

# Corporate Investigations: How to Conduct Proper and Effective Internal Investigations

## The Investigative Interviewing Method



EXPERIENCE, DEDICATION, AND LEADERSHIP IN SECURITY EDUCATION

***Corporate Investigations***

***October 21-22, 2013***

***The Investigative Interviewing Method***

***October 23-24, 2013***

***Scottsdale, Arizona***

**Earn up to  
26 CPEs**  
by attending both  
programs

**ASIS**  
INTERNATIONAL  
Advancing Security Worldwide®

# *Intense scrutiny is the name of the game*

The nightly news is full of vivid details of corporate corruption on a grand scale, but wrong doing runs just as rampant on a small scale making workplace investigations a necessary part of most security programs. It is absolutely essential you know what the law requires, how to protect both the accused and the accuser, and most importantly how to get to the truth as soon as possible. Reputations are at stake.

Investigations and investigative interviewing go hand in glove. That's why ASIS is offering these two programs back-to-back:

## **Corporate Investigations: How to Conduct Proper and Effective Internal Investigations**

### **The Investigative Interviewing Method**

This brochure outlines both two-day programs. You will immediately see the distinct differences between them....and why you need both.

You can register for each program separately, based on your current needs, or take advantage of this colocation and sign up for both. Whether you decide to participate in one or both programs, we encourage you to stay up-to-date on these key and essential skills. If done well and thoroughly, an internal corporate investigation almost always leaves a company better positioned than it was at the start.



**Register by  
August 23  
for early  
bird-rates!**

## **RETURN ON YOUR INVESTMENT**

- Strengthen your interview and interrogation skills and learn the new I2M interview method.
- Gain valuable insight into the process of modern fact-finding.
- Discover how to build airtight cases and bulletproof results.
- Learn how to conduct fast, efficient investigations.
- Examine the latest in case management technology.
- Receive forms, checklists, and other valuable tools.
- Learn how to consistently obtain powerful admissions without the use of intimidation, coercion, or improper methods.
- Discover all the costly common mistakes and how to avoid them.
- Learn how to overcome denials, memory lapses, and the reluctance of uncooperative interviewees.
- Strengthen your interviewing skills and gain valuable insight into the methods and processes of modern investigating.
- Examine the legal and ethical aspects associated with investigative interviews.

# Corporate Investigations: How to Conduct Proper and Effective Internal Investigations

October 21-22

**Ignorance is not bliss... *what you don't know CAN hurt you!***

**Internal workplace investigations**—a critical management tool necessary in today's complex business climate—are routinely conducted by organizations of every size. Though the objectives, and certainly the scope, of these undertakings vary widely, their principle purpose is that of unbiased fact-finding that leads to objective results.

**Only a properly conducted investigation** can withstand today's challenging scrutiny. Carefully examine the methods, tools, and legal implications of modern fact-finding in today's workplace. Learn how to use the Process of Investigation® and conduct fast, proper, and cost-effective internal investigations. Discover how to use force multipliers when conducting your investigations and obtain the highest possible return on investment from every undertaking. The secret tips and traps that often make the difference between a successful investigation and a catastrophic one will be revealed.

**Earn up to  
13 CPEs**

## PROGRAM OVERVIEW

### The Process of Investigation

Explore significant trends in workplace crime and investigations and examine the different elements of a successful investigation. Identify the six methods and seven phases of an investigation and see how they are used.

### Fundamentals of Fact-finding

Examine the attributes of a successful fact-finder and learn how to document, catalog, and properly report findings. Review proper methods of evidence handling and management.

### Methods of Investigation

Closely examine the six methods of investigation and learn how they are best used and combined. Discover the four elements of a proper investigatory interview. Learn how to overcome denials and obtain powerful written admissions.

### Project Management and Case Development

Examine the role of the project team and each member's responsibility. Discuss investigative ethics and how they drive the process. Learn how to properly take notes and write professional reports. Examine the latest in case management software and technology.

### Applied Strategies

Explore the different types and classifications of workplace misconduct. Discuss modern prevention and intervention strategies relative to issues such as workplace violence and substance abuse. Participate in several case studies that explore current investigative best practices and how they are used.

### Bonus

Price includes your personal copy of Mr. Ferraro's ninth book; an \$87 value.



**Prerequisites:** Attendees should have a fundamental understanding of modern asset protection and loss prevention principles as well as some investigative experience.

**Note:** The Process of Investigation® is the registered trademark of Convercent, Inc. and is used with permission.

Program content updates will be posted at [www.asisonline.org](http://www.asisonline.org).

