

LOS ANGELES POLICE DEPARTMENT
Interview & Interrogation
1850-31445
Expanded Course Outline

Instructional Goal: The student will be able to conduct a more ethical and insightful interview. They will be able to organize data for planning and constructing communications, apply effective communication skills to build rapport, develop questioning strategies to work towards objectives, determine cues to truthfulness, and utilize evidence more effectively.

Performance Objectives: Using lecture and learning activities including case studies, the student will:

- Become proficient in using science-based (Cognitive) Interview and Interrogation techniques.
- Become proficient gathering information, analyzing and planning a strategic interview.
- Managing first impressions.
- Understand the concept of branding and its effects upon an interview.
- Understand the importance of engaging and explaining.
- Understand that rapport is essential to a successful interrogation.
- Utilize motivational interviewing techniques.
- Become focused listeners.
- Become proficient using the Funnel interview method.
- Enhance skills in dealing with difficult/dominating people through ORBIT.
- Achieve more persuasion (e.g. - appeal via ethics, rational, practical, personal).
- Understand Cylinder model / Sensemaking.
- Gain methods to Detect Deception.
- Understand the importance of when and how to use evidence in a strategic manner.
- Complete class learning exercises, student evaluations, and testing.

Day 1

I. Overview & Introductions

(1 hr)

- A. Open course
 - 1. Stress importance of science-based techniques
 - 2. HIG research collaboration/field validation.
- B. Perspectives
 - 1. What are examples of the lenses through which people look?
 - 2. People have different world views which govern our own biases
- C. Introductions
 - 1. Instructors model and introduction based on lenses
 - 2. Participants introduce themselves using "lenses"
- D. Interview & Interrogation Framework.

II. Planning & Analysis

(3 hrs)
PSP IV (a)(b)

- A. First Impressions Activity (Officer to Citizen)

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- B. Model the Boards
 - 1. Using the facts & information from the First Impressions Activity, fill in the Boards
 - 2. Discuss difference between Facts & Information
- B. Practical Exercise: Planning #1
- D. Final Summary on Planning & Analysis

III. First Impressions

(3.5 hrs)
PSP IV (a)(b)(f)

- A. Discussion on influence factors of a first encounter (Officer to Citizen)
 - 1. possible responses: expectations, stereotypes, how they look/act
 - 2. Watch video clip to add to list
- B. Impression Management definition & components
 - 1. Branding
 - 2. Priming
 - 3. Warmth & Competence (Officer to Citizen)
- C. Type 1 & Type 2 Thinking
 - 1. Stereotypes & Biases
 - 2. Influences of people to cooperate with us (Persuasion)
- E. Branding
 - 1. What is a brand?
 - 2. Elements of your personal brand
 - 3. LAPD Brand Exercise
 - 4. Branding Matrix
 - 5. Branding Exercise on Witness 1
 - 6. Use of brands with Predictable Dialogue
- F. Warmth & Competence
 - 1. Discuss Brands as Intentional Agents
 - 2. Look at Warmth/Intentions & Competence/Ability
- G. Priming
 - 1. Words to manage impressions
 - 2. Planning the first message
- H. First Impressions Video Work
 - 1. Watch 2 videos. Where on the Warmth/Competence scale does each detective fall? What is each's first impression?
- I. Practical Exercise: Witness 1 Revisited
 - 1. Revisit Branding matrix
 - 2. Create Opening Lines that consider warmth & competence and branding

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3. Address subject's likely concerns
4. Maximum of 2 paragraphs
5. Pick a person to try the lines

IV. Day 1 Wrap-up

(30 min)
PSP IV (a)

- A. Provide slip of paper for response (exercise)
 1. Reflect on all we've discussed today. Think of something specific and how it either applied or could have applied to an interview you have done. Explain.
 2. Leave on desks for next day.

Day 2

V. Recap & Review

(30 min)

- A. Discuss reflection from Day 1
 1. Show video to reinforce Impressions/Warmth/Competence

VI. Memory & Cognition

(1 hr)

- A. Interloper Exercise
 1. Write down description of person who interrupted on Day 1
 2. Discuss
- B. Give Overview of Cognition
 1. Memory Test
 2. Memory Retrieval techniques
 3. TED
- F. Introduce Engage & Explain
 1. Demonstrate
 2. Have participants role play in pairs (exercise)

PSP IV (a)

VII. Miranda & Limitations

(2.0 hrs)

VIII. Questioning Strategies & Funnels

(1.5 hrs)

