

DAY ONE

7:30-8:00 a.m.	<i>Registration</i>	Breakfast Pastries
8:00-9:20 a.m.	<i>Preparing for the Interview</i>	Interviewing is an art, and perfecting this art form requires focus and planning. In this session, you will learn how to effectively prepare for an interview, from determining the most appropriate time in an investigation to interview a specific party to identifying your own strengths and weaknesses and how they affect the interview process.
9:20-9:35 a.m.	<i>Break</i>	
9:35-10:55 a.m.	<i>Legal Elements of Interviewing/The Fraudster's Mindset</i>	In this session, you will learn about the legal authority to conduct interviews, the employee's rights and duties in an investigation, and tort actions arising from interviews. You will also discuss several thinking patterns that are common among fraudsters, which will aid in developing interview themes and questions.
10:55-11:10 a.m.	<i>Break</i>	
11:10 a.m.-12:30 p.m.	<i>The Interviewing Process, Part 1</i>	This session will walk you through the process of a successful interview. Learn how to define the interview goal, identify the skills needed to execute an effective interview and develop an appropriate interview strategy.
12:30-1:30 p.m.	<i>Group Lunch</i>	
1:30-2:50 p.m.	<i>The Interviewing Process, Part 2</i>	In this session, you will continue the discussion of how to approach the interview process in the most effective manner. You will discuss the proper methods for scheduling the interview, arranging the location to hold it, as well as whether and how to take notes of what is said during the interview. You will also explore the challenges and dynamics of conducting interviews over the telephone.
2:50-3:05 p.m.	<i>Break</i>	
3:05-4:25 p.m.	<i>Is That the Truth?</i>	In this session, you will learn the various verbal and nonverbal clues to deception, including changes in speech patterns, selective memories, oaths and character testimony, anatomical physical responses and more.

*Please note: Schedule listed is for U.S. events. All events outside of the U.S. are pushed back 30 minutes with registration beginning at 8:00 a.m. and the last session ending at 4:55 p.m.

DAY TWO

7:30-8:00 am	<i>Breakfast</i>	Breakfast Pastries
8:00-9:20 a.m.	<i>Questioning for Quality Information</i>	This session will include an in-depth discussion of the methods used for formulating questions that will help you deal with any type of witness you may encounter. Learn to analyze the information provided by the witness to assist you in formulating questions that will ensure you obtain the best information possible from the interviewee. This session will also include a discussion on the proper methods to use when confronting a reluctant witness.
9:20-9:35 a.m.	<i>Break</i>	
9:35-10:55 a.m.	<i>Admission-Seeking Questions, Part 1</i>	In these two sessions, you will learn all aspects of admission-seeking interviews. Learn to prepare the interview room for effective communication, the best methods for confronting the suspect and the initial steps of securing the admission.
10:55-11:10 a.m.	<i>Break</i>	
11:10 a.m.-12:30 p.m.	<i>Admission-Seeking Questions, Part 2</i>	This is a continuation of the previous session. In this session, you will learn how to ask admission-seeking questions and follow-ups based on the responses to your questioning. This session also includes how to interrupt denials, depersonalizing the victim, displaying the physical evidence, benchmark admissions and more.
12:30-1:30 p.m.	<i>Lunch on Your Own</i>	
1:30-2:50 p.m.	<i>Confessions and Signed Statements</i>	Proper use of the techniques learned during the admission-seeking questions sessions could very well result in a confession. In this session, you will discuss how to move from a verbal admission to a formal confession, including the details you should seek to obtain and how an effective statement should be written.
2:50-3:05 p.m.	<i>Break</i>	
3:05-4:25 p.m.	<i>Role-Playing Exercise</i>	In this session, you will be divided into two groups, the interviewer and the interviewee. As in any investigation, the interviewee may or may not be truthful. Each group will have a brief period of time to discuss their strategy among themselves. Depending upon which group you are placed into, you may be called upon to "jump into" the interview at any point and assume the role of representing your group.

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