

# **INDEX**

## **A**

abuse 1-2, 13, 33, 51-2, 61, 167  
active listening 11, 100-1  
admissibility, ensuring 149, 151, 153, 155, 157, 159  
admissions 62, 113, 137, 142-3, 155-6, 158-9  
affect, proper 131  
agency 57-8, 75, 142  
alienation, subconsciously 25  
allegations, false 137-8  
apology 33, 143, 159, 172  
arrest 1-2, 10, 42, 61-2, 151-3, 172  
attitude 15, 20-1, 25-7, 35, 41, 80  
auditory thinking 39, 67, 91-3, 96

## **B**

barriers 50, 86, 134, 137-8, 177  
beliefs 41, 44, 49-50, 111, 114, 140  
blaming 145, 148  
blood flow 37-8, 129  
body language 31, 71, 73, 84, 86-7, 89-90, 100-1, 175  
breathing 38-9, 129, 174

## **C**

CAS — *see Children's Aid Society*  
CIB — *see Criminal Investigation Bureau*  
CPIC — *see Canadian Police Information Centre*  
Canadian Police Information Centre (CPIC) 65  
chairs 67-9, 86, 89, 94  
Charter 152-5, 160  
child/children 13, 16, 29, 51-2, 111, 113-14, 127, 161-70, 177-8  
child abuse unit 13, 33, 61, 108, 111, 149  
Children's Aid Society (CAS) 31  
closeness 126, 143  
communication 12, 24-5, 34, 39, 91-2, 123-4  
conduct of interviews 9, 16, 66, 122  
confidence generally 2-3, 14, 17, 27, 59, 85, 111, 118, 120, 162

TRUTH-FOCUSED INTERVIEWING FOR INVESTIGATORS

**C** — *continued*

confidence of subject 56, 58  
conflict 39, 135-6  
confrontational interviews 64, 143  
connection 82, 85-6, 88-9, 98-100, 133, 135-6  
control 3, 27-8, 66-7, 84, 99, 157  
courses 10-12, 16, 29, 34  
crime 7, 10-11, 14, 20, 57, 137-9  
Criminal Investigation Bureau (CIB) 3, 7-8, 27  
cultures 29, 49-50, 79, 85-6

**D**

deception 3, 12-13, 16, 104, 113, 115-23, 128-30, 133-4, 139  
description 22-3, 91, 135-6  
details, obscure/unbelievable 132  
direct questions 102-3, 108-9, 120, 127, 167, 176  
domestic violence cases 3, 51, 64, 97  
duties 116, 135, 151, 154

**E**

editing 21-2, 25, 79, 104-5, 109  
embarrassment 21, 104-5, 115, 118, 138, 140  
emotions generally 2, 27-8, 38, 93, 111-12, 131-2, 133  
emotions, proper display of 132  
emphatic, becoming 134  
energy 10, 36  
evasion 119-21  
evasiveness 120-1  
evidence 8, 33, 49, 56, 124-5, 142, 146, 148-54, 162-3, 176  
expectations generally 5, 26, 36, 40-4, 51, 81  
expectations, positive 41-2, 44  
expressions 48, 92-4  
eye contact 28, 78, 85-6, 91, 101, 130  
eyes 9, 62, 85, 92-3, 104, 107

**F**

family members 31, 50-1, 75, 80, 138, 144  
female investigator 29, 33, 65, 172  
formal interviewing 12, 24, 71, 75, 104, 162  
formal training 1, 5-6, 8  
framing 55, 79

**G**

game 43, 117, 121, 168  
gender 29-30, 64-5, 86  
gestures, hand 87, 92-3, 131

## INDEX

### **H**

habits, bad 20-1  
hand gestures 87, 92-3, 131  
handshake 42, 85-6  
head nods 131  
history 1, 8, 59, 62, 106, 114  
hospital 13, 20, 111-2, 136

### **I**

images, positive 42, 45  
inconsistencies 112, 114, 122, 124, 127  
indicators 112-13, 115, 130-1, 133, 136  
inducements 157-8  
inhibiting 22, 24, 31, 36, 38  
initial interview 29, 82, 172  
internal voice 44  
interpreter 31, 71, 78-9, 81-2  
interrupting 24  
interview room 19, 41, 54-5, 66, 67, 68, 72, 76, 136  
interview setting 28, 104  
interviewee 22, 55, 102, 104, 108, 121-2  
interviewers generally 20-6, 29-32, 63-4, 77, 120-3, 133  
interviewers, inhibited 85, 162  
interviewers, multiple 30  
interviewers, non-police 108  
interviewers, prepared 35, 174  
interviewing children 16, 51, 161-3, 165, 169  
interviewing, formal 12, 24, 71, 75, 104, 162  
interviewing formats/methods/model 15, 16, 21, 24, 33, 34-5, 37, 39, 41, 43-5  
interviewing generally 1-3, 5-6, 14-5, 19-21, 23-32, 173-4  
interviewing, good 40, 43  
interviewing, old-style 19, 21, 23, 25, 27, 29  
interviewing, police-style 2  
interviewing skills 10, 20, 92  
interviewing style 13, 17, 21, 163, 173, 178  
interviewing, subjects of 31, 121, 167  
interviewing, successful 35, 39, 173  
interviewing techniques 5, 10, 14, 16, 20, 32, 48, 105, 145  
interviewing training 6  
investigative interview 2, 5

