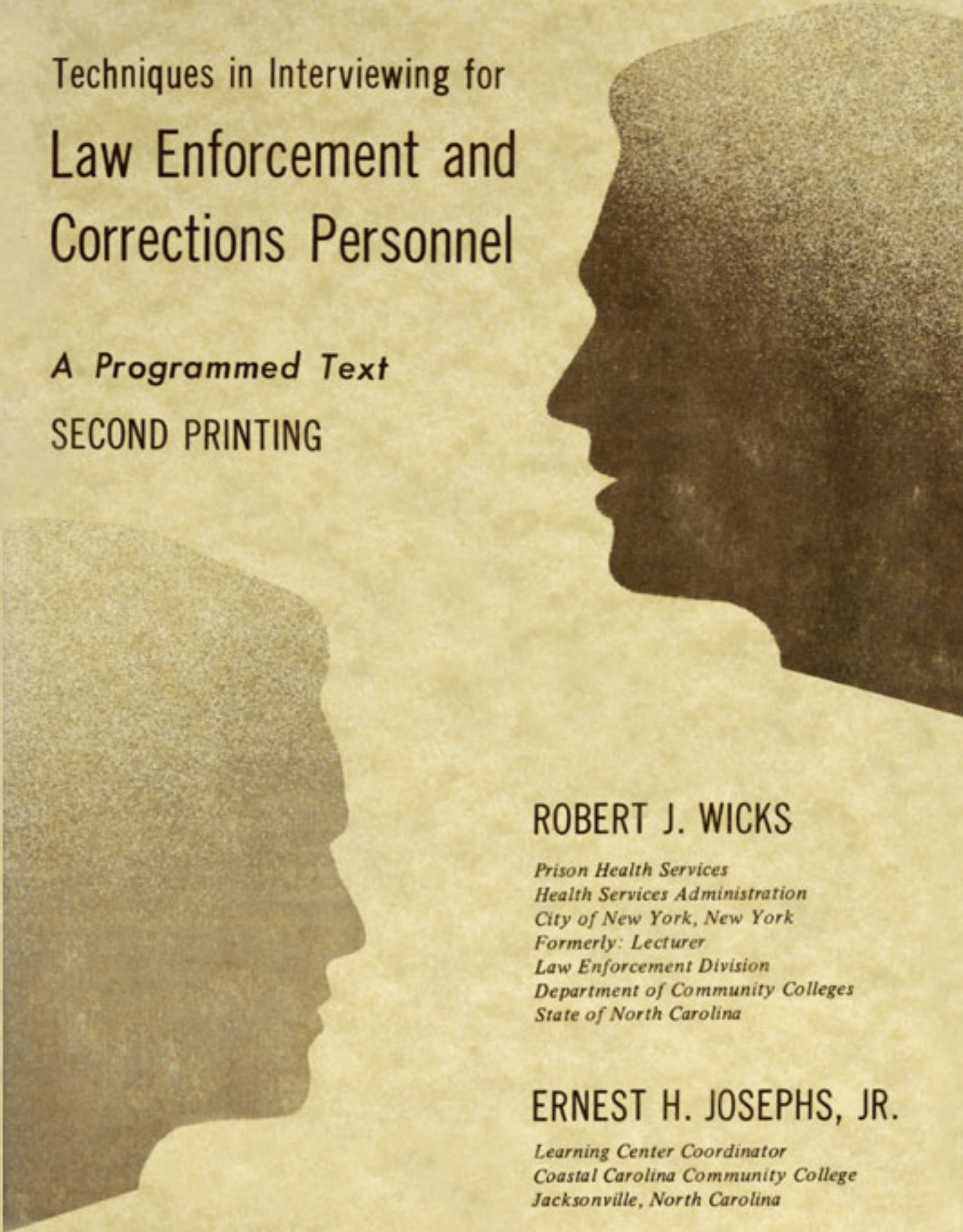


Techniques in Interviewing for Law Enforcement and Corrections Personnel

A Programmed Text

SECOND PRINTING



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CHARLES C THOMAS • PUBLISHER • SPRINGFIELD • ILLINOIS

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FOR LAW ENFORCEMENT AND
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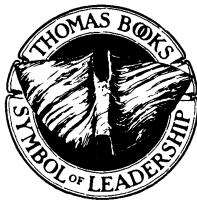
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For Michael and Ila Dawn

TO THE STUDENT

YOU ARE ABOUT to be introduced to a textbook quite different from the traditional kind. It is called a *programmed textbook*. If you follow the instructions contained herein, you should find this new learning experience to be very gratifying and rewarding.

Your programmed textbook contains the same kind of material that you would expect to find in an ordinary text. The material, however, has been broken down into small, numbered statements or *frames*. These frames are arranged in a logical, step-by-step pattern, beginning with the simple concepts and gradually progressing to the complex ones.

