

# **You Don't Know What You Are Missing:**

## Getting More out of Interviews with Enhanced Cognitive Interviewing

Chris Dubble, MSW

Director of Training

Director of the Institute on Protective Services

# Three Skills of Great Investigative Interviewers

---

1.

2.

3.

# Three Challenges to APS Interviews

---

1.

2.

3.

# Myths of Interviewing

---

- Bad “cop” works.
- You will get a confession if you are good enough.
- You can tell if someone is lying.
- APS interviews are just like clinical interviews.
- “They told me everything they knew.”
- You can get APS interviewing down to a science.

# Enhanced Cognitive Interviewing

---

- Enhanced cognitive interviewing has been shown to effectively improve recollection of victim and witness accounts of incidents.
- The technique has been demonstrated to be more supportive and less traumatizing to victims than other interviewing techniques.

# Phase 1: Greet, Personalize, and Establish Rapport

---

- The interviewer must establish trust as the foundation for the interview.
- The interviewer communicates messages of equality.
- Each interviewee has a unique set of needs.
- Decreasing anxiety is critical.

# Phase 1: Greet, Personalize, and Establish Rapport

---

- Rapport requires empathy.
- Create a safe environment by interviewing person alone.
- Anticipate situations where someone refuses to leave you alone with a witness.
- Anticipate situations where a witness wants someone to be present for interview.

# Phase 2: Explain the Goals of the Interview

---

- Interview Factors
- Focused Retrieval and Concentration
- Report Everything
- Transfer of Control of the Interview

# Phase 3: Initiate a Free Report

---

- Mental Reinstatement of Context
- Initiate a Free Report
- Good Interviewer Behavior

# Phase 4: Questioning

---

- Before Asking Questions
- Appropriate Questioning
- Wording of Questions
- Inappropriate Questions
- Witness-Compatible Questioning
- Activating the Picture
- Probing the Picture

# Phase 5: Varied and Extensive Retrieval

---

- Extensive Retrieval
- Recall in a Variety of Temporal Orders
- Change Perspective Technique
- Memory Jogs

# Phase 6: Important Investigative Questions

---

- Important investigative questions are often leading and should be saved for the end.
- All interviewees are vulnerable to the influence and suggestion of the interviewer.
- Important investigative questions that are leading should be immediately followed by open ended questions.

# Phase 7: Summary

---

- Summary is a method to check for accuracy of how the interviewer received the information.
- Permission should be given to the interviewee to interrupt the summary to add new information or correct inaccurate information.
- Always end the summary by asking if there is anything that has been missed.

# Phase 8: Closure

---

- Interviewer should end interview in a positive frame.
- Demographic questions get asked during closure stage unless already gathered through rapport building.
- A thank you and a way to contact with more information should always be provided.

# Phase 9: Evaluation

---

- Evaluate information obtained.
- Evaluate your own performance.
- Consult with supervisors about interviews.
- Use supervision to review specific cases as well as practicing fundamental interviewing techniques.

# Contact

---

**Christopher Dubble, Director**

Institute on Protective Services

234 Strawberry Square

Harrisburg, PA 17101

717-221-1689

Web: [temple.edu/Harrisburg/](http://temple.edu/Harrisburg/)