



The Kinesic Interview Technique:

By D Glenn Foster

**A Guide to Determine Deception, Concealment,
and Intent of a Subject**

MENTAL PROCESSES:

A Guide to Determine Deception, Concealment, and Intent of a Subject

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EXECUTIVE SUMMARY

This white paper is written for the business professional who wishes to learn more about human behavior to improve interviewing and interrogation skills. Detecting deception, determining intent and developing interview strategies are key resources for any interviewer.

Visual, verbal and written clues offer insight into the behavior and intent of a subject during interviews and investigations. This paper offers practical and useful information, as well as guidelines and techniques, to apply during the interview process. This information is gleaned from over 35 years of experience studying human behavior.

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INTRODUCTION

Human behavior is observable and can usually be interpreted. Sometimes, however, a subject's actions and mannerisms are curious, but simply are idiosyncrasies. By observing physical and verbal behaviors, observations may provide insight into a subject's state of mind and serve as an excellent guide to develop questions during an interview or interrogation.

Based on over 35 years of experience in a police department, the author is a retired polygraph examiner who has tested and refined his methodologies through trial and error. During his extensive study of human behavior, he has formulated theories to determine deception, concealment, and intent. While the goal of any successful interview/interrogation is to determine truth, no one can guarantee that a subject is lying or guilty. However, there are indicators to apply during an interview that offer direction to ferret out deception, concealment and intent of the subject being questioned.

BEHAVIORS

Step One: Observe the Subject's Actions Before a Word is Even Spoken

Initially, it is critical to watch the subject's mannerisms and actions. A lot of information can be gained about intentions before an interview begins. Certain behaviors are typical for a subject under stress that suggest deception will be an ingredient in the forthcoming interview. Keep in mind that never is a single behavior representative of lying or guilt. Instead, behaviors will cluster together as excellent "tells" about the subject being questioned. Below are some of the body language indicators:

1. The Walk

- Observe the approach and entrance of the subject to the interview room.
- Often his walk is not natural. He may appear slightly clumsy and uncoordinated. Arms are close to his sides and do not swing naturally or in rhythm with his legs. This is done subconsciously to appear smaller and less important.
- He walks close to the wall and takes slightly shorter steps. This, too, subconsciously discourages attention that might be drawn toward him.
- One shoulder lifts slightly higher than the other.
- The right hand is hidden inside a pocket.
- The fingers of his hands are close together, straight and stiff. The thumb may point out rigidly.
- Arms may be close to his sides or in front of the body. Sometimes the arms are crossed over his chest. One arm may be down by the side with the hand of the other under the armpit. Watch for the fingers as noted earlier. These indicators suggest that minds are made up and nothing will change that fact regardless of what is said.

- He begins buttoning up, gathering in or adjusting clothing during the approach to the interview room. This indicates a need to “batten down the hatches” and secure himself against the coming interview.
- Clutching tightly what he is carrying (purse, folders, etc.). This subconsciously forms a barrier or shield between him and the questioner.

2. Facial Expressions

- The head remains stationary, but eyes shift continuously.
- The subject continually yawns. This behavior, particularly in a subject under 25 years of age, indicates a very high state of fight or flight---far greater than a normal stress reaction during an interview.
- His facial expression is held for more than 10 seconds when first seeing the interviewer. This indicates a display of false emotion and suggests he is hiding something.

3. The Interview Chair

In observational studies, the following behaviors usually indicate that subjects are guilty or likely to begin lying.

- The chair is moved backward 6 to 18 inches before sitting.
- A chair is relocated several feet from the interviewer, sometimes to the farthest wall in the room.
- If there is a desk between his chair and the interviewer, the subject will move his chair forward, close to the desk. Guilty subjects do this to touch the table, subconsciously showing dominance over something that belongs to the interviewer.

- A subject will become aggressive in the following scenario: (1) sitting with legs spread, (2) leaning forward, (3) hands on thighs, (4) thumbs pointing towards each other and (5) elbows pointing outward.
- Deception is beginning if the subject rocks backward with the two front legs of the chair rising.
- A subject often begins to squirm when a sensitive area is broached. Subconsciously, a guilty subject is trying to dissipate energy.
- When a subject first sits, his shoulders are naturally at a 90-degree angle to the chair. This 90-degree angle changes when the subject begins to be deceptive.

4. Supporting Props

A guilty subject often needs to bring supporting items to the interview. These props are intended to help prove truthfulness and innocence, but in fact, often represent the opposite.

- Diary, work timesheets, etc., anything that will back up an alibi.
- Copies of phone records, bank statements, etc. Again, these are intended to back up his story and eliminate him from investigation.
- Witness statements or even affidavits. Subjects with nothing to hide never go to this trouble.
- Written outline with facts of the incident and time-lines. A guilty subject wants to refer to notes during an interview. Seldom does an innocent person need notes.
- A tape recorder, note pad and pen. This is usually intended to intimidate and manipulate the investigator/interrogator.
- Religious objects: Bibles, denominational pins, badges, crosses, etc. This often represents a guilty individual who is trying to say, "Do not hurt me---I am a good person." In addition, high profile cases often will include a pastor or a high-ranking church member accompanying the subject being interviewed.

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- People: family, children, parents, supervisors, etc.
- Health issue items: pills, crutches, wheel chair, oxygen, etc. These may well be necessary, but it usually depends on the way these items are presented. A deceptive subject will draw attention toward him to emphasize a disability. Sometimes a subject will display a bottle of medicine early in the interview and ask if it will affect the interview. This represents another attempt telling the interviewer: “Do not hurt me---I am not well”.
- ▶ A prop reflects manipulation called Bargaining. It should be ignored. In addition, it should be considered as strike one against him. Be extremely cautious from that point on.

5. The White of a Subject’s Eyes

This following is an indicator of the subject’s mental state:

- High White - where white is showing above the irises of both eyes, but not below shows great anger.



Be careful with this person. Relevant information is unlikely when his emotions are so high.

- ▶ Give him plenty of body space.
- ▶ Do not get pulled into his anger.
- ▶ Emphasize who is in control.
- ▶ Before attempting further interrogation, let his anger abate.

- Sanpaku - Literally “Three whites” in Japanese. White is showing below the irises, but not above. This indicates great psychic pain. The subject is likely in profound spiritual distress and extreme depression.
- From an interviewer’s perspective, having a subject in this state is beneficial. This subject is already attacking himself internally and obsessing over the issue at hand.



- ▶ Once the problem he is experiencing is broached, discuss it with him.
- ▶ Get him to open up and then bond with him. It is much easier to extract facts from someone who believes the questioner has empathy with him.

