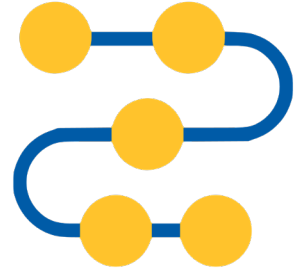


# ▲ TRAINING OUTPOST

## CONFRONTING INCONSISTENCIES IN THE PROCESS

Part of our interview process is establishing a timeline and gathering information related to the fact pattern. In any incident, there will be disagreements related to both the sequence of events and the details about what happened. These could be related to the different points of perspectives, levels of intoxication or inebriation, witness memory, attempts to make oneself look better or manage our impressions, or simply sharing limited information.



- Avoid the assumption the person is intentionally lying or manipulating the situation.
- Clarify different accounts by gathering more information from various witness and sources to establish a consistent timeline and fact pattern.
- Be careful about asking probing, clarifying or assertive questions. Try not to raise the defensiveness of the interviewee.
- Take an impartial position and avoid any direct confrontation. Gather information and determine accuracy later.
- If you suspect the interviewee is not being fully honest, be careful not to show it. Be careful of casual comments such as “hmm,” “really?,” or “that’s interesting...” that run the risk of tipping your hand.
- Use a logic-based, circular-questioning, Socratic method of engagement. This creates a more disarming interaction that allows the person being interviewed to feel less accused and more open to having their perception of events clarified and/or challenged.



Recall the TV show Columbo, starring the late, great Peter Falk. He played the short, cigar-smoking detective with the rumpled trench coat who had a way of catching a criminal with his guard down. The criminal doesn't suspect Columbo is smart enough to catch him, so he relaxes and ends up caught in his own carelessness. Columbo is the quintessential example to teach others that the direct approach is not the only way you can persuade others to share additional details about their experiences. The character demonstrates the power of using circularity in a creative manner to accomplish your goals.