

InterVeritas International

presents

**LIE TO ME
INTERVIEW ESSENTIALS THROUGH LINGUISTIC LIE DETECTION**

One Day Seminar

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NEJOLLA KORRIS BIOGRAPHY

Nejolla Korris is CEO of InterVeritas Intl. which provides lie detection, anti-corruption consulting, interviewing and interrogation training, investigative services, intelligence gathering, litigation support, linguistic statement analysis, employee audits and reference checks to corporations.

Ms Korris is an international expert in the field of Linguistic Lie Detection. She is skilled in Scientific Content Analysis (SCAN), a technique that can determine whether a subject is truthful or deceptive. Korris has analyzed documents for fraud, international security, arson, sexual assault, homicide and missing persons' cases, causing some of her clients to dub her the "Human Lie Detector."

Korris has taught this methodology throughout North America, Europe, the Middle East, Malaysia, Brazil, Singapore, Botswana, Uganda, Kenya, Tanzania and South Africa. Her clients include corporations, government agencies, law enforcement and the military.

Ms. Korris is a popular speaker on Lie Detection, Fraud Prevention & Investigation, Workplace Fraud, Social Engineering and Organizational Justice. Her new sessions for 2012 include: Social Engineering: The New Corporate Espionage, Protecting Your Online Reputation and Honey How Do I Look?: Differing Communications Styles of Men and Women.

Ms. Korris is a frequent presenter for The Institute of Internal Auditors, ISACA, the American Society for Industrial Security, the American National Safety Council, the American Institute of Certified Public Accountants, the Association of Certified Fraud Examiners, and Gov Sec. In May 2012, Ms. Korris gave the keynote presentation at the 45th Anniversary of the Department of Law at Carleton University, her alma mater. She recently presented to the African Chiefs of Protocol Conference and Ethics Institute in South Africa and presented a webinar to IIA members in Sept. 2011, which had a record breaking 6,300 registrants.

Nejolla has a BA in Law from Carleton University. Ms Korris writes a column in Edmontonians magazine entitled *Civil Wars* and is completing a book on deception in communications.

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DECEPTION: WHAT IS IT?

DECEPTION: WHAT IS IT?

Is it easy to lie?

DECEPTION AT HOME AND IN THE WORKPLACE

- Does it occur?
- Who does it?
- Why?

Game of Deception: 2 truths & 1 lie

Write down two things that are truthful about yourself and one thing that is a lie.

1. _____

2. _____

3. _____

INTRODUCTION

Linguistic lie detection can assist you in determining whether or not an individual is providing truthful or deception responses. Before we begin any analysis, we must gather the necessary information to make the analysis.

What information is the most important?

- Information given by the subject

Truthful Responses

Can a person be truthful and still commit the crime?

Deceptive Responses

Types of Deception

WHY DO PEOPLE LIE?

The American Psychological Association states that each person lies at least 13 times per day.

EFFECTIVE INFORMATION GATHERING

Information gathering is necessary in all professions. Yet when it comes to an investigation, many individuals feel pressure gathering information and conducting interviews.

This short seminar focuses on effective information gathering techniques to assist any professional or group get the information they need in the most efficient and effective manner.

Investigations cannot be conducted by review of materials alone. Most relevant information comes from people themselves. Potential interviewing problems include:

- Interviewing the wrong people at the wrong time
- Creating bad feelings between individuals
- Asking the wrong questions and getting the wrong answers
- Asking the right questions and being deceived by the individual

Gathering Information.

Why do we gather information?

- To gain knowledge
- To gain clarity of a situation
- To resolve an issue or conflict

How do we gather information?

- Questions?
- Statements?

Who are we getting information from?

- Witnesses
- The Accused
- Co-accused
- Victims
- Third Parties

What types of people are we apt to encounter?

- Someone that does not want to divulge information
- Someone who wants to cooperate
- Someone who may want to change the focus of the investigation
- Someone who wants to mislead

Anatomy of the interview/information gathering process

- Definition of Purpose – why do you need information from someone?
- Preparation – how do you prepare for the meeting?
- Who are you meeting?
- Setting up the meeting
- Where will you meet? Is it better in the office or in a more private location?
- Timing of the interview
- Time devoted to the interview/getting the statement
- Presence of the interviewer
- Format of Questions and discussion
- Outcome

Interview with Julian Assange on 60 minutes, January 30, 2011

Steve Kroft: You've been called a lot of names. You've been characterized as a hero and as a villain. A martyr. Terrorist.