Each frame will teach you a certain amount of information and will then allow you to fill in the blanks that are provided with the information that you have just learned. You may write your answers in the blanks provided in the book or on a separate sheet of paper. The important thing here is that you do *write down* your answers. Before attempting to write your responses, however, you should read the *entire* frame. Then after you have written down your answer, you may compare it with the correct response appearing in the right-hand column, directly across from each frame. A correct response will send you on to the next frame. If your response is incorrect, you should reread and study the frame until you have mastered it. It is important that you understand each principle before continuing on.

A word of caution: you should at no time look at the responses that appear in the textbook before you have arrived at your own response. An answer shield has been provided in the back of this textbook for your convenience. Therefore, before beginning the first chapter, go to the rear of this book and remove the section of paper marked *Answer Shield* by tearing it out along the perforated line. You are to cover the answer column on each page with the answer shield before starting to read any of the

frames. As you finish each frame you should slide the answer shield down the page to reveal each book response.

Your programmed textbook is designed to allow you to work at your own rate of speed. As you work through the program, you will find that important facts are constantly reviewed to ensure that you remember them.

When you are ready to begin, turn to Frame 1, cover the answer column with your answer shield, and commence work. Chapter 1 has been made somewhat basic so you can familiarize yourself with this type of text before going on to the more detailed material.

ROBERT J. WICKS
ERNEST H. JOSEPHS, JR.

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**TECHNIQUES IN INTERVIEWING
FOR LAW ENFORCEMENT AND
CORRECTIONS PERSONNEL**

1 INTERVIEWING AND LAW ENFORCEMENT

1. Interviewing is a basic type of COMMUNICATION in which one person INTERACTS with another person or persons.	(No response required.)
2. A basic type of _____ in which one person (inter)_____ with another person or persons is called an INTERVIEW.	communication interacts
3. Interviewing techniques are utilized in numerous fields. They are used in government, industry, and education, to name but a few areas. People working in these fields employ _____ for the purpose of securing certain INFORMATION.	interviewing
4. In industry, a firm interviews a job applicant to determine if he is qualified for a particular position.	(No response required.)

5. In government, however, a person, his friends, and neighbors may be _____(ed) to determine if the individual in question should be granted a security clearance.	interviewed
6. Interviewing is used in education for admissions purposes, placement, and to bring to light any problem areas that the student or prospective student may have.	(No response required.)
7. You can now see that interviewing has a multipurpose function and is used in numerous fields to gather certain kinds of (infor)_____.	information
8. Taking into consideration what interviewing is and its general purpose, it can be defined as a basic type of _____ in which one person _____ with another person or persons for the purpose of securing certain _____.	communication interacts information
9. For the remainder of this chapter we will concentrate on the aspects of interviewing as they pertain to law enforcement.	(No response required.)

10. As a law enforcement or corrections officer, you will often be required to gather _____.	information
11. A useful method for gathering and assimilating information is _____.	interviewing
12. In pursuit of this goal you can utilize interviewing techniques in many instances. Let us now look at the ways in which interviewing will be beneficial to you on the job.	(No response required.)
13. You may utilize _____ techniques when aiding a subordinate with a problem that he may be encountering on the job.	interviewing
14. By _____ your subordinates from time to time you will stay abreast of the problems that they are having. Otherwise, you will often be unaware of their _____ and will not be able to aid them.	interviewing problems
15. Interviewing techniques will also be instrumental to you in ascertaining the troubles a parolee is having soon after his release from prison.	(No response required.)

16. If you are to be successful in helping him resolve his problems you must keep the lines of communication open. Thus, in determining the problems of a parolee soon after his release from _____, your knowledge of _____ will be very helpful.	prison/ interviewing
17. You may also draw upon your interviewing abilities if and when you are on an investigation which requires that a number of witnesses be seen so that what they observed can be recorded.	(No response required.)
18. Anytime you are conducting an _____ where there are (wit)_____, you must interview them in order to determine what they saw or heard.	investigation witnesses
19. You may have further use of your knowledge of interviewing when speaking with an individual just apprehended at the scene of a crime.	(No response required.)

<p>20. While talking to an individual who has just been _____ at the _____ of a _____, you are interviewing him in an effort to determine what happened, what part he had in the crime, and if other people were involved.</p>	<p>apprehended/ scene crime</p>
<p>21. You will also have need of interviewing techniques when you first arrive at the scene of an accident.</p>	<p>(No response required.)</p>
<p>22. When you arrive at the _____ of an _____, you will probably be _____ several persons in order to determine what happened, who was at fault, how, when, and where the accident happened, and if there were any witnesses.</p>	<p>scene accident/ interviewing</p>
<p>23. Let us quickly review now the situations that were just discussed where you, as an officer, could apply your interviewing skills.</p> <p>a. When aiding a _____ with a problem that he may have encountered on the job.</p>	<p>subordinate</p>

