



Center for Interviewer Standards & Assessment
Focused on the science of interviewing™

cfinsider

June 2006

A PUBLICATION FOR THE CERTIFIED FORENSIC INTERVIEWER

CISA

The objective of this certification program is to create comprehensive, universally accepted professional standards combined with an objective measure of an interviewer's knowledge of those standards. The ultimate goal is that every person and every organization with a stake in interviewing will benefit from the program, as will the reputation and effectiveness of the entire profession.

CFI Code of Ethics

The Certified Forensic Interviewer is a professional with the expertise to conduct a variety of investigative interviews with victims, witnesses, suspects or other sources to determine the facts regarding suspicions, allegations or specific incidents in either public or private sector settings.

The Certified Forensic Interviewer demonstrates understanding of legal aspects of interviewing and proficiency in interview preparation, behavioral analysis, accusatory and non-accusatory interviewing, documentation, and presentation of findings.

Click here to link to the complete CFI Code of Ethics:

http://certifiedinterviewer.com/code_of_ethics.htm

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Update from the

Chairman of the CISA Advisory Committee

Since our first newsletter, we have had a number of suggestions to make *CFInsider* better and to incorporate some items to represent the accomplishment of achieving certification. We thank each of you who have taken the time to contact us with suggestions or offers of help. These are the first fledgling steps of an organization that will be very different in the coming years. Your ideas will help direct that growth and change.



David E. Zulawski, CFI, CFE
 Chairman of CISA
 Advisory Committee

One of the first areas that we tackled was identifying something to commemorate your achievement. It had to be something that spoke of community, commitment, and excellence. The military has used something like this to recognize membership and achievement, the unit or challenge coin.

The challenge coin started in the military as service branch coins, unit coins, memorial coins, unit challenge coins, or commander's coins. The coin represents affiliation, support or achievement in the organization that minted it. The challenge coin is a treasured and respected representation of the organization, its members, and mission.

Based on input from our members asking for something special that commemorates the status of the CFI designation, the Center for Interviewer Standards and Assessment has created a CFI challenge coin with the help of our members.

A personal thank you goes out to each of you who submitted ideas for the coin. If I have inadvertently left anyone out, I apologize, but their suggestions were valued as well. I want to specifically recognize the following for their suggestions:

Peggy Schwingel, Steve Gonnella, Don Ward, Laura Wilt, Thomas Masano, Shane Sturman, Pierre Lautischer, Josh McAfee, and Scott Patterson.

Below is a representation of the final design. The words elite, honor, excellence and integrity were chosen to represent the mission statement of the CFI. The scales of justice and sword represent fairness and the CFI's commitment to the defense of truth and the law. The stars surrounding the field are those who hold the CFI designation.



Each CFI, and those who gain the designation in the future, will receive the coin as a reminder of our mission, community, and commitment to professionalism.

David E. Zulawski

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Claims intoxication resulted in a diminished capacity

Gordon v. Wyoming, Supreme Court of Wyoming, No.03-65 (2004)

Facts:

Police interviewed a 15 year old girl living with the defendant, Gordon, who claimed to have had sexual contact with him.

Police read Gordon his Miranda rights and he agreed to speak with the officers. After about an hour the defendant said, "I might need an attorney." The officers discontinued the conversation and were leaving when the defendant asked if he could go home if he answered their questions. One of the detectives said he could not promise that Gordon would be able to go home at the end of the interview, even so the defendant agreed to continue the conversation.

The defendant then admitted to having sexual contact with the minor in his care and was arrested. On admission to jail he was determined to be intoxicated having ingested Methamphetamines. He asked the court to suppress his statements to police because he was intoxicated and his statements to police were therefore involuntary.

Defendant's statements admitted. Found guilty, the defendant appealed.

Decision:

Conviction affirmed.

The decision in this case revolved around the totality of circumstances to determine whether the defendant was so impaired he was incapable of giving a voluntary statement. Two witnesses confirmed the detectives' observations that the defendant acted in a coherent manner and answered intelligently, but did appear to be under the influence. Still, he was able to answer questions and understood their meaning.

