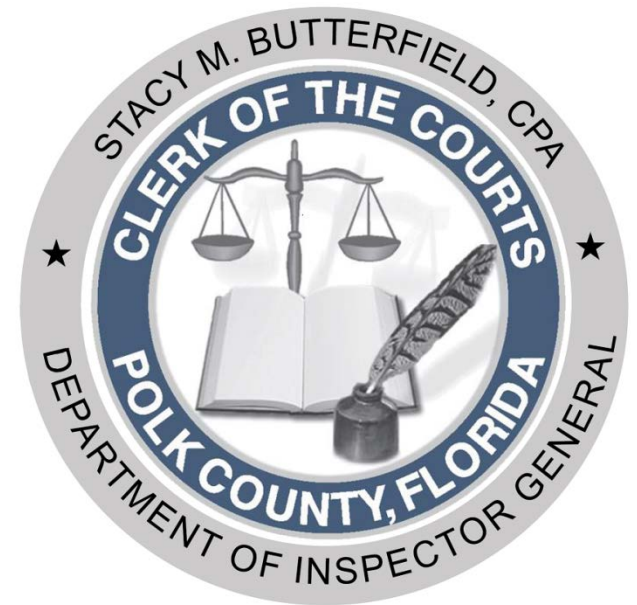
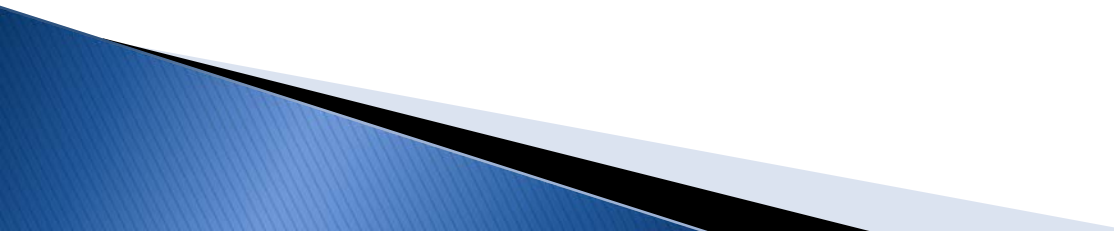


# Verbal and Nonverbal Interview Skills to Improve Audits and Investigations

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August 2, 2019



# Objectives

- ▶ Learn basics of reading nonverbal behavior
  - ▶ Identify nonverbal skills to build rapport
  - ▶ Learn common indicators of discomfort, deception, confidence or transparency
  - ▶ Learn to detect and interpret clusters of behaviors
  - ▶ Learn how to improve your questions to elicit truthful answers
  - ▶ Identify resources to continue learning and developing your skills
- 

# Use of Nonverbal Behavior Skills

- ▶ Improve audit interviews
- ▶ Enhance ability to detect deception in investigations
- ▶ Build rapport with auditee or subject
- ▶ Improve ability to understand and communicate with co-workers or staff
- ▶ Improve ability to “read” your children
- ▶ Caution: don’t use skills on your significant other. Even after training, you know just enough to be dangerous!
- ▶ Life-long learning process

# Reading Nonverbal Behavior

- ▶ Careful observation is critical

In this 1999 experiment at Harvard, 50% of people failed this awareness test.

<https://www.youtube.com/watch?v=vJG698U2Mvo>

- ▶ Observation is a skill that can be learned, practiced, and improved upon

# Reading Nonverbal Behavior

- ▶ Barrier to truth-finding is the belief that people won't lie to you
- ▶ Nonverbal behaviors are reliable indicators because they are hard to fake
  - Fight, flight, or freeze
- ▶ Liars tend to rehearse their words, not their gestures
- ▶ Liars use far fewer gestures than the average person – “illustrator gestures”

# Reading Nonverbal Behavior

- ▶ Observing in context is key
- ▶ Universal behaviors versus idiosyncrasy
- ▶ Establish baseline behaviors
- ▶ Detecting indicators of deception:
  - Comfort versus discomfort
- ▶ Some common myths

# Role of Comfort/ Discomfort

- ▶ Body language methods focus on comfort vs. discomfort rather than lie-spotting
- ▶ Setting should have no objects between subject and interviewer
- ▶ Interviewer should build rapport to establish a high comfort level
  - Questions asked in neutral manner
  - Don't accuse; ask for clarification instead
- ▶ Indicators of discomfort become identifiable
- ▶ Indicators = "you need to do more work"

