



presents

# **Detecting Deception in Verbal and Written Statements**

Virtual Seminar

**Wednesday, November 8, 2006**

12:00 Noon – 1:30 p.m. Eastern

11:00 a.m. – 12:30 p.m. Central

10:00 a.m. – 11:30 a.m. Mountain

9:00 a.m. – 10:30 a.m. Pacific

Presented by:

**John Dietz, CPP, CFE**

**David Lewis, MA, CFE**

DECEPTION ANALYSIS IN  
VERBAL  
&  
WRITTEN STATEMENTS

David E. Lewis, CFE  
John H. Dietz, CFE, CPP

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DETECTING DECEPTION USING  
STATEMENT ANALYSIS

DAVID E. LEWIS, CFE

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## PRELIMINARIES

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- IDENTIFY SELF AND INTERVIEWEE.
- STATE PURPOSE.
- ESTABLISH RAPPORT.
- GO OVER BACKGROUND INFO.
- NORM THE SUBJECT.

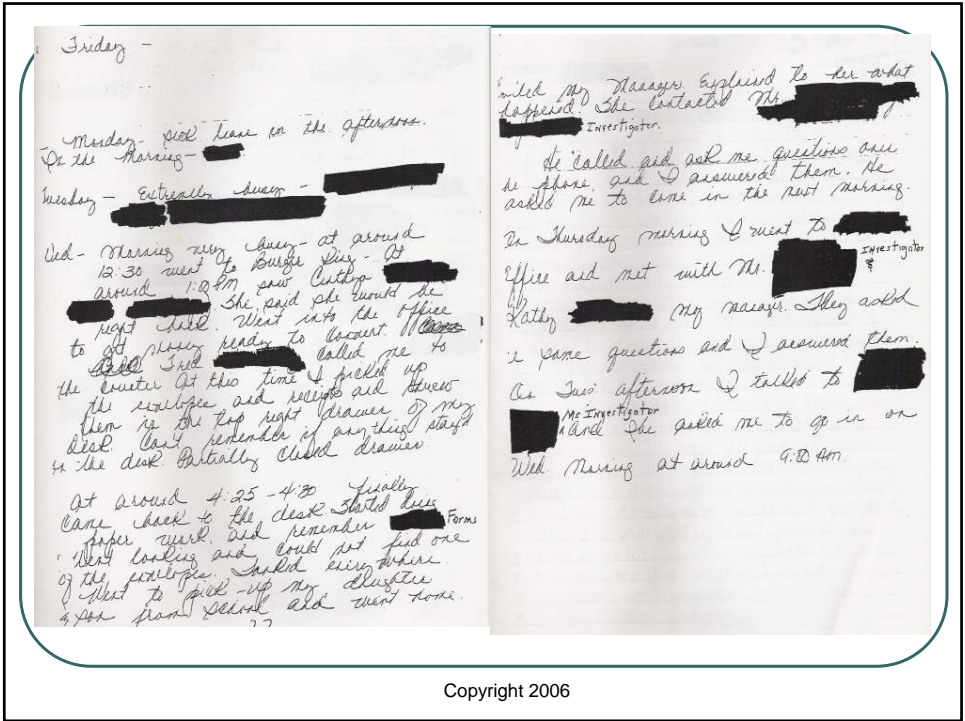
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## ONLY ABSOLUTE:

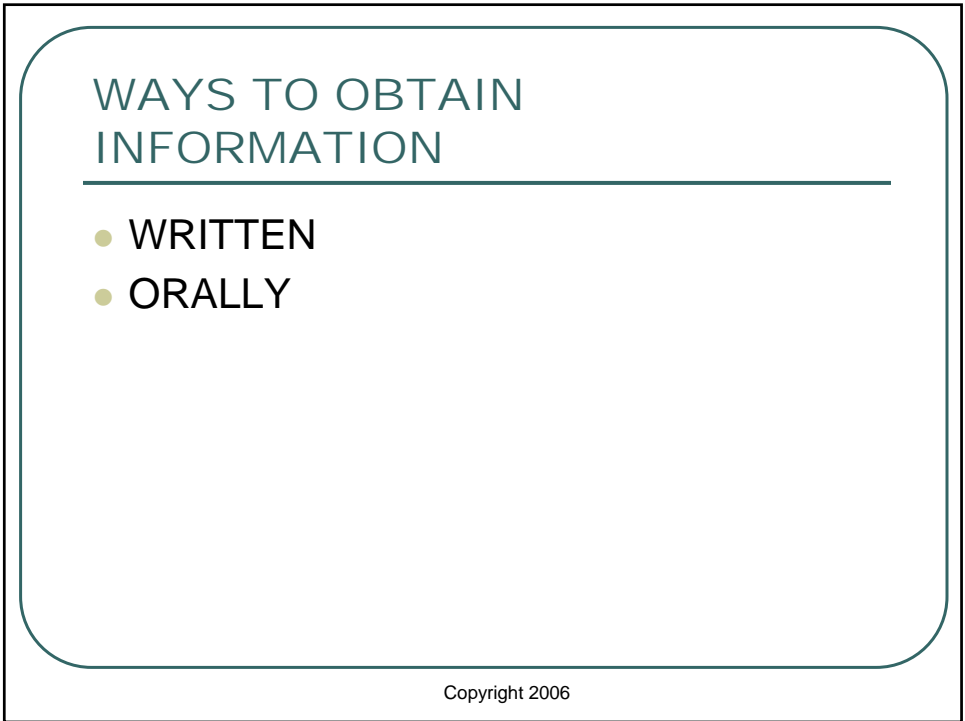
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- THERE ARE NO ABSOLUTES!

