



**MINISTRY OF BUSINESS,
INNOVATION & EMPLOYMENT**
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Investigative Interviewing
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INVESTIGATION

**What makes me think I know about
Investigations.**

**I served for fourteen years as a Police
officer both In New Zealand and the UK
with Nine of these in the CIB.**

**While serving with the Police I was a
qualified Investigations and PEACE
Interview trainer and assessor.**

**Plus I am a loud mouth Irishman with a lot
of Blarney.**

What is the most important part of your investigation

The start

If you do not have a strong foundation your investigation will fall over

If you do not obtain all the evidence possible at the being you will not obtain it

What is the Purpose of an Investigation

To enforce the rules

To build a case

To make money

To Find The Truth

What is the sole purpose of an Interview

To Discover the truth



MISTAKES

IT COULD BE THAT YOUR PURPOSE IN LIFE IS TO
SERVE AS A WARNING TO OTHERS

PEACE

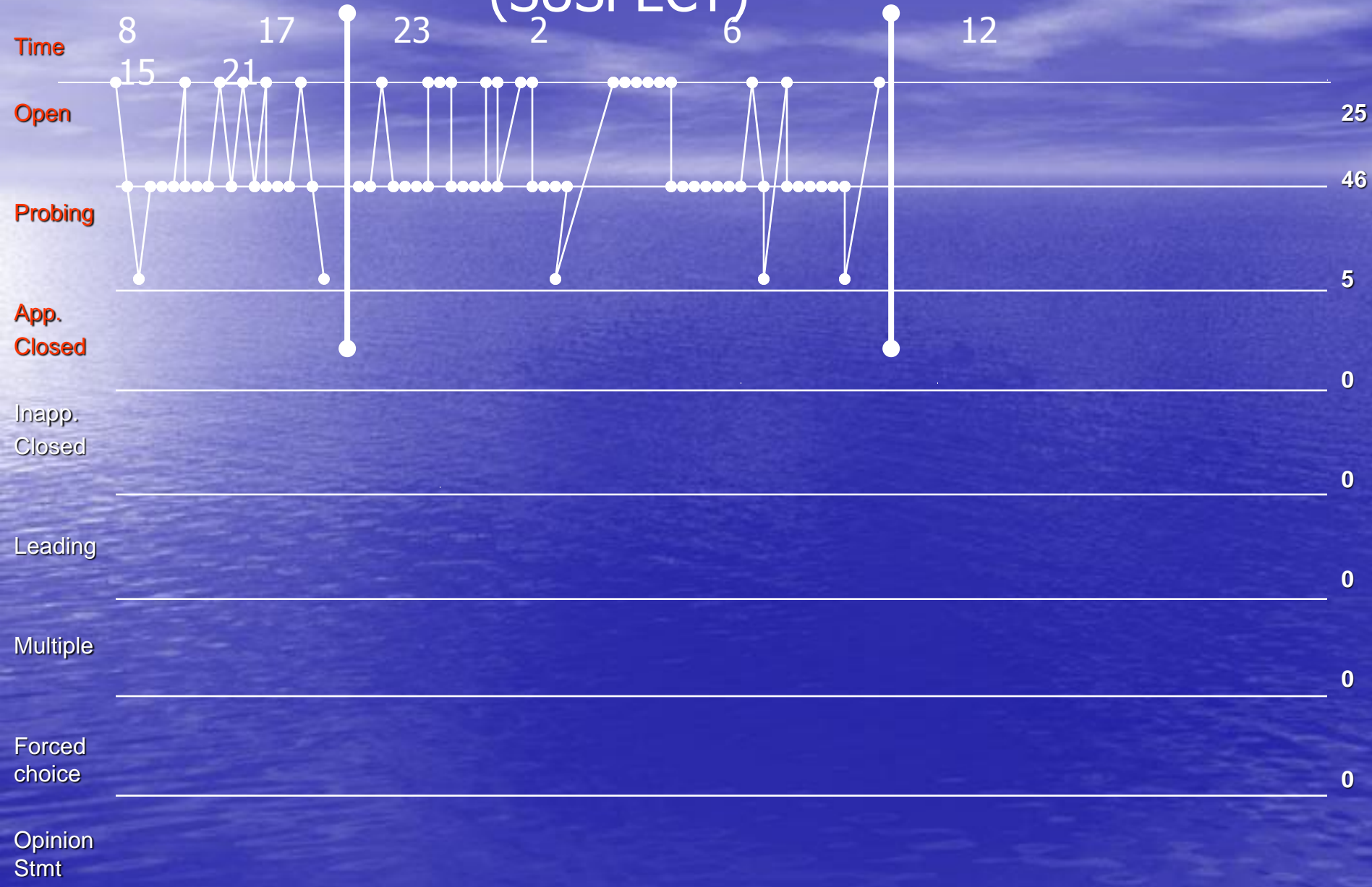
What is PEACE

P	Planning & Preparation	Consider interview and interviewee needs develop interview plan
E	Engage and Explain	Establish rapport. explain structure. around rules. rights
A	Account	Elicit complete. accurate and reliable account challenge
C	Closure	End the interview / explain what will happen next, 3Ps
E	Evaluation	Review information obtained, own performance

