

Compassionate Investigative Interview Skills Understanding Deceptive Behavior

Developed by a Corporate Investigator for Business Professionals

Program Overview

This program is for business professionals seeking to gain applicable knowledge, insights, and wisdom in the art of human connection to improve their ability to conduct internal business interviews in any setting by caring for people in an empathic and compassionate manner. The compassionate investigative interview skills course is an innovative and interactive business training course that focuses on interviewing skills designed to detect and manage truthful and deceptive behavior when interviewing or conversing with people centered on two principles:

- Obtaining the complete truth to resolve the matter being investigated
- Protecting the business's security culture to drive employee engagement and talent retention.

It combines various components of neuroscience, human behavior - physical (verbal and non-verbal), and psychology to provide useful tools for individuals conducting any type of investigation, interview, or discussion where a person may not fully cooperate and provide truthful or complete information.

6 modules (11.5 hours) are delivered virtually over 3 half-day sections or a client-customized timeline. It offers participants a comprehensive overview of critical concepts needed to develop and sustain a holistic security culture in the workplace providing employees with the real and perceived sense of a safe and secure environment.

This program was developed over 41 years of corporate security management and investigative lived experience combined with formal study (post-graduate and specialized study).

See program creator and trainer credentials below for more information.

Audience

This program was developed for business leaders involved in any type of investigation including:

- Human Resources
- Ethics and Compliance
- Operations
- Personnel interviews (recruitment and selection)
- EHS
- Regulatory
- Quality
- Finance
- Security
- Legal
- Audit
- Procurement

The course is useful for business leaders conducting interviews either frequently or on occasion.

KEY OUTCOMES

- Gain insight into the importance of a security culture and how investigations positively or negatively impact it
- Develop or improve your interview skills
- Feel confident in your ability and process in conducting interviews
- Understanding and managing your personal biases and other obstacles when interacting with people
- Resolve any type of investigation or inquiry faster (time is our most precious asset)
- Quantify why you believe persons were truthful or deceptive, instead of uncertainty or “gut feeling”

Is this course different from other interviewing courses?

Yes! A company’s positive work culture can be damaged by interviewers only focused on obtaining admissions of guilt or responsibility. Our philosophy is all persons will be treated with sincere respect and care with two goals – obtain the complete truth to resolve the issue *and* protect and strengthen the company’s culture which drives employee engagement and talent retention. The course emphasizes collaboration with other company departments and highly encourages student engagement throughout the course for impact and retention of concepts.

How this course is different

- The program was developed by a corporate security investigator with 42 years of pure business experience and over 2,000 corporate investigations for major multinational enterprises.
- People learn, retain, and apply concepts better when information is delivered in a gradual systematic flow with learners actively discussing, exploring, and understanding how they can successfully apply it.
- Other courses teach the concept of “*establishing rapport.*” Learn how “*human connection*” is more impactful and longer lasting.
- There is a 25-student limit per cohort for maximum individual participation and group engagement. Students are encouraged to be fully engaged – sharing their questions and insights in a psychologically safe environment for group learning.

About the Course

Learn foundational human behavior and corporate interviewing concepts to develop or enhance your ability to better connect with your employees and contribute to business success utilizing a security culture philosophy. Video examples are used throughout the course.

Module 1

Practice case study exercise

Pre-course case study project: Students will review the facts of an event and practice developing applicable interview questions. (1 hour)

- This exercise assignment is conducted prior to the start of the course
- Students will evaluate their work with concepts acquired in the course during Module 6

Module 2

The psychology and neuroscience of investigative interviews (ours and theirs)

The goal of this module is to introduce the participant to various aspects of human behavior to better understand oneself and others for successful interviews, including:

- Understanding how to protect and enhance your business culture while conducting interviews
- Mental, emotional, and physiological states and responses related to interviews
- Obstacles to detection of deception – bias, ego, language
- Your character attributes throughout the investigation and the value of connection
- Understanding the 3 types of lies

Module 3

Preparation: Before, During and After an Interview

The goal of this module is to provide a comprehensive understanding

- Collaboration with other departments
- Two-person team system
- Interview setting
- Interviewee background/current-state assessment
- Quality question development and questions to avoid

Module 4

The critical first encounter with the interviewee – Seek connection not only rapport

- Internal radar (threat or reward response)
- Autonomy strategy
- Protecting social domains
- Introduction monologue and exchange
- Empathy and compassion

Module 5

Identifying truthful and deceptive behavior

The goal of this module is for the participant to understand and apply a structured method to conduct the interview conversation, deliver quality questions, and identify desired information for issue resolution.

- How to apply a simple process to identify concerning or deceptive information
- Maintaining the interviewee's dignity and respect
- Conversation not confrontation

Module 6

Case Study

The case provided in the pre-course activity will be analyzed by applying the learned concepts of quality question development and identification of deceptive behavior for case resolution.

