

Interviewing Essentials and the Mindset of a Fraudster

Admission-Seeking Questions

Variables Within an Admission-Seeking Interview



- The interviewee
- The issue
- The interviewer

Admission-Seeking Interview

- Normally the last phase of interviewing
- Requires specific evidence
- Preparation
 - Evidence
 - Setting
 - Method

Characteristics of a Good Interview

- Thoroughness
- Pertinence
- Objectivity
- Timeliness



Know the Subject



- Gather background information.
- Develop a theory as to a possible motive.
- Brain quadrant exercise.

Information on Subject

- Social media platforms
- Human Resource files
- Information from supervisor
- Residence location and worth, vehicles
- Lifestyle, hobbies, what they project
- Salary, standard of living, anomalies

The Importance of Strategy

- Introduction to use
- Tone to take
- Theme of interview
- Information about the subject- what fuels them
- When to present evidence
- What you project as an interviewer

Developing an Interview Theme

- Purpose of the theme
- Usually is based on why the subject committed the violation
- Need or greed?
- Good theme is result of good investigation: knowing who, what, where, when, why, and how

Developing an Interview Theme

- Example:
 - I love my father.
 - He was diagnosed with cancer.
 - I have been visiting him out of state and have not had time to work.
 - Because I have not worked, I have not been paid.
 - Because I have not been paid, I am behind on bills.
 - I need money to pay my bills.
 - Defrauding the insurance company was a fast way to get the money I needed.

Why Do People Comply? Why Do They Make Admissions?



- It is the best action step for them
- Based upon what/who is important to them
- In light of the information they currently have at hand

Elements of a Successful Admission-Seeking Interview



Interview Process

- Opening, tell me about yourself
- Non-Directive Question
- Directive Questions
- Planned questions to cage truth
 - Not designed to provide additional information
 - Allow evaluation of the veracity of the information already received

The Directive Interview

- Most common type of interview
- Easy to control (be careful to avoid over-controlling)
- Takes less time
- Interviewer makes effective action decisions
- Predominantly uses closed questions

The Nondirective Interview

- Open questions:
 - Activate interviewee's thinking process.
 - Promote a more protracted response.
 - Employ a low-key, less-threatening tone.
 - Interviewee does most of the talking.



Additional Question Types

- Primary questions
- Planned questions to cage truth
 - Not designed to provide additional information
 - Allow evaluation of the veracity of the information already received

Accomplishing the Interview Goal

- Be courteous and display attention.
- Prevent all noncompliant tactics.
- Establish mutual respect.
- Make an admission a viable option for consideration.



Accomplishing the Interview Goal

- Identify indicators of deception.
- Question, explore, and devalue defenses.
- Stress strength of evidence and information.
- Present an understanding—based on reason—for what has taken place.

Criteria for Gaining an Admission



- Offer a mutually satisfactory resolution.
- Be considerate of emotions and rationalizations.
- Permit the interviewee to maintain pride.
- Promote compliance.

Criteria for Gaining an Admission

- Neutralize interviewee's fear of consequences.
- Confirm your understanding of interviewee's concern for the consequences of admission.
- Neutralize interviewee's fear of admission.

Interview Types: Confident

- The confident guilty-knowledge interviewee:
 - Tactics—brusque, indifferent, bombastic, and/or angry.
 - Make no admissions.
 - Breach the wall of confidence.
 - “I am innocent because of my past good acts.”
 - “I am innocent because of all the fine people I know.”
 - “I am innocent because you have treated me so poorly.”

Interviewee Types: Emotional

- The emotional guilty-knowledge interviewee might demonstrate compunction with regard to:
 - Their religious convictions and beliefs
 - Members of their family
 - Personal relationships of high value

Indications of the Increased Possibility of Making an Admission

- Indicators may begin to manifest.
- Be attentive to these indications that the interviewee is considering changing to an admission phase.
- Incorporate the most appropriate theme to respond to the question asked by the interviewee.

Confirmation - Attentive Echo

- Establish comfortable eye contact.
- Provide auditory confirmation.
- Provide nonverbal confirmation.
- Echo the communication marker.



Confirmation & Obtaining More Information Summary Return

- Allows the interviewer to summarize the information presented up to this point
- Causes the interviewee to “own” their narrative
- Allows the inquiry process to move forward