This presentation is dedicated to the women and men of Adult Protective Services, who have unselfishly committed themselves to protecting the unprotected, the most vulnerable members of our society. The commitment of these investigators has not gone unnoticed by the clients, families and communities they nobly serve.

# WZTrained
Why do people confess?
- felt guilty
- put their own spin on it
- felt they were caught

Why do people confess?
- 33% felt guilty
- 42% put their own spin on it
- 55% felt they were caught

Identify the Truth

Interview Differences
- Admission Seeking Interview – targets, alleged perpetrators, or suspects
- Purpose – seek the truth
- Goal – obtain admission, statement or confession against individual’s interest, without any threats or promises
- Continue rapport
- Accusatory

Interview Differences
- Interviewer does most of talking
- Presents rationalizations as monolog
- Showing empathy is critical
- Looking and listening for signs of acceptance, resistance or concern
- Silence is your enemy
- No notes

Interview Differences
- Ask assumptive questions
- Ask follow up questions
- Ask choice questions
- Which is more formal or structured, the fact gathering interview or the admission seeking interview?

Types of Lies
- Denial
- Fabrication
- Omission
- Exaggeration
- Minimization
- Referral
Types of Questions

- Open-ended
- Expansion
- Echo
- Close-ended
- Enticement
- Assumptive
- Follow up
- Choice
- Leading

Open-ended questions

- “Can you tell me what you did last night?”

Expansion questions

- “After you got home, what did you do?”

Echo questions

- “You said you were worried about your mother. Worried?”
- “You mentioned the client was having issues. Issues? Issues like what?”

Close-ended questions

- “When exactly did you dial 911?”
- “What day did you withdraw the money from the account?”
Enticement questions

- “Is there any reason why the video camera at the bank would show you withdrawing money from the client’s account?”
- “Can you think of any reason why a handwriting expert would say your handwriting matches the signature on the back of the check?”

Choice questions

- “Did you take the money to buy drugs, or did you take the money to feed your family?”
- “Has this happened numerous times before, or is this just the first time?”
- “Did you punch her, or did you slap her?”

Assumptive questions

- “How many times have you left your mother in a soiled diaper in the last six months?”
- “What is the largest amount of money you withdrew from the client’s debit account without their permission?”

Follow up questions

- “How many times have you left your mother in a soiled diaper in the last six months?”
- “It wasn’t every day, was it?”
Follow up questions

• “What is the largest amount of money you withdrew from the client’s debit account without their permission?”
• “It wasn’t more than a $1,000 was it?”

Leading questions

• “This isn’t the first time this has happened, right?”
• “Your son hit you, didn’t he?”
• “This occurred more than once, isn’t that right?”

Statement Analysis

<table>
<thead>
<tr>
<th>Emotional Content</th>
<th>Tense Changes</th>
<th>Word Choice</th>
<th>Consistency</th>
<th>Clarity</th>
<th>Chronological Order</th>
</tr>
</thead>
<tbody>
<tr>
<td>“Tell me how your mother sustained her injury.”</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Statement Analysis

<table>
<thead>
<tr>
<th>Emotional Content</th>
<th>Tense Changes</th>
<th>Word Choice</th>
<th>Consistency</th>
<th>Clarity</th>
<th>Chronological Order</th>
</tr>
</thead>
<tbody>
<tr>
<td>“Tell me how your mother sustained her injury.”</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

WZ Method - Introductory Statement

<table>
<thead>
<tr>
<th>Non-confrontational</th>
<th>Establish credibility</th>
<th>Rationalizations presented as monolog</th>
<th>Change of perspective</th>
<th>Create sense of urgency</th>
<th>Soft accusation as choice question</th>
<th>Develop the admission</th>
<th>Written statement</th>
</tr>
</thead>
</table>

“Tell me how your mother sustained her injury.”

