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FRAUD BUSTERS CONFERENCE

Surviving the first three minutes of your interview

They did ask the typical questions: How I fooled the auditors

Questioning for Quality Information

Interviewing Head to Toe

DON RABON, CFE
SUCCESSFUL INTERVIEWING TECHNIQUES
HENDERSONVILLE, NC 28739

FRAUD RELATED INTERVIEWING

I. SURVIVING THE FIRST THREE MINUTES OF YOUR INTERVIEW

A. Fraud is a human Construct - Interviewing is a Human Construct

B. Phatic communication

C. First impressions

D. Two Snap Judgments

1.

2.

E. The magic *nine*

1.

2.

3.

4.

5.

6.

7.

8.

9

F. In the moment level Self-assessment

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.
- 7.
- 8.
- 9.
- 10.
- 11.

Total: _____

G. To improve performance

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.

H. As interviewer, we are either:

- 1.
- 2.

I. Summary

II. THEY DID ASK THE TYPICAL QUESTIONS: HOW I FOOLED THE AUDITORS

A. Why do people deceive each other?

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.
- 7.

B. Deception Defined

C. Deception Template

D. Concealment

E. Portal of refuge

- 1.
- 2.

F. Falsification

G. Two errors

- 1.
- 2.

H. Emotion Level Self-Assessment

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.

7.

8.

9.

10.

11.

Score _____

I. To improve performance

1.

2.

3.

4.

5.

6.

7.

J. Anxiety

K. Interviewer considerations regarding anxiety

L. Salient deception clues:

1.

2.

3.

4.

5.

6.

7.

8.

9.

M. Summary

III. QUESTIONING FOR QUALITY INFORMATION

- A. The truth of the matter:
- B. Two Aspects of Questioning:
 - 1.
 - 2.
- C. Three Fundamental Types of Interviews:
 - 1.
 - 2.
 - 3.
- D. Closed Questions: Associated with a Direct or Directive Interview:
- E. Open Questions: Associated with a Non-Directive Interview
- F. Connecting Questions
- G. Tag Questions:
 - 1. Standard
 - 2. Inverted
- H. Clarifying Questions
- I. The Interview Question Sequences
 - 1.
 - 2.
- J. The Mechanics of Planning for an Interview
- K. Cognitive Format:
- L. The Interviewer is asking:
- M. Developing an endless stream of questions
 - 1. People
 - 2. Places
 - 3. Things
 - 4. Events in time

- N. 411
- O. Question Generating Machine
- P. Becoming practiced at the art of questioning – PE
- Q. Summary

IV. INTERVIEWING HEAD TO POE

- A. Rapport
- B. Aristotle
 - 1.
 - 2.
 - 3.
- C. Purpose
- D. Level of contention
- E. Rapport defined
- F. Persuader Level Self-Assessment
 - 1.
 - 2.
 - 3.
 - 4.
 - 5.
 - 6.
 - 7.
 - 8.
 - 9.
 - 10.
 - 11.

Score: _____
- G. Three benefits of rapport
 - 1.
 - 2.
 - 3.
- H. Non-verbal mirroring
- I. Verbal mirroring

J. The five sensory channels

- 1.
- 2.
- 3.
- 4.
- 5.

K. The exercise with the mysterious dot



Present

L. Mirror neurons

M. Theory of mind (ToM)

N. Alterity

O. Two (2) very powerful mirror neuron activating options

1.

2.

P. Summary