- A. Funnels
 1. Introduce using funnels
 2. Demonstrate funnel construction
- B. Funnel Exercise
 1. Split class in half
 2. Give each half an objective
 3. Teams plan funnels to reach their objective
 4. Members of each team pair up to interview and obtain objective

PSP IV (a)

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5. Debrief

IX. Practical Exercise Planning

(1 hr)
PSP IV (a)

- A. Pass out scenario/Break into teams
 - 1. Create Boards
 - 2. Plan for Objective Setting, Brands, First Impressions, Opening Lines
 - 3. Create Funnels
 - 4. Debrief

X. The Interview: Communication & Rapport

(1 hr, 30 min)
PSP IV (a)(b)(c)(f)

- A. Discuss Rapport
 - 1. Discuss what rapport is not (Officer to Citizen)
 - 2. Discuss strategies for building rapport
- B. Introduce and discuss Motivational Interviewing (Persuasion)
 - 1. Crosswalk with good listening skills (Listening)
 - 2. NON-listening exercise
 - 3. Video to emphasize listening skills

XI. Day 2 Wrap-up

(30 min)

- A. Give reflective prompt
- B. Give homework on rapport

Day 3

XII. Recap & Review

(30 min)

- A. Report out homework

XIII. Sensemaking

(2 hrs, 30 min)
PSP IV (a)(b)(c)(f)

- A. Introduce
 - 1. *It's not about the nail*
 - 2. Discuss frames
- B. Practice
 - 1. Static: ID where text is on model
 - 2. Dynamic: video work

XIV. Listening

(1 hr)
PSP IV (a)(b)(c)(f)

- A. Listening Demonstration
- B. Listening Exercise

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1. Interviewer
2. Interviewee
3. Observer
4. Debrief

XV. Practical Exercise: Interview

(3 hrs, 30 min)
PSP IV (a)(c)(d)(f)

- A. Prep for Interview
 1. prep rooms
 2. practice opening lines
- B. Interview Exercise
 1. Role player
 2. Team has roles for observation (listening and communication elements)
 3. Coach leads debriefs between interview sessions
 4. Whole class debrief

XVI. Day 3 Wrap-up

(30 min)

- A. Which portions of this course have been most interesting, or do you find most useful?

Day 4

XVII. Recap & Review

(30 min)

- A. Ask if there are any question
 1. Show Framework
 2. Explain what will be discussed today

XVIII. Credibility Assessment

(3 hrs, 30 min)

- A. Fishbowl on deception
 1. Three volunteers tell a story about a past incident
 2. After each story, participants determine if story is a truth or lie.
 3. Record reasons WHY they believe as they do.
- B. Myths and Realities of Detecting Deception
 1. Compare slide back to list compiled from A above.
 2. Discuss beliefs
 3. Problems with detecting deception
 4. Give four cues to credibility
- C. Discuss 10 methods of detecting deception
 1. Demonstrate science-based methods
 2. Use two volunteers who tell the same story---one is truthful

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XIX. Practical Exercise: Planning

(1 hr, 30 min)
PSP IV (a)

- A. Conduct planning & analysis for final exercise
 - 1. Assign one coach per team
 - 2. Use all strategies taught
- B. Brief out plans

XX. Strategic Use of Evidence

(2 hrs)
PSP IV (a)(e)(f)

- A. Discuss goals of truth-tellers and liars
- B. Review questioning tactics
 - 1. Funnel approach
 - 2. Open-ended questions
- C. Example scenario (mock bomb plot) (Difficult People)
 - 1. Introduce scenario
 - 2. Give examples of what funnel would look like
- D. Train Bomb Plot scenario (Difficult People)
 - 1. Work in pairs to create a funnel
 - 2. Report out
 - 3. Compare to Questioning Tactic slide
- E. Show Evidence Framing Matrix
 - 1. Discuss evidence from scenario
 - 2. Use Matrix and complete a focused funnel on your scenario
 - 3. Brief out SUE funnels

XXI. Day 4 Wrap-up

(30 min)

- A. Review final framework slide
- B. What questions do you have?
 - 1. Reflect on what you feel confident with.
 - 2. What do you need more work on?

Day 5

XXII. Practical Exercise: Interview

(7 hrs, 30 min)
PSP IV (a)(c)(d)(f)

- A. Finalize team plans
- B. Go to break-out rooms with role player and coach
- C. Focus on skills from the week

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D. Debrief exercise

1. How did that go? What models worked?
2. Closing

XXIII. Day 5 & Course Wrap-up

(30 min)