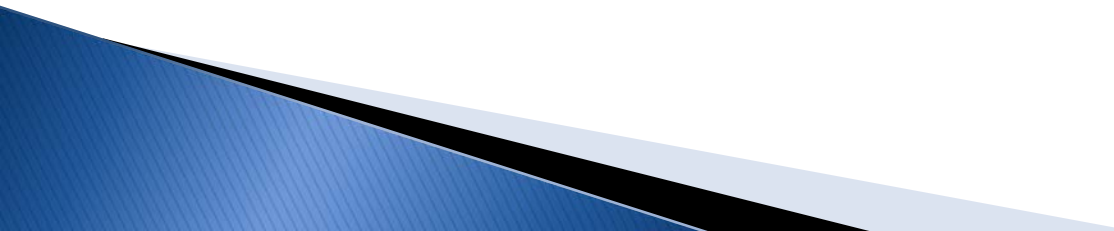
# Indicators of Discomfort

- ▶ Freeze response
- ▶ Facial expressions that last too long
- ▶ Feet as indicators of comfort level
- ▶ Behavioral pause or delay
- ▶ Anchor point movement
- ▶ Hand-to-face activity
- ▶ Grooming gestures
- ▶ Eye-blocking
- ▶ Neck touching





# Using Body Language to Build Rapport

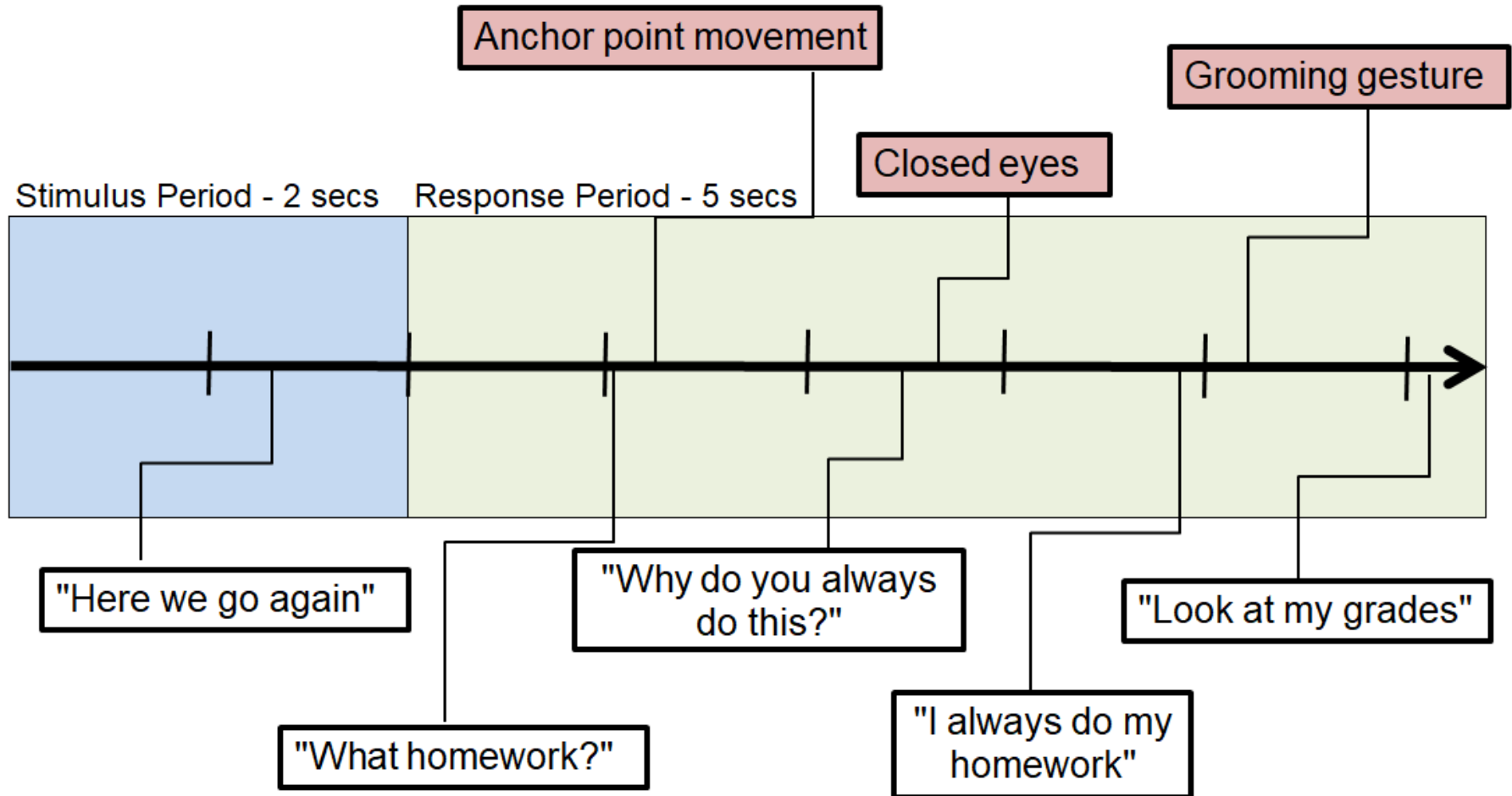
- ▶ Effective hand movements enhance credibility
  - ▶ Hiding hands creates negative impression
  - ▶ Mirroring demonstrates ease
  - ▶ Open palms or body posture
  - ▶ Feet towards interviewee
- 

