



## The Institute of Internal Auditors, Singapore

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29 July 2011

Dear Members

### One Day Seminar on

# Investigative Interviewing Skills

12 October 2011 by Jeffery Ang and Kent Hoh

#### What you will gain from this Talk:

Interviews are used extensively by investigators and others to establish the facts of a case, complaint or accuracy of information given. This course conducted by experience practitioners will provide participants with the application skills to conduct effective interviews to get the information required.

#### Description

##### CONDUCTING AN INVESTIGATIVE INTERVIEW BY KENT HOH

- a) The 3P Strategy© – Planning, Preparation & Presentation
- b) Effective structure and process
- c) Questioning techniques
- d) Legal issues including tape recording evidence
- e) Practical application

This module introduces practitioners to the various methods employed by leading practitioners to establish truthful information from interview subjects. It also covers the effectiveness of adopting the right strategy, acquiring the necessary skill and knowledge including the legal and evidential requirements in conducting interviews.

Also included is the mechanics in structuring questions so that skillful subjects are unable to avoid giving meaningful answers to questions posed. Through experience it was discovered that this is the weakest link of even experienced interviewers. As such specific guidelines are designed to deal with various situations like evasiveness including the effective use of follow-up questions.

## DETECTING DECEPTION DURING THE INTERVIEW (DELIVERED BY JEFFERY ANG)

- a) Physiological & Psychological factors
- b) Micro facial expressions
- c) Verbal & non-verbal Analysis
- d) 5Cs lie detection technique©
- e) Practical application at various stages

Interviewers must be able to uncover the truth, half-truths and lies from the interviewee. Granted that even the best trained and experienced interviewers will not be able to detect lies one hundred percent of the time, but given the proper training and practice, practitioners can have a highly successful rate in detecting lies. They will be taught how to read facial expressions and identifying deceptive behavioral responses through non-verbal indicators and inconsistent verbal content. Many local cases will be used including videos on live interviews to allow participants to apply the techniques taught in detecting deception in different types of cases.

### TRAINER'S PROFILE

**Jeffery Ang** has been providing investigation courses to organizations for the past 8 years. He has extensive experience in training, conducting interviews and investigations since his early training days at Police HQ.

At Commercial Affairs Department, he was involved in investigating major fraud cases, some of which were headline news. In 1995 he pioneered the Intellectual Property Rights Enforcement Unit in CID where he conducted many successful major operations and interrogated skillful fraud offenders.

He developed the Interview Techniques Course as the pioneer instructor for all Police and CID Investigators. He played a major role in setting up the new School of Criminal Investigation for CID in 2001 and developed various Investigation courses before his retirement in Sep 2002. At Sentosa Leisure Group, he solved a major fraud case that led to the recovery of \$40,000 misappropriated.

He is a certified system investigator and practitioner trainer providing integrity interview for job applicants, dishonest staff interrogation and investigation services using the same techniques provided in his training.

**Kent Hoh** started his auditing and investigation experience 15 years ago in the area of financial audit, operational audit and corporate fraud investigation.

As a qualified MICPA (Malaysian Institute of Certified Public Accountant) and Chartered Accountant of Malaysian Institute of Accountant (MIA), Kent has extensive knowledge and practical experience in financial accounting and auditing. He has led and managed various financial due diligent projects in various parts of Asia, IPO and rights issues, as well as M&As.

With his propensity to details, highly in document examination and financial fraud investigations, Kent had conducted many projects in many countries. Some of the fraud cases involved millions of dollar with cross-border fund transfers which resulted in staff dismissal and conviction of senior management.

Kent led the Asia IA team of Flextronics International till last year. He successfully set up and led the Global Forensic Investigation Team for Flextronics International and conducted various interviewing and investigation training courses for local and overseas offices.

Kent has an MBA and an Accountancy (Hon) degree. He is a certified fraud examiner, Certified Information System Auditor and the Institute of Chartered Secretary and Administrator.

## **Who Should Attend**

The course is suitable for all who are tasked with an investigative function and required to conduct interviews as a screening or verification process to determine the accuracy of information given. Internal Auditors conducting interviews to verify information provided on records and HR officers conducting pre-employment interviews and inquiries into complaints will benefit most from this course. It is also beneficial to managers and supervisors who are required to interview subordinates, contractors and their workers for various purposes as part of their work or duties. Others that will benefit are in-house investigation staff, Compliance, Credit and Loan officers and other supervisors.

## **Details of the administrative arrangements are as follows:**

Date : 12 October 2011

Time : 9.00 am – 5.00 pm  
(Lunch and refreshments provided)

Registration : 8.45 am

Venue : TBC

CPE credit : 8 hours

Fee : S\$500 (IIA / ISACA Member)  
S\$650 (Non-member)  
**\* NO GST payable**  
**\*\*NO invoice will be issued**

Closing Date : 31 September 2011

Please return the reply slip together with your cheque made payable to "**The Institute of Internal Auditors Singapore**". **No invoice will be issued.**

Yours sincerely  
Lena Kuok  
for Education Committee

# REPLY SLIP

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## One Day Seminar on

# Investigative Interviewing Skills

12 October 2011 by Jeffery Ang and Kent Hoh

From: Mr/Mrs/Ms/Miss \_\_\_\_\_

Organisation: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Tel: \_\_\_\_\_ Fax: \_\_\_\_\_ Mobile: \_\_\_\_\_ Email: \_\_\_\_\_

Name of Attendee	Designation	IIA / ISACA Membership No. ( where applicable )

### Terms and Conditions:

1. Notification of withdrawal in writing received **seven working days or more before** the event will be processed for refund after deduction of \$100 processing fee.
2. No refund will be made for shorter notice but you are welcome to send a replacement.
3. Registration is only confirmed when full payment is received. An official receipt will be sent to you.
4. Payment must be received **before** commencement of the event.
5. No invoice will be issued.
6. IIAS reserves the right to cancel, postpone, alter the programme and/or change the speaker due to unforeseen circumstances.
7. Request for special food arrangement must be made at time of registration.

Enclosed is cheque number \_\_\_\_\_ for S\$ \_\_\_\_\_ being payment for \_\_\_\_\_  
IIA / ISACA member(s) @ S\$500 and \_\_\_\_\_ non-member(s) @ S\$650.

**Participants will be awarded 8 CPE hours upon completion of the course.**

[ Cheque should be crossed and made payable to "The Institute of Internal Auditors Singapore" ]

**>>>> Complete and Fax to : (65) 6220 5972 for Reservation <<<<<**