasons
- ❖ Check your understanding
- ❖ Use silence
- ❖ Use soft rather than harsh terms
- ❖ Be empathetic

Types of interview questions

- ❖ Open-ended
- ❖ Closed
- ❖ Primary



Types of interview questions



❖ Secondary

- Encouragement
- Probing
- Reflective
- Neutral
- Directed (leading or loaded)

TIP ~



❖ Practice!

❖ Practice!!

❖ Practice!!!

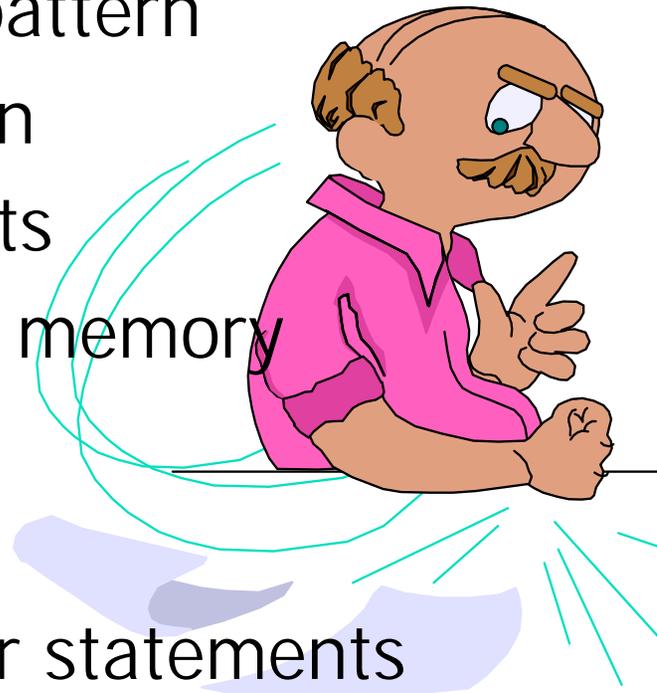
Effective “listening” ...



- ❖ Watch for non-verbal communication
 - facial color
 - movements
 - combinations of features

Verbal cues ... be alert!

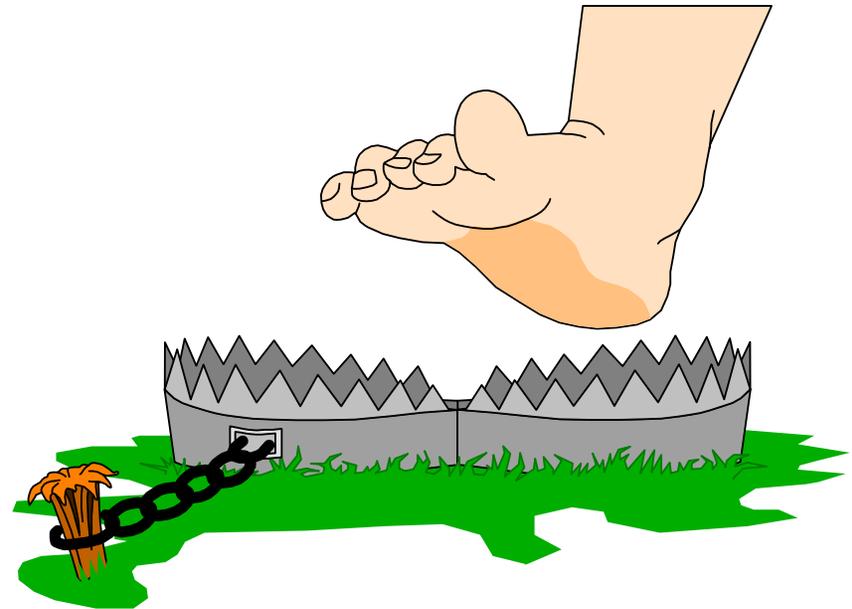
- ❖ Speech pattern
- ❖ Repetition
- ❖ Comments
- ❖ Selective memory
- ❖ Excuses
- ❖ Oaths
- ❖ Character statements
- ❖ Questions



- ❖ Denials
- ❖ Failure to deny
- ❖ Tolerant attitudes
- ❖ Unconcern
- ❖ Avoidance
- ❖ Minimizing
- ❖ Challenging

Barriers to effective listening

- ❖ Filters
- ❖ Emotions
- ❖ Buzzwords
- ❖ Listener's behaviors
- ❖ Ability to listen