Another issue raised on appeal was the defendant's request for an attorney. The detectives in this case, scrupulously protected his rights, discontinuing the interview when he requested, continuing only when he reinitiated the conversation. Therefore his statements were admissible.

Editor's Note: In situations where the subject appears to be under the influence of alcohol or drugs the interviewer might include in his report the physical actions and answers to specific questions that will help the trier of fact to establish the individual's mental state and general awareness of the situation. It might be useful to record the subject's questions or statements documenting their "rational intellect.". Examples include: "Where did you tow my car? How am I going to get home? I don't have enough cash to pay for a cab."

Canada video surveillance

Hotel-Dieu Grace Hospital v. CAW-Canada local 2458 (2004)

This case was arbitrated in Ontario over the use and admissibility of video surveillance evidence in making a decision to terminate the grievor's employment.

The grievor was a part-time female hospital employee who claimed she could not work at the hospital because of medical reasons. After becoming suspicious of her claims the hospital had surveillance conducted that resulted in videos showing her working in a restaurant. The hospital used the video as the basis for its decision to terminate the part-time worker's employment.

A grievance was filed to prohibit the use of the video by the hospital. The arbitrator decided that the video was relevant and, lacking its use, the hospital could have used the investigator's testimony,

notes, and still photos to prove its case. The arbitrator also considered the employee's right to privacy in making his decision. Here the arbitrator considered whether the video was unreasonable, essentially balancing the employee's right to privacy against the organization's need to present evidence. The video was taken in a public place, a restaurant, where there would be a limited expectation of privacy compared to a locker room or restroom. In addition, the video was also not edited or filmed in a manner to misrepresent the facts of the case.

Editor's Note: The federal government and several of the provinces have right to privacy statutes. Currently, the province of Ontario does not have a right to privacy statute; however, Manitoba, British Columbia and Alberta do, which may impact the way investigations are conducted in those provinces. Investigators should check the current provincial laws and their applicability to various investigative techniques.

Questions from the Field

Question:

I just wanted to clarify something regarding an assumptive question. You mention that if an investigation shows the subject is stealing both money and merchandise, then the question should be related to money. In the past, wasn't it taught to relate the question to merchandise if both money and merchandise were being stolen? If so, can you let me know why the change? I would like to make sure our investigators are up to speed.

Answer:

Common practice is to start with the money. The reason that you start with money when the investigation indicates that the suspect has stolen both money and merchandise, is minimization. Most people consider the theft of money as more serious than merchandise theft so we apply this generalization to the selection of the assumptive question. When you start with the more serious issue, money, and then move to less serious, merchandise, it is easier for the suspect to continue making admissions because they are less serious. Think walking up and down stairs...it is easier to walk down from most serious to less serious. If you start with merchandise you are working up the stairs meeting more resistance. Obviously, if we were talking about the theft of a Van Gogh and some money from petty cash this would not be true.

In a recent case, an individual was suspected of two burglaries. The most serious also involved a fire that caused considerable smoke damage. The police confronted him on the lesser burglary first, in which a small amount of cash had been taken. The suspect confessed after police presented some evidence contradicting his story. The detectives then attempted to move to the more serious incident. The suspect denied involvement even though the locale, method of entry, and timing were similar. The fire and amount stolen made this a much more serious incident. Had they gotten the confession to this burglary first, the less serious second incident would have been minimized in the suspect's mind. Just starting with the more serious crime would have resulted in a less serious second topic reducing the individual's resistance. Even if the officers could not obtain an admission to the more serious burglary, it minimizes the seriousness of the second issue.

Question:

I had a question in regards to the process of the interview when using an Introductory Statement. During the 'How Investigations Are Conducted' phase of the interview, is it permissible to exaggerate some of the methods? For instance, if I were to explain how we use exception reporting and informed the associate that we could monitor purchases from a sample sale knowing at the time we as a company do not have that capability, is that ok?

Answer:

The CFI Code of Ethics includes a provision about ethical conduct while interviewing. It is important to understand that a CFI should never lie about information during an investigation.