6. Criminal Postures

There are distinctive characteristics exhibited by a subject who has been in jail or prison. Criminals are conditioned to sit, stand and move in distinctive ways. For example:

- Sitting in the interview room with his legs apart as far as he will go, leaning forward at a 45-degree angle, and his forearms resting on his thighs.
- Sitting with his legs crossed at the knees and his hands folded over the knees.
- Leaning against a wall, one leg bent back against the wall at a 45-degree angle, his eyes sweeping back and forth.
- Strutting with an exaggerated, slow walk, his arms swinging slowly back and forth as his head remains stationary.

These sitting postures are the result of trying to alleviate buttock soreness caused by sitting in one position too long. The stance with back to a wall is done to protect the back. The strut is done to project power to other inmates.

Step Two: Controlling the Room and Maintaining Power

Under questioning, a subject will try several means to manipulate the situation or take control of an interview. Many times, unaware he will be questioned and surprised when informed he is under investigation, subjects try to leave. The best response to such a reaction is to state: "If you are innocent, stay. If you have something to hide, leave." Such a statement generally forces him to stay, offering an opportunity to ask questions. The following are typical reactions from a subject, often indicating guilt or deception on his part:

1. The Silence Ploy

As the questioner approaches relevant areas with his questions, watch for a subject to use silence.

- Try to slowly, gradually break the silence. Direct the subject to respond with head movements, for example, a nod or a head shake in response to questions requiring a 'yes' or a 'no' response.
- After the subject responds this way for a while, progress to questions requiring verbal, single word responses. Slowly, the questioner will gain control of the interview and the flow of information.

The silence ploy, of all possible reactions, is the most difficult with which to deal. The subject is trying to shut down the interview by controlling the flow of information. His silence stops the flow entirely and gives him control. Often, body language also signals that communication is shut down. Sitting still, arms crossed, non-emotional facial expressions are common body language indicators. Only after a subject decides to talk can an interview become productive.

2. The Use of Anger

A subject often will use anger to establish power. Anger can be:

- Against the questioner personally, against the questioner's colleagues, or against the questioner's company or agency.
- Against the issue, the facts, the victim, or the witnesses
- Toward trivial details to refocus the line of questioning.
- As manipulation, to verbally and emotionally employ some issue toward the questioner.
- As a threat of legal action against the questioner, the company, agency, or anyone else.

Types of anger include silence, insolence, indignation, belligerence, shouting, threats, or actual physical violence. Anger allows the subject to attack, thereby taking control of the interview, diverting attention away from the line of questions and interrupting the flow of information.

The questioner will not get useful information from this form of power play unless the subject makes a verbal slip.

Real anger cannot be sustained for more than 2 minutes.

A deceptive subject often uses false (manipulative) anger at the beginning of an interview to establish control. If a subject becomes angry for the first time toward the end of an interview, generally, this represents true emotion.

3. The Entitlement Position

A subject sometimes believes, or tries to get the interviewer to believe, he is entitled to special treatment. Often this reflects fear of an inquiry. The response of the interviewer is critical:

- **Do not allow the subject to gain power or control the interview or interviewer. My experience is that 50% of these subjects will calm down, while the other 50% continue to play the entitlement game.**
- **Maintain control and pose appropriate questions.**
- **Concentrate on major and relevant facts.**
- **Ask questions that require a 'yes/no' answer. Asking open-ended questions gives the subject an opportunity to talk at length and essentially take control of the interview.**

Because of a subject's position or status, he may feel entitled to special treatment. He appears to be saying, "Do not dare question me." These individuals believe their behavior is sanctioned through wealth, political stature, profession, or company and agency position/ranking.

Such behavior helps hide who the individual really is and what he may have done. It is an attempt to manipulate through intimidation.

Step Three: Non-verbal Messages and Appropriate Responses

When the interviewer addresses an area that makes a subject uneasy, his body comes under stress. Stress leads to a variety of unintentional behaviors. Subjects are constantly emitting involuntary messages that are different from normal behavior. If the interviewer can distinguish between the two, it is critical to respond and reply to these messages. The interviewer can gain direct access to the subject's subconscious. This provides strong insight into what the subject is really thinking and feeling. It gives the interviewer the ability to speak directly to the subject's real thoughts.

1. Dry Mouth

Dry mouth affects the body in many observable ways. The stressed individual will try to get moisture to the mouth in several ways:

- Lick, rub or smack his lips together.
- Swallow (watch for quick up and down movements of the epiglottis).
- Clear the throat.
- Make odd clicking noises, for example, the clicking sound can be heard most clearly when the subject's voice changes volume, pitch or pace. It may be caused by the tongue, which has locked against a dry palate, being sharply released. Note that this clicking can also be heard on the telephone.

Stress affects the body in many ways. One is by releasing adrenalin, which causes the salivary glands to decrease saliva to the mouth, causing dry mouth.

Remember, one signal by itself does not mean the subject is being deceptive. Signals must cluster. If the questioner sees other signals blossoming around the dry mouth behavior, he has hit a hot button.

2. Head Touching

Some of the most important subconscious messages a subject communicates can be read through the way he touches his head. Below are ways to read and respond to the subject's signals.

- Scratching the top of the head which suggests confusion.
- ▶ The questioner should respond to the message by slowing down the pace of questions and keeping the questions simple.
- Using his fingers to pull down the sides of his mouth. The subject is trying to impede the flow of his words indicating stress and difficulty with the topic the interviewer is addressing.
- ▶ Respond by rephrasing the question that caused this behavior. Do not phrase the question the same way or he may realize the questioner is responding to his subconscious actions.
- Rubbing above the top lip just below the nose. This indicates he doubts what the questioner is saying.
- ▶ Explain to the subject that you, the questioner, know he is having a hard time believing what was said, but....
- Rubbing his chin while smiling slightly. This is a submission signal indicating he is contemplating giving up a point or making a confession.
- ▶ Within a second or two of seeing the behavior, ask the subject if there is something he would like to say, or ask "Do you need to tell me something?" or "Is there something on your mind you would like to tell me?"
- Touching an area around the center of his forehead with the fingers of one hand, or running his fingertips up and down vertically. This indicates he is trying to make up his mind whether he should say or should not say something.
- ▶ Address the message directly by saying something like, "What are you trying to say?" or "I have a feeling you are trying to tell me something..."

- Rubbing horizontally back and forth across the forehead with the fingers of one hand. This indicates he is rejecting the questioner and what the questioner is saying.
- ▶ Address his rejection. Say something like, "Look, I know you are having a hard time with what I am saying..."