# Detection of Deception Model

- ▶ Developed by former CIA officers
- ▶ Originally classified information
- ▶ Declassified for industry use
- ▶ Rapport-based
- ▶ Strategic principle:
  - Truthful behavior is ignored
- ▶ Two guidelines:
  - Timing
  - Clusters
- ▶ Indicators can both verbal and nonverbal

# Example of a Cluster

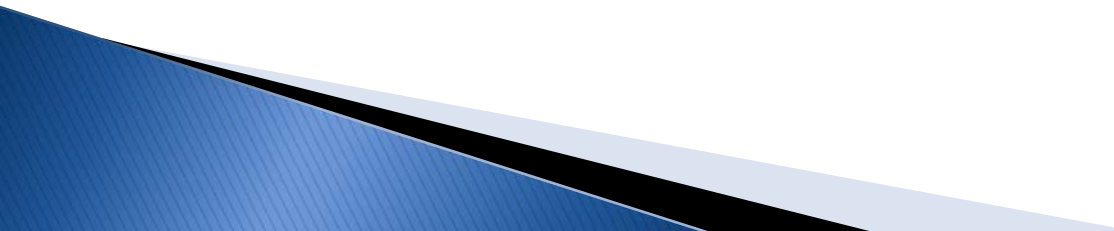
Question: Did you do your homework?



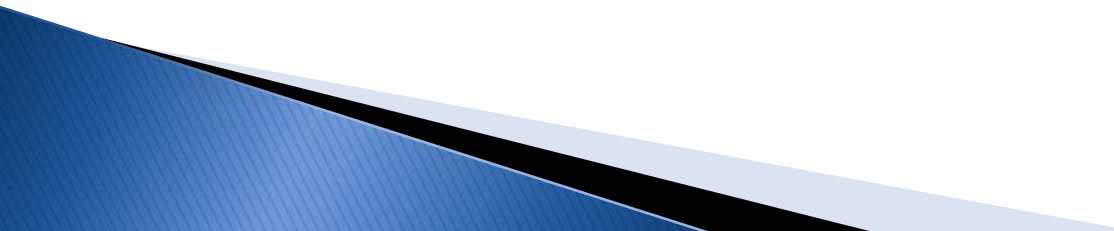
# Deceptive Verbal Indicators

- ▶ Failure to answer the question
- ▶ Absence of specific denial
- ▶ Nonspecific denial
- ▶ Repeating the question
- ▶ Non-answer statements
- ▶ Overly specific answers
- ▶ Verbal-nonverbal disconnect
- ▶ Perception qualifiers
- ▶ Exclusion qualifiers
- ▶ Invoking religion
- ▶ Failure to understand a simple question

# Deceptive Verbal Indicators

- ▶ Inappropriate level of concern
  - ▶ Inappropriate level of politeness
  - ▶ Referral statements
  - ▶ Selective memory
- 

# Most Powerful Lies

- ▶ Attacking the questioner
  - ▶ Inappropriate level of concern
    - (Too high or too low)
  - ▶ Convincing statements
- 

# Improving Your Questions

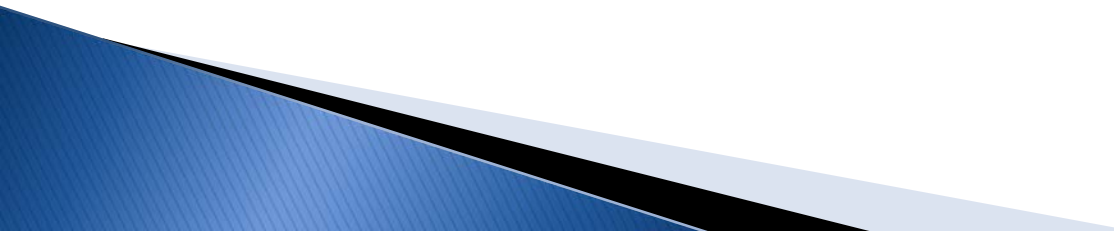
- ▶ Open ended questions
- ▶ When you encounter convincing statements:  
Agree with statement, repeat question
- ▶ Exclusion qualifiers  
Target what has been carved out
- ▶ When subject attacks the questioner  
Remain calm and neutral, repeat question
- ▶ Catch-all questions  
What haven't I asked you that you think I should know about?