Julian Assange: I'm not yet a martyr.

WHY DO WE ASK QUESTIONS?

Traditional Phases of an Interview

1. Personal Data Questions
2. Interview Questions
3. Statement or Transcript
4. Review or Assessment of Information

The degree to which a prospective witness is either willing or required to meet and talk with an interviewer should have no effect on the type of approach the interviewer takes. Whether the person being interviewed is an employee, a reluctant witness or the alleged accused, the same approach needs to be taken in the interview.

The interviewer needs the subject; the subject does not need the interviewer.

Review of the traditional ways information was gathered:

Personal Data Questions

This establishes general information about the interview. Determines date, place, time and name of person being interviewed.

Interview/Deposition Questions

The interviewer asks the subject a series of questions regarding the issue at hand.

Statement or Transcript

The statement or transcript becomes the post mortem of the interview. It contains information given already from the subject to the interviewer. Can also be a condensed version of the interview.

Review or Assessment of Information

The interviewer reviews the information received from the subject and applies it to the rest of the investigation.

Concept: The most serious obstacle to obtaining information is the interviewer.

- Problems can begin with something as simple as an investigator having preconceived ideas the issue.
- This is followed by preconceived ideas regarding the outcome of an investigation.

The interviewer's perception of the subject being interviewed is an important point to note. In other words, how does the interviewer see, perceive, view, or consider the subject? If the interviewer is prejudiced or predisposed in any fashion, the information gathered will be less effective. If the interviewer accepts that each subject may be able to provide clues and insight to resolve the issue, the interviewer will be better able to gather necessary information.

New Methods of Information Gathering and Interview

1. Personal Data Questions
2. Statement
3. Review/Analysis of Information Given
4. Interview Questions

Personal Data Questions

Establish the "declaration of the investigation"

Establish who, what, where, when and why

Establish a cooperative pattern of information flow between subject and interviewer

Statement

Getting the statement from the subject first allows the subject to determine what information he or she finds it important to share with the interviewer.

This is a standard method to employ whether interviewing a witness, accused or third party.

Review/Analysis of Information Given

Interviewer applies Statement Analysis Technique to Statement

Review of Information Given by Subject leads the interview to develop a focused line of questioning.

Interview Questions

Focused and specific question are asked of the subject.

The interviewed does not reveal what he or she does, or does not know about the case.

Effective and relevant information is gathered.

The Whole Truth & Nothing but the Truth.....

Starting the questioning?

What types of questions are best?

Concise or open ended?

If we start with very concise questions right from the beginning we close ourselves off from receiving the subject's open ended story.

On the record or off the record?

What information are we really getting?

Pressure to get all the facts.

2 possible aspects

1. Gathering information
2. Gaining knowledge of specific facts and specific admissions

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LINGUISTIC STATEMENT ANALYSIS

Disclaimer:

This is a brief introduction to Statement Analysis.

While this session will demonstrate some basic knowledge, it should in no way be used to analyze statements without the investigator seeking further training.

WHAT IS LINGUISTIC STATEMENT ANALYSIS?

The Statement:

Can be defined as the information that the subject is willing to give you.

The Analysis:

The ability to examine the information given and determine whether it is truthful or deceptive.

The statement, whether written or oral, is considered a form of communication. This communication then could be further explored as a type of behavior.

As we begin to analyze the words that make up the statement, we can begin to recognize patterns of behavior presented to us by the subject.

WHERE CAN IT BE USED?

- Criminal Suspects
- Insurance Claimants
- Accident Victims
- Workers Comp cases
- Crime Victims
- Witnesses
- Fraud Investigations

WHY USE IT?

- To get the story from the subject.
- To determine truthfulness or deception.
- To understand what information the subject is actually giving to you.
- So the investigator doesn't disclose what they do not know.

WHEN TO TAKE THE STATEMENT

The statement should be taken prior to any interviewing of the subject.

This is most often referred to as the pure version statement. It gives the interviewer the cleanest version of events.