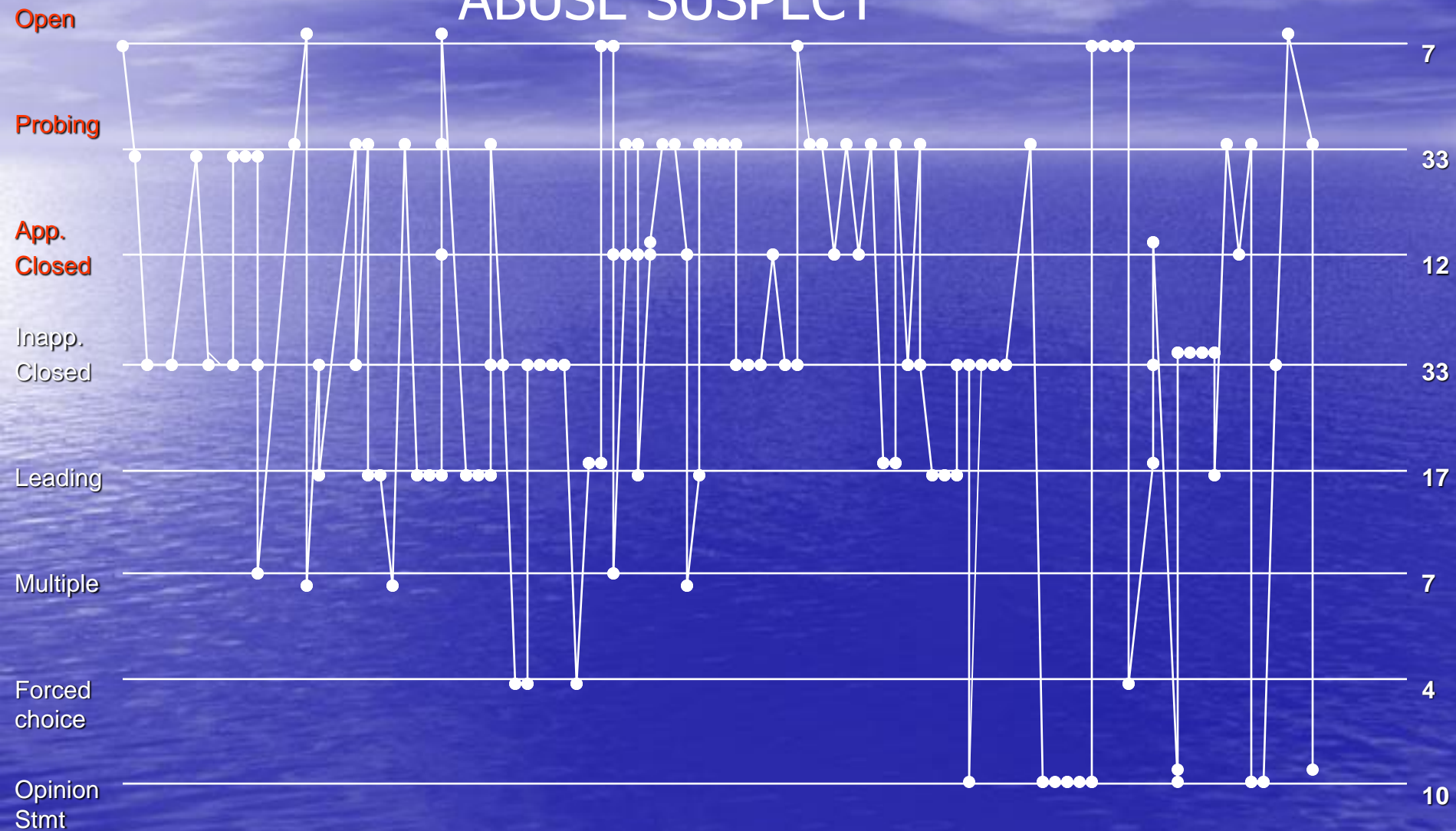
So why did PEACE come about

- Introduced in the UK as PEACE interviewing in 1998, first started by New Zealand Police in 2007.
- PEACE came about after it was decided that a best practise guide to interviewing needed to be created. During examinations of Police interviews it was found that Police allowed people in interview to talk for on average 5.8 seconds before interrupting, in New Zealand it was found to be 6.1 seconds.

GQM – MURDER 1 (SUSPECT)



GQM – CHILD ABUSE SUSPECT



GQM – CHILD ABUSE SUSPECT



How does this impact on your interview.

The human mind encodes information you see and hear, this information is then stored in the memory ready for retrieval.

If you don't allow correct retrieval you will have miss information.

3 Stages of Memory

- Encoding:
- Storage:
- Retrieval:
- If you get a failure at any stage the information is not available.

3 Types of Memory storage

- Procedural
- Semantic
- Episodic

1.Procedural memory ie on you way to work this morning how many times did you change gear.

2.Semantic memory is the general knowledge you pick up through the day.

