Memory-Enhancing Techniques For Investigative Interviewing

The Cognitive Interview

Geiselman-Daugherty-Cooper

Interviewing victims, witnesses and Law Enforcement Officers involved in traumatic events

Training Proposal

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Cognitive Interviewing

When should we interview Law Enforcement Officers following a deadly-force encounter? Should you conduct the interview before or after the Officer watches the body-worn camera or other video surveillance of the incident? What is the most effective approach to interviewing Law Enforcement Officers?

What you will experience is the most comprehensive and advanced version of The Cognitive Interview Protocol. This curriculum has been endorsed by Dr. Ed Geiselman, co-founder of The Cognitive Interview.

Cognitive Interviewing was developed by Cognitive Psychologist to interview victims, witnesses and law enforcement officers involved in traumatic events. Cognitive Interviewing incorporates a variety of memory retrieval techniques and is supported by over 500 studies as to why it works. In 1999, the U.S. Department of Justice adopted the Cognitive Interview protocol as the standard for interviewing victims and witnesses for Eyewitness Evidence collection. The technique is endorsed by the Force Science Institute as the standard for interviewing law enforcement officers involved in a "use of force" incident. The technique was expanded for use to get detailed statements from suspects.

This course includes the only training videos of Dr. Ed Geiselman discussing: the science behind the Cognitive Interview protocol; when to interview an Officer involved in a deadly-force encounter; the pros and cons of whether to have the Officer review any videos before, during or after the Cognitive Interview has been conducted; and, factors impacting Officer's memory recall.

The courses also include: A series of training videos, consisting of the actual Cognitive Interview of a Police Officer shot while responding to a domestic violence call. The video series demonstrate each Step of the Cognitive Interview Protocol. The Officer was one of three Officers shot during an ambush and ensuing shootout inside a home. This video is a must see for every Law Enforcement Officer who has been, or potentially could be involved in a deadly-force encounter. *Dr. Geiselman calls it the best Cognitive Interview he has ever seen.*

This course also includes interviewing suspects, detecting deception and encouraging cooperation. Accurately detect deception using scientifically-proven cues identified by researchers in the field of psychotherapy and over 30 years of experience by exceptional criminal investigators capable of detecting deception almost 100% of the time. The power of this curriculum is not just identifying deception, but what to do to motivate truthful cooperation.

This block of instruction is taught by the only remaining criminal interviewer identified by researchers capable of detecting all forms of deception almost 100% of the time. Retired Senior Special Agent Daugherty's is considered the best of the best in motivating truthful cooperation from suspects and reluctant witnesses.

The content, exercises and instruction offered in this training course exceeds the quality of interview training received by the FBI, ATF, Military Intelligence, Scotland Yard and Texas Rangers. Experience the finest in Interview training.

DETAILED DESCRIPTION OF 4-DAY COURSE
THE COGNITIVE INTERVIEW WITH DETECTING DECEPTION

Day 1

8:00-9:50	Introduction
	Learning interpersonal communication skills
	Perception
10:00-11:00	Eight types of nonverbal cues
11:00-12:00	Lunch
12:00-1:00	Emotional intelligence skills
1:00-2:30	Unmasking the face and emotions behind it
2:30-3:50	Interview preparation
4:00-5:00	Interpersonal observation skills

Day2

8:00-8:50	Reading microexpressions
9:00-9:50	Interpersonal listening skills
10:00-11:00	Responding
11:00-12:00	Lunch
12:00-12:30	Responding skills
12:30-1:30	Information Processing – Cognitive and Emotional
2:00-2:50	Questioning techniques
3:00-3:50	Subconscious rapport building
4:00-5:00	The Cognitive Interview

Day 3

8:00-11:00	The Cognitive Interview
11:00-12:00	Lunch
12:00-5:00	Cognitive Interviews

Day 4

8:00-9:30	Anchoring and motivating cooperation
9:30-11:00	Detecting deception
11:00-12:00	Lunch
12:00-5:00	Detecting deception
	Obtaining the Truth

Rules of Interviewing

The development and philosophical approach of Analytic Interviewing. Why and how Analytic Interviewing works. Rules of Analytic Interviewing.

Eight Categories of Nonverbal Cues

How nonverbal cues and respect are interconnected and why it is important in the interview process. What are the specific nonverbal cues that researchers found have a high probability of deception. Understanding and applying chronemic and haptic nonverbal cues to manage the interview process. Why norming behavior is critical for successful interviews. This instruction builds an essential foundation for understanding specific nonverbal cues used in later blocks of instruction.

Emotional Intelligence

The reason we have difficulty detecting deception is because hidden emotions and deceptive behavioral cues are identical. This block of instruction enhances the interviewer's ability to manage their own emotions and the emotions of interviewees to help clear the emotional clutter and enable the interviewer to more easily and accurately detect deception. 40-years of research in the psychological field of Human Deception and Detection have found that detecting deception is an advanced Emotional Intelligence skill.

