

tactical interviewing – interrogation or conversation with a purpose??

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which route??

military experience

reid technique

**police / law enforcement
experience**

wicklander-zulawski



peace model

polygraph / lie detectors



frequently used terminology?

interrogation

good cop / bad cop

confession

liar

investigative interview

suspect





what is an interview?

**.....a conversation with a
purpose.**





'white label' approach – 5wh

What

Objective?
Purpose?
Goals?

Who

Qualified?
Competent?
Confident?

Where

Environment?
Suitability?

When

Timing?
Tactical?
Appropriate?

How

Method?
Effectiveness?
Results?



objective

- **fact finding / part of the 'investigative' process**
- **opportunity to listen / 80-20 model**
- **exchange of information / evidence**
- **securing an account**
- **confidently maintain a conversation**
- **control / manage the conversation**





'white label' approach – 5wh

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who is best qualified??

- **role specific**
- **effective planning**
- **knowledge**
- **subject matter expert**
- **corroboration**
- **training / accreditation**
- **over confidence**





'white label' approach – 5wh

barriers to communication



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barriers to communication

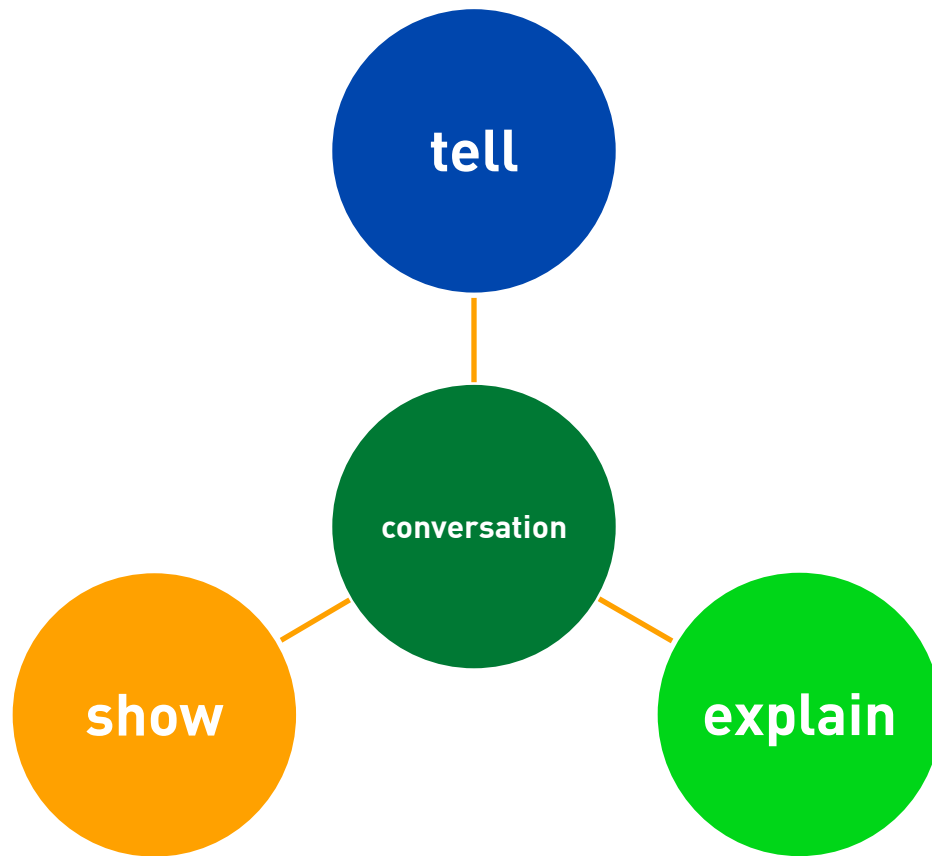
- language
- environment
- 80 / 20 listening
- bias
- nvc's / misinterpretation
- tone
- anxiety (interviewer / subject)





simplified conversation model

- **tell**
- **explain**
- **show**





job interview example

- **tell**.....me about yourself / why have you applied for this post?
- **explain**....you said you wanted fresh challenges...explain that in more detail
- **show**....give me an example of your leadership skills



compliance interview example

- **tell**.....me what you know about the missing cash from the safe
- **explain**....take me through the events of that day / explain why you did that
- **show**....show me what you did / let me show you



planning to achieve your objectives

- **your agenda / their agenda**
- **topic areas**
- **pre-emptive responses**



questions??



thank you

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