



Try a Little P.A.S. in Your Interview



By Stan Walters
"The Lie Guy®"

Written for and Distributed by Public Agency Training Council, The Lie Guy® (www.kinesic.com) and PATC Partners and affiliates. For duplication & redistribution of this article, please contact the Public Agency Training Council by phone (1.800.365.0119), or by email (newsletter@patc.com).

The four step process of Practical Kinesic Interview & Interrogation® is orientation, narration, cross-examination and resolution.

After the subject has presented their statement or alibi during the "narration" phase, the interviewer then takes the opportunity to address any incomplete answers or contradictions in the subject's statement as well as obvious conflict between the statement and forensic details. The "cross-examination" technique chosen is the one that most closely matches the subject's personality type - emotion, sensory, logic or ego dominant. One way to organize your thoughts for this cross-examination phase is to use a very common and very effective sales formula called P.A.S. or Problem - Agitate - Solve. Dan Kennedy who is one of the country's top sales professionals says that this technique "may be the most reliable sales formula ever invented." Isn't the interviewer doing a little selling?

The first step is to illustrate in some detail to the subject the "problem" with the facts of the case and the contradictions found in their statement. For example, despite their protest's that they "were not at the scene" and "are only a witnesses," you illustrate the problem by referencing the computer logs, video tapes, credit card transactions, etc. that suggest the contrary. Highlighting these problems can focus on the victim's statement, implausibility of their statements, memory lapse, etc. Articulate in detail the "problem" as you see it and why the proof supports your position.

After you have established that there is a problem in a clear and forceful manner it's time to get the subject "agitated" about the problem. We do this by tapping into either their emotions about the evidence, the significance in each of the details, or the logical weight of the argument that is against their position and supports yours. Additionally, you may stress the most likely public perception of the arguments that support your

©2008 Article published in the free PATC E-Newsletter

Link to Article online: <http://www.patc.com/weeklyarticles/PAS-interview-interrogation.shtml>
www.patc.com | www.llrmi.com | www.fsti.com | www.school-training.com | 1-800-365-0119

proof. The idea is to force the subject to realize the futility of sustaining their argument and agree with the proof that is mounting against them.

Now that you have stated the "problem", "agitate" the subject to the point that they are mentally wringing their hands; you are going to unveil the answers to his problems. This is when the subject is desperately going to be looking for a way out of this dilemma that they have gotten themselves into and that you are the only person who has a "solution." At this point you can now lay out the options the subject has available and the possible consequences and alternatives to each. Isolate the "good" and "bad" choices that he or she has available to them and the possible outcomes for each. Be prepared to listen and to and watch your subject for verbal and nonverbal cues that indicate that an admission or confession will be imminent.

More often than not our perceptions of the difficulties and complexities of the interrogation process are often larger in our minds than they are in reality. Sometimes a simple approach is all you need and the proven technique of "Problem - Agitate -Solve" or P.A.S. is all your need to create the foundation of a successful interrogation.

**CONTINUE TO FOLLOWING PAGE FOR COMPLETE COURSE OBJECTIVES ON
“PRACTICAL KINESIC INTERVIEW & INTERROGATION” TRAINING.**

©2008 Article published in the free PATC E-Newsletter

Link to Article online: <http://www.patc.com/weeklyarticles/PAS-interview-interrogation.shtml>
www.patc.com | www.llrmi.com | www.fsti.com | www.school-training.com | 1-800-365-0119

<http://www.patc.com/courses/interview-kinesiclandllgeneral.shtml>

Practical Kinesic Interview & Interrogation, Phase I & II

Length of Seminar: 5 Days

Instructor: [Stan B. Walters](#) or [Daniel E. Sosnowski](#)

Course Overview:

Practical Kinesic Interview & Interrogation® is a training program that teaches multi-phase behavioral analysis and tactical interrogation methods using advanced kinesic interview and interrogation theories. The course is designed to help interviewers maximize their ability to gain valuable information as quickly and efficiently as possible. The two phases encompassing all the courses that make up Practical Kinesic Interview & Interrogation® training programs includes the Practical Kinesic Analysis Phase and the Tactical Interrogation Phase.