“Well, I really don’t know. My mother is in a bad mood all day, complaining about anything and everything. The old lady is always griping and has a way of getting under your skin. Later, I get a phone call and leave the room to talk privately. I talked to my girlfriend about the trip we were planning for in a couple of weeks. We are going to Phoenix to visit my college roommate. I haven’t seen George in about five or six years. My girlfriend is really excited about going to Phoenix. She’s never been there before. I didn’t hear nothing. When I come back in, I find her laying on the floor. I call 911 and that’s about it.”
#1 Verify background

- Establish subject’s behavioral norm
- Plants a seed that you know a lot about them
- Calms your nerves and the subject’s nerves

#2 Develop rapport

- Ask them to tell you a little about themselves
- Reduces anxiety and builds comfort with interviewer
- May disclose potential motives for rationalizations

Case Example - Introductory Statement

- 67 years old
- Employed for 27 years
- Current position - shop foreman
- Former plant superintendent
- Demoted
- Annual salary $33-34K a year

Tell me about yourself

- Married
- Three kids
- One grandson
- 38 year-old daughter
- Bowls once a week
- Married to the same woman for 41 years

Interview – background information

- Mr. Bill
- Married
- Three kids
- One grandson
- Bowls once a week
- Married to same woman for 41 years

#WZTrained
#3 Who we are and what we do
- Continues to develop rapport
- Establishes your credibility
- Introduces criminal incident or topics of potential dishonesty
- Starts the process of minimizing and saving face

#4 Types of issues
- Lets them know we know
- Establishes credibility that we are aware of areas of potential wrongdoing
- Reaction may tell us what areas to explore further
- Minimizes denials to a specific issue

#5 How we investigate
- Lets them know how we know
- Establishes credibility in the investigative process
- Minimizes their hope of “getting away with it”
- Increases fear of detection

#6 Summary of rationalizations
- List rationalizations: i.e. peer pressure, financial pressure, emotional pressure, impulse, etc.
- Their behavior may tell you which rationalization they are most receptive to

Rationalizations
- Personalized story
- Presented as a monolog
- Told in the third person
- Transfer guilt
- Hold suspect responsible
- Show empathy and understanding
- Focus on resolving issue not consequences

Rationalizations
- Makes it easy to admit
- Allows them to save face
- Offers them reasons or excuses
- Minimizes what they have done
- Promotes the benefit of their cooperation
#7 First rationalization
- Choose rationalization based on the case facts, subject’s background or behavior observed during summary of rationalizations
- State rationalization; i.e. financial pressure

#7 First rationalization
- Create a story or illustration that helps the subject understand financial pressure
- State the moral of the story
- Link it back to the investigation

#8 Change subject’s perspective
- Role reversal
- Subject is placed in a decision-making position
- Allows subject to make the same decision they hope you will make with them

#9 Second Rationalization
- If personal information is known about the subject, a rationalization that mirrors their personal situation should be used
- Follow the procedure as the first rationalization

#10 Address hope or mental state
- Sometimes a person thinks that by saying nothing, the problem will go away

#11 Create urgency
- Let them know that Adult Protective Services, law enforcement or the prosecutor can resolve the situation, even if they decide to say nothing
- That’s why we need to get this resolved today
#12 Protective evidence
- Sometimes people say, “If you got a case against me, show me what you got.” In any investigation we purposely hold back information so that when someone tells us what we already know, then we can tell that person is telling the truth.

#13 Test for submission
- Personalize your rationalization by using the word “you” or calling them by their first name
- Their behavior will let you know if the subject is ready to make the first admission

#14 Assumptive question
- Used only if the interviewer believes the subject is ready to make an admission
- “Bill, when was the first time you inappropriately touched a female client?”

#15 Follow up question
- “Bill, when was the first time you inappropriately touched a female client?”
- “It wasn’t when you were first hired, was it? It wasn’t was it?”

#16 Support the admission
- “It wasn’t when you were first hired, was it? It wasn’t it?” (subject makes admission)
- “Great, from the investigation I didn’t think it was that long ago.”

#17 Develop the admission
- Answer the investigative questions of who, what, where, when, how and why
- Substantiate all admissions
- Identify where to find other evidence
#18 Written statement

- Minimize the written confession as a “letter of apology” or a “letter of explanation”
- Guide the subject through the statement without dictating

Stay informed

Email Updates | Articles | Special Offers | News | Tips
Send your email address by text message
Text INTERVIEW to 22828 to get started

@WZ_Training  @WZ_Training

Stay in touch

John J. Guzman, CFI
jguzman@w-z.com
1 (800) 222-7789