

Interviewing Essentials and the Mindset of a Fraudster

Psychological Traps and Deception

Psychological Traps

- Behavior that cause humans to make certain decisions
- Encourages individuals and groups to act in certain way
- Overpower sense of fairness and ethics
- Automatic behavior that limits options
- Can help understand decision of subject
- Can be used as rationalization for admission-seeking questions

Psychological Traps

- Primary Trap
 - Obedience to authority
- Personality Trap – internal personality traits, increase vulnerability
 - Need for closure
 - Low self esteem
 - Empathy

Psychological Traps

- Defensive Traps – internal guilt and shame
 - False Consensus Effect
 - Contempt for victim
 - Self-serving bias

Rationalizations

- We are taught from a young age to respect our bosses, of course you changed the numbers in the books, your boss told you to, who wouldn't do the same thing?
- Everyone in the organization borrows money here and there. Everyone does it and its accepted. I understand that. Can you tell me how you did it?

Deception Involves at Least Two People

- There has to be a sender (the deceiver) and a receiver (the object of the deception).
- The interviewee and the interviewer can assume both roles.



Deception Is Intentional

- The phrase “I swear” indicates a conscious, cognitive activity.
- The decision evolves from a series of cognitive elements that the interviewee must process:
 - *Do I tell the truth and, if so, what will the consequences be?*
 - *Do I not tell the truth and, if so, what strategy should I use?*

Deception Can Be Effected by Omission

- Deception by omission is usually the first tactical choice for the deceiver.
- The deceiver chooses to leave out the relevant information.
- Caution—deception by omission is not as noticeable to the non-attentive eye and ear.