With that said, it is important to understand that a guilty mind does not process your statements as an innocent individual would. Discussing the review of paperwork and exception reports during the

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interview, when you discuss how you conduct investigations (the Introductory Statement), will allow you to assess behavior of the subject in relation to the information. While covering how investigations are conducted, it is common to list several methods of investigation to the subject, and to explain where the information *could* come from (the investigative pool, so to speak). The discussion of how investigations are conducted will not cause the innocent subject to confess. However, stating that you have an individual doing something wrong on an exception report, when the report does not exist, could be viewed as dishonest and could even hurt your chances at finding the truth in the interview. The person may have knowledge that the system does not exist, and you have destroyed your credibility.

Additionally, the Exception Report example touches on the question of the inference of direct or circumstantial evidence.

Consider what is more incriminating to the subject- a video of something happening, or a tracking report. Clearly, the subject's decision to confess revolves around whether or not they believe they have been caught. While an exception report might give an indication someone is doing something they should not be, but it is not a direct evidence of one's guilt such as DNA, fingerprints, or video. An interview constructed with references to both types of evidence will help determine the truth, and not rely on one piece of proposed evidence to convince the guilty subject to confess.

****The information contained in the Legal Aspects section is for information only and is not intended to be offered as legal advice.*

Change of Scenery

A salesman, tired of his job, gave it up to become a police officer. Several months later, a friend asked him how he liked his new role. "Well," he replied, "the pay isn't great, and the hours can be awful. But I like the fact that the customer is almost always wrong."

Organizations Represented

The following list comprises the organizations that have individuals who have successfully achieved the CFI designation during the quarter, February-April 2006.

To view the current list of organizations represented, visit our updated web site, or click below
http://certifiedinterviewer.com/current_org.php

Banfield Pet Hospital
 JC Penney
 Jefferson Wells International
 Jo-Ann Fabric
 Macy's West
 Orchard Supply Hardware
 Schlumberger
 Smart Business
 Ulta

Welcome CFIs!

The following individuals became CFIs during the quarter, February - April 2006. Congratulations to those who have achieved the CFI status this last quarter!

To view the current list of all CFIs, visit our updated web site, or click below
http://certifiedinterviewer.com/current_cfi.php

Kenneth J. Boremi
 Carlos H. Bacelis
 Elaine Jelena Buksa
 Scott Allen Camire
 Suzanne Andrea Castillo
 Robert I. Church
 Jim Peter Contakos
 Raymond Cotton
 Bruce M. Couling
 Roger David Coursey
 Jacinto Davila
 Jesse Robert Diaz
 Kasondra Fehr
 Justin Christopher Fielder
 Mike James Forgione
 Jeffrey S. Foster
 Pasquale Ralph Gallo
 Sylvia Lynnette Garlowich
 Shannon Chevelle Hill
 Michael William Hooper
 Casey L. Jarman
 Matt William Lincoln
 Daniel F. Petrousek
 Tiawan Pinkney
 Mary Ann Rivalsky
 Jeff D. Robinson
 Charles Anthony Rossello
 Timothy John Springer
 Mark Kenneth VanBeest
 Jacqueline Lee Vaught
 James T. Wentworth
 Rodd Matthew Wilson

Comments, Facts & Interesting tidbits

A Lawyer's Perspective

by Tracy E. Kern

With the ongoing passage of state and federal laws affecting the workplace, coupled with a heightened awareness of both employee and employer rights, employment litigation is on the rise. Virtually any employment decision or action may be subject to challenge at an agency level and increasingly at the state or federal court level. Not only are companies being sued - so are managers and even hourly employees for actions taken by them in the workplace. The stakes involved can be very high.

There are numerous laws which may impact the investigative process, including:

- Negligent Hiring, Supervision, Retention
- Defamation
- Intentional Infliction of Emotional Distress
- Breach of Contract Express or Implied
- Retaliatory Discharge
- Assault and Battery
- Wrongful Discharge
- Invasion of Privacy
- False Imprisonment
- Negligent Infliction of Emotional Distress
- Anti-Discrimination Laws (Race, Sex, Age, National Origin, Religion, Disability)
- Whistleblower Statutes

As such, in conducting investigations, a loss prevention manager/investigator must understand:

1. Potential legal issues that may arise from the investigation;
2. Company policies and practices;
3. The backgrounds of potential witnesses;
4. That he or she may be a potential witness at trial; and
5. The need for confidentiality.