- Using his hands to steeple over his mouth as in a prayer gesture with the fingertips touching the bottom of the nose or just below the nose. This is a power gesture showing the projection of a powerful ego, indicating he is rejecting the questioner and blocking out the flow of information.



- ▶ Note the particular area the questioner is addressing when the subject first uses this gesture. It probably indicates a topic he does not want the questioner to delve into. Consequently, the questioner must negate his power and get him to move his hands from this position. The questioner should do most of the talking. Limit the time he speaks by asking questions which require simple 'yes/no' responses.
- Pushing up, pulling at, or rubbing the area directly below the right eye. This could be a subconscious effort to disguise or hide the sliver of white that may appear below the iris when a subject begins to be deceptive and/or is wearing down. This indicates the questioner has hit a hot button.
- ▶ Stay in that subject area. It should be productive. Immediately rephrase, re-ask and repose the question.

3. Face Touching

Never mention or draw the subject's attention to the actual gesture to which the questioner is responding. The language of touching is quite complex, but the ability to employ it and connect directly to the subject is invaluable. Here is an example of "face touching":

- Pressing a fist firmly below his chin. This is subconsciously trying to stop the movement of his mouth and basically reflects anger. He is thinking: "I am so pissed I am not going to talk!"
- ▶ The interviewer must stop the subject from using this gesture and get him to disengage from being so angry. The interview will not result in any useful information from an angry subject unless there is a verbal slip.
- Rubbing the inner corner of either eye. This subconsciously reflects an attempt to disguise or hide the slight twitching or flexing that occurs in the eye when a subject is exhausted from a long interview.
- ▶ Respond directly to the message and say something like, "I know you are tired/stressed/worn out. Let's get to the bottom of this..."
- Pulling the loose skin on either cheek, pinching it slightly with his thumb and the knuckle of the index finger. This indicates a feeling of great insecurity about what is happening.
- ▶ Play on the insecurity by talking about whatever loss the questioner believes he fears most, e.g., loss of freedom, job, family, reputation, etc. If the questioner has not yet established which particular loss the subject fears most, just talk about loss generally.
- Rubbing the back or side of the neck, kneading the shoulder muscles, or pinching or rubbing at the muscle group behind the ear. These indicate that anger is building.
- ▶ The questioner must address this anger and dissipate it or the interview will go nowhere.

4. Breating Patterns

If the interviewer recognizes the subject's breathing pattern begins to change with certain questions, it is possible to gauge the progress of the interview and adapt the line of questioning to those trigger points. The questions will give the interviewer direct access the subject's subconscious.

- A female subject, when at rest, usually breathes through her chest. When she becomes stressed, 3 times out of 4, she begins breathing through her stomach. A male subject is the opposite: when at rest he breathes through his stomach and under stress begins to breathe through his chest. If the subject is wearing tight, one-layer, upper garments, this pattern is easy to observe.
- The normal breathing rate is 12 to 18 breaths per minute. When a subject suddenly changes the normal pattern and draws an exaggerated, slower inhalation in response to a question, the subject is trying to buy time before answering. Subconsciously, the pause is very telling. It means: "Should I tell the truth here or should I lie?"
- When the subject becomes emotional (and thus is governed by the right side of the brain) the breathing pattern has a tendency to stop in order to answer questions. As a result, carbon dioxide builds up in his system and causes an oxygen deficiency.
- ▶ If a subject becomes anxious and scared about telling the truth, try a barrage of short questions. Let him barely answer one question before hitting him with another. The reasoning is this: it throws off the normal breathing pattern and moves him toward more truthful responses. As soon as he gives a truthful response his breathing returns to normal.
- If a subject enters an interview room breathing deeply with exaggerated inhaling and exhaling, it usually means the person is feeling sorry for himself and perhaps is depressed. The questioner may also see this breathing pattern when a subject enters an area that makes him emotional.
- ▶ When this breathing pattern occurs, the questioner should use it to his advantage. Delve into problems as a means of bonding. As long as the questioner sees and hears this breathing pattern, stay on the topic and extract as much information as possible.

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- ▶ Do not change the topic until his breathing pattern changes.
- Watch for the subject to suddenly suck in a quick intake of air, hold it and stop breathing when the questioner suddenly throws a direct question at him about something he did not know the questioner knew. Seven times out of ten this pattern is verification of truth about something the questioner just said.
- At the end, after his statement has been given, a subject may release a long extended sigh as he leans forward and rounds his shoulders. This indicates relief. It may also be a subconscious signal that he is ready to give up or has given up.
- ▶ Within one to two seconds after seeing this response, give the subject a way out. It is surprising how often this results in a complete confession---despite any claims in the statement he may have just given.
- The subject goes through cycles where breaths gradually become deeper and longer, exhaling and inhaling become more drawn out and the chest expands beyond normal (like a person climbing steep stairs). This is often observed in 5 to 15 second lengths. Invariably, it occurs during great stress and/or deception.
- ▶ Remain in this area of questioning. Rephrase questions and ask for short answers.
- Breath chattering can be heard as a subject holds an inhalation of air for several seconds before releasing. A faint but audible choppy/stuttering/stammering noise can be heard through his open mouth. Children do this when in great stress or fear, often accompanied by little choking sounds.
- ▶ Slow the tempo of speaking, shorten the sentences and speak in parables. Softly and gently offer the subject a way out, for example, "Is there something you want to say?" "Is there anything you want to tell me?"

Be aware that the breath patterns described are those displayed by a subject under stress and capable of showing emotion. Be aware that another type of breathing pattern exists that never changes, even though the subject is lying. This pattern is from a subject who has depersonalized his offense and has become disengaged from emotion.

5. Eye Contact

Shifty eyes do not a liar make. Forget common references about eye contact. If a subject does not make eye contact, it does not indicate lying.

Here is a partial list of people who cannot maintain good eye contact:

- Someone with autism (adult and child).
- Someone with Asperger's syndrome.
- ADHD kids and adults have a difficult time with normal patterns of eye contact.
- Some older people from certain cultures, e.g., Asian and American Indian, will not maintain sustained eye contact.

The only constant in applying eye contact as an indicator of stress is that an introvert maintains the same level of contact at the point of a lie as he did before he started lying. An extrovert, on the other hand, will increase his normal eye contact at the point of a lie.

It is more productive to note a change in a subject's normal blink rate.

- If he stops blinking and begins staring (not necessarily at the interviewer) the topic has likely hit a hot button. This indicates the subject is totally focused on what the questioner is saying or what he is saying. Sudden, rapid blinking indicates that his mind is quickly processing something. The question has hit a hot button.
- ▶ When the interviewer sees either of these occur, wait 5 seconds, then reword and repose the question that provoked either of these responses. Stay in that area of questioning to see what can be uncovered.