### **J**

jeopardy 116-18, 121, 152, 155

TRUTH-FOCUSED INTERVIEWING FOR INVESTIGATORS

**K**

kinesthetic person 93  
kinesthetic thinking 91, 93, 96

**L**

language 78, 84, 87-8, 111-12, 123-4, 128  
leading questions 22  
legal advice, belittling 32  
letter of apology 33, 143, 172  
life, personal 52, 97  
listener 22, 24, 68, 104, 115, 118  
listening, generally 6, 8, 10, 53, 73-4, 99-101  
listening, active 11, 100-1  
listening, planning instead of 23

**M**

matching 10, 61, 87-9, 100-1, 175  
memory 36-7, 93-4, 106-8, 114-5, 118, 127, 131-4, 164  
mind map 37-8, 73-6, 92, 103, 175  
mirrors/mirroring 10, 87, 89-90, 96, 101, 175  
mistakes, correcting 132, 133  
mistakes, interviewer's 78, 133  
mood 26, 28, 53, 87-9, 93, 96  
motivations 137-8, 147, 150  
movement, eye 92-3  
movies 14, 21, 27, 30, 49-50, 72

**N**

NLP — *see* Neuro Linguistic Programming  
narcissists 122  
negatives 127  
nervousness 6, 129-30, 139, 176  
Neuro Linguistic Programming (NLP) 10-11, 38, 91  
non-verbal behaviour 117-18, 128  
notes 30, 33, 73, 75, 97

**O**

objections 42, 53-4, 59  
office of subject 66  
officers, arresting 151  
officers, generally — *see also* police officers 1-2, 22-3, 76-8, 103-5, 149-51, 156  
officers, new 4, 5-6, 8, 21, 152  
old-style interviewing 19, 21, 23, 25, 27, 29  
omissions 119-20  
open body language 86, 100-1

## INDEX

### **O — *continued***

open questions 76, 98-9, 101, 103, 109, 175-6  
optional thinking 95

### **P**

paralanguage 71-2, 84, 100-1  
past tense 126-8  
pausing 134  
physical evidence 8, 124-5, 142, 176  
pictures 53, 67-8, 92, 99  
planning 15, 23-4, 63, 66-7, 75, 177  
planning rather than listening 23  
police officers generally — *see also* officers 4, 13, 50, 83, 86-7, 157  
police officers, uniformed 19, 97, 105  
policing 2-3, 5, 15, 48  
positioning, bad 31  
posture 37-9, 80, 174  
privacy 55, 58, 66-7, 149, 154-5  
procedural thinking 94-5  
productive interviews 32, 41, 66, 80, 86, 174  
pronouns 112, 126-8, 168

### **Q**

qualified child interviewer 161  
quality 2, 15, 32, 114, 162, 173  
questions, direct 102-3, 108-9, 120, 127, 167, 176  
questions, leading 22  
questions, open 76, 98-9, 101, 103, 109, 175-6

### **R**

rapport-building 31, 42, 80, 90-1, 98, 123, 159, 165-6, 170, 174-5, 176-7  
reluctance 47, 49, 51, 53, 55, 57  
room temperature 94  
rushing 21

### **S**

SCAN — *see* Suspected Child Abuse and Neglect  
self-confidence — *see also* confidence 118  
senses 38-9, 95, 107, 113, 124-5, 133  
sidetrack and return, ability to 131  
signs 1-2, 9, 52, 113, 129-30, 133-4, 168  
silence 25, 28-9, 101, 157, 167  
situations, similar 59, 144-6  
skills — *see also* interviewing skills 6-7, 9, 12, 113  
smiling 81, 85-6, 90, 96, 175, 178  
statement 2-5, 53-6, 72-3, 124-8, 149-53, 155-60

TRUTH-FOCUSED INTERVIEWING FOR INVESTIGATORS

**S — *continued***

story, fabricated 130, 133  
story, victim's 62  
storyteller/storytelling 24, 104, 114-7, 119, 132, 134  
stress 12, 37-8, 118-19, 123, 129-30, 164-5  
subject matter 29, 42, 64, 81, 121, 166-7  
subject's interests 54-5  
Suspected Child Abuse and Neglect (SCAN) 111  
system 41, 56, 94-5

**T**

table 11, 31, 67-9, 73, 86  
television 14, 21, 27, 30, 49-50, 56  
testifying 14, 55-6, 82-3, 115, 137, 163  
thinking styles 91, 96  
third parties 31, 71, 77-80, 108, 121, 165  
thoughts 133  
training 1, 4-8, 19, 42, 129, 169  
trust 11-13, 56-8, 82-3, 86-7, 97-8, 175  
truthfulness generally 16, 111, 113, 115, 131, 132, 134  
truthfulness, signs of 113, 131

**V**

verifying 111, 113, 115, 117, 119, 121  
veteran investigators 152  
victims/victimization 1, 3, 29, 51-2, 62, 64, 108, 162  
video generally 59, 71-3, 91, 111-12, 149-50, 159-60  
video interview rooms 71, 77, 149, 161  
video statement 2, 54, 77, 83, 108, 160, 172, 177  
visual thinking 91-3, 96, 103  
visualizing 42-3, 45, 92  
voice 28, 43, 71-2, 81-2, 88-9, 93  
voice tone 84, 87, 92-3, 96

**W**

walking around interviewee 30  
water 25, 48, 90  
whiteboard 68  
witnesses 4-5, 21-3, 54-7, 132, 140, 160-1, 171, 172  
wording 72-4, 88, 92-3, 102, 123-4, 157

**Y**

young children, very 164, 167  
young persons 146, 154-5