Investigations in the Workplace

A The Lawyer's Perspective

As lawyers, we advocate and present facts in the best light as opposed to "making" the best possible facts.

Simply put:

- Investigative facts may be more important than underlying facts;
- Company goals must be balanced with the potential legal exposure;
- The impact on employee morale must also be considered; and
- The loss prevention manager/investigator must work well together with company officials.

B. The Jury's Perspective

- Your actions are largely on trial when the jury is determining whether the company acted appropriately.
- You should consider all documents to be discoverable — everything you create is almost certainly discoverable; bad documents are litigation nightmares.
- Appropriate documents can also support your credibility and diminish the claimant's credibility.
- Think about everything you do as being on videotape. What do you want to be able to tell the court and the jury?

To maximize the effectiveness of investigations while avoiding legal pitfalls, the following is a list of important skills a loss prevention manager should possess.

- Get to know your people as individuals.
- Be approachable and a good listener.
- Be responsive to employee questions and concerns.
- Apply policies and practices consistently.
- Communicate employee concerns, problems and interests up the line.
- Recognize employee efforts.
- Thoroughly train employees in the technical (shrink) aspects of their jobs.
- Seek employee ideas on solutions to problems or how to do things better.
- Expect employees to do good work, believe in them and encourage them.
- Use your authority with reason and restraint.
- Be aware that company profitability is directly affected by your actions and your decisions, because employee efficiency and performance is directly related to your relationship with your employees and the effectiveness of your investigation.

Note: A practicing attorney for 16 years, Ms. Kern specializes in advising national retailers on employment issues, including litigation prevention, supervisory training and investigative techniques, as well as preparation of written policies and procedures. In addition to providing day-to-day advice on the handling of personnel issues, Ms. Kern has successfully litigated discrimination and wrongful termination claims in over 35 jurisdictions nationwide. She is a partner in the law firm of Frilot Partridge, L.C. located in New Orleans, Louisiana. For further information, visit the website www.frilotpartridge.com.



Linking Research to the Field

by Jennifer Leibow

Detecting deception is difficult. Most people, relying on those occasions where they were successful in identifying a liar, apply those cues to other situations with varying degrees of accuracy. As a result, cues such as eye contact, blinking or movements, have become common behaviors associated with deception, but may or may not work in a particular setting.

Harvard educated scholar Bella DePaulo, a leading researcher in the field of detection of deception, reveals new information in a study about which behaviors are the best indicators of deception. Her study, *Cues to Deception*, provides a new look at previously held notions about deceptive behaviors, identifying those that are most strongly associated with attempted deception.

This is the first in a series of installments in *CFInsider* that will outline DePaulo's research findings. DePaulo's study supports the notion that liars behave in markedly different ways than truth-tellers. The results show:

- liars leave a more negative impression
- the deceptive are more tense
- those attempting to deceive are less forthcoming and their stories are less believable
- liars include less of the normal imperfections that are made in regular.

Ability to appear honest was also affected by their reasons for getting away with the lie. When people are motivated to succeed in getting away with their lies, it turns out that they are worse at hiding the behaviors that give them away. In addition, the types of lies told has an impact on how well they cover up their deception. In cases where they try to cover up transgressions, or things that affect one's identity and reputation, people show more deceptive behavior than with other types of lies. Future installments of this article will look at some of the specific behaviors pinpointed as the strongest indicators.

DePaulo and her colleagues examined 158 cues to deception taken from previous studies. Throughout this article, a decimal number accompanying the cues will represent a ranking of the cue's strength as a predictor of deception. DePaulo describes this measure as, "the extent to which the behavior was shown by liars more or less often than truth-tellers."¹ Positive decimal numbers mean that the cue was shown more often by liars as compared to truth-tellers, and negative decimal numbers mean that the cue was shown less often by liars as compared to truth tellers.