Step Four: Words Used and How They Are Used

1. Phrases Subjects Use

Pay close attention to how subjects use words and phrases.

- When a subject has completed his statement but not signed it, always ask him something like: “Is that everything?” “Is that all?” “Did you get everything?”
 - If the questioner hears a pause, followed by something like,
 - “That’s just about it.” “Basically that’s everything.” “Yep, I guess so...” “I am pretty sure that’s it---yes.” “Well, I believe so.”
 - The questioner can be sure there is more. There is something omitted from the statement.
- ▶ Follow up with, “Are you sure?,” “Is there an area you are worried about?” or “Is there something you are not sure of?”

The subject will begin thinking maybe the questioner knows something he failed to mention or failed to admit. Often, this provides more opportunity for more information.

At this point, always remember that the first sentence from a subject’s mouth when the questioner poses a relevant question is the most important thing he is going

2. Blurring Words

Be aware that subjects will begin blurring words in his written or spoken statements about something he does not intend to be entirely truthful about.

- He does not want to give a precise or specific answer, rather, he tries to throw the questioner off with some vague, fuzzy piece of information. Examples of vagueness are such words as: around, about, assume, suppose, thereabout, somewhere, whatever, something, or might.

Be alert if the questioner hears:

- "It was around seven o'clock when I got home..."
 - "I might have seen the money in the drawer."
 - "I suppose we paid for the watch at the time..."
 - "It was close to the first of the month when it happened, or thereabout..."
- If the questioner poses a relevant question such as, "Mr Smith, did you receive a phone call from XYZ?" and the reply is, "Yes I did. We talked about him coming to the house after the fire and whatever else we talked about I can't remember."
- ▶ Do not let the subject slide like this in relevant areas. Wait 5 seconds, rephrase the question, and ask it again.

3. Retractions

A liar knows the first thing out of his mouth is the most important, so often he throws out a flat denial of involvement. Then, realizing the questioner may know something implicating him, he may decide to hedge his bet. Often, he tries to reverse what he has just said.

- **This reversal is indicated by the use of the words: neither, nor, however, although, yet, but, nevertheless, except.**
 - "Look, I've never been down that road - however it's possible I went down it and do not remember."
 - "Although I have never used narcotics as an adult I may have experimented a bit as a kid."
 - "In no way would I have struck Mr James as you accuse me yet I know I have a bad temper and get set off easily."
- **This type of response usually is hiding information of involvement. Never allow such ambiguity to stand. Always pursue clarity in such an instance.**

- ▶ Wait 5 seconds. This allows him to forget what he just said.
- ▶ Refer back to what was discussed 10 - 20 seconds earlier, then paraphrase what was said earlier.
- ▶ Now reword the question in a way that requires a simple 'yes' or 'no' response
- ▶ If the necessary information is not forthcoming, continue with an interrupted line of questioning. This prevents the subject from recognizing the interrogator has picked up on his verbal deception.

A liar always has to qualify, hedge, reverse, or change what he has said. Truth is spontaneous and direct.

4. Movement Words

A subject will generally use certain movement words when he is withholding or deceiving. This may sound odd, but there is a definite correlation between these particular words and the fact that a deceptive subject subconsciously uses them to cover up information he did not want to divulge.

- These words are: went, resumed, proceeded, began, commenced.

A subject will use such words to denote controlled movement between two separate acts. He uses conjunctions between two events. He is signaling there is something more underlying his statements.

- When these words are spoken:
 - ▶ Wait 5 seconds and then return to the particular sentence containing one of the words and delve into more depth.

As the questioner gets to the main body of the activity in question, or the time when the activity is suspected to have happened, see if words describing quicker movements start to increase. These words likely describe what a subject was doing when he came into a "fight or flight" event.

These words are verbs, in all their tenses, like: race, run, move, walk, get out, go, pursue, rush, hurry, speed, hustle, as well as adverbs like: fast, rapidly, quickly, hurriedly.

Perhaps these word descriptions of frenzied activity are subconsciously designed to hurry the questioner (and himself) through events that may not stand up to close scrutiny.

5. Degrees of Separation

A subject, when claiming that a person is a stranger, often slips and uses certain tell tale words during the course of an interview that suggest otherwise.

These same words also are used when a subject tries to distance himself, not only from the person he is referring to, but also from any involvement with that person in the event or act under scrutiny. These words reveal some degree of intimacy and/or involvement that is not being discussed openly.

Listen and review written statements for the following, apparently innocuous, words. Make a note of the context in which they occur:

- **Talk and talked.** For example, “When I was approached by the panhandler before he hit me, he talked for a split second about problems he was having and then he robbed me.”
- **With him.** As in, “When the two guys came into my store to rob me, the shorter of the two guys wanted me to go with him into the back room and I refused.”
- **Us.** For example, “When my husband came in he had been drinking and he wanted us to have sex. We discussed for a few minutes why we could not have sex and then he assaulted me physically.”
- **We discussed.** See above example.

- When the questioner hears these words:
 - ▶ Wait 5 seconds and then return to the exact point at which these words were used.
 - ▶ Do not repeat the same words.
 - ▶ Talk about what was happening before those words were used. Then ask what was happening right after those words were used. For example, to illustrate from the example above about the use of “us,” the questioner could ask, “When the two of you got into this argument, what did you say?”

Explore the relationship in greater depth. There is usually more to discover about a topic than a subject wants the questioner to know.

6. Verbatim Reporting of Remarks

Often, if a subject is truthful about a conversation or something he overheard, his report is verbatim. He can say precisely, word for word what was said at the time.

A truthful person responds truthfully. He has no need to varnish the truth. When he reports a remark, comment or conversation, it is faithfully and literally reproduced, sometimes even with a mimicked tone and speed of the original. A verbatim report is immediately obvious. This subject is usually truthful.

7. Deceptive Comments and Utterances

A liar, on the other hand, tends to embellish what he heard. He summarizes or expands, generalizes or waffles. The subject may tell part of the truth and withhold the parts he does not want to share. He may expand the truth beyond recognition. Sometimes, he simply makes up a story as he goes.

During an interview there are several utterances that may show deception that a subject uses in written or verbal statements.

Be aware of the following:

- ▶ My story has never changed.
- ▶ My story has never differed since day one.
- ▶ I did not hurt anyone, or I did not hurt [so-and-so]. Watch for this response particularly in assault or homicide cases.