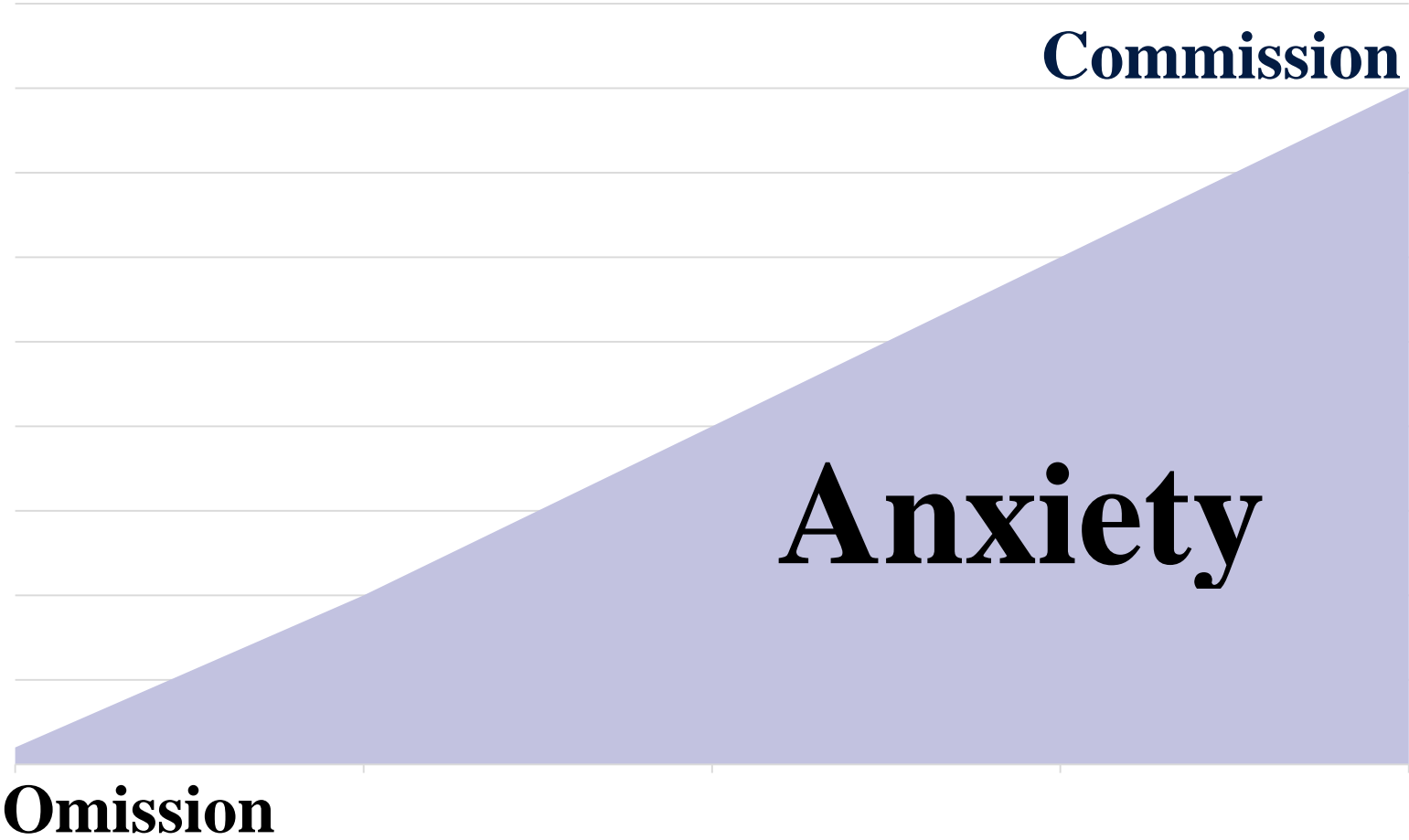
Deception Can Be Effected by Commission

- An effective interviewer endeavors to:
 - Identify deception via omission.
 - Ask follow-up questions when behavioral changes suggest omission.
 - Transition the deceiver away from the omission strategy into the deception by commission strategy.

Deception Can Be Effected by Commission

- The link between deception via omission and deception via commission is the path of alteration:
 - Give information that does not pose a threat.
 - Downplay elements in which they can no longer successfully deceive via omission.
 - Begin to equivocate.

Path of Alteration



Anxiety Continuum

- Stress level with omission
- Stress increases with commission

Path of Alteration and Anxiety Continuum

- The link between deception via omission and deception via commission is the path of alteration.
- Downplay elements in which they can no longer successfully deceive via omission.

Communication

- *“He that has eyes and ears to hear may convince himself that no mortal can keep a secret. If his lips are silent he chatters with his fingertips; betrayal oozes out of him at every pore.”*

—Sigmund Freud

Communication

- 38% vocal (pitch, stress, tone, pauses)
- 55% facial
- 7% verbal
- In total, 65-70% of communication is **NONVERBAL**