The Practical Kinesic Analysis Phase (Level I) assists the interviewer in recognizing the cues of truthful and deceptive behavior generated by the subject. The Practical Kinesic Analysis Phase discusses the following topics:

1. **Verbal Cues** - Identification of symptoms of speech quality and content which give the interviewer the most productive body of data necessary to determine truth and deception.
2. **Practical Kinesic Statement Analysis™** - Assessment of truth and deception through the use of verbal cues coupled with methods of human recall and symptoms made self-evident in the statement taking process.
3. **Body Language Cues** - The observable body language cues of deception that are unbalanced or inconsistent in relation to the speech cues or emotional symptoms generated by the subject at the same time.
4. **Kinesic Subject Control** - Discussion of various techniques available to the interviewer to take control and command of the interview environment. From proxemics to mirroring - the use of enhanced information gathering skills.
5. **Confession Behaviors** - Identification and recognition of the verbal and nonverbal acceptance cues generated by a subject who is prepared to give an admission of confession. The Tactical Interrogation Phase uses Practical Kinesic Analysis Phase data with a customized interrogation designed to overcome personality type and defense mechanism behaviors to obtain confession.

The Tactical Interrogation Phase covers the following topics:

1. **The Stress Response States** - Subjects under the stress of deception during the interrogation generate identifiable responses to stress that can be controlled in order to facilitate confession.

©2008 Article published in the free PATC E-Newsletter

Link to Article online: <http://www.patc.com/weeklyarticles/PAS-interview-interrogation.shtml>

www.patc.com | www.llrmi.com | www.fsti.com | www.school-training.com | 1-800-365-0119

2. **The Primary Dominant Personalities** - The identification of the different subject is personality types and the appropriate strategies necessary to successfully interrogate and gain confessions from each type.
3. **Sub-Verbal Encryption** - This section explores the phenomenon in which an individual actually indicates through verbal encoding, key information indicating personality type, criminal motivation, situational response to interview stress which can be used by the interviewer to streamline productive information gathering.
4. **Tactical Kinesic Interrogation** - The intelligent combination of Stress Response State Analysis, Primary Dominant Personality Identification and Sub-Verbal Encryption techniques required to conduct the tactical subject interrogation necessary to assist in gaining the admission or confession from even the most difficult subject's.

Why Attend?

The primary reason for the existence of any investigator, whether in the criminal, loss prevention, personnel, intelligence, safety, or private investigation field, is to gather information. The success of the investigator is directly related to his ability to conduct effective interviews and interrogations. In 1975, the Rand Corporation concluded through research that the single most important factor directly affecting the outcome of any investigation was the quality of information obtained from the witness or victim of the event. It is reasonable, therefore, to also believe that the proper interview and interrogation of possible suspects has an equal, if not greater, effect on the success of an investigation.

The concept of interviewing held by many investigators is that it appears to be a skill one is possibly born with and is something that cannot be taught. It would also seem that interview and interrogation is viewed as a method of merely following a list of questions presented in some disciplined and structured manner with little or no variation. In reviewing current, as well as dated texts and articles, the new interviewer is led to believe that interview and interrogation is also merely an exercise in asking the “who, what, where, when, and how” that are routinely used in reporting. All such concepts appear to ignore the fact that human behavior, not to mention human interpersonal communication, is complex and multifaceted, and that neither can be approached in a restrictive, structured manner.

Traditionally, the study of kinesics focused on the observable outward physical behaviors of the body in order to ascertain the person's current emotional state and the role the body plays in communicating that information. It was quickly learned that by understanding the “vocabulary” of body language along with the diagnosis of a person's verbal output, an interviewer could more easily assess a person's truthfulness or deception regarding the current issue under discussion.

Kinesic interview and interrogation is viewed as a multiphase behavioral analysis system used to conduct more effective and efficient interpersonal communications. The foundation of the technique rests on the common everyday behavior of human beings and their diverse communication abilities. Some of these communication skills are learned from a collection of available human behaviors, while other characteristics exist in all human animals.

©2008 Article published in the free PATC E-Newsletter

Link to Article online: <http://www.patc.com/weeklyarticles/PAS-interview-interrogation.shtml>
www.patc.com | www.llrmi.com | www.fsti.com | www.school-training.com | 1-800-365-0119

Finally, the art of interview and interrogation is a skill that is learned, but not from a single lesson, class, or textbook. It is a skill that is practiced, polished, and honed over time, and the successful interviewer and interrogator is one who knows that the learning process never ends. To be a successful and professional interviewer and interrogator, one must be a committed student and professional interviewer and interrogator, one must be a committed student of human behavior. To achieve positive results, the professional interviewer and interrogator must study the process, practice his skills, and use his knowledge in pursuit of the truth.

The essential thing is not to find truth but to investigate and search for it.
Max Nordau, Paradoxes, 1885

©2008 Article published in the free PATC E-Newsletter

Link to Article online: <http://www.patc.com/weeklyarticles/PAS-interview-interrogation.shtml>
www.patc.com | www.llrmi.com | www.fsti.com | www.school-training.com | 1-800-365-0119