<p>b. In trying to ascertain what problems a _____ is having soon after his release from _____.</p> <p>c. On an _____ which requires that a number of _____ be seen so what they observed can be recorded.</p> <p>d. In speaking to an individual just apprehended at the _____ of a _____.</p> <p>e. When arriving at the _____ of an _____.</p>	<p>parolee prison investigation witnesses scene/ crime scene accident</p>
<p>24. Indeed, you can utilize interviewing techniques in many instances while on the job. Therefore, in the situations previously discussed, where you might be called upon to conduct a formal or (in)_____ interview, it would be beneficial if you were familiar with techniques in _____.</p>	<p>informal interviewing</p>
<p>25. So, with the above thought in mind, this text was designed to introduce you to a number of basic interviewing principles which can be applied by you while on duty.</p>	<p>(No response required.)</p>

<p>26. The following chapters will be devoted to a discussion of</p> <ul style="list-style-type: none"> a. The initial interview. b. The interview relationship. c. Nonverbal communication. d. How you express interest in the interviewee. e. The different types of transitions in an interview. f. The unproductive interview. g. Ending the interview. 	(No response required.)
<p>27. By studying the chapters covering these areas very carefully, you should master a good number of the basics in interviewing, which will aid you in becoming even more professionally capable than you are now to work in the law enforcement or corrections field.</p>	(No response required.)

TEST ON CHAPTER 1

1. Interviewing is a _____
in which one person interacts with another person or persons for the purpose of _____.
2. Law enforcement officers can use interviewing in the following instances:

a. _____

b. _____

c. _____

d. _____

e. _____

2 INITIAL INTERVIEW

1. How you handle the initial interview can be extremely important. It may even determine whether the session you are involved in will be successful or whether it will turn out to be a failure.	(No response required.)
2. Since your manner of conducting the initial interview may largely determine your success or _____ with the interviewee, it is necessary that you understand its importance.	failure
3. The initial interview is important for two prime reasons that we shall now explore.	(No response required.)
4. The first reason, quite simply, is that as a law enforcement officer you often have only one opportunity to interview someone. When you only have _____ to interview an individual it is essential then that you obtain as much INFORMATION as possible from him.	one/ opportunity

<p>5. As an illustration of a “one-time” interview situation, consider the witness to a crime who goes into hiding after the initial interview. He may have _____ into _____ because he believed that he incriminated himself by making a particular statement, or possibly because he was threatened by parties involved in the crime.</p>	<p>gone/ hiding</p>
<p>6. Regardless of the witness’s reason for disappearing after the initial interview, the fact that such a possibility exists makes it necessary for you to obtain as much _____ from him as possible.</p>	<p>information</p>
<p>7. Therefore, how well you interview an individual on the first meeting may well determine the outcome of a particular case.</p>	<p>(No response required.)</p>
<p>8. In the previous illustration, if the interview had been carefully conducted, enough clues might have been noted to continue the case without further help from the _____.</p>	<p>witness</p>

9. Not only may a successful initial interview make it possible for you to continue the case if the witness goes into hiding, but it may also be possible for you to determine, from the clues that you gathered, where the witness could be _____ if his testimony is later required.

hiding

10. Thus, the _____ interview is extremely important because you often have only _____ chance to speak to an individual. Thus, how you _____ the opening session is quite vital and should be done with extreme care.

initial

one
conduct,
handle

11. The second reason is that even if you see the person more than once, it is important that you use the initial interview to SET the STAGE for subsequent meetings. By making a GOOD IMPRESSION on the interviewee in the first session, you will be _____(ing) the _____ for subsequent meetings.

setting
stage

<p>12. If, for example, you are required to interview a parolee or probationee, the individual in this situation _____ (is/is not) going to be particularly interested in what kind of person you are and accordingly _____ (will/will not) observe you closely during your initial encounter with him.</p>	<p>is will</p>
<p>13. If you do not feel well or, for some other reason, do not make the impression that you need to make on the persons that you interview, you may never be able to overcome what harm you incurred on these first meetings. First (im)_____ indeed are lasting!</p>	<p>impressions</p>
<p>14. As a result, the initial interview requires your particular attention if you expect to be successful as an interviewer.</p>	<p>(No response required.)</p>
<p>15. Before continuing, let's review the circumstances that make the initial interview important.</p>	<p>(No response required.)</p>

16. A witness to a crime may, after the initial interview, _____ into _____, possibly because he feels that he made a statement incriminating himself or because he was threatened.	go/ hiding
17. If you conduct the initial interview carefully, the disappearance of the witness may not jeopardize the outcome of the case. You may well have gathered enough _____ to continue the case or to determine where the witness is hiding.	information
18. Thus, the initial interview is extremely important because you may only have _____ opportunity to speak with the individual.	one
19. If you have more than one session with the individual, the initial interview is still just as important because you will be setting the stage for future sessions by making a _____ _____ on him.	good impression