

Interview Planning

One Page Checklist / Keyword Reference

Understand the investigative / interviewing instructions. Read the instructions – several times until you understand it. Verify that your understanding of the assignment is correct. Provide your manager/principal with an outline of your planning/approach. Get the necessary authorisation(s)
Consult and provide regular feedback to your principal on your progress – or the lack thereof *“Feedback is the breakfast of champions”*

Investigation and Interview. A thorough knowledge and understanding of the latest information relating to the critical issue/case is essential. Investigation and the Interview(s) feed off each other on-an on-going basis.

1. Goals of the Interview. Establish the goal(s) of the interview/investigation. This would normally be provided by the principal / manager. Identifying the witness(es). Regaining losses (private sector) Identifying gaps in the security setup and propose remedies. Ensure a thorough understanding of exactly what is required – the time frame and cost need to be verified.

2. Management/principal. Determine the results that the principal requires: Disciplinary steps (internal hearing) (Ensure that the “witnesses” were informed.) **Obtain a Written brief.** Obtain support from the HR / Witnesses. Determine and obtain record of the history and background – similar or related cases. Also cases that may involve the same witnesses / complainants.

Internal directives & procedures. Compare your understanding and interpretation of the issue/case – submit initial planning. Establish communication channel(s) – reporting procedures.

Results required – internal /dismissal / prosecute.

3. Critical Issue / Case Description. Describe concisely the factual detail of what is to be investigated or the purpose of the interview. What; Why; When; How; Where; Who. (This must be verified). In the case of complainants / victims sworn statements will form the bases. Verify the critical issue with witnesses. Distinguish between cases.

4. Identify witnesses. From the principal /victim /complainant /witnesses. Verify witness (es) - when interviewing.

5. Biographical background data. Interviewees/Witnesses. Sources of information to obtain background information on witnesses / suspects. (HR Department / management / colleagues / previous employers / saps records – criminal record / financial records – ITC/ financial records. Full personal detail / contact details / education / work history / personality traits / medical history / lifestyle changes / travels. Exploit all sources. Means Opportunity Motives.

6. Support (People) Legal Labour Polygraphist. Magistrate / Commissioner of Oaths / Assistant investigator(s) / interviewer(s)

Expert witnesses. Handwriting / audio / ballistics / fingerprints (In accordance with the scope of the investigation). Introduce witnesses Take sworn statement(s) when required.

7. Matching. Sex / Age /Language / Personality / Culture. Obtain personal details of interviewees – sources.

8. Legal and Labour support. To avoid pitfalls and ensure guidance. Consult regularly.

9. Rehearsing and brainstorming – during challenging cases. Pay detailed attention to the opening of the interview.

10. Interview Location (Room). Ensure privacy / No disturbances /Phones / Neutralize distractions .

11. Furniture and equipment. Obtain suitable furniture - table(s) / chairs / privacy / carpeted floors. Audio / audio-visual apparatus – test beforehand.

12. Scheduling and timing. Interviewer and interviewee to be considered. Consider personal needs. (Schedule follow-up interviews)

13. Pre-formatted forms. Letter of authorization. Constitutional rights. Possible admission / confession. Pre-formatted questionnaire. Checklist for statement analysis. Structured questions checklist

14. Plan for unexpected. Anticipate “surprises”. Delays/ Power failures / Technical / Resignation / Location. Checklist include alternatives

15. Engage – Plan first approach. Consider the 3 interviewing models PEACE /Investigative Interviewing-model/ Enhanced Cognitive Interview (ECI). Hybrid – selection form the 3. Obtain unstructured statement

16. Obtain the unstructured statement. Build rapport. Open ended question(s). Record interview. Motivate witness to ensure unstructured “story”. Foresee questions by the interviewee. Purpose of interview. Personalize interview. Consider interviewees immediate needs. Describe the process. Verify description of critical issue. Emphasise Truthfulness + Detail.

17. Constitutional rights written consent. Prepare beforehand.

18. Adapt and change during the interview in accordance with reality of the encounter.

19. Statement analysis of unstructured statement - create an opportunity to examine. EVR checklist Credibility + clues to structured interview.

20. Reality analysis. Discrepancies, omissions Inspection of the “crime scene” Compare with other statements, investigation Laws of Nature/Physics.

21. Structured interview. Verify/Clarify Low-keyed /Use question list.

22. Confront. Essential evidence required Truth promoting and stress inducing questions. Pages 272 273 –Manual.

23. Conclude. Summarise. Final check. Sworn statement(s). Describe process ahead –follow-up interviews / polygraph / hearings - Inform interviewee of process. Part on positive footing – re-introduce rapport-building issues)

24. Evaluate. Evaluate information obtained. Compare with initial Aims and objectives reached? Re-evaluate evidence in investigation. Evaluate own performance. Evaluated by supervisor/advisor

25. Draft the report. Describe in accordance with initial instructions. Recommendations well motivated. Check prescribed format. Enclose essential elements – date/time/place/those present/ intervals /relate to audio recordings that must be contained to ensure that this report is complete and accurate. Can be used for effective and quick reference during hearing(s).

P.E.A.C.E Interview Model

Source: <http://www.admissio.co.uk/images/PEACE%20model3.pdf>

Planning & Preparation	Engage & Explain	Account (Clarification & Challenge)	Closure	Evaluation
<p>What is known about interviewee and what needs to be established Points to prove, facts in issue (Elements of Crime) Identify possible defenses Practical issues (e.g. where, when, how) Aims and objectives Written plan. Plot events on a timeline for information retention.</p>	<p>Engage in a conversation First impressions Explain purpose of the interview Reason, routines, outline, expectations Determine needs of interviewee Facilitate positive attitude of accurate and reliable information - rapport Address the relevant needs/circumstances of the witness.</p>	<p>Uninterrupted Account High use of open questions, summaries Expand the statement/account Verify and clarify Question Loop...Open, Probe, Summarise as appropriate, Link Done chronologically, methodically Locks person down into their account Clarification & Challenge Challenging the inconsistencies & contradictions. Use the words of the interviewee, words of others and contradictory information/evidence. Non accusatorial Ask interviewee to explain the differences between their account and the evidence.</p>	<p>Summarise account for mutual understanding Verify that all areas were sufficiently covered Explain the process ahead – to the interviewee Review needs of interviewee Maintain professional style.</p>	<p>Evaluate information obtained Aims and objectives reached? Re-evaluate evidence in investigation Evaluate own performance - needed for professional / personal development. Evaluated by supervisor/advisor</p>