Assessment

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Risks are bound to occur in organizations. Because of this uncertainty nature of threats, it becomes imperative for employer and managers to set aside methods for preventing and dealing with the same when it occurs. Ideally, individual risks are easy to prevent and control when compared with uncertainties caused by natural factors. This study seeks to explore the case of Bob and his interview to assesses the threat in the organization from his conduct.

**Planning to Listen and Lead During the Interview and Confession Process**

During the interview and confession process, I will ensure that I talk less and listen more. This does not mean that I will not be taking the lead in the process, but rather I will use a technique that is sure to yield positive results from the interview. Ideally, when conducting an interview to determine a certain truth, it becomes important to talk less and listen more. This technique has been known to work wonders. Arguably, asking questions may be the main objective in the interview, but the real art is active listening (Kassin, Goldstein & Savitsky, 2003). As a result, I will plan to listen actively first before asking Bob questions. This will ensure that I lead the interview in a way that I give Bob the chance to respond to questions while at the same time making him not feel like he is being forced to answer or accept something which he did not do.

I will not put pressure on him as a way of getting to the bottom of the problem and derive answers which will lead me to the truth of the matter. Instead, I will ensure that I give Bob time by being patient and less aggressive. This is because studies have shown that lengthy and aggressive interviews in most cases lead to false confessions. This is because the suspects feel pressured and therefore decides to give incorrect answers to escape the aggressive interviews. In my interview with Bob, this will not be the case. I understand that he is human just like me and he deserves to be listened to and be given space to talk. As such, therefore, I will be asking him a question after which I will be patient with him, listen carefully to what he will say.

This will give me a chance to listen to him speak and answer the interview questions. This way, I will observe his body language as well as a tonal variation which is paramount when it comes to detecting the truthfulness of his responses. From this, I will establish a good way of leading the interview because I will be asking him a question then listen to him answer after which I will prompt him to give more information (Kassin, Goldstein & Savitsky, 2003). In order to use prompts, I need to be patient with him. Also, it will be easy to ask leading questions in addition to the interview questions after listening actively to what he will say. This will help a lot in getting to the bottom of the issue at hand.

**Challenging the Uncooperative, Untruthful, or Unwilling Employee**

Assuming that Bob becomes uncooperative in the case scenario given, it will be important to come up with ways through which I will challenge his uncooperative nature. In any interview where there is an investigation, employees who are uncooperative, untruthful or unwilling to aid in the investigation can be challenged, but the way to test these employees needs to be undertaken in a clear and wise way. It is important to know that employees may decide to be uncooperative because of many reasons. For example, fear of losing their jobs, covering for their colleague, angry because of being suspected, agitation, worried about the potential for retaliation or guilty of something (Gudjonsson, 2003). All these are some of the reasons which may make a worker be untruthful, unwilling and uncooperative in an investigation interview.

To challenge an uncooperative employee like Bob, I will first try to establish a personal connection with him. By finding common ground, it becomes easy to get into personal issues. This is always a good place to start. For example, asking such questions as where he lives, his place of origin and other personal issues sets the conversation mood. Also, offering an employee a cup of coffee serves an important role in making them cooperative in an interview. This is helpful because the employee will feel some care from the interviewer and hence start to cooperate and to open up (Abbe & Brandon, 2014). Additionally, being flexible is integral. Allowing Bob the chance to ask you some questions also goes a long way in making him truthful and cooperative in the interview. When he gets the chance to ask questions, it gives him the idea that you care about him and as such, it becomes easy to know what is in his mind because in most cases employees who are being interviewed in an investigation tend to ask questions related to what they are thinking. This will help in knowing his fears, and from such it will be easy to challenge his untruthful responses.

In addition, when an employee is unwilling, or uncooperative, it becomes important to start with positive issues. Starting by telling Bob that I appreciate him for taking the time to undergo the interview will enable him to be willing to give answers which will help in the investigation. Lastly, the use of a coercive method to challenge Bob can also be used (Gudjonsson, 2003). For instance, informing him that failure to cooperate will lead to his termination can help him cooperate and give correct information.