# The Investigative Interviewing Method

October 23-24

## Good interviewers are a dime a dozen—Exceptional interviewers are priceless!

*Have you been trained in deception detection and the lawful methods of overcoming a convincing liar?*

**A properly conducted workplace investigation** concludes with a properly conducted interview of the suspected wrong-doer. Like the investigation that precedes it, an investigative interview has structure and employs process. Regardless, the ultimate objective is finding the truth and documenting it. No other investigative skill is more critical or valuable. Few activities provide today's fact-finders more reward and risk than modern workplace investigative interviewing.

**Anyone tasked with conducting a workplace investigation** should know how to properly interview both witnesses and subjects. This highly interactive, two-day program focuses on the methods, processes, techniques, and legal aspects of investigative interviewing. Attendees learn how to consistently obtain admissions and employ the new Investigative Interview Method. Don't miss this opportunity to master the intricacies of a flawless interview and equip yourself with the tools to conduct the most effective investigations possible!

**Earn up to  
13 CPEs**

## PROGRAM OVERVIEW

### The Process of Investigation

Briefly discuss the history of investigation along with recent trends in workplace misconduct. Quickly examine the process of investigation including the seven phases and eight methods. Identify the qualifications that make a good investigator and interviewer.

### The Fundamentals of Interviewing

Examine the difference between administrative and investigatory interviews. Discuss where and when interviews should take place and how to arrange the room to properly prepare for an interview. Learn how to handle a request for representation and determine if a witness is necessary. Discuss important case laws that affect the investigative process, and learn how to successfully navigate the legal risks associated with workplace interviews.

### Administrative Interviews

Closely examine the purpose and value of administrative interviews. Discuss the six phases of administrative interviews and how to properly conduct one, either in person or over the phone.

### Investigative Interviews

Explore each of the eight phases of an investigatory interview and describe the steps within each one of the phases. Discover how to consistently obtain written or oral admissions from those you interview. Learn how to encourage reluctant interviewees to provide information about offenders.

### Case Management and Presentation

Discover the elements of a quality written report. Learn how to write clear, concise, and complete investigative reports for decision makers. Intelligently discuss witness impeachment and how to avoid it. Examine modern case management technologies.

### Advanced Interviews and Interrogation

Discuss why some offenders lie while others tell the truth, and how to detect deception and properly confront it. Discuss the techniques to overcome the defiant or resistant interviewee. Identify the various interview strategies used for different workplace issues and how to apply those strategies to obtain both admissions and new information from those you interview.

Program content updates will be posted at [www.asisonline.org](http://www.asisonline.org).

## Fast Facts

### Registration Hours

October 21: 7:00-8:00 am

October 22: 5:00-6:00 pm

October 23: 7:00-8:00 am

### Program Hours

8:00 am-5:15 pm

### Inclusive

Fees include daily continental breakfast, refreshment breaks, and a networking reception.

### Exclusive

Hotel costs are not included.

### Hotel

Be sure to mention ASIS when requesting the special room rate of \$179 single/double (plus tax). It will be honored until the room block is full or **September 29**.

Hilton Scottsdale Resort and Villas

6333 North Scottsdale Road

Scottsdale AZ 85250

+1.480.948.7750

### Registration Fees for Corporate Investigations

	Early Bird 8/23/13	After 8/23/13
Member	\$ 825	\$ 925
Nonmember	\$1,125	\$1,225

### Registration Fees for The Investigative Interviewing Method

	Early Bird 8/23/13	After 8/23/13
Member	\$ 825	\$ 925
Nonmember	\$1,125	\$1,225

## Instructors

### Eugene F. Ferraro, CPP, CFE, PCI, SPHR

Chief Ethics Officer

Convercent, Inc.

Denver, Colorado

### Ricky Bennett, PCI

Vice President

Convercent, Inc.

Denver, Colorado

*Updates will be posted online.*

#### Team Discounts

10% off when three to five attendees register from the same organization; 15% for six or more. For details, email [asis@asisonline.org](mailto:asis@asisonline.org).

## HOW TO REGISTER

### Web

[www.asisonline.org/profdev.html](http://www.asisonline.org/profdev.html)

### Phone

+1.703.519.6200

A downloadable registration form is available at [www.asisonline.org](http://www.asisonline.org)

## ▶▶ Relevant Certification

[www.asisonline.org/pci](http://www.asisonline.org/pci)



The Professional Certified Investigator (PCI)® credential provides demonstrable proof of an individual's knowledge and experience in case management, evidence collection, and preparation of reports and testimony to substantiate findings. Those who earn the PCI are ASIS board-certified in investigations.

## ▶▶ On-site Custom Programs

[www.asisonline.org/custom](http://www.asisonline.org/custom)

Visit the web for information on how to bring Corporate Investigations and/or The Investigative Interview Method to your facility.