Watch the subject, as he discusses the crime, to show doubt/uncertainty about what he is about to say. Doubt can appear at the beginning of the story, well into the story or after he describes the event. When facts of a case are brought up, listen closely for the following comments:

- ▶ I hope I have not missed anything.
- ▶ I hope I am not making a mistake, I hope I have not left anything out. (When describing events or acts.)
- ▶ I forgot or I forget... (In sentences in important areas.)
- ▶ I was so confused. I was disoriented.
- ▶ Perhaps (Used to describe something done, heard or seen.)
- ▶ Really, what happened...
- ▶ Might have or could have.
- ▶ Pretty sure.
- ▶ I was so confused. I was disoriented. (Usually followed by blaming drinking, drugs, stress, etc. for his confused state.)
- ▶ Let me assure you...

These phrases represent a hedge, or an option to revise and modify statements if necessary.

8. Uncertainty from the Subjects

It may seem obvious that if a subject is uncertain about what he is saying, he is not telling the questioner all the facts. It can be assumed, therefore, that something is being withheld. However, it is sometimes easy to overlook the obvious during a stressful interview.

It is worth noting that certain deceptive phrases are used by a subject when he is not telling the complete, relevant truth. Subconsciously, he feels the need to tack on the following types of phrases:

- ▶ I believe...
- ▶ I feel...
- ▶ I think...
- ▶ I guess...
- ▶ It appears to me... It seems to me...
- ▶ I am of the opinion...
- ▶ Sort of... or kind of...

By the same token, the questioner must avoid using these phrases. Such use helps the subject know there is uncertainty in the questioner's facts.

- How to handle this:
 - ▶ When the questioner hears uncertainty, wait 5 seconds.
 - ▶ Return to what either the questioner or subject was saying during the previous 10 to 15 seconds.
 - ▶ Reword the sentence and phrase that conveyed uncertainty and ask the subject about it.
 - ▶ Try to pin his answer to a "yes" or "no" response.

Remember, never repeat the uncertain sentence and phrase verbatim. This will alert the subject to what the questioner is doing.

Step Five: Gauging a Subject's Intentions

1. The Deceptive Subject's Disappearing Right Hand

Verbal indicators of deception are usually far more accurate than body language signals or facial expressions, which tend to merely indicate stress areas, not necessarily deception.

A particular physical movement, however, signals both stress and deception. The tendency of some deceptive subjects is to hide their right hand from the interviewer.

When the questioner sees a subject initially hide his hand from view, the questioner has struck a hot button. The right hand is guided by messages from the left side of the brain where information about the crime is located. The left side of the brain is where data and recall about the crime resides.

The right hand may be placed: (1) under the table, (2) under papers on the table, (3) under the left armpit, (4) under the left hand, (5) under the right buttock, or (6) slid into a pocket. There are numerous ways the deceptive subject subconsciously moves that right hand from your vision.

A good questioner closely monitors the first time this occurs during an interview. Also, check whether the subject's fingers are squeezed together. This indicates that stress has reached a level he has difficulty handling.

2. Distancing the Truth

A deceptive subject tries to distance himself from truth in numerous ways. One is depersonalization.

Continued

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During an interview, a deceptive subject is under great stress to maintain physical and mental self-control. This allows a subject to emotionally separate from a criminal act in which he participated. The subject thinks that controlling his feelings of guilt allows him to control any emotions that might cause telltale body language or verbal slips to betray him.

Rather than answer a question in a straightforward and unequivocal way, he replies in an indirect, roundabout manner. This allows him to distance himself from any real, personal or emotional involvement. He tries to objectify the crime and tries to prove he agrees with the questioner that such a crime is not good.

For example, when a question is posed such as, "Mr Smith, are you involved in this ...?" This happens most obviously "No, sir. I think someone who steals is bad and they should be punished." Other answers would be:

- ▶ "I think deception and lying is a horrible thing."
- ▶ "I totally agree with you that whoever did this is a person who did it for financial gain and to help himself out of debt."
- ▶ "No way I would be capable of killing another, that's a sin."

Ways to handle this:

- ▶ Getting the subject to agree is the objective.
- ▶ Continue to pose questions about the offense that keeps him affirming the questioner's statements.
- ▶ Stay in that area as long as he continues agreeing to see what can be unearthed.

3. The Non-Answer

A deceptive subject may try to avoid answering a question directly in one of several ways. Here are some ploys worth noting:

- **Replying with a question.** This is an attempt to make the questioner begin talking and defending his position.

Questioner: "Did you steal the watch?"

Subject: "Where did you hear that one?"

"Tell me who the heck told you that?"

"Why are you asking me these questions instead of getting out there on the streets to find out who stole it?"

The questioner should:

- ▶ **Ignore this ploy.** It is designed to make the questioner answer the subject's question. In doing so, the subject is trying to get the questioner to see, understand and relate to his side of the story.
- ▶ **Do not get drawn into the subject's questions.** Return to the original question and reword it. Maintain control of who is asking the questions.

4. The Non Sequitur

The subject may say something with no relevance to the question that was asked as an avoidance measure. He then may attempt to direct the interview in a different direction.

- **The questioner: "Did you steal the watch?"**

Subject: "I've always been a good driver."

"I actually saw Jimmy with Peter."

"I grew up just down the street."

The questioner should:

- ▶ **Ignore the ploy.** A non sequitur response is usually preceded by a silence. Often during the silence, the subject is trying to create an acceptable reply. In his haste to say anything, he says something totally inconsequential. Simply bring the subject back on target, rephrase the question and ask it again.

5. How Deceptive Subjects Link Truth and Lies

A deceptive subject often tries to manipulate in many ways. Here is insight into one of those ways:

A liar may write or say things that both the questioner and he know to be true--- facts which are not in his favor. He will then link this correct information with false information that is favorable to him. This usually relates to his alibi or parts of his alibi. For example:

- ▶ “Look I’ll admit that I know the woman. I admit that we dated on the night in question, but all I did was let her off. I am in no way involved in this assault.”

or

- ▶ “I know you are looking at me because I have this cloud of suspicion hanging over me because I am on probation and I know I do not have any witnesses at the time I made the night deposit, but I was robbed by this man right outside this building.”

His convoluted way of thinking is something like: “What you are saying is true, because I agree with it, so what I am saying must be true also---therefore, you must agree with me.”

6. Involving the Questioner and Others in a Statement

A deceptive subject may begin using the word 'you' with increasing frequency during his statement. For example:

- ▶ You should have seen what was going on...
- ▶ You should have been there...
- ▶ You will never believe what he was doing/saying...

This is an attempt to make the questioner or investigator part of his story and turn the questioner to his side. It is an evasive tactic to make it more difficult to implicate the subject in the main part of the statement.

Beware of the subject who introduces other people---those who can attest to his innocence or non-involvement in a crime---into his statement. It usually is manipulative to suggest that others can attest to his innocence.