HOW TO TAKE THE STATEMENT

Whether we are a legal professional or an investigator, the key to obtaining maximum information from a subject is virtually the same.

For the purposes of statement analysis, it is urged that the subject provide the interviewer with the statement in either written or oral format.

If the statement is given orally, the interviewer should strive to record that statement to obtain the subject's pure version. That oral version should then be transcribed word for word, including any "mistakes" and or Freudian slips.

If not possible to tape, the interviewer must write down what the subject says verbatim. Do not substitute words or abbreviate the statement in any way.

WHAT TO ASK FOR IN THE STATEMENT

Traditionally, most statements only cover the events surrounding the incident in question.

Is this enough?

What can you learn from asking for more information?

Much more – ask the subject to write the statement based on the time he woke up to the time he went to bed. This will give the interviewer much more to work with. Often times, it can give us the clues as to why the incident took place. Remember: The subject will edit the statement and give us only the information he or she thinks we need to know.

ORAL STATEMENTS

Least preferred: Oral Statements

Ask for permission to tape the interview

If taping is not granted, the interviewer must take down the subject's words exactly as they are stated.

It is mandatory that each word the subject gives us must be written down verbatim.

Do not “listen” to what the subject is saying, the purpose is to take down their words in order to analyze them.

In those situations or interviews where it may not be appropriate to transcribe the oral statement, the following are auditory clues to stressors and possible deception.

These are just a few clues to deception:

Emotions

Subjects' that are truthful, usually tend to be quite emotional when telling their version of events. Their stories are not usually rehearsed before time and they will use words such as: stolen, theft, fraud, etc.

Subjects, who may be deceptive, tend not to be emotional but quite controlled, as they have “rehearsed” their answers in advance. They will use words such as: missing, misplaced, gone, etc.

Stuttering or repeating words

Could be indicators of stress and/or not knowing how to continue.

Answering a question with a question

Stalling for time.

Hesitation Marks

Let's see, um, uh are indicators of filling time. Again buying time to come up with an answer.

LINGUISTIC ANALYSIS BASICS

Statements will usually be in the first person, past tense format. It determines the subject's commitment to the information given.

1. Pronouns

We begin by circling the pronouns.

I, we, you, me, they, he, she, his, her, it, my, your, them, us, myself, their, our, him, myself, ourselves.

This exercise could show us if any patterns exist surrounding the pronouns. The pronouns can also indicate if a subject was acting alone or with another person.

2. Missing pronouns.

For example: "Went to the store and bought a newspaper."

This begs the question; who went to the store?

The missing pronoun does not indicate that the subject was the one going to the store.

3. Social Introductions

How the subject introduces other people in their statement is important to note.

Let's note the changes in these examples:

My husband John and I woke up– most proper introduction.

John and I woke up– do we know who John is in relation to the subject?

My husband – what is the name?

He – who is "he?"

4. Connections

Groupings of words which unnecessarily link a sentence to the previous one.

Examples include: later on, upon arriving, when I returned...

Unnecessary connections frequently replace information the subject intentionally took out of the statement.

5. Changes in Verb Tenses

Changes in verb tenses are important to note. These could indicate whether an event took place in the past, present or future?

As stated earlier, most truthful statements are logically in past tense. A statement or parts of a statement that are written in present tense should raise some concerns to the investigator. **Remember: there are no mistakes in statements – we (the investigator) have labeled them mistakes.**

5. Time

This could assist in determining how much information the subject has given us over a particular time period.

- A slowing down of time could indicate possible deception.
- A speeding up of time could also indicate deception – or wanting to pass over important information.

6. Triggers: Items that indicate sensitivity

Words like left & leave could be indicators of stress regarding time. A concentration of these words could indicate stress around that time period.

In the majority of cases, the use of the word left can mean that the person was pressured for time. In other instances it could mean a very serious stressor around that period of time.

Words that attempt to justify why something occurred: *because, since, so*, etc.

Also watch for sentences in the negative

7. Information that seems unimportant

Information that seems unimportant or out of context is most usually deemed extremely important This can include things that are obvious parts of a daily routine such as brushing teeth.

It can also include statements that give detailed unimportant explanations to justify something.

8. Structure of the Statement

Statements can be divided into three parts:

1. Introduction
2. Body of statement
3. Conclusion

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