

Investigative Interviewing Methods



EXPERIENCE, DEDICATION, AND LEADERSHIP IN SECURITY EDUCATION

July 18-19, 2012
Boston, Massachusetts

**Earn up to
13 CPEs**


ASIS
INTERNATIONAL
Advancing Security Worldwide®

A good interviewer can control the quality of the result

Have you been trained in how to respond to any contingency?

A properly conducted workplace investigation provides many benefits for an organization. In addition to uncovering facts needed to solve problems, a successful investigation presents an opportunity to improve processes to prevent future misconduct. Though the objective and scope of investigations may vary widely, their principle purpose is that of objective fact-finding.

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. 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!



**Register
by May 18 for
early-bird rates!**

YOUR RETURN ON INVESTMENT

- Learn how to consistently obtain powerful admissions without the use of intimidation, coercion, or improper methods.
- Discover 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.

PROFESSIONALLY DEVELOPED FOR

- Security
- Human Resources
- Loss Prevention
- Internal Audit
- Compliance and Ethics
- Attorneys
- Safety
- Risk Management
- Law enforcement
- Private and corporate investigators
- Managers, supervisors, executives

PROGRAM OVERVIEW

The Process of Investigation

Briefly discuss the history of investigation along with recent trends in workplace misconduct. Closely 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 if a witness is necessary. Discuss important case laws which 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 telephone.

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.

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.

HOW TO REGISTER

Web

www.asisonline.org/profdev.html

Phone

+1.703.519.6200

A downloadable registration form is available at www.asisonline.org.

Fast Facts

Registration Hours

Tuesday

5:00-6:00 pm

Wednesday

7:00-8:00 am

Program Hours

Wednesday-Thursday

8:00 am-5:15 pm

Registration Fees

Fees include daily continental breakfast, refreshment breaks, and a networking reception. *Hotel costs are not included.*

Program #1206	Early-bird 5/18/12	After 5/18/12
Member	\$ 825	\$ 925
Nonmember	\$1,125	\$1,225

Hotel Information

Be sure to mention ASIS when requesting the special room rate of 169 single/double (plus tax). This price will be honored until **June 30, 2012** or until the room block is full.

Hyatt Regency Boston
One Avenue de Lafayette
Boston, MA 02111
+1.617.521.6333

Faculty

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

Mr. Ferraro is the founder and CEO of Business Controls, Inc. He has been a corporate investigator for over 29 years, specializing in the investigation of workplace violence, employee dishonesty, fraud, harassment, discrimination, substance abuse, and criminal activity in the workplace. Mr. Ferraro has conducted thousands of investigations for employers (public and private) throughout the world. He is the author of nine books, of which *Investigations in the Workplace, Second Edition (2012)* is his most recent. He has written numerous articles for *Security Management* and is a frequent book critic for the magazine. He has been a member of ASIS International since 1987 and currently serves as the program advisor for the PCI Review course as well as a member of the ASIS International Standards and Guidelines Commission.

Ricky G. Bennett,

Mr. Bennett is the VP of Professional Services at Business Controls, Inc. His areas of expertise include workplace misconduct investigations involving allegations of EEO, sexual harassment, harassment, and discrimination violations in a myriad of employment settings. Mr. Bennett is a recognized subject matter expert in managing workplace misconduct in areas including substance abuse, theft, and workplace violence. He has been trained in risk and violence assessment with the U.S. Secret Service. Prior to joining Business Controls, Mr. Bennett served as Chief of Police for the City of Aurora, Colorado. He has over 30 years of experience in the criminal justice field.

Updates will be posted online.

Pertinent Information

Team Discounts

Receive a 10% discount when three to five attendees register from the same organization, 15% for six or more. Email asis@asisonline.org for details.

Confirmation

If confirmation of registration and payment has not been received three days prior to the event, please email asis@asisonline.org.

Attire

Business casual is recommended.

Certificates of Attendance

ASIS reserves the right to withhold certificates if attendance requirements are not met.

On-site Contract Programs

ASIS educational programs can be brought to your facility or customized. Visit us at www.asisonline.org/education.

Last-minute Registrations

While we welcome all registrations, including those on-site, the availability of handout materials cannot be guaranteed.

Rental Car Discount

Contact Dollar at +1.866.542.2303, extension 2 or www.dollar.com; reference code CM0140. FL rentals reference code CMO135.

Continuing Professional Education (CPE)

Each 50-minutes of instruction is eligible for one CPE.

▶▶ Upcoming Programs

**Security Program Design:
A Critical Infrastructure Protection Model**
June 4-5, 2012 | Las Vegas, NV

Facility Security Design
June 4-6, 2012 | Las Vegas, NV

**Measuring Security Risk:
Part of the Management Process**
June 13, 2012 | Webinar

**ASIS Assets Protection Course™:
Functional Management (APC III)**
June 18-21, 2012 | San Antonio, TX

Executive Protection
July 9-10 | Irving, TX

Resilience Management Lead Auditor Certification
July 9-13, 2012 | Alexandria, VA

Security Force Management
July 16-17, 2012 | Boston, MA

Physical Security: Advanced Applications and Technology
July 16-19, 2012 | Boston, MA



ASIS International
58th Annual Seminar and Exhibits
September 10-13, 2012 | Philadelphia, PA USA

**Come early and take advantage of these
Pre-Seminar opportunities**

CPP, PCI, and PSP classroom reviews
September 7-8

Pre-Seminar programs and industry tours
September 8-9

ASIS 2012
September 10-13

View full calendar at www.asisonline.org/profdev.html.

Programming, schedule, locations, and pricing are subject to change.

About ASIS International

ASIS International (ASIS) is the preeminent organization for security professionals, with 38,000 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.

Investigative Interviewing Methods

July 18–19, 2012

Boston, Massachusetts

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.



1625 Prince Street
Alexandria, VA 22314-2818
USA

Non-Profit
US Postage
PAID
ASIS

**Save \$100!
Register by
May 18.**