People who lie appear more tense than those who tell the truth. The best indication of whether or not someone is tense is in the eyes. Liars may be thinking harder in order to formulate their stories while trying to appear truthful, and increased concentration of that type causes dilated pupils. Dilated pupils showed one of the strongest correlations to deception (.39). This is an autonomic response related to fear and it is impossible for the liar to control without shielding the eyes from the observer.

Listening closely to the voice of suspects will also provide clues to their truthfulness. The nervousness created by lying might be the source of increased vocal tension (.26), or a voice that sounds more stressed, has higher pitch, or frequency (.21).

A weaker, yet still significant correlation can be found between fidgeting and deception (.16). In order to relieve their anxiety, liars may engage in self-fidgeting, like rubbing their faces or scratching to relieve stress. Proper room set up, including the removal of all unnecessary items can play a part in accurately reading the signs of deception. Failure to remove objects like paperclips and staplers creates more of an opportunity for truthful subjects to engage in seemingly suspicious fidgeting simply because the items have been left accessible to them.

Many commonly held notions support the idea that blinking increases while they are lying. However, this assumption is not supported by the data. When researchers looked at the blinking patterns of 850 different participants during truthful and deceptive communication, the results indicated clearly that there was no significant difference (.07) in the amount of blinking done by liars and by truth-tellers.

In everyday conversation, communication is unrehearsed and spontaneous. Because people often think and speak simultaneously, it is normal to hear someone revise, correct, or edit what they have said as the conversation goes on. When truthfully recounting stories, it is common for them to include insignificant details as part of their memories. Liars will often include fewer of these ordinary imperfections and unusual contents in their accounts and conversations. DePaulo found liars include less spontaneous corrections (-.29) in their stories and were less likely than truth-tellers to admit a lack of memory (-.42). Liars tend to make more external associations (.35) to events or relationships not having to do with the current conversation.

The change in the presence of these normal components of communication suggests that the act of telling lies goes through a different mental process than does truth telling. The deceptive mental process contains different speech patterns and contents that may give liars away in their attempt to deceive.

When someone has something to hide and are aware that they may come under scrutiny might take the time to prepare a story that makes them look innocent. Prepared stories are less likely to contain the spontaneous speech patterns and errors than the more truthful accounts of reality because they have been organized and edited for error ahead of time. It is also possible that the liar's added burden of having to appear truthful will affect the imperfections and contents of their stories. Consider the culpable employee who knows that he is going to be interviewed as part of the investigation into missing money at a store. The employee knows his stealing of the missing money will be revealed if he cannot come up with answers to explain the investigator's questions, so he decides to "get his story straight" before he is interviewed. The employee, like most other people, has falsely assumed that truthful accounts do not contain errors. His attempt to avoid the things that he thinks the investigator will perceive as a lie may ultimately distinguish his story from that of a truth-teller.

Linking Research to the Field will continue in subsequent editions of the *CFInsider*.

Reference:

DePaulo, B.M., Lindsay, J.J., Malone, B. E., Muhlenbruck, L., Charlton, K., and Cooper, H. (2003). Cues to Deception. *Psychological Bulletin*, 129, 74-118.

*In lieu of a paid subscription to *Psychological Bulletin*, Bella DePaulo provides a summary of "Cues to Deception" that can be found in Par Anders Granhag and Leif A. Stromwall's new book, [The Detection of Deception in Forensic Contexts](#).

Further reading on this topic:

www.belladepaulo.com/deceptionpubs.htm

(Footnotes)

¹ Discerning lies from truths: behavioral cues to deception and the indirect pathway of intuition, by Bella DePaulo and Wendy Morris
Taken from: [The Detection of Deception in Forensic Contexts](#), edited by Pär Anders Granhag and Leif A. Strömwall.

Links of Interest.....

The Military has added CFI as a partnership to their soldiers for future transitions into the civilian world.

[COOL - MOS 97L - Translator/Interpreter - Certified Forensic ... Certified Forensic Interviewer \(CFI\) Certification Requirements](#).
Key Certification
Requirements, Army Preparation. Training, Experience ...