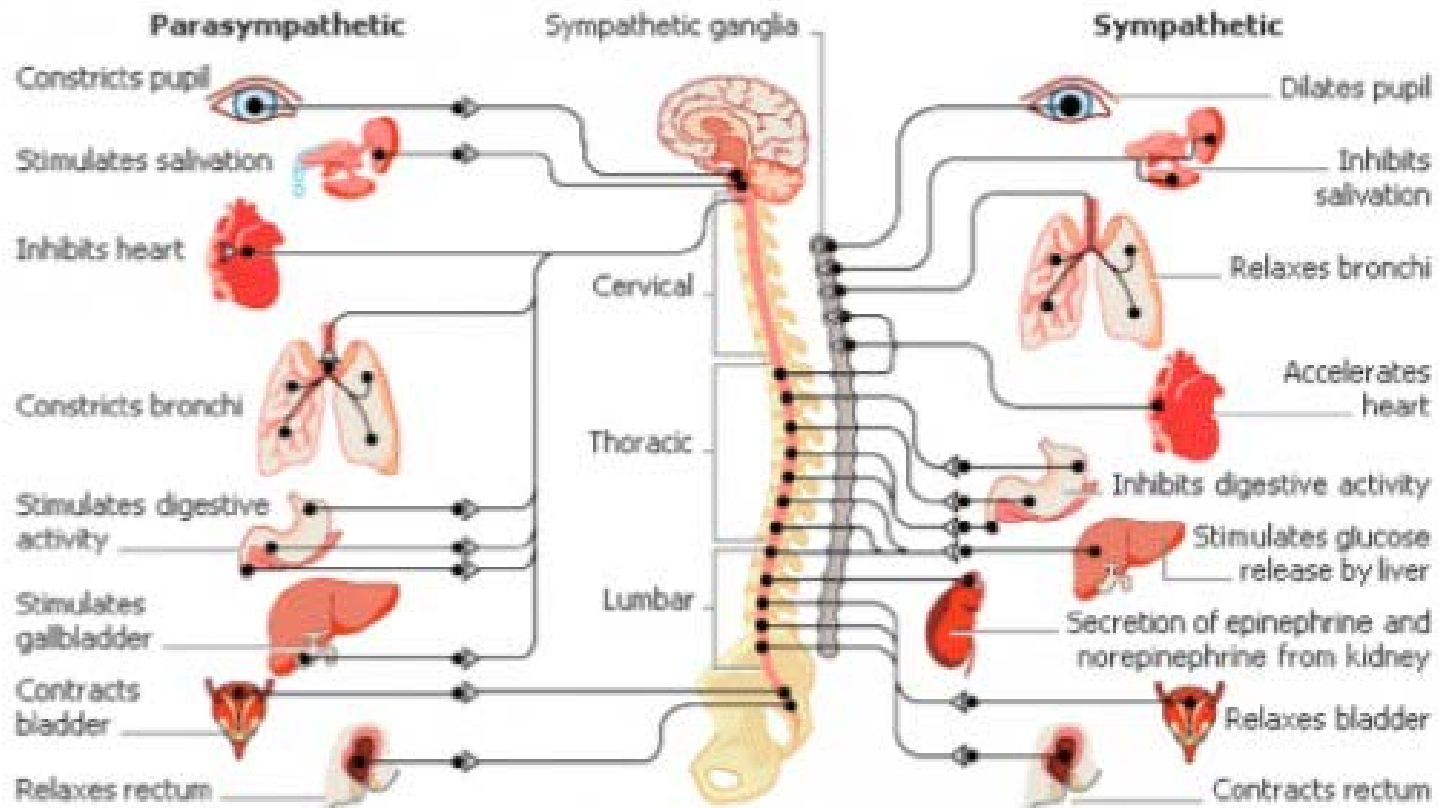
Physiology of Deception

- Everyone lies for one of two reasons:
 - Receive rewards
 - Avoid punishment
- The human body relieves stress through verbal and nonverbal clues
- Deterrents to evaluating deception:
 - Mentally unstable people
 - Narcotics
 - Cultural variations

Physiological Response to Stress

- Walter Cannon's Fight or Flight Theory
- Animal reaction to threat
- Adaptation responses to regulate stress
- Trigger by release of adrenaline and norepinephrine
- Immediate physical reactions

Physiological Response to Stress



SOURCE: stress.org/wp-content/uploads/2011/08/Physiology-of-The-Stress-Response.png

Fight or Flight Response

- Accelerated heart rate
- Adrenaline release
- Activated sweat glands
- Blood flow to muscles
- Pupil dilation
- Lung capacity increase
- Reduced saliva flow
- Release of energy
- Feeling of “energy dump” following

Norming or Calibrating

- The process of observing behavior before critical questions are asked
- People with truthful attitudes and untruthful attitudes answer questions differently



Norming or Calibrating

- Use your senses of touch, sight, and hearing to establish a norm.
- Do not stare or call attention to the person's behavior.
- Be aware of the respondent's entire body.
- Observe the timing and consistency of behavior.
- Note clusters of behaviors.

Verbal Clues



- Changes in speech pattern
- Repetition of the question
- Comments regarding the interview
- Selective memory

Verbal Clues

- Making excuses
- Oaths
- Character testimony



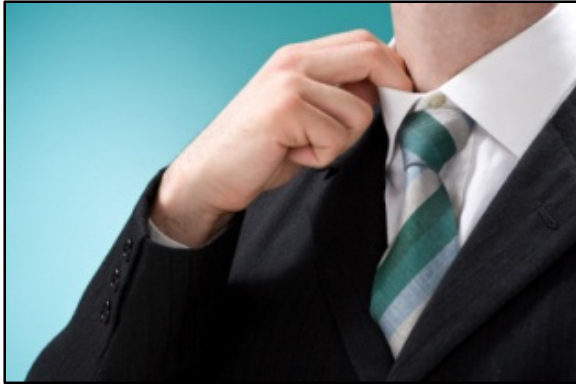
Verbal Clues

- Answering with a question
- Overuse of respect
- Increasingly weaker denials
- Focusing on trivial aspects of an issue
- Failure to deny
- Avoidance of emotive words
- Not answering the question
- Stating something to have interviewer assume innocence

Verbal Clues

- Refusal to implicate others
- Tolerant attitudes
- Reluctance to end interview
- Feigned unconcern

Nonverbal Clues



- Full-body motions
- Anatomical physical responses
- Illustrators
- Hands over mouth

Nonverbal Clues

- Manipulators
- Fleeing position
- Crossing
- Reaction to evidence
- Speech interruption



Deception Symptoms

- Inadvertent truth revelation:
 - Lying is active.
 - Deception via concealment is a transition away from the truth and a step toward the truth.
 - There is a continuum of anxiety.