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## **34<sup>TH</sup> PSYCHODYNAMICS INTERVIEW COURSE**

### **Why You Should Attend This Course**

The Psychodynamics Interview Course is a dynamic approach of interviewing people with a fresh perspective, using the soft skills-set of psychodynamics principles, behavioural analyses, role plays and themes to rationalize and persuade them to come to a sense of reality of the predicament under scrutiny. It is customized for investigation/enforcement officers, human resource officers, supervisors, managers and directors who interview people involved in investigations, inquiries, applications for licenses and jobs, fact-findings, etc. to elicit the truth to identify the McCoy.

2 One of the fundamentals is to build rapport and connection with people for a deeper understanding and mutual respect conducive for them to come forward to face the current reality. The dynamic of interviewing people using the soft skills-set of psychodynamics principles in non-accusatory and accusatory interviews, reinforced by behavioural analyses, role plays and applying the appropriate themes to influence people to be forthcoming in facing the current reality and predicament upfront.

3 The non-accusatory interview is to assess the probable involvement of people under investigation/scrutiny. Reinforced by behavioural analyses of people who may be deceptive during interview, the next step is to launch an accusatory interview using role plays and appropriate themes to sustain an influential monologue conversation to increase the proficiency in harnessing the power of persuasion to exert command and control over them surreptitiously.

4 Learn the subtle techniques in observing the palpable changes of facial mood by people who are deceptive during the accusatory interview and the soft skills-set in listening intently for clipped words uttered, indicating the (buy-in) signal for a positive confrontation. At the right moment, unleash the passion and inner voices for people who are deceptive to open up and confide the truth to you.

5 In short, using the soft skills-set of psychodynamics principles of non-accusatory and accusatory interviews, behavioural analyses, role plays and themes to rationalize and influence people to face a sense of reality and predicament upfront has produced far more positive results. The confrontational Question-and-Answer interview methodology often raises the ire and hackles of people from the onset to deny continuously a sense of reality and predicament under scrutiny throughout an interview with far more negative results.

## **Course Objective**

6 By the end of the 2-day Psychodynamics Interview Course, it should broaden your mental model of the interview techniques. You should be able to apply the soft skills-set of psychodynamics principles of non-accusatory and accusatory interviews, behavioural analyses, role plays and themes to rationalize and influence people to face a sense of reality and predicament upfront to confide the truth to you. Your exposure to Psychodynamics Interview Course will add value to your learning journey in the art of interviewing and investigating people under scrutiny.

7 The 2-day Psychodynamics Interview Course will take you through a step-by-step process in the art of psychodynamics interview, reinforced by viewing the ‘live’ video-recording of **actual** cases of people who were deceptive during the interview by Master Course Trainer Mr Koa Fung Chew. This is indeed a rare opportunity for you to witness the art of non-accusatory and accusatory interviews, behavioural analyses, role plays and using appropriate themes to influence people to elicit the truth. The practising Master has been interviewing people for more than 47 years. You are also privileged to hear at first hand the trade secrets of Master Psychodynamics Interviewer in commercial practices with 100% success rates.

## **Course Trainer**

8 The Master Course Trainer Mr Koa Fung Chew is a Psychodynamics Interview Practitioner in commercial world. His clients engage him to interview management staff and employees alleged to commit theft, pilfering company property, commercial frauds, outraging modesty, etc. for deception to solve the alleged crimes or resolving disputes and misunderstandings. Not only detecting the deceptive interviewees, he also convinces them to reveal the truth and confess voluntarily. The test of the pudding is in the eating. He has 100% success rates. His expertise is widely sought after in Singapore, Brunei, Indonesia, Thailand, Hong Kong, China, Middle East, Australia and New Zealand. With tremendous success in commercial interviews, the American MNCs operating in China have engaged his expertise in the psychodynamics interview on a long term contract basis since mid-2015. Despite his hectic work schedules in China, it is his passion to share the intimate knowledge and trade secrets of psychodynamics interview principles and fundamentals with the present generation of civil servants and public officers as time and tide waits for no man.

## **Course Module**

9 The course module is designed by retired professional Police Superintendents who were the prime movers during their respective careers in the premier Internal Security Department (ISD) and Criminal Investigation Department (CID) of the Singapore Police Force. They have many years of practical real-life police experiences and expertise in the art

of interviewing people, including politicians, subversive elements, notorious/hard-core criminal/secret society members, errant staff members, employees, etc. It is the course trainer's passion to share and pass down the soft skills-set of psychodynamics interview principles and fundamentals to the present generation of investigators, human resource officers, civil servants and public officers to continue making Singapore a safer and better place to work and play.

**Course Date:** Mon, 22 Jan - Tues, 23 Jan 2018 (2 days).

**Course Fee:** \$790 per course participant paid by Vendors@Gov e-invoicing or Account Payee Cheque after the completion of course.

**Course Registration:** You may register for the 34<sup>th</sup> Psychodynamics Interview Course through the following channels