**Interpreting The Verbal and Physical Behavior of Bob**

To make sure that I derive enough information from Bob and get correct data, I will need to interpret his verbal and physical behavior. This is not a walk in the park, but when well interpreted can offer reliable information. As such, I will need to be careful and keen when interpreting every verbal and physical conduct from him. In this case scenario, I will ask Bob questions which are geared towards gauging his responses to know whether he was really involved in the threat in the case study or not. Apparently, there is one aspect that I will consider while interpreting the verbal and physical behavior. This is the idea of weighing the response against the evidence.

In this, I will ask Bob questions after which I will stare at him keenly to examine his verbal and physical behavior as he answers the questions. Based on the questions I will ask Bob; chances are he may try to hide the truth because he is uncooperative. In the cases where Bob responds to the questions while trembling with unstable hands and a shaky voice, it will be a clear fact that he is afraid of something and chances of him being guilty are high (Abbe & Brandon, 2014). This is because in most cases, suspects who are interrogated tend to lack the courage to answer some questions in an interview when they know the truth or when they have taken part in the crime. As such, shaky voice and hands to me will mean that Bob is guilty of being a threat to the organization.

In addition, if Bob is unable to meet my face when answering the interview questions will mean that there is something that he is hiding. As such, I will not get satisfied with his answers as the physical behavior will be a clear indication that he is telling a lie. In actuality, a person who is telling the truth does not fear to face the interrogator on the face. Also, any tonal variation will also be interpreted differently (Walters, 2016). For example, when Bob becomes aggressive in answering some questions, this to me will mean that he is guilty especially if this change in tone comes after other questions where he answers with a peaceful tone. An abrupt shift in tone from friendly to aggressive shows that the person is guilty. Also, if Bob becomes restless and fidgets on his sit while answering the interview questions, it could be an indicator that he is getting uncomfortable with the questions because they are touching the truth about himself and therefore wants to avoid the process. Such would mean that he is guilty of the allegations.

**Ways to Reduce Bob’s Resistance**

While interviewing Bob, it is important for me as a professional interviewer to overcome his resistance to tell the truth. The resistance can result from many things. For instance, fear, lack of rapport or trust, the environment of the interview or even the relationship between Bob and me. In this case, I will work towards improving the rapport with Bob. By establishing a good relationship or connection, it will be easy for Bob to be less resistant. This is because he will feel comfortable and at ease while answering the questions. Another way that I will adopt to reduce his resistance is building trust. Trust is vital in investigation. By making Bob trust me, I will be able to convince him to tell the truth easily. In this case, I will talk to him about the issue at a personal level and inform him about the repercussions of the issue at hand. Also, I will explain to him how cooperation is important to avoid termination.

By explaining to him these consequences, he will be able to trust me and this will aid in reducing his resistance. Additionally, I will ensure that the interview is conducted in a peaceful place where the environment is conducive. This will allow Bob to answer the questions without fear of his workmates (Walters, 2016). Such a move is paramount in reducing his resistance. Another important way is to use prompting questions like “How do you think that an individual who is involved in a situation like this will benefit from telling the truth?” This prompting question will aid in reducing resistance because Bob will think about his situation and what benefits and loses are there if he tells the truth.

In conclusion, when interviewing an individual one needs to master the art of active listening. This serves an integral role in coming up with the truth. As noted in the above discussion, challenging uncooperative and untruthful of an employee also serves an important purpose in making the person tell the truth. This can be done by establishing a connection with the employee. Additionally, some verbal and physical behaviors of Bob like shaky hands and voice will mean he is lying and guilty. Lastly, reducing resistance of Bob will depend on the environment where the interview will be conducted and the level of trust and relationship between him and me.

**References**

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