Step Six: The Subject's Written Statements

1. Schizophrenics' Paperwork

This is a very complicated subject, but briefly, the following may quickly help identify a schizophrenic personality.

Below is an example of a schizophrenic's paperwork.

This is an example of a disorganized personality. Often a schizophrenic has difficulty holding a thought for more than 10 seconds.

When a schizophrenic subject appears for an interview, frequently he will bring reams of (illegible) paperwork to prove what he is saying.

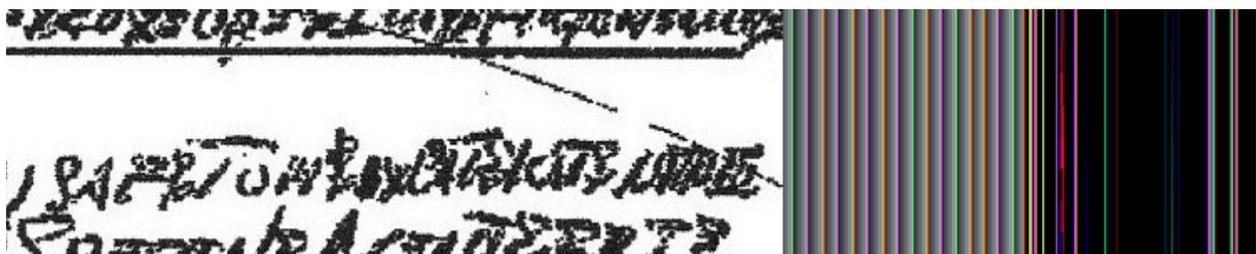
If an interviewer can actually read any of the writing, it will probably be about angels, Christ, microwaves or x-rays. Nearly always the schizophrenic describes some sort of plot or conspiracy against him.

2. Statement Analysis - Tracing and Retracing

When trying to delay during a stressful point in his written statement, subjects often will trace and retrace certain letters, words or numbers. This is not normally done.

A subject doing this is trying to buy time to consider what to write. This repetitive motion gives the subject a second or two to think, 'What do I say---do I lie or do I tell the truth here?'

For example, look at the double stroke of some of the letters in the word garage:



From the personal collection of D Glenn Foster

In this example, it was later proven in court that this subject had not gone toward the garage doors as he claimed in the statement. Thus, in writing this particular part of the statement, the subject was extremely stressed at the word garage.

Continued

In the next example below, the subject goes over the loop in the number six but actually draws another loop at the top of the number six in the time 6.30. The subject is trying not only to buy time to think, but also purposely to distort the number and confuse the time period to which he is referring.



As the questioner, try holding a handwritten statement at arms length to see how simple it is to identify the darker, denser sections that have been traced. It is at these points in a story that the subject is most stressed and tries to gain time to adjust his details.

3. Subjects Writing His Own Statements

Do not write out the subject's statement for him. It is critical that he does it himself.

- The questioner is more likely to gain useful information by having the subject write out his own statement.
- The subject's written statement will improve chances of picking up deception by fifty percent.
- It is helpful to have lined pads of paper for a subject's statement.

4. Numbers in Statements

A deceptive subject may use numbers in his statement, both verbally or in writing, in some noticeable ways.

- Deceptive subjects tend to repeat the same number several times during a statement. It often is a single digit, but also may be the first digit of a larger number, which is said or written again and again.

- For example, if it is the number 3, that particular number crops up more frequently than any other, perhaps also appearing as say 37 or 385. This likely occurs when he is making up lies so quickly he gets stuck on repeating a digit without realizing it.
- When this repetition occurs in a written statement, it is very clear the first time the number appears, yet it is scribbled when it is repeated.
- Note: for some reason the numbers 3, 6 and 9 seem to appear more frequently than any others in deceptive statements.
- Listen for a deceptive subject to add or subtract numbers before he settles on a definite figure. For example, "It was one o'clock, maybe one thirty or so...probably closer to two." or "We divided the money---it was about eleven hundred, a thousand, maybe nine fifty or so." In these instances the subject is using the first two time frames and the first calculations to provide time to think. During this hesitation, he is buying time to manufacture his story.
- Be cautious about exact times given in a written statement. If a subject gives exact time frames on the day in question---days, weeks, even months after an event---he must have constantly checked his watch during the event. No one acts this way. Be willing to accept the accuracy of one time frame during an event, but rarely does anyone remember more than one.
- In relation to exact time frames, be suspicious if precise times such as 7.16 a.m. or 4.25 in the afternoon are given. It is reasonable to recall the top of the hour or half past the hour, but be cautious about anything more definitive.
- A point of deception often occurs when a written statement changes from using a numeral to spelling the number, or vice versa. This occurrence suggests deception.

5. The Long and the Short of It (Omission and Over-Stacking)

Often, someone intent on deceiving will write a single sentence description of a complex act, or spend 15 minutes writing about an act that took 15 seconds to occur. A deceptive subject often describes the relevant part of an event by:

- **Omission:** using fewer words than normal to describe actions or to recall events that are highly relevant to the topic in question.
- **Over-stacking:** using more than his usual number of words and employing longer sentences to describe relevant actions or events implicating him or placing him in jeopardy.

The over-stacking or omission of facts appears when a person describes critical points in a statement. Most often, omission of information is the common deceptive practice employed.

6. Written Statements and Lips

While he is writing a statement, always watch the body language of the subject. A deceptive subject will concentrate so hard while writing, often he becomes completely unaware his lips are moving. Essentially, he is communicating with the observer. Some examples of lip behavior



Note the following types of lip movement:

- ▶ Upper lip tightens across teeth and turns inwards across the upper teeth.
- ▶ Both lips tighten and pull back across the teeth, like a grimace.
- ▶ Lips clamp together or purse.
- ▶ Tongue or lip biting.

Such movements indicate high stress, anger, or an attempt to refrain from sharing information.

- Quietly note at what particular point in a subject's statement that any of these signals occur.
- ▶ In reading the statement, try to determine if anything written at that point corresponds with the lip movement. It may pinpoint a problem area to pursue. Remember, everyone is under some level of stress when appearing for an interview. If a particular lip mannerism is a norm, it should be disregarded. Note only those changes in normal lip behavior as indicators for relevant areas to pursue.

Step Seven: Inside a Subjects State of Mind

1. The Subject in Depression

There are three forms of depression encountered during an interview: (1) depression caused by the event under question (this is usually short term); (2) clinical depression; and (3) fake depression involving denial and/or a manipulative power play.

The subject suffering depression:

- Thinks considerably, is slow to absorb information, and responds slowly.
- Is self-absorbed and has difficulty relating to what is said.

