

Use The Interview Skills of Accident Investigators to Learn More About Incidents

Thai Wood

ResilienceRoundup.com

@ThaiWoodHere

The Cognitive Interview Technique

Who uses it?

Many different types of investigators and interviewers.

One of its creators, Dr. Geiselman, wrote a large portion of the core curriculum required to pass the exam to become a Certified Forensic Interviewer.

3 Psychological Pillars

- Cognition
- Social Dynamics
- Communication

Research

100 lab tests in US, England, Germany, Australia (Cross cultural, cross demographic)

Study in 2 police departments (US and London)

Who should drive?

They were there, they know more, they should speak more

Who am I?

I write about resilience engineering and managing incidents every week at ResilienceRoundup.com

I also ask people a lot of questions

Communicate

**Encourage “I don’t
know”**

What does that look like?

Literally just tell them

You were there, I wasn't, so please tell me what happened. No need to wait for me to ask questions.

Ask open-ended questions

This encourages them to tell their story.

Used closed questions very rarely

Report everything

Ask them to tell you everything, even if its out of order or conflicts with things said previously

Don't Interrupt

Don't follow a template

Following a template or checklist can communicate that you don't care about them as a person, just a source of information.

Everyone is different, a template doesn't account for that

What We Learned

- Let them tell their story
- Encourage I don't know
- Ask to hear everything
- Don't interrupt
- An "interview" should feel like listening to a story

References

- Fisher, R.P., Geiselman, R.E., and Amador, M. (1989). Field test of the cognitive interview: Enhancing the recollection of actual victims and witnesses of crime. *Journal of Applied Psychology*, 74[5], 722-727.
- Eisenberg, Paul. (2019). The Cognitive Interview and Enhanced Cognitive Interview in Financial Forensics and Investigations. *SSRN Electronic Journal*. 1. 55-64. 10.2139/ssrn.3324292.
- Koriat, A. and Goldsmith, M. (1996) 'Monitoring and control processes in the strategic regulation of memory accuracy', *Psychological Review*, 103: 490–517
- Fisher, Ronald P., Stephen J. Ross, and Brian S. Cahill. "Interviewing witnesses and victims." *Forensic psychology in context: Nordic and international approaches* (2010): 56-74.
- "Cognitive Interviewing for Accident Investigators - IM401S." National Transportation Safety Board (NTSB), www.nts.gov/Training_Center/Pages/2018/IM401S.aspx.

Slides

<https://ResilienceRoundup.com/SRECon19>