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## THIS STATEMENT IS THEIRS

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- SET NO PARAMETERS.
- START AT THE BEGINNING.
- END AT THE END.

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## RECALL VS CONSTRUCTIVE

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- |                                   |                                   |
|-----------------------------------|-----------------------------------|
| ● <b>RECALL MEMORY</b>            | ● <b>CONSTRUCTIVE MEMORY</b>      |
| ● TRUTHFUL FROM THEIR PERSPECTIVE | ● COMBINATION OF TRUTH & LIES     |
| ● STORY FROM WHAT IS REMEMBERED   | ● DECEPTION = MADE UP OR LEFT OUT |
|                                   | ● "PITFALLS" OF MADEUP STORY      |

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## ANALYZING THE STATEMENT

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- **USING LINGUISTICS TO DETECT DECEPTION**

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## NOUNS

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- PEOPLE, PLACES, OR THINGS
- USED AS SUBJECTS AND OBJECTS
- IDENTIFYING NOUNS
- IDENTIFYING “CHANGES” IN THE USE OF NOUNS

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## IMPORTANCE OF IDENTIFYING PRONOUNS

- SHOW POSSESSION
- SHOW RESPONSIBILITY
- PRONOUN SUBSTITUTE
- CAN BE ABSENT – VERY SIGNIFICANT
- TOO MANY I'S

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Friday -

Monday - pick trace in the afternoon.  
On the morning - [redacted]

Tuesday - extremely busy - [redacted]

Wed - Starting very busy - at around 12:30 went to Burger King. At around 1:00 PM saw Cathy [redacted] She said she would be right with me. Went into the office to get money ready to account. [redacted] called me to the center at this time I picked up the receipts and receipts and then in the top right drawer of my desk. Can't remember of anything staff in the desk Partially closed drawer.

At around 4:25 - 4:30 finally came back to the desk. I had [redacted] forms paper work and remember [redacted] looking and could not find one of the receipts. I had [redacted] where. Went to pick up my daughter and from school and went home.

Called my manager explained to her what happened. She contacted Mr. [redacted] Investigator.

He called and ask me questions and he spoke and I answered them. He asked me to come in the next morning.

On Thursday morning I went to [redacted] Office and met with Mr. [redacted] Investigator. Kathy [redacted] my manager. They asked a same questions and I answered them.

On Tues afternoon I talked to [redacted] Mr. Investigator. He asked me to go in on Wed. Morning at around 9:00 AM.

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## VERBS

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- ACTION WORDS
- PAST TENSE
- PRESENT TENSE
- FUTURE TENSE
- FIRST PERSON
- THIRD PERSON

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## MODIFIERS

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- ADJECTIVES – MODIFY NOUNS
- ADVERBS – MODIFY VERBS  
PREPOSITIONS, CONJUNCTIONS, &  
INTERJECTIONS
- QUALIFIERS – NO DEFINITE  
STATEMENT
- SKIPPING INFORMATION

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Friday -

Monday - sick leave on the afternoon.  
On the morning -

Tuesday - extremely busy -

Wed - Murray very busy - at around 12:30 meet by Bridge Way. At around 1:30 PM saw Cathy. She said she would be next week. Went into the office to get Murray ready to accept. At 3:00 PM called me to the center at this time I picked up the envelope and receipts and knew then is the top right drawer of my desk. Can't remember if anything stuff in the desk. Partially closed drawer.

At around 4:25 - 4:30 I usually came back to the desk. Should have paper work and remember Forms. Went looking and could not find one of the packages. Should have been there. Went to pick up my daughter from school and went home.