[New law closes counterfeiting loophole](#)
National Jeweler - New York, NY, USA

... contains a loophole literally big enough to drive a truckload of counterfeit goods through," Joseph LaRocca, NRF vice president for **loss prevention**, said in ...

[Top court limits interrogation of those waiving Miranda rights](#)
Denver Post - Denver, CO, USA

... Then, during the **interview**, she was told that Johnson had died ... The court did not state exactly what Humphrey said during the two-hour **interrogation**, only noting ...

[Wrongly accused in theft, worker awarded millions](#)
San Diego Union Tribune - United States

... The jurors were read excerpts from the current manual used by AutoZone's **loss prevention** managers and heard testimony from other employees who said they were ...

www.post-gazette.com/pg/06102/681370-54.stm

Man does not believe his statements should be used against him after saying he does not want to talk to police.

CFI in the Media

http://lportal.com/archives_view.html?id=1314

Matt Lincoln, CFI writes "Connecting Retailers to Combat Organized Retail Theft", as seen in Loss Prevention Magazine.

http://lportal.com/archives_view.html?id=1316

Joyce Penrod, CFI writes "Partnering between LP and HR to Prevent Workplace Violence" as seen in the second part of this article in Loss Prevention Magazine.

http://lportal.com/archives_view.html?id=1315

Article written by Michael Sturgin titled "Expanding LP at Sterling Jewelers in the Sarbanes-Oxley Era" as he interviews Kevin Valentine, CFI (Advisory Committee member of CFI). This article was found in Loss Prevention Magazine.

http://lportal.com/archives_view.html?id=1313

Sam Rowell from Pep Boys mentions how the CFI is part of his Loss Prevention program. This article was found in Loss Prevention Magazine.

CFI Resolves Case

The Beacon News (Aurora, Illinois)

March 31, 2006

An employee at a store in the 4000 block of Fox Valley Center Drive was charged with retail theft after admitting to stealing \$10,737.22 in merchandise from the store since January 2005, Aurora police said. Jonathan Eric Sykes, 22, of the 2800 block of Dorothy Lane, Aurora, was charged after store associates found numerous empty merchandise packages behind the electronics counter and interviewed all electronics employees. Sykes, an employee since July 2004, admitted to having stolen digital cameras, \$69 in candy, \$288 in soda, \$3,198 in collectible wrestling figure dolls, and about 150 video games or pieces of system equipment, among other items, police said.

CFI Needs You!

We will soon have our original group of CFIs up for recertification, and from that point on, we will recertify our members on a monthly basis. As a result, CISA is creating a committee to review and approve CFI Continuing Education Requirements. The CEC Committee is looking for seven



individuals to join our current volunteers (Jack Ternan, CFI, Edward Borquez, CFI, Dave Shugan, CFI, Mike Iverson, CFI, Mike Hofstetter, CFI). This committee will make sure all credits submitted fall under CISA guidelines, and refer potential exceptions to the Advisory Committee. Committee Members will receive a total of 4 CEC points per year for their time and efforts. Interested persons should contact **Wayne Hoover** for more information.

CFI Ambassadors

With each issue of the **CFInsider**, we hope to spotlight members who offer a great story and profile that you will find interesting and insightful.

This issue's CFI Ambassador is Jerry C. Larsen.

Jerry began his 35 year career working fraud cases, where early on he had the opportunity of studying with renowned interviewer Don Rabon. From those teachings, he realized being able to analyze people was critical to success in his career. Jerry sharpened those skills with additional training through Wicklander-Zulawski and Reid, using his abilities and the knowledge he received to advance to positions including controller and CFO of an international company. He currently works for the Law Offices of Mark Calvert, where he is instrumental in mentoring the firm's attorneys in detecting deception, and in providing expert opinion in assessing witness strategies and the credibility of evidence.

While his career spans four decades, it wasn't until the inception of the CFI program that he felt he perfected his skills. Jerry explains by stating "I studied and sat for the CFI exam, and for me, this brought my skills from an art to a science." This praise does not come lightly, as throughout Jerry's career he has obtained the certifications of CPA, CFE, CFI, and CRT. Jerry foresees the CFI program becoming the standard used by all investigators, stating it is "the major advancement the interviewing field needed."

