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Graduate Certificate in Investigative Interview Management

## Managing Resistance and Deception

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Specific Term: Managing Resistance and Deception

Concept: Managing Resistance and Deception is a critical skillset in investigative interview management that involves recognizing, addressing, and overcoming resistance and deception during interviews with subjects. It is essential for interviewers to be able to effectively manage these challenges to gather accurate information and achieve successful outcomes.

Related Terms: Resistance, Deception, Investigative Interview Management, Interview Techniques, Communication Skills

Explanation: Managing Resistance and Deception is the process of handling situations where interview subjects may withhold information, provide false information, or attempt to mislead the interviewer. This can occur for various reasons, such as fear of repercussions, a desire to protect themselves or others, or simply to avoid incriminating themselves. It is crucial for interviewers to be able to identify signs of resistance and deception and employ strategies to encourage cooperation and honesty.

Examples:

- A suspect in a criminal investigation may deny involvement in a crime to avoid legal consequences.
- A witness to an event may be reluctant to share information due to fear of retaliation.
- An employee being interviewed about workplace misconduct may provide false information to protect their reputation.

Practical Applications:

- Building rapport with the interviewee to establish trust and encourage openness.
- Asking open-ended questions to elicit detailed responses and uncover inconsistencies.
- Using active listening techniques to demonstrate empathy and understanding.
- Employing cognitive interviewing methods to enhance memory retrieval and accuracy.

Challenges:

- Distinguishing between genuine resistance and deception and mere nervousness or lack of information.
- Adapting interview strategies to different personality types and communication styles.
- Managing time constraints while addressing resistance and deception without escalating tension.
- Maintaining objectivity and impartiality in the face of emotionally charged situations.