Understanding what they say, what they write, and what it means changes hard work into better results

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Interviewing is the single most important skill for a fraud examiner.

Why?
Understanding the Interview Process

- Interviews are information retrieval processes.
- Interviews identify previously unknown information.
- Interviewing requires experience.
Indentifying the Objectives

- What is the purpose of this interview?
- How does it fit into the overall investigation?
- What happens if the subject confesses?
- What happens if the subject implicates somebody else?
- Will this be used in court?
- Will this be given to the police?
- How will it be documented?
Preparing for the Interview

- What is the allegation?
- What is the possible involvement of this person?
- What do we already know about this person?
- What do we already know about this scheme?
- Who else will we talk to?
- What message will others get from interviewing this person?
- When should we interview this person?
Researching the Case

- Is this scheme common?
- Does it require specialized knowledge?
- Who could have stopped it?
- Why did it succeed?
- Where else might it be occurring?
Selecting Interviewees

- Who do we need to talk to?
- How should we schedule these interviews?
- Where/when should we speak to them?
- Is there value in adding/removing people from this list?
- Who are we not interviewing that we should?
- Who would people expect to be interviewed about this?
Analyzing the Interviewee

- Physical characteristics
- Employment characteristics
- Education characteristics
- Economic characteristics
Opening Strategies

- Look
- Ask
- Listen
- Analyze
Making the Case for Cooperation

- Why would ANYONE cooperate in an interview?
- What would make them stop?
- What would make them actively help?
Changing YOU

- The subject responds to you.
- Therefore changes in you creates changes in the subject.
- Tone
- Timing
- Attitude
- Demeanor
Common Question Traps

- One-word answers
- Asking two (or more) questions
- Playing 20 questions
- Leading questions
- Invading privacy
Being PRESENT

- Interviewing is not a passive activity
- You must be:
  - Focused
  - Attentive
  - Involved
  - Participating
Transitioning to WE

- “We” is different than “you” or “I”
- “We” work together
- “We” have a common goal
- “We” trust each other
- “We” understand when mistakes get made
- “We” do not judge
Following from the Front

- Be where he is going, not where he has been ...
Negotiating to Yes

- Interviewing is often about selling a solution ...
- ... to a problem they do not want to admit they had
Interviewing:
Return of the Fraudsters

QUESTIONS & DISCUSSION
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