Called Mr. Murray explained to her what happened. She contacted Mr. [redacted] Investigator.

He called and ask me questions and he asked me to come in the next morning.

On Thursday morning I went to [redacted] Office and met with Mr. [redacted] Investigator and Kathy [redacted] my manager. They asked the same questions and I answered them.

On Sat afternoon I talked to [redacted] Mr. Investigator. She asked me to go in on Wed. Morning at around 9:00 AM.

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## REAL TIMES

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- AM & PM
- SIGNIFICANCE
- WILL HELP DETERMINE TIME OF CRIME/EVENT

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## NARRATIVE TIME

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- INVOLVES STRUCTURE OF STATEMENT
- MINOR OR INSIGNIFICANT EVENT
- MAIN EVENT
- AVOIDANCE OR CONCEALMENT OF MAIN EVENT
- OUT OF ORDER CHRONOLOGICAL STEPS

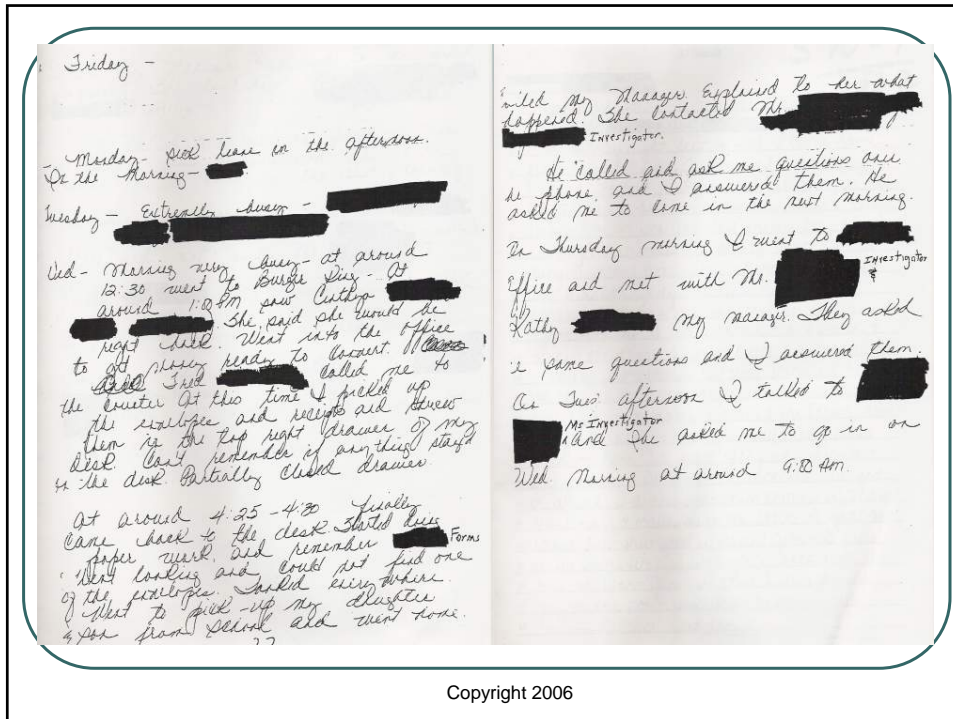
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## WRITING MISTAKES

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- CROSS OUTS = STRESS ERRORS
- INSERTIONS = VERY IMPORTANT INFORMATION

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## "NO PROOF" STATEMENTS

- NO ONE KNOWS.
- NO ONE SAW.
- THERE'S NO PROOF.
- QUESTION YOURSELF, "HOW DO THEY KNOW?"

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53-1  
of 1

On Friday -

On Monday - did leave in the afternoon.  
On the morning - 5311

Tuesday - Extremely busy - 2 JSL left  
early

Wed - Morning very busy at around  
12:30 went to Burger King - at  
around 1:00 PM saw Outback  
(BO) back up she said she thought she  
put it in the office to get money ready to leave  
at the time called me to  
the counter at this time I picked up  
the receipts and receipts and found  
them in the top right drawer of my  
desk last pedals of any thing that  
is the desk partially closed drawer

At around 4:25 - 4:30 Friday  
Came back to the desk started doing  
paper work and remember 7:50  
Went looking and could not find one  
of the receipts which was where  
Went to pick up my daughter  
from school and went home

MULTIPLE SUSPECT ELIMINATION  
USING THE DIRECTED QUESTION  
INTERVIEW

JOHN H. DIETZ, CFE, CPP

## WHY IT WORKS

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- WE LEARN TO LIE FROM AN EARLY AGE.
- CONVERSLY, WE ARE TAUGHT TO TELL THE TRUTH.
- WE PREFER TO BE DECEPTIVE RATHER THAN OUTRIGHT LIE.
- TIMING IS CRITICAL.