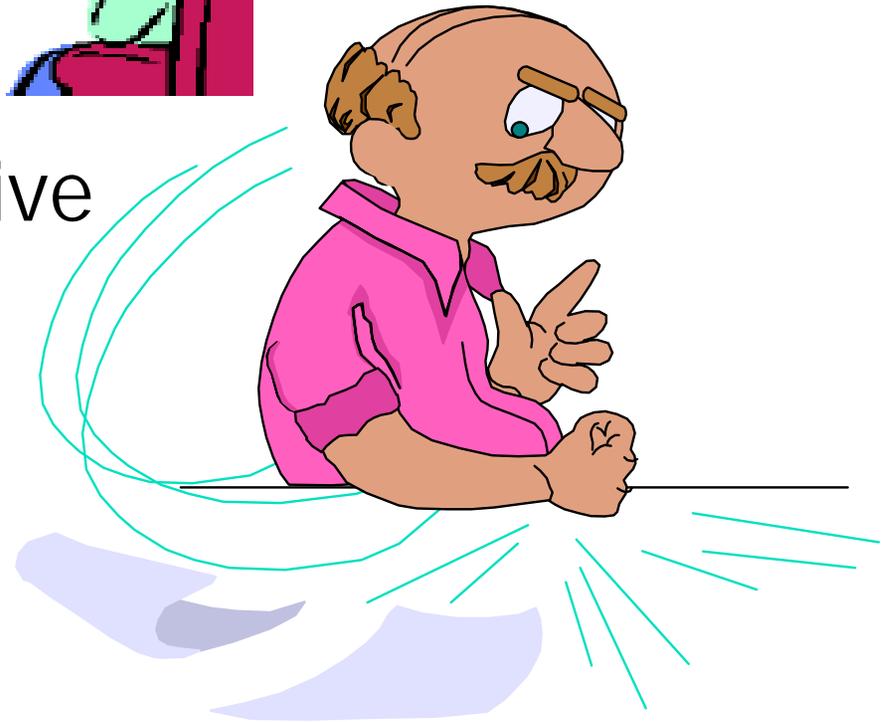
Possible Indicators of Deception



❖ Freudian slips



❖ Offensive vs. Defensive

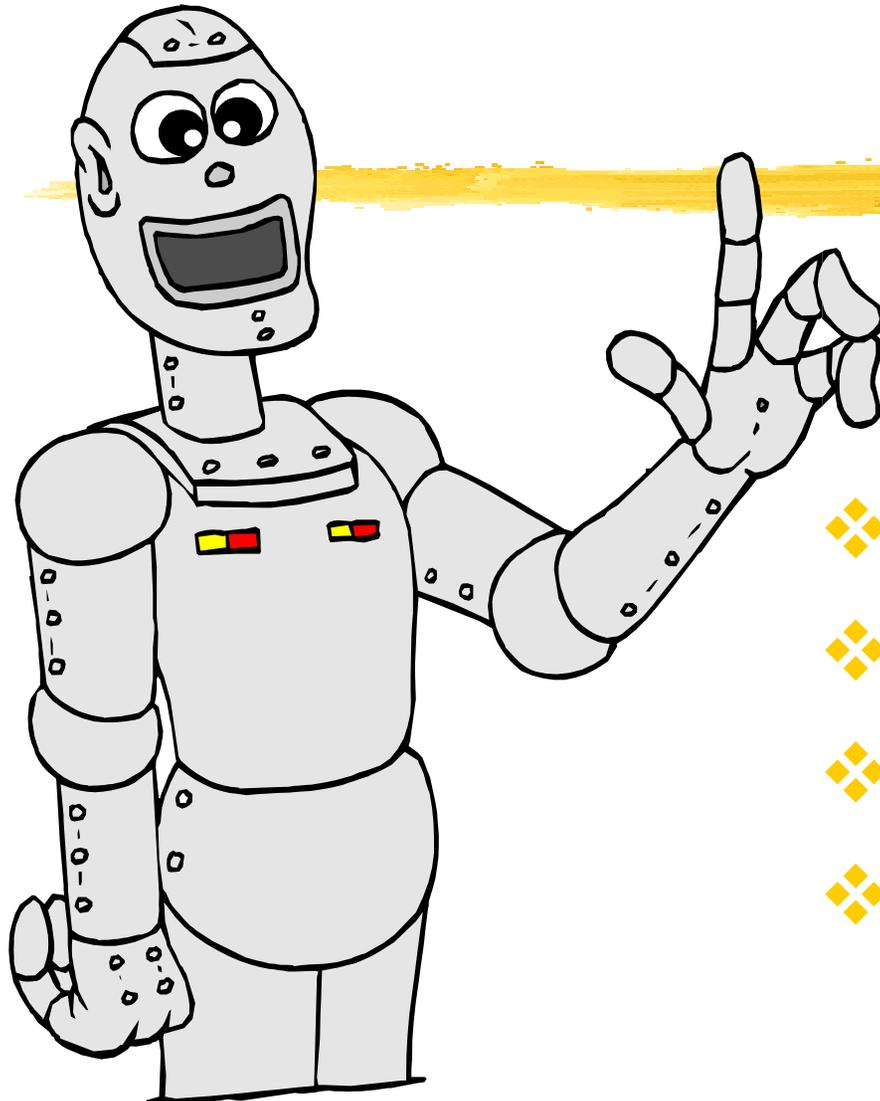


- ❖ Embellishing
- ❖ Qualifying
- ❖ Implying
- ❖ Pace

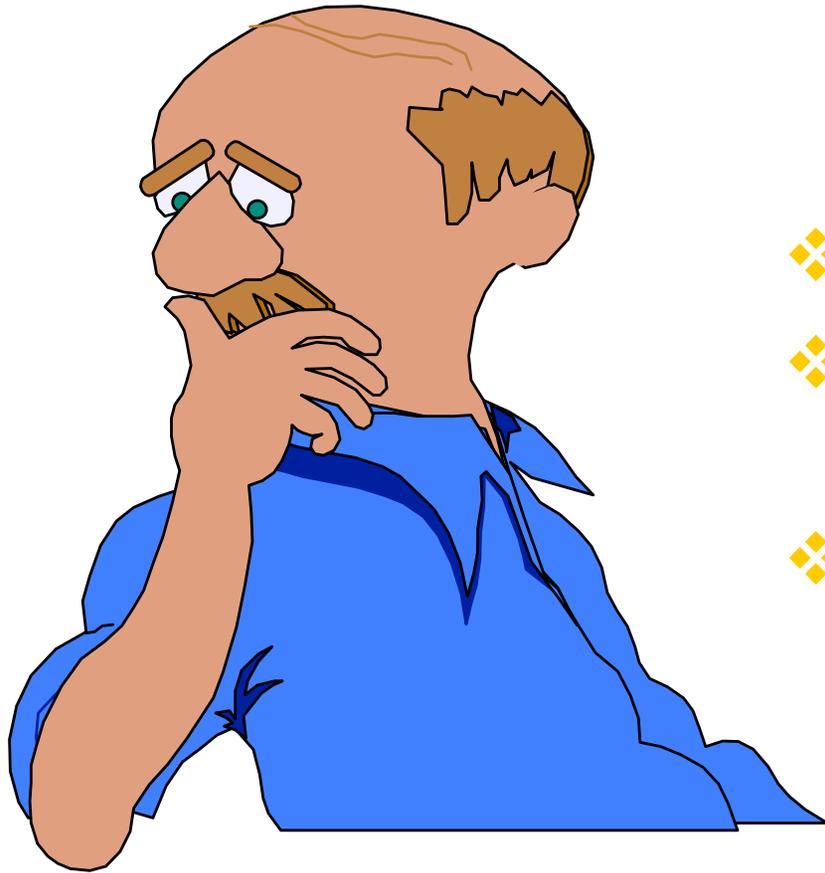


- ❖ hands, arms, legs
- ❖ open gestures
- ❖ animation





- ❖ closed gestures
- ❖ stoicism
- ❖ mechanical
- ❖ artificial movements

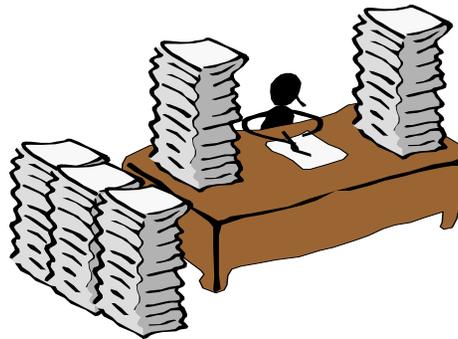


- ❖ Hand over mouth
- ❖ Signs of anxiety - touching nose, ears, eyes
- ❖ Inappropriate head nods or shakes