## Pre-recorded Webinars

▶▶ [www.asisonline.org/products](http://www.asisonline.org/products)

Advanced Internet/Social Network Investigations and Background Checks

Best Methods for Using Internet Search and Analysis in Intelligence and Investigations

Open Source Intelligence: How to Use Open Source Information as Intelligence

## From the Bookstore

▶▶ [www.asisonline.org/products](http://www.asisonline.org/products)

*Investigations in the Workplace, 2nd Edition*

*Protection of Assets: Investigation*

*The Art of Investigative Interviewing, 2nd Edition*

*The Manual to Online Public Records, 2nd Edition*

*Investigations in the Workplace, 2nd Edition*

*Private Security and the Investigative Process, 3rd Edition*

*Detecting Lies and Deceit: Pitfalls and Opportunities, 2nd Edition*

*Effective Interviewing and Interrogation Techniques, 3rd Edition*

*Professional Investigator's Manual (available in Spanish and English)*

*Process of Investigation: Concepts and Strategies for Investigations in the Private Sector, 3rd Edition*

## About ASIS International

ASIS International (ASIS) is the preeminent organization for security professionals, with 38,000 plus members worldwide. Founded in 1955, ASIS is dedicated to increasing the effectiveness and productivity of security professionals by developing educational programs and materials that address broad security interests, such as the ASIS Annual Seminar and Exhibits, as well as specific security topics. ASIS also advocates the role and value of the security management profession to business, the media, government entities, and the public. By providing members and the security community with access to a full range of programs and services, and by publishing the industry's number one magazine—*Security Management*—ASIS leads the way for advanced and improved security performance.

# Upcoming Events

## AUGUST

- 7 **The Art of Security Leadership: How to Build Successful Risk-based Security Programs without a Budget**  
[Webinar](#)
- 21 **Effects-Based Security—Optimize Manpower and Budget**  
[Webinar](#)

## SEPTEMBER

- 23-26 **Education sessions sponsored by the ASIS Global Gaming and Wagering Protection Council for Global Gaming Expo**  
[Las Vegas, NV](#)
- 22-23 **CPP, PCI, PSP Reviews**  
[Chicago, IL \(Sunday-Monday\)](#)
- 22-23 **Approaches to Resilient Supply Chains and Transportation Networks**  
[Chicago, IL \(Sunday-Monday\)](#)
- 23 **Banking and Financial Services**  
[Chicago, IL \(Monday\)](#)
- 23 **Securing Healthcare Facilities with Future Expectations, New Programs, and Security Officer Implementation**  
[Chicago, IL \(Monday\)](#)
- 23 **Security Program Design: Keys to Success**  
[Chicago, IL \(Monday\)](#)
- 23 **Successful Security Consulting**  
[Chicago, IL \(Monday\)](#)
- 23 **Security Systems Implementation**  
[Chicago, IL \(Monday\)](#)
- 23 **The Promise of Leadership**  
[Chicago, IL \(Monday\)](#)

24-27 **59th Annual Seminar and Exhibits**  
[Chicago, IL \(Tuesday-Friday\)](#)

## OCTOBER

- 16 **Intimate Partner: Violence in the Workplace**  
[Webinar](#)
- 21-22 **Conducting Corporate Investigations**  
[Scottsdale, AZ](#)
- 21-23 **Video Surveillance: Applications and Advances**  
[Scottsdale, AZ](#)
- 23 **Workplace Violence in Healthcare**  
[Webinar](#)
- 23-24 **Investigative Interviewing Methods**  
[Scottsdale, AZ](#)
- 24-25 **Cloud Computing: Security's Transformation Technology**  
[Scottsdale, AZ](#)

## NOVEMBER

- 4-7 **ASIS Assets Protection Course™ Principles of Security**  
[New Orleans, LA](#)

## DECEMBER

- 2-6 **Wharton/ASIS Program for Security Executives (week one of two)**  
[Philadelphia, PA](#)
- 3-5 **7th Asia-Pacific Security Forum and Exhibition**  
[Macau, China](#)
- 9-10 **Executive Protection**  
[Alexandria, VA](#)
- 9-12 **Crisis Management**  
[Nashville, TN](#)

# Corporate Investigations

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# ASIS Delivers Distinctive Security Education

Leading security practitioners, who face the same challenges you face, develop and deliver distinctive ASIS programs. They address real-world security issues through personal experiences and by applying theories, proven and tested by leading security professionals. Your colleagues highly rate ASIS programs for providing best practices and the newest strategies for mitigating ever-changing security threats... today's implementation for tomorrow's security.

**For more information, visit [www.asisonline.org](http://www.asisonline.org)**



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Alexandria, VA 22314-2818  
USA

Non-Profit  
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Save \$100 on  
each program!  
Register by  
August 23.