Unmasking the Face and Emotions behind It

What are the seven universal emotional facial expressions? What muscles are used in the face to accurately communicate these specific emotions? Reading facial emotions accurately and quickly on both halves of the face. Reading two facial emotions simultaneously.

Fundamentals of Interview Preparation

Creating an environment that encourages cooperation. Posturing and positioning to maximize interviewer's ability to accurately and quickly assess and read interviewees. Being creative under the circumstances.

Interpersonal Observation skills

What are we looking for to make inferences about the interviewee's energy level, quality of relationships, anchors, hotspots and feelings? Used in conjunction with other skills taught in this course, participant's ability to quickly and accurately assess people and situations is significantly enhanced.

Reading Micro-expressions

Participants are trained to read facial expressions lasting the blink of an eye ($1/15^{th}$ of a second). Micro-expressions reveal either hidden emotions or deception. Micro-expressions are a powerful source of information to provide high quality and effective questions to get to the truth.

Engaged Listening skills

What are we listening for to assist the interviewer is asking pertinent, detailed questions? Techniques used to train doctorial students in counseling psychology are used to help participants become more proficient at engaged listening. Engaged listening reduces the effect of interjecting the interviewer's own biased perception into what the interviewee is actually saying.

Responding

This pivotal skill builds on all of the previous skills addressed to help the interviewer understand what the interviewee is saying, feeling and doing. Responding is one of the key components to triggering a detailed and truthful confession. Proficiency in responding determines the true proficiency of an interviewer and is the foundation for all subsequent blocks of instruction.

Information Processing

Take your communication skills to new levels of understanding. Learn how you process information. How to use terminology to build rapport and generate higher quality, detailed information from others.

Asking Questions/Preventing Deception by Omission

Experience one of the most comprehensive and powerful blocks of questioning techniques taught in any training course. What to ask to expose deception by omission. What to say and questions to ask when you don't know what to ask next. The power is in its simplicity!

Establishing Rapport and Control

Discusses and demonstrates a wide range of subconscious rapport building techniques. How to build effective rapport. Why is rapport important for encouraging interviewee participation? Rapport can create guilt when the suspect does not feel guilty about the offense.

The Cognitive Interview

The course discusses the science of memory retrieval. The unintended consequences of using closed-ended and leading questions on permanent memory. The curriculum discusses in detail each Step of the Cognitive Interview protocol. A series of videos of a Cognitive Interview will demonstrate each Step of the protocol using an actual interview conducted by a renown Cognitive interviewer.

Participants will have the opportunity to both conduct a Cognitive Interview to practice the Steps and techniques taught in the class. They will also have the opportunity to be interviewed as a witness and as an observer. After each exercise, participants will conduct an after-action report to describe what they understood happened based on information obtained from their interviewee. Following each after-action report, the class will have an opportunity to review the video of each incident witnessed by interviewees.

Motivating Cooperation

What is an anchor? How to use the subconscious power of anchors to help motivate interviewees to cooperate during the interview process.

Detecting Deception

This portion of the presentation pulls all the pieces of the puzzle into one comprehensive picture and demonstrates the criteria used to detect deception accurately. Analytic Interviewing is also designed to avoid false positives, false confessions and Othello Error.

Obtaining the Truth

What do we do when we detect deception? Why demonstrating respect at the beginning of the interview is now used to discourage deception and a lack of cooperation. How rapport and anchors encourage cooperation. How to influence the sympathetic and parasympathetic nervous system to encourage detailed, truthful statements and discourage deception and uncooperative behavior. Ending the interview using the Closing Technique.

INSTRUCTOR BIOGRAPHIES

Mary Daugherty, Senior Special Agent with the Bureau of Alcohol, Tobacco and Firearms, is considered to be the *best of the best* in The Cognitive Interview and Analytic Interviewing as a criminal interviewer and instructor. Until recently, Analytic Interviewing was only available to select criminal investigators, intelligence officers, military intelligence and special operations. The leading expert and founder of the Cognitive Interview calls Mary one of the best Cognitive Interviewers and instructors in the World.

Researchers in psychotherapy call her the ultimate lie detector. The title of "Truth Wizard" was bestowed upon her by researchers as she can accurately detect deception over 80% of the time in all three areas of deception. When in control of the interview process, detection rises to almost 100%.

Agent Daugherty began her 24-year career at ATF with the Arson and Explosive group. Later she worked as an undercover agent for ten years infiltrating the most violent and dangerous criminal organizations in Texas: including the Jamaican Posse street gang; Chinese organized crime; Mexican Mafia; Bandito motorcycle gang; street gangs involved in violent home invasions, etc. During an 18-month undercover investigation involving the Texas Syndicate, Agent Daugherty and a female partner, personally purchased weapons and narcotics from members paroled from the Texas prison system. The investigation resulted in 140 Felony cases with a 100% conviction rate. They were honored by the 100 Club of Houston as "Officer of the Year" for the Gulf Coast region of Texas.