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## BENEFITS OF THE DQI

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- SAVES TIME & RESOURCES
- EASY WAY TO ELIMINATE THE TRUTHFUL
- PRODS THE UNCOOPERATIVE ALONG
- CAN BE IN WRITTEN OR VERBAL FORM
- ESTABLISHES COMMITTMENT

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## FORMAT

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- STATE SITUATION IN “HARD” TERMS.
- STATE PARAMETERS OF SITUATION.
- FOCUS ON ONE SITUATION OR OFFENSE.

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## CRITICAL QUESTIONS

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- DO YOU THINK THE SITUATION ACTUALLY OCCURRED?  
**YES = TRUTHFUL; NO = DECEPTIVE**
- WHO WOULD YOU ELIMINATE AS A SUSPECT AND WHY?  
**VOUCH = TRUTHFUL; VOUCH FOR NO ONE = DECEPTIVE**

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## CRITICAL QUESTIONS

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- WHO WOULD YOU NOT ELIMINATE AS A SUSPECT AND WHY?  
**VOLUNTEER NAMES IS TRUTHFUL.**
- WHAT DO YOU THINK SHOULD HAPPEN TO THE PERSON WHO DID THIS?  
**STRONG, APPROPRIATE PUNISHMENT IS TRUTHFUL, NO OPINION IS DECEPTIVE.**

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## CRITICAL QUESTIONS

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- SHOULD SOMEONE WHO WOULD DO SOMETHING LIKE THIS GET A SECOND CHANCE?  
**NO = TRUTHFUL**  
**YES = DECEPTIVE.**

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## CRITICAL QUESTIONS

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- HAVE YOU BEEN COMPLETELY TRUTHFUL IN ALL OF YOUR ANSWERS? WHY SHOULD WE BELIEVE YOU? WHAT WOULD YOU SAY IF WE LATER DETERMINED THAT YOU LIED?  
**ALWAYS ASK IN THIS ORDER. WE ARE TRYING TO ELICIT A STRONG DENIAL.**

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## CRITICAL QUESTIONS

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- WHY WOULD SOMEONE DO SOMETHING LIKE THIS?  
**DON'T KNOW OR EMOTIONAL NEEDS = DECEPTIVE**
- DID YOU EVER THINK ABOUT DOING SOMETHING LIKE THIS EVEN THOUGH YOU DIDN'T GO THROUGH WITH IT?  
**YES OR NOT REALLY = DECEPTIVE**

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## ART, NOT SCIENCE

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- ONE DECEPTIVE ANSWER DOES NOT INDICATE GUILT.
- WE “WEIGH” THE DQI’S.
- SPREAD THE DQI’S TO DETERMINE NORM FOR GROUP AND VARIANCES.
- USE STATEMENT ANALYSIS.
- LOOK AT DQI AS TRUTHFUL PERSON.
- SKILL REQUIRES PRACTICE & DEDICATION.

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REMEMBER THERE ARE NO  
ABSOLUTES!

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N-1 of 4

We are asking for your assistance today in a situation that is stated below. Please use an ink pen. Be as detailed as you can. If you must change a response, put a line through it, and write your correction. Please print your name and date; then go on to the questions. Write your answers in the space provided.

Name [redacted] Date 11/6/96

We are investigating the theft of two (2) Macintosh laptop computers (Power Book Duo) that were taken from the equipment storage room near the loading dock on the 1st floor at [redacted]. The computers were taken between September 30, 1996 and October 5, 1996.

1. Did you steal the missing computers?

No

2. Did you take part in the theft of the computers?

No

3. Do you know who stole the missing computers?

No

1

4. Please tell us everything you know about this situation.

I do not know anything, except that two computers which were in the storage room came up missing.

5. If you were going to investigate this situation, how would you do it?

Check for fingerprints on the computer packaging, (boxes, plastic, etc.).

6. List the 5 most important causes that would have created this situation.

Not enough security.  
High value items that are easily accessed  
Not displaying equipment in a timely fashion

7.

7. Describe in detail your activities from the time you reported for work on September 30, 1996 to 5 P.M., on October 5, 1996.

I do not recall.

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8. Do you think this situation actually occurred?

The computers are apparently missing, I believe.

9. Who would have a chance to do something like this?

Several personnel have a key to this room.