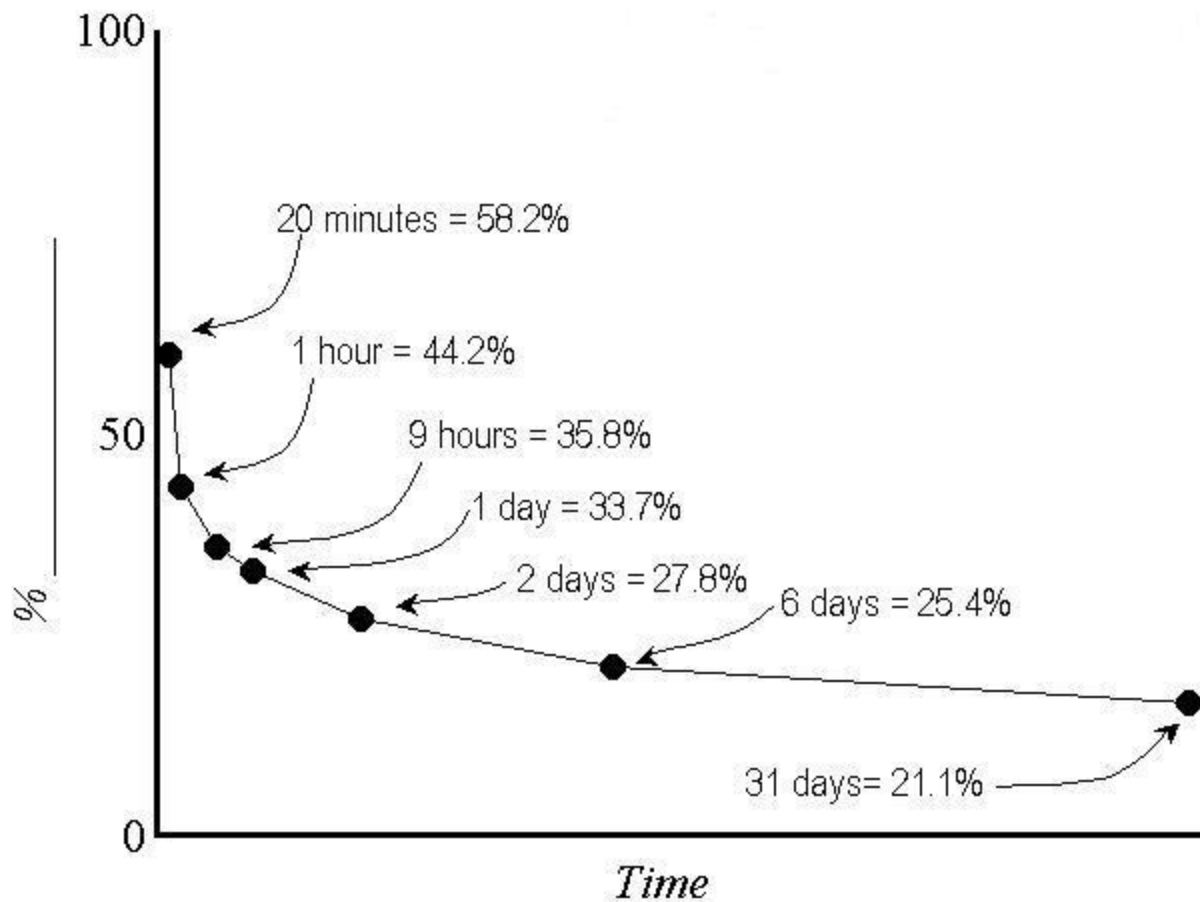
3.Episodic memory is the information that comes from a single specific incident.

Each of these types of memory storage in the brain is different yet the retrieval by your brain is the same.

End result you will get
significantly less information if
you interrupt someone in mid
sentence.

Once you have a little
knowledge of how the memory
works you will be able to obtain
a better result

Ebbinghaus' Forgetting Curve



Seven Communication Blockers

- 1. “Why” questions. They tend to make people defensive.
- 2. Quick reassurance, saying things like, “Don’t worry about that.”
- 3. Advising – “I think the best thing for you is to move to assisted living.”
- 4. Digging for information and forcing someone to talk about something they would rather not talk about.
- 5. Patronizing – “You poor thing, I know just how you feel.”
- 6. Preaching – “You should. . .” Or, “You shouldn’t. . .”
- 7. Interrupting – Can suggest you aren’t interested in hearing what someone is saying.

TEDS

How not to ask a closed
Question ?

T

TELL

Tell me about it ?

Be a good listener your ears will never get you in trouble

Frank Tyger

E

Explain

Explain to me ?

D

Describe

Describe to me ?

S

SHOW

Show me ?

What you do speaks so loudly that I cannot hear

Ralph Waldo Emerson

Points to be covered

- **What**
- **When**
- **Where**
- **Who**
- **Why**
- **How**

R-V-Turnbull

1.A

2.D

3.V

4.O

5.K

6.A

7.T

8.E

- A - Amount of time Observed
- D - Distance
- V - Visibility
- O - Observation Impeded
- K - Know to or seen before
- A - Any reason to remember
- T - Time Elapse from event
- E - Error in description

INFORMATION TO BE AWARE OF

P - People involved

M - Motive

L - Location

O - Opportunity

A - Action

P - Preparation

I - Time

S - Subsequent Action

STATEMENT STRUCTURE

(SUGGESTED CONTENT)

- Occupation or Qualifications (If relevant eg Doctor/Store detective etc)
- Set the scene (Include description of premises/roads etc)
- Position of witness (Include why they were there and what they were doing)
- What attracted their attention to the incident/suspect

The important thing is not to stop questioning

Albert Einstein