# Improving Your Questions

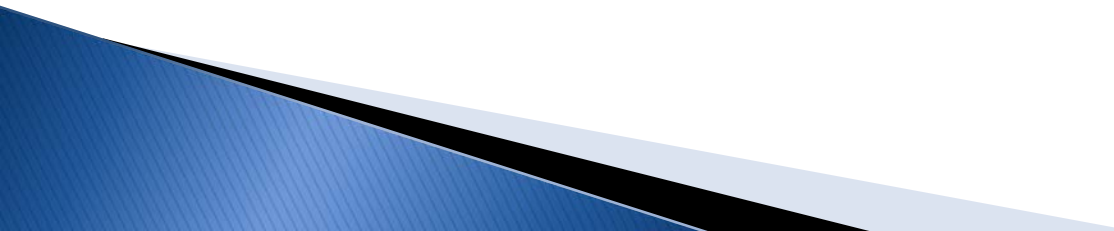
- ▶ Presumptive question
- ▶ Not the same as a leading question
- ▶ Bait question – “is there any reason...”
  - Simple
  - Short
  - Unambiguous
  - Straightforward
- ▶ Not the same as a bluff
- ▶ Presumptive and bait questions have a shelf life
- ▶ Importance of neutrality
  - No preconceived notions of subject’s answer
  - Assure that any deceptive response not related to your delivery of the question



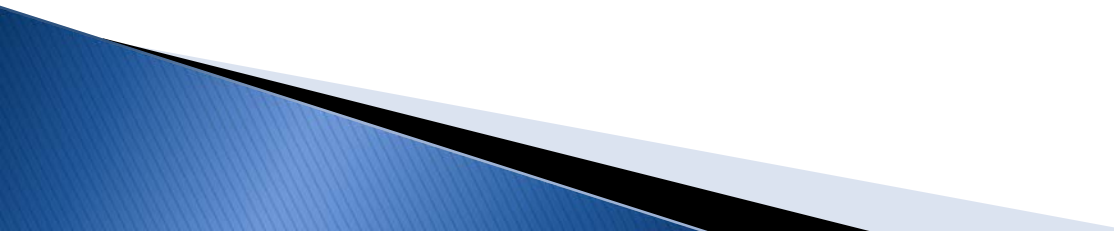
# Improving Your Questions

- ▶ Ask “What Else?”
  - ▶ Follow-up questions can make or break an interview
  - ▶ Don’t fill in the gaps yourself
  - ▶ Clarify: who, what, when, where
  - ▶ Use prologues for key questions
    - Legitimacy statement – “this is an important question”
    - Rationalization – “this is why it’s important”
    - Minimization – “it’s not that big a deal”
- 

# Questions to Avoid

- ▶ Negative questions
  - ▶ Compound questions
  - ▶ Vague – not the same as open ended
  - ▶ Change “why” questions to “what made you” – assumes there is a good reason and that you’re ready to understand the reason
- 

# Be Careful Out There!

- ▶ You now know enough to be dangerous
  - ▶ Deceptive indicators = need more work
  - ▶ Don't use these techniques on your significant others
  - ▶ Do use these techniques on your kids
  - ▶ Read and practice
- 

**“The greatest problem in communication is the illusion that it has been accomplished.”**

**–Daniel W. Davenport**

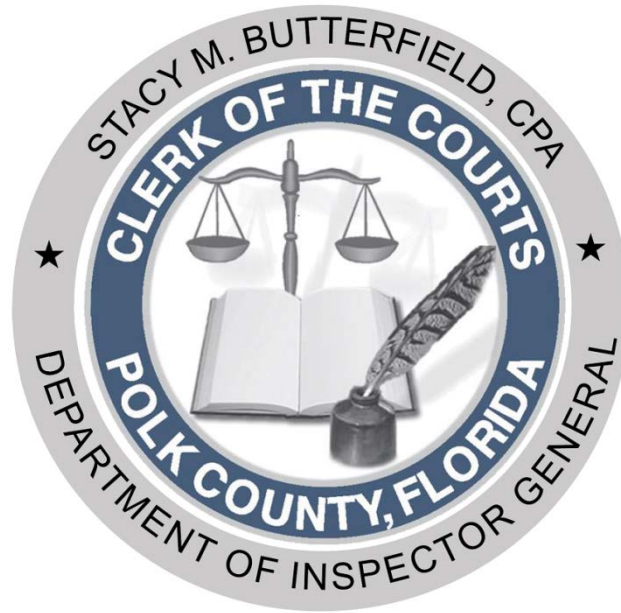


# Suggested Reading/ Viewing:

- ▶ What Every Body is Saying, Joe Navarro
- ▶ Spy the Lie, Houston, Floyd and Carnicero
- ▶ The Dictionary of Body Language, Joe Navarro

## **YouTube videos:**

- ▶ Joe Navarro – “Keynote: the Power of Nonverbal Communications”, CMX Summit West 2015
- ▶ Susan Carnicero – “Former CIA Officer Will Teach You How to Spot a Lie”, Digiday



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