10. Who would you eliminate as a suspect and why?

I would eliminate [redacted] employees simply for the fact that the threat of being caught and losing their employment would be deterrent. Also, because I know what disrupt.

11. Who would you not eliminate as a suspect?

Individuals who are less visible, don't hold a permanent or regular full-time status with the company and who would be motivated from stealing their job.

12. Why do you think someone would do something like this?

Some causes might be the ease with which someone could take these items, financial needs or maybe indifference.

13. Is there any reason you can think of why someone would name you as a suspect?

Obviously, the cause I have access to the room, along with those in my dept. I also have honestly no recollection at this time of my activities on the day in question.

14. Did you ever think about doing something like this even though you didn't go through with it?  
 No. I can just go through the proper channels + sign for one.

15. What do you think should happen to a person who would do something like this?  
 The same as someone who commits theft. He/she should seek help or counseling.

16. Do you believe the person who did something like this should deserve a second chance under any circumstances?  
 Yes, if the case was out of the ordinary for this individual. Punishment should be tempered with mercy.

17. Have you been completely truthful in all of your answers?  
 Yes.

18. Why should we believe you?  
 It is my practice + belief to hold someone's integrity in the highest regard, until such time as they give a false circumstance. I can't do so, I expect the same from you.

19. What would you say if we later determined you lied?  
 I would ask you to provide detailed information in your accusation. I may have made a mistake.

20. If you were asked to pay for the missing computers, how much would you pay?  
 I wouldn't. I think there is some insurance cover or equivalent for this type of thing. If that is so, I would consider it. I'm also not sure how much the computers cost.

## USING DQI DURING THE INTERVIEW/INTERROGATION

- ANSWERS MAY SHOW MOTIVE/RATIONALIZATION FOR CRIME
- PAY PARTICULAR ATTENTION TO 5 MOST IMPORTANT CAUSES/WHY SOMEONE WOULD DO SOMETHING LIKE THIS. USE TO MINIMIZE AND JUSTIFY CRIME.**

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## USING DQI

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- WHEN SUSPECT EXPLAINS ACTIVITIES ON DAY IN QUESTION, COOROBORATE BY INVESTIGATION.
- **WATCH OUT FOR ABSENCE ON DAY CRIME IS DISCOVERED!!!**
- WHEN SUBJECT EXHIBITS CLASSIC SIGNS OF DECEPTION, CONFRONT WITH DECEPTIVE RESPONSES IN GREAT DETAIL. – RESERVE AS LAST STEP.

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## THE END

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- USE THE TECHNIQUE.
- CALL UPON US TO HELP.
- **MAKE CASES!**

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## Instructors:

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John H. Dietz, CPP, CFE  
Dietz & Associates  
Office: (972) 496-2090  
Fax: (972) 496-2341  
Email: [jdietz@flash.net](mailto:jdietz@flash.net)

David E. Lewis, CFE  
David Lewis Investigations  
Office/Fax: (972) 924-2978  
Email: [dlewis924@aol.com](mailto:dlewis924@aol.com)

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**CPP, PCI and PSP Virtual Forum Sign-In Sheet**

Program Title: \_\_\_\_\_

Program Date: \_\_\_\_\_

Please clearly **print** the name and ASIS number of every attendee at your location.

NAME	ASIS NUMBER	Cert. Name (CPP, PCI, PSP)
1.		
2.		
3.		
4.		
5.		
6.		
7.		
8.		
9.		
10.		

Signature of Registered Individual (Verifying Attendance of All Individuals Listed Above and that All Individuals Listed on Form Hold Either the CPP, PCI or PSP certification): \_\_\_\_\_  
Return to: ASIS Certification Department, 1625 Prince Street, Alexandria, VA 22314.  
Fax: 703-518-1515.

*(feel free to copy sheet as necessary)*

# ASIS International

## Detecting Deception in Verbal and Written Statements

November 8, 2006

If you prefer to submit your evaluation online, please go to: <http://eval.krm.com/eval.asp?id=11178>

	EXCELLENT	VERY GOOD	GOOD	FAIR	POOR
1. Overall rating.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Content.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Audio quality.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Ease of registration.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### Presenter: Overall Effectiveness

5. John Dietz.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. David Lewis.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	YES	NO
7. Would you participate in another virtual seminar?.....	<input type="checkbox"/>	<input type="checkbox"/>
8. Did the web component add to the value of the virtual seminar?.....	<input type="checkbox"/>	<input type="checkbox"/>

What was your overall impression of the event and the virtual seminar format? Any additional comments?

PLEASE KEEP WRITTEN COMMENTS WITHIN BOX

Name (optional): \_\_\_\_\_