- Is experiencing an internal issue more important than the issue in question.
- Is mistrustful of anything said and extremely suspicious of anyone's motives and actions.
- Is not willing or able to contribute much during an interview.
- Feels isolated and is reserved and detached from the interview. Appears to be indifferent to what is happening.
- Wants to display pain by snapping back at anyone who ignores his pain.
- Usually desires freedom from depression.

A depressed subject talks about:

- Unfairness of life.
- Health problems.
- Personal concerns with family, friends, work, etc.
- Suicide or suicide attempts.
- Pessimism and speaking in negative terms.

How to handle a subject displaying depression:

- ▶ Fake depression: This is simply another form of denial---the questioner must ignore it and block it out of the process.
- ▶ Real depression: This is extremely difficult deal with. Bonding with the subject may help and may offer some opportunity to glean information.
- ▶ Seek some commonality with the subject and try to bond.
- ▶ Stay in the area of depression, discuss it and draw it out. Talk about how to erase the problem.

- ▶ Speak slowly. The subject is processing slowly.
- ▶ If the subject is contributing little or no information, the questioner has to delve into the subject's mind to get it. This is difficult.
- ▶ The subject can only resolve issues and share information or respond to questions through slow, sometimes a painstaking, step-by-step process.
- ▶ The subject is naturally distrustful, therefore, the questioner must present facts and evidence to demonstrate what is in his favor and what is against him.
- ▶ Constantly present options for the subject to consider.

2. The Well-Heeled Shoplifter

The wealthy shoplifter displays an odd form of thievery. It is different than all other forms of shoplifting. He is not a professional thief, or a member of a gang, or a teenager who steals to meet some psychological need.

Such a person will steal an unneeded item that has little or no value for him. This individual is usually between the age of 40 and 60, but it is not unusual for him to be in his 70s. He often has money and/or credit cards on his person that would easily pay for what he has stolen. Consequently, he is not stealing to satisfy a financial need.

When viewed on store's security film, it often appears that he wants to be caught. He may intentionally take and conceal something directly in front of a camera or in full view of a store employee.

This individual may be having a difficult time in some relationship, as with a spouse. The spouse may be recently deceased or married to a job. This shoplifter is often frustrated with someone who is emotionally absent, although there are other reasons as well. The thought process suggests that by getting caught, that important person will now begin to pay attention.

How to handle:

- ▶ If a shoplifter corresponds to the profile mentioned above, concentrate on discussing that significant person rather than the theft itself. This normally will draw the subject into depression or acceptance of the rationale for the theft. However, if this approach does not work, then deal directly with the theft.

3. PTSD in the Subject who Has Committed Murder

Unfortunately, it is not unusual to interview a subject who has committed homicide. One in three murderers (excluding professional) will suffer from some form of Post Traumatic Stress (PTS) following a homicide.

How a murderer presents:

- He will enter the room staring and looking as if he has not slept in a long time.
- His temperament will have changed since the homicide, and he is described as irritable and aggressive. People who knew the murderer before the homicide and observe him afterward confirm this.
- His alcohol/drug use increases following the killing.
- He suffers from repetitive, vivid, and frightening dreams---in color.
- He is under great mental strain, is extremely emotional and often is unable to intellectualize the murder.

How to handle the subject:

- Take him back to the scene of the crime, if possible.
- Make him relive and recall the scene, sequences, moods, smells, sounds, etc.
- Handle him as a subject suffering from depression.
- Discuss his vivid dreams and tell him the dreams will not stop, but will only get worse, until he relieves his emotional burden by confessing.

- ▶ Explain that all the physical and emotional issues he suffers, i.e. lack of sleep, over- or under-eating, drug/alcohol use, irritability problems, etc., are caused by the homicide. He usually understands and agrees with the investigator about the need to confess. Continue to reinforce and pursue this line of reasoning, if possible.

A subject with PTSD, as the result of a homicide, likely will confess during the interview. The investigator has a 50% chance of success.

4. The Guilty Subject Who is Not Lying

A subject who believes he is telling the truth does not present detectable clusters of signals like a subject who is deceptive. If a guilty person believes he is telling the truth, he is unlikely to exhibit any indicators of stress.

An individual almost always tries to justify his actions. Sometimes he is able to accomplish this justification to the point where he convinces himself using his own erroneous reasoning.

For example:

“Ms. Jones, did you steal \$150 from the petty cash box?”

“No. I have never taken anything that I did not own.”

(Ms. Jones may well believe she is owed that \$150 because she has been underpaid for so long that the money rightfully belongs to her.)

“Did you assault your wife?”

“No, of course I did not assault her.”

(He is thinking, ‘I only slapped her a couple times.’)

“No, I did not hurt that kid.” or

“No I did not harm the baby after my girlfriend left.”

The molesters do not view his acts as harming or hurting children.

How to handle these responses:

- ▶ Rephrase the question making it more generic and ask specifically for a “Yes” or “No” answer. For example:

5. RPM-ing the Guilty Subject

A guilty subject who is not ready to confess is obviously in denial. To break through his denial and get him to talk about the offense, the questioner should get him to Rationalize, Project and Minimize (RPM) his offense.

The easiest way to accomplish this is to address the offense and his attitude toward it by using that exact terminology. By RPM-ing the subject's offense, the questioner is offering an exit from this denial by gaining more information about the offense itself. In fact, the questioner reinforces the subject's own justification for his actions and establishes a bond with the subject.

For example:

- Rationalize---discuss how understandable the event was, considering the subject's perspective of why something happened and the reasons why it happened, e.g. "Anyone who had to pay those hospital bills would have been tempted to take that money...."
- Project---blame someone or something else for the subject's actions, i.e. alcohol, drugs, other people.
- Minimize---make the offense seem less important than it is, e.g. "He only needed six stitches..."

Tap into a guilty subject's self-justification and use it to advantage. When interviewing subjects known to be guilty, remember:

- Some are ready to confess when they enter the door to the interview.
- Some confess when the investigator proves the subject's guilt to him.
- Some must suggest a logical reason for not confessing and explain it to the subject. "Look, this is no big deal. We are just looking at some money that has been taken. Anybody in your financial position would have been pulled into this, especially by the group you were with that night."

Continue discussing the offense in RPM terms. More and more details will emerge.

6. Offering the Guilty Subject a Way Out

At some point during questioning, a successful interrogator will observe signals of either acceptance or depression. At this point the subject should be offered a face-saving way out. This is an important tactic to influence a guilty subject to admit responsibility.

Even though facts have proven the subject's guilt, sometimes it is necessary to present a trap door giving him an honorable, dignified, and face-saving "out" from the hole the questioner has put him in. Start with a bad or undesirable option as a way out, follow that with a far preferable option. If he is ready to give up, the second option will prevail.