Program Structure (Core Program)

The program is structure to provide students a learning environment where the course is gradually delivered over three consecutive mornings (Tuesday, Wednesday, and Thursday), 3.5 hours each morning. This will provide optimal time for the student to participate in the program and attend normal work activities the remainder of the day.

NOTE: Client customization available for on-site training preference.

Learning impact and retention are priorities in our learning program and this paced model allows for the student to come with a rested, clear, and insightful mindset each morning.

Course Activity:

- 1-hour pre-course case study
- 3.5 hours each morning on Tuesday, Wednesday, and Thursday (10.5 hours total)
- Optional: Friday 2-hour interactive discussion with instructor with student-led topics.

A certificate of program completion is electronically issued plus an online badge, provided by Empathic Security Cultures LLC.

ASIS Methodology Alignment: This program is aligned with several competencies from:

- The [ASIS Professional Certified Investigator](#) program (*Investigative Techniques & Procedures*)
- The [ASIS Enterprise Security Competency Model](#) (*Tiers 1, 2, 3 and 4*)
- The [ASIS CSO Center Development Pyramid Model](#) (*Leadership & Management, Strategy*)

Optional – Advance Learning:

Debrief video call with the instructor

Debrief video call with the instructor: participants attend and engage in a 2-hour video call on Day 4 (Friday) with the instructor to discuss the course content. This provides the student an opportunity for advanced understanding and additional insight development as well as group learning for mutual insight sharing.

Program Tuition:

Core Curriculum: \$349. USD
 1 hour pre-course case study
 3.5 hours each morning on Tuesday,
 Wednesday, and Thursday (11.5 hours total)

Core Curriculum: \$349.
+ Advanced Learning. \$ 49.
Cost: \$.398.



PROGRAM CREATOR AND TRAINER

John Rodriguez, Founder, Empathic Security Cultures, LLC

John has conducted over 2,000 private sector interviews for 41 years working for major corporations including General Motors, Kimberly-Clark, Levi Strauss & Co., and Cardinal Health.

Owner of a consulting firm for 10 years, John has consulted for over a hundred Fortune 500® companies. He has studied multiple interview methods and believes the art of successful interviews is a life-long endeavor. Workforce mental wellness is also incorporated into this course.

While with Kimberly-Clark Corporation, security director for Latin American operations, the company was ranked #1 of 1,900 companies from 2009-2011 by the *Great Place to Work Institute*®. John's innovative security strategies were recognized by senior leadership as critical contributions to those years of #1 rankings. Business sales ranked 1st or 2nd place in every country of operation.



Education and Certifications:

- **Bachelor of Arts and Science in Criminal Justice**, North Texas State University, Denton, Texas 1982
 - **Master's of Liberal Arts (Humanities)**, Texas Christian University, Ft. Worth, Texas 2007
 - **Chief Security Officer Executive Development Program**, The Wharton School, University of Pennsylvania 2005-2006
 - **Advanced Leadership Seminar**, Georgetown University/International Security Management Association 2006
 - **Board Certified Protection Professional, CPP** American Society for Industrial Security (ASIS International), 19 years (1989-2008)
 - **Certified Fraud Examiner, CFE** Certified Fraud Examiner's Association 16 years (1993-2009)
 - **Certified Family Support Group Facilitator**, National Alliance on Mental Health (NAMI.org) (2020)
 - **Certified Facilitator**, The Center for Building a Culture of Empathy (2022)
 - **Certificate in Foundations of NeuroLeadership**, NeuroLeadership Institute (2024)
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- He has authored articles including [How to Build a Best-in-Class Security Culture](#) for ASIS International and [The Nonlinear Path to a Sustainable Security Culture](#) for Security Magazine.

Attendee Feedback and Client List (partial)

Senior Leader Feedback

"Company employees responsible for conducting employee investigations and/or receiving employee complaints should attend the deceptive behavior training. The course offers practical tips on how to properly conduct employee investigative interviews and how to engage employees in a manner that encourages discussion and cooperation. John provides engaging and entertaining real-life videos of public figures engaged in untruthful behavior to help attendees spot physical and verbal cues that a person may be lying."

SVP Ethics & Compliance

"I was among the course attendees this Tuesday. This training was really great. It wouldn't be an overstatement to say that it was so easy and direct that I already detected lying in one of my meetings two days after the course. I'm really impressed. And if you have any recommendations on additional materials, I would be happy to receive them. You may consider me as your follower now!"

Head of Legal & Compliance EMEA

"The deceptive behavior training has been a great benefit for operations. I encourage my teams to continue with this as the applicability is for many situations."

SVP Manufacturing

"I had John come out and deliver this training to our Employee Relations, Human Resources, Legal and Security personnel this spring. Had over 55 attendees and it was a huge hit."

Americas Director, Global Security, Technology Sector

"Two days after John's class, I applied the methodology and determined someone was deceptive and able to resolve the matter faster."

SVP, Human Resources

Attendees Course (partial list)



Course approved and provided to OSAC Latin America Regional Committee events 2022/2023

For additional information, please email: John@EmpathicSecurityCultures.com