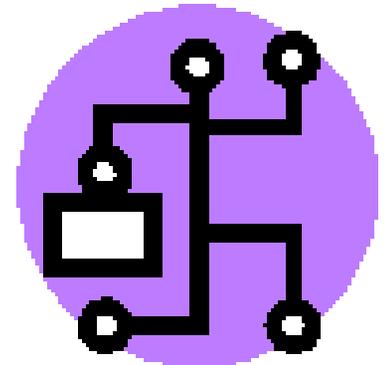
❖ Posture



❖ Barriers



❖ "Distancing"

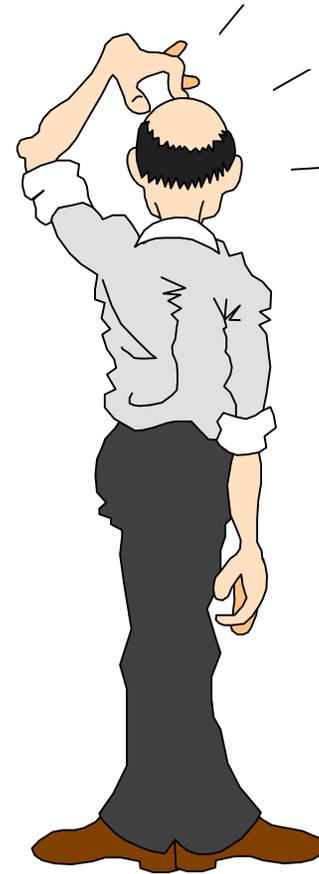


❖ Finger
pointing...



Evaluate the interview

- ❖ Internal consistency
- ❖ Story details
- ❖ External consistency



Key questions

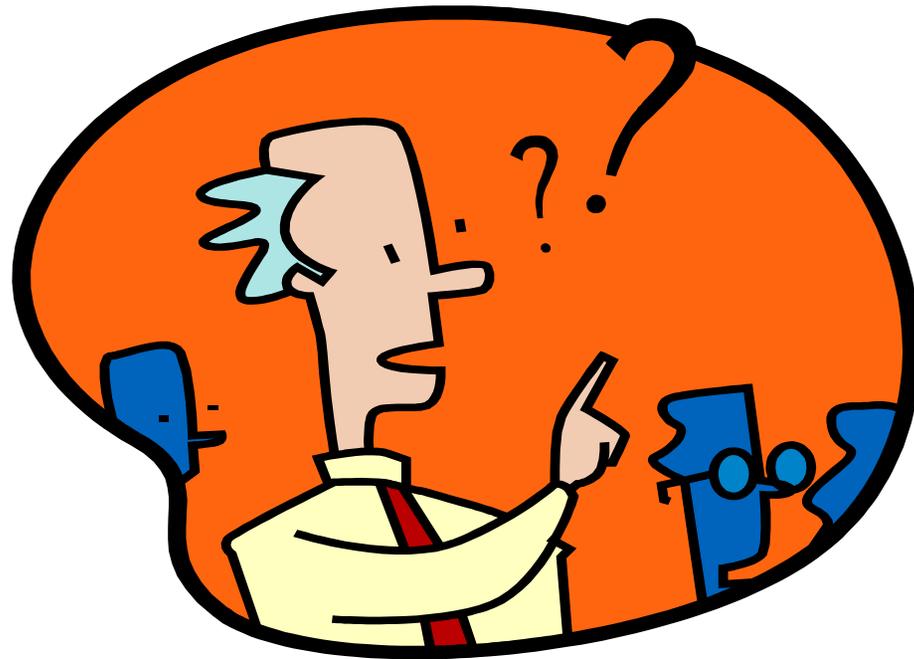


- ❖ Don't end the interview until you know...
 - How do you know that?
 - Why do you think that?
 - Why did it happen that way?
 - Is there anything else I should know?
 - Is there anyone else I should talk with?
 - Is information about this in any other location?

Close the interview



- ❖ Know when you have obtained what you need or what you can get.
- ❖ Let the interviewee know that the interview is concluded and what will follow



Interviewing...