For example:

- **Investigator: Was this planned, David, or was it just an accident?**

Did you mean to do this or were you just pulled into this mess by Jimmy?
Did you touch her or did your hand just slip as you were helping her up?
Did you intend to hurt Bob with this instrument or were you protecting yourself?

Did you steal all that money we talked about, RJ , or just take a little and plan to replace it later? Then it somehow just kept mounting up before you could get any of it back?

- **When the questioner delivers a way out:**

- ▶ Lower the voice and soften the tone.
- ▶ Be intense.
- ▶ Keep sentences short and simple.

7. How to Handle the Guilty Subject's Fear

A guilty subject often will refrain from confessing out of fear. During the RPM-ing period (Rationalizing, Projecting and Minimizing the offense) the investigator should determine which fear is greatest.

Fear of:

- Jail
- Losing his family if he confesses
- Damaging his reputation
- Losing his job
- Retribution
- Loss of face or embarrassment

While RPM-ing, run through each of the fears in terms of a subject's particular circumstance until hitting the one that causes something to change the subject's reactions. Watch his face and hands especially. The interrogator will see an emotional change when bringing up the particular fear that nearly incapacitates him. This prevents him from moving into acceptance and the realization that he must admit to wrongdoing.

At this stage the questioner must reduce this fear by addressing it and offering options to regain face. Speculate, in RPM terms, how and why the crime could have occurred. Continue offering ways out that address and relieve his particular fear.

For example:

- Questioner: "I know you did not intend for this to happen, Mark. I know you are a good kid and you were raised right. Your Mama will understand that you just had too much to drink that night..."

8. Who is Mentioned or Named First in a Statement

It is always important to note who is mentioned first when a suspect begins describing an offense involving more than one person.

If the subject's name or "I" is mentioned first, he is probably the initiator of the event.

For example:

- “Me, Jimmy and Bobby all went in...”

If another person is mentioned first, followed by a description of his actions, that person most likely took the lead or originated the idea.

For example:

- “Mr. Kelly and I got together and we both decided it was a good idea to go over to where the card game was being played...”

A witness also tends to do the same thing when describing an incident involving more than one person. The first person he describes is usually the most dominant participant in the event or offense. This is the person who caused the most stress.

For example:

- “There were two guys who came into the store when I was robbed just before closing. There was a big man and another medium sized man. They both came in around 10.30 and then...”

9. Deceptive Subject Minimizing His Own Role in an Offense

Be highly suspicious if a subject: (1) writes a very brief description of himself and his actions, then (2) makes it appear as almost an after-thought instead of great importance, and (3) positions the description at the end of his statement.

A deceptive subject tries to mislead the questioner by: (1) downplaying his involvement and (2) overbuilding the beginning of the event with superfluous information.

10. The Apologetic Subject

Beware of a subject who apologizes for an offense committed against him or someone else. The subject who apologizes or reproaches himself is likely involved, either directly or indirectly. He is probably withholding information or perhaps lying to cover for someone he knows.

He may say something like: "I am so sorry," "This would never have gone down the way it did if I would..." "I feel so bad that all this has happened," "I feel so stupid for all this happening," "I feel so bad about this whole situation."

The innocent subject does not apologize for someone else's crime, especially if he is the victim of that act. Do not be taken in by the apologetic victim---delve in deeper.

11. Subjects Who Set Limits

A deceptive subject may use this ploy to stymie the questioner. A subject may qualify what he is going to say, or not say, and lay out boundaries that the questioner should not cross.

Listen for these types of warnings voiced at the beginning of a verbal or written statement:

- ▶ "You cops have talked to me twice about this at my job and this is the last time I am going through it!"
 - ▶ "I'll only tell you things once about this shooting...."
 - ▶ "You would better get all you want from me now as I wo not come in again."
 - ▶ "You interrupt me one more time and I...."
- A subject is telling the questioner, in effect, that he is not going to give all the facts. He is telegraphing that he is going to withhold information. An innocent person does not react this way.

- A subject in this mindset is displaying anger and indicating that the questioner will not get all the details or the truth. To break down the boundaries, the questioner has to get the subject past his anger.
- ▶ The questioner must get the subject into a mental state where the subject is quiet and listening.

If the subject is voicing angry comments, he is not providing information. He must become quiet and begin to control his anger before any information can be obtained. If anger persists, then successful questioning is impossible.

12. Catching a Deceptive Subject Off-Guard

Productive questions invariably provoke responses and comments necessary to develop good follow-up questions.

If a questioner senses insecurity in a suspect who has already established he is lying, ask a question like the following after he has completed his written or verbal statement:

- “When you were just now writing/talking, tell me where in the story you could feel yourself change emotionally?”
- “Tell me how you feel now that you have told me/written down your story? What are your feelings right now?”
- “What would you say right now if I find that you have told me/written down some things that are false?”

If the subject refuses to acknowledge anything that makes him emotional or he declines to elaborate, be persistent and ask, “Are you sure?”

Step Eight: Do not Judge the Subject

1. There are Several Ways to Blow an Interview

Continued

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Remember, the subject is also reading the questioner. Do not be judgmental, no matter how heinous the offense. If the questioner passes judgement on the subject, it will be sensed in the voice and body language of the questioner. Any bias from the questioner may result in the subject shutting down. It is important to establish some camaraderie with the subject, and a display of prejudice will only alienate him.

It is important for the questioner to know himself. If he becomes angry or becomes personally involved in an incident, he will:

- **Become dismissive.**
- **Start making assumptions.**
- **Misread what is said or done.**
- **Be more prone to make aggressive or negative comments.**
- **Fail to be objective in determining the involvement of the subject.**

If the questioner cannot control his judgmental feelings or other emotions, he must do one of the following:

- **Turn the interview over to someone else, or**
- **Leave the room to gain control his emotions. If this happens, do not give any excuse or reason. Do not apologize. Come back in exactly 2 minutes and start at the point where the interview was stopped.**

Anger cannot be sustained for more than 2 minutes (by the questioner or the subject).

IV: Conclusion:

Good questioners and interrogators communicate on both the conscious and subconscious level. This paper provides an arsenal of methods and skills to use during the course of various interviews and interrogation situations. It shows how to effectively obtain information through various methods, techniques and theory. Studying the advantages of verbal and non-verbal communication as well as ways to detect deception through verbal and non-verbal observations is essential to successful interviews. The skills presented in this paper will assist any interviewer involved in finding nuggets of truth among those who try to deceive.

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To contact Glenn Foster please go to www.dglennfoster.com