

Civil Service Investigation: Interrogation



18 January 2012 9am – 5pm Holiday Inn Singapore



Treading The Fine Line Between Legality & Illegality,
That Determines Your Success Or Failure

OVERVIEW

With overwhelming evidence supporting the suspects' involvement and all your diplomatic attempts at getting a confession comes to nothing, what do you do? Conduct an interrogation.

Interrogations are conducted once it is reasonably certain that the person being questioned is guilty.

The goal of an interrogation is to get the suspect to confess. But if you are not a police officer with special powers, would you still be able to extract a voluntary confession just as effectively? Are you aware of the powers bestowed upon you as a civil servant in such circumstances? Are you maximizing your leverage on them?

Many interrogators frequently fail to acquire information critical to successful case resolution. Often, guilty suspects leave the interrogation environment without making the smallest admission, leaving investigation officers knowingly outwitted by the suspects.

- When should an investigation move from an interview to interrogation?
- Can interrogation ever be a fair process?
- How can a process designed to manipulate a suspect into confessing be non-coercive?
- Can coercion be used legally and when can I use it?
- What are the pitfalls in interrogation and how do I avoid it?
- Should you always believe the victim or can you trust a witness?

The interrogation techniques introduced in this workshop have been carefully chosen for their non-coercive nature, simplicity and effectiveness and legality for use by any professional or corporate investigator who is called upon to investigate a case. Using them can help you obtain a confession in the shortest possible time and survive a judicial review that they are voluntary and accurate.

“The goal of an interrogation is to get the suspect to confess.”

KEY BENEFITS:

- ACQUIRE effective interrogating techniques for corporate investigators.
- AVOID common interrogation pitfalls.
- EXERCISE complete control in the interrogation.
- DETECT verbal and non-verbal deception.
- UNDERSTAND the dynamics of false memory and false confessions.
- CONDUCT interrogation in compliance with legal guidelines and ethically.
- OBTAIN confessions from deceptive suspect expeditiously.
- STRATEGISE psychological games.
- CREATE a professional and commanding presence.
- MASTER the language of interrogation.

WHO SHOULD ATTEND

This course is designed for all civil service professionals involved in investigation, regulation and law enforcement work.

BRIEF PROGRAM OUTLINE

You will acquire fundamental skills to conduct an effective non-coercive interrogation. You will learn techniques to get a confession and still leave the guilty party's dignity intact. You might be surprised by how uncooperative subjects made admissions during these interrogations yet thank you at the end of it.

- Pre-interrogation investigation and preparation
- Interrogation Preparation
- Proper Room Environment
- Factors Affecting a Subject's Behavior
- Recording and tracking the interrogation process

Behavior Analysis

- Attitudes Evaluation
- Nonverbal Behavior Evaluation
- Verbal Behavior Evaluation
- Paralinguistic Behavior Evaluation
- Body language and demeanour Evaluation
- The Baiting Technique
- Analyzing Factual Information
- Asking Behavior Provoking Questions
- 360 degrees questioning techniques

The Interrogation

- The Positive Confrontation
- Theme Development
- Handling Denials
- Confronting with collaborative / circumstantial evidence
- Overcoming Objections
- Procuring and Retaining the Suspect's Attention
- Handling the Suspect's Passive Mood
- Presenting an Alternative Question
- Elements of Oral and Written Statements / recorded statements
- Affording opportunity to explain and picking up inconsistencies

OUR UNIQUE ADVANTAGE

The Civil Service Investigation (CSI) series provide a systematic and structured method for investigation skills development. This is an effective and comprehensive investigation skills training program outside law schools in Singapore. Interrogation is the second of our 6-part training.

Investigators and prosecutors often face a strong and highly experienced defence team. Knowing the game defence counsels play can greatly increased your rate of success.

But it is very hard to find good defence counsels to share their vast knowledge, experience, tricks and strategies. Their busy schedule would not permit them time to do so.

This workshop is lead by prominent defence counsel and ex-police officer, Dr. Steven Lam. Intimate knowledge of his work experience sitting on both sides of the court will be shared. Loop holes, tricks and techniques commonly exploited by good defence counsels to frustrate your effort and work will be revealed.

Application of relevant laws, recent amendments to the CPC and its impact on you will be discussed.

Sun Tzu says, "Know your enemies, know yourself, 100 battles, 100 victories."

This is a truly unique opportunity to gain perspectives and knowledge from "the other side".

TESTIMONIALS

"Good course for investigators. Steven was able to illustrate his lecture with his experience in the police force and as a lawyer."

...Deputy Director, Ministry of National Development

"It's wonderful that the trainer shares his insights from both sides of the (corporate)."

...Senior Regulatory Inspector, Health Sciences Authority

"The course is relevant to my job."

...Snr Station Inspector, CID, Singapore Police Force

"The organisation of the workshop was good. The meals were good too. The contents of the workshop were relevant and were very informative."

...Senior Import & Export Officer, Agri-Food and Veterinary Authority

"Definitely! Steven your lessons has elevated my confidence conducting interview/interrogation."

