Synopsis

This updated and expanded new edition continues the theme of the first edition of emphasizing the interviewing skills that are critical for solving criminal investigations, obtaining information, and developing intelligence. This book is structured to assist law enforcement officers and security professionals to become better interviewers. The enhanced outline format of the text and the extended table of contents provide for easy reference, reading, and comprehension. The reader is quickly immersed into the dynamic ‘theater of the interview,’ exploring methods and techniques that enhance the interview process and increase the probability of a successful outcome. Material from this book is drawn from numerous sources, including formal interviewing models and decades of social and psychological research, as well as the authors’ over fifty years of combined law enforcement experience. Chapter topics include planning for the interview, the interview setting, props, assessing the interviewee, establishing dominance, rapport, Miranda warnings, detecting deception, nonverbal behavior, verbal clues to deception, the interviewing tool box, the anger cycle, breaking the impasse and other problems, and the end game. This book contains the latest verbal and nonverbal techniques to identify, with greater certainty, when interviewees are lying or concealing information. Written in a style law enforcement professionals prefer, the information is presented quickly, authoritatively, and to the point. While law enforcement, military, and intelligence personnel are the primary beneficiaries of this book, attorneys, human resource professionals, and anyone who makes inquiries of others on a daily basis will also find this book a useful resource.

Book Information

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Customer Reviews
This is one outstanding book filled with new ideas for any interviewer in any number of professions. The contents cover every possible need. After beginning in law enforcement 22 years ago, I can say I wish I would have had the book from day one.

I've been in law enforcement for a little over 10 years. I have read the body language books by Navaro and quite frankly I expected more from him in particular. I would recommend this book to someone just starting out. Most of the principles you can use successfully while on a traffic stop or while taking an initial report. But let's face it, if you're CID you should already know most of these techniques. A good book for a beginner but not very advanced.

It's worth no more than $19.95. The publishing industry needs book format regulations. The font and spacing in this book are excessive. If this book were written with a standard 12 font and single spacing it would be half its size. It's a book on interrogation formatted like children's bedtime story collection.

A good reference for professionals to keep on their bookshelf. The fundamentals and some more advanced items are included, but basically, this is a primer for those who are learning the trade more than a really advanced treatise. Since there are not many good or reliable references available, I'd recommend this one.

Even though I am not in the field of law enforcement, this book provided me with information that will help me out in everyday life such as telling me how to determine when someone is not being truthful. Thanks!

From the perspective of a police detective, this is an excellent book as are the other books written individually by the authors. The authors have also co-written several excellent articles in the FBI Law Enforcement Bulletin. Although the book is written in a somewhat unique style, once you become used to that, there are some real golden nuggets in this book that you can use with great success, over and over with many different types of subjects. It's a great book to read once, cover to cover, and then pick up every few months and refresh your memory with. It nicely compliments some of the other superb books available on the market on the subject of interviewing and interrogation such as the pioneering work of John E. Reid and associates in a way that allows you to add more tools to your interviewing toolbox and to become more flexible when necessary inside the
interview room. In short, it's well worth purchasing and studying if you want to become an even better interviewer, interrogator and spotter of deception.

Having had Mr. Schafer as an instructor and reading the book has helped me in my day-to-day work. These are good building blocks/tools to add to your tool box that are usable with your personality skills. I highly recommend this book to new employees to use as a framework and for the experienced employees to add to their tool box.

The contents are good as expected, however the quality of the binding is very poor. After having it read half way through the first pages started falling out. Disappointing!

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