Agent Daugherty became involved in an investigation of a group converting semi-automatic rifles to fully automatic. In addition to conducting surveillance and debriefing the undercover agent, she acted in the capacity as the undercover agent's girlfriend. On February 28, 1993, Federal Agents with the Bureau of Alcohol, Tobacco and Firearms were ambushed while executing a lawful search warrant on the compound where the group lived. Assault rifles opened fire as agents dismounted from their vehicles. Agent Daugherty was the last agent to exit the cattle trailer as it was being destroyed by .223 and .50 caliber weapons fire. During the intense 90-minute long gun battle, 4 agents were killed and 19 were wounded. Agent Daugherty only sustained a rifle round through the pocket of her uniform pants which struck an agent behind her. After being involved in the largest gun battle in U.S. law enforcement history, Mary was one of the last ATF agents to leave the grounds of the compound. On the third day of the ensuing standoff, Agent Daugherty and another agent met with members of the Branch Davidians to remove the first two children from the compound. She was able to obtain invaluable intelligence concerning casualties and conditions inside the compound. As result of this experience, she became a negotiator attached to a Federal Special Response Team.

Mary became an internationally renowned instructor with the Institute of Analytic Interviewing, Inc. (IAI), training the trainers for government agencies in the U.S. and abroad. As the lead instructor with IAI, Mary worked with Dr. Paul Ekman, Dr. Mark Frank, Dr. Maureen O'Sullivan and Dr. Ed Geiselman learning and applying the latest and most advanced scientific research available in interviewing techniques.

Agent Daugherty received ten commendations from ATF, FBI, DEA, U.S. Immigration and Customs, and the U.S. Attorney's Office.

In addition to her case load, she instructed Interviewing and Undercover School for ATF for 14 years at the Federal Law Enforcement Training Center (FLETC) in Glynco, GA. As a certified instructor for the Department of the Treasury and Department of Justice, Mary has instructed thousands of Law Enforcement officers/agents at numerous conferences and training programs.

Senior Special Agent Daugherty finished her career as an ATF Intelligence Officer assigned to the FBI Joint Terrorism Task Force.

The remainder of her biography is still classified top secret by the U.S. Government.

Tab W. Cooper is quickly becoming internationally recognized for his skills-based approach to modifying participant behavior to enhance a wide range of interpersonal skills, personally and professionally.

During his 20-year law enforcement career, Tab served as patrol officer, investigator, firearms instructor and commander. He held a Master Peace Officer certification through the Texas Commission on Law Enforcement. He still holds an Instructor certification through TCOLE. Tab earned a Bachelor's of Science in Criminal Justice - Law Enforcement and Police Science from Sam Houston State University. While working as a police officer, he completed a Master's Degree in Business Administration from SHSU. He later completed 36 hours of additional post-graduate courses in management, communication studies and business communication.

Tab is a graduate of the 9-week Texas Leadership and Command College (LCC). While a police captain at SHSU, he expanded the required LCC research paper "Crime on Texas University Campuses" and created a statistical model that could predict the number of Part I UCR offenses on individual University campuses based on specific demographic characteristics of the University and the local community. The study was designed to help University police departments refine their crime prevention strategies. The results of the study and the statistical model were published in 1995.

In 1997, Tab joined the Law Enforcement Management Institute of Texas (LEMIT), a Texas state agency, as Project Coordinator developing and coordinating the first mandatory police chief management and leadership training program in the U.S. He also helped develop and coordinate the New Chief Development Program and the Command Staff Leadership Series. Tab finished his 4½ year tenure with LEMIT as coordinator of the 9-week Leadership and Command College (LCC).

As a result of thousands of conversations with police administrators and thousands of hours of personal leadership and management training, Tab began a quest to develop an innovative new leadership training course. The goal of the leadership course was to close the gap between management and leadership theory and their practical application for police supervisors on the street.

In 2002, Tab left LEMIT and began working with Dr. Stephen Sampson, renowned Counseling Psychologist, social intelligence instructor, and protégé of Dr. Carl Rogers and Dr. John "Jack" Blakeman. Tab travelled with Dr. Sampson throughout the United States assisting with training seminars teaching techniques to enhance social and emotional intelligence skills.

He continued his professional development as a Business Communication lecturer at Sam Houston State University in 2006. Tab taught a variety of business communication courses during his seven years with the College of Business Administration applying his experience, advanced training, research and extensive post-graduate education in the fields of management, leadership, communication studies, business communication and counseling psychology. He retired in August 2013 to begin instructing to federal, state and local law enforcement agencies.

Tab has published a number of research articles in police and academic journals. Tab spent over a year conducting the first quantitative research study of its kind and was published in the International Journal of Management & Information Systems, "Constructive Supervisory Confrontation: What Employees Want."

Tab is also certified as an instructor in Analytic Interviewing and Cognitive Interviewing by the Institute of Analytic Interviewing.