...Manager, Ministry of Health

"Interesting course with illustration and role play."

...Officer, Agri-Food and Veterinary Authority

"The interrogation techniques will be useful to my investigative works."

...Senior Import & Export Officer, Agri-Food and Veterinary Authority

"Well done! Very experience trainer. Useful for all investigators to understand the different strong points."

...Senior Field Ops Officer, Ministry of Health

"Interesting course, principles can be applied in other areas also."

...Assistant Director, National Archives of Singapore

"Steven is an excellent trainer who was able to inject into the session real life examples to get the attention and interest of the course participants."

...Manager, Ministry of Defence

"Sure I will recommend it to anyone who is interested in investigation work."

...Management Support Officer, Insolvency & Public Trustee's Office

ABOUT YOUR TRAINER



Dr. Steven Lam is currently a partner of an international law firm. Before this, he was a senior lawyer handling complex international dispute resolution and corporate matters specialising in shipping, international trade, reinsurance and insurance disputes & cross-borders mergers & acquisitions.

Dr. Lam's wealth of experience in investigation and interrogation was acquired while working in an investigative agency. He was extensively involved in witness interviews and interrogation processes.

His corporate experience includes being a General Counsel of a multinational oil & gas & shipping company, and as Chief Legal Officer of a medical healthcare provider. During his tenure, he was directly involved in several due-diligence processes for complex and multi-million cross border mergers-and-acquisitions, and internal audits and risk management investigations.

In 2006, he was awarded the Book Prize in Drafting and Award Writing by the President of London's Chartered Institute of Arbitrator.

His other current Involvements include acting as:

- Independent Director of the Singapore Heart Stroke and Cancer Centre;
- Independent Director of the Prestige Healthcare Investments Pte Ltd;
- Partner-Associate and Consultant of the Legal Aid Bureau of the Ministry of Law for complex commercial cases;
- Panel Arbitrator, Law Society Arbitration Scheme;
- Panel Arbitrator, Singapore Institute of Arbitrators;
- PRACMENTOR, Law Society (Arbitration and International Business Transactions);
- Associate Mediator, Subordinate Courts of the Republic Of Singapore;
- Mediator, Consumer Associate of Singapore;
- Town Councillor for Punggol Town Council.

For his community and other contributions to society he was awarded the Public Service Medal (PBM) by the President of Singapore in 2005.

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18 Jan 2012 • 9am to 5pm • Holiday Inn Singapore, Orchard City Centre

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QTY	WORKSHOP (Price Per Person)	Total Price
	Normal: S\$ 798	S\$
	Early Bird: S\$ 698 (by 18 Dec 11)	S\$
	Group of 3: S\$ 665	S\$
	5% Admin Fee	S\$
	Total	S\$

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Tel:

Job Title:

Dept:

DELEGATE 2

Name: Mr / Mrs / Ms / Dr

Email:

Tel:

Job Title:

Dept:

DELEGATE 3

Name: Mr / Mrs / Ms / Dr

Email:

Tel:

Job Title:

Dept:

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- ♦ All prices indicated are in Singapore Dollars
- ♦ Payment must be made in Singapore Dollars
- ♦ Payment is required within 5 working days on receipt of invoice
- ♦ Bookings received within 10 working days before event – cash payment only

CANCELLATION, NO-SHOW, POSTPONEMENT, SUBSTITUTION and PERSONAL DETAILS POLICY

Substitution is allowed at any time. Full amount is due for cancellation received less than 14 days prior to event or No-Show. Cancellation must be made in writing. Refund may be allowed for cancellation received more than fourteen (14) days prior to event. Credits are given to those who need to defer their participation. Only one (1) deferment is allowed. If we cancel or postponed an event, 100% credit will be given to all who have paid. All credits are valid for twelve (12) months only. We shall assume no liability whatsoever if this event is altered, rescheduled, postponed or canceled due to a fortuitous event, unforeseen occurrence, or any other event that renders performance of this event inadvisable, illegal, impractical or impossible. For purpose of this clause, a fortuitous event shall include but not limited to: an Act of God; governmental restrictions and /or regulations; war or apparent act of war; terrorism or apparent act of terrorism; disaster; civil disorder, disturbance and/or riots; curtailment, suspension, and/or restriction on transport facilities / means of transportation; health epidemic and any other emergencies.

YOUR DETAILS: We fully respect privacy & confidentiality of personal information. We DO NOT sell database nor allow access to any 3rd party such information. All details required for registration are mandatory. If you spot an error, kindly notify us by calling +(65) 6100 0621 or email : anna@maitrealianz.com

SPEAKER CHANGES: Speakers and topics were confirmed at the time of publishing, however, circumstances beyond the control of the organizers may necessitate substitution, alterations or cancellation of the speakers and/or topics. As such, we reserve the right to alter or modify the advertised speakers and/or topics if necessary. Any substitution or alteration will be reflected in our web page as soon as possible. All delegates or their representative will also be notified.

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Signature / Date

Organized by: Maitre Allianz Pte Ltd

NOTE: If you did not receive our email confirmation 1 week before the date of workshop, kindly call 9119 2176