It is important to stress there is much more to Jerry Larsen than a bunch of impressive initials after his name. He is a kind, passionate, and generous person, not only to those in his field, but to the community in which he belongs. Jerry is an active member of the Masons and the Rotary Club, and spends his time recreationally touring the Texas Hill country with his wife Ann on their Honda Goldwing.

Jerry stated, "I am proud to be one of the original one hundred members to complete the CFI program." In return, CFI Ambassador is proud to name him a "CFI Ambassador" for his contributions to the interviewing field.

About the author: Tom Wilson, CFI is a Regional Loss Prevention Manager for EZ Corp and obtained his CFI in May of 2004.

If you know of a CFI Ambassador who you would like interviewed for a future CFInsider, please [click here](#) to contact CISA.

How Do You Sign Your E-mails?

Have you added CFI to your e-signature?

Shane Hunter, CFI
Asset Protection - Field Investigator
Wal-Mart

Save these Dates!

CFI Advisory Committee to meet August 7-8, 2006 in Chicago. Should you have any new business that you would like discussed at this meeting, please contact Wayne Hoover to have it placed on the agenda.

Did You Know?

In addition to the CFI Coin, highlighted on the front page, we have received requests for numerous CFI items. While several are under development, we still have 28 commemorative CFI leather bound folders available. The cost is \$35.00 plus shipping. Please click **HERE** to order yours today!



Missing CFIs Email/ Contact Information

Please click [here](#) and review the list of current CFI, to see if you or someone you know is listed in BOLD. If your name, or someone you know is listed, it indicates we do not have either current phone numbers, titles, organizations, or email addresses to reach them.

CFI Re-Certification

A link to the www.certifiedinterviewer.com/recert.htm will give you a list of some of your options. To download the re-certification form, please click the following link:

www.certifiedinterviewer.com/pdfs/CISA_Certification.pdf

Here are some links that take you to pre-approved seminars or programs that can be applied to your re-certification:

www.policetraining.net/topic-interviews.htm

www.w-zcampus.com/campusV2/campus/course_catalog.html

www.w-z.com/schedulecfi.php#schedules

www.lsiscan.com/scan_training.htm

NRF Investigator's Conferences (Link for dates and locations)

www.lpinformation.com/Default.aspx?tabid=202

The following is a partial list of conferences that are recognized for your CFI re-certification:

2006

May 31 - June 3

National Association of Certified Valuation Analysis (NACVA)**
San Francisco

June 5-7

National Retail Federation Loss Prevention Conference(NRF)**

June 9-14

International Cargo Security Council

July 9-14

Certified Fraud Examiners (CFE)**

July 16-19

National Food Service Security Council

August 28-September 1

International Association of Financial Crime Investigators

September 25-28

American Society of Industrial Security (ASIS)**

****Note:** CISA representatives will be at these conferences. Please feel free to contact [Wayne Hoover](mailto:Wayne.Hoover@certifiedinterviewer.com) via email for an introduction.

CFIs On the Move!



WHEN YOU MOVE, update us with your current mailing/ email addresses, positions, and phone numbers.

Congratulations to those CFIs who have taken new positions:

- David Pruett, CFI has become a member of JP Morgan Chase
- Patty Morgan, CFI promoted to Director of Loss Prevention for Bealls Department Stores
- Nicole Accardi, CFI new Associate Director of Loss Prevention for J. Crew
- Tom Vaughn, CFI new Regional Loss Prevention Manager for Game Stop
- Jim Mulligan, CFI promoted to District Loss Prevention/ Safety Manager for NEXCOM
- Rodd Wilson, CFI now managing the North West District of NEXCOM
- George Torres, CFI is now the Sr. Loss Prevention Investigator with Jo-Ann Fabric

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Member articles about interview and interrogation published in *cfinsider*, qualify for Continuing Education Credits.

Should you have any questions on obtaining re-certification for your CFI designation, please [click here](#) to contact CISA.

Please visit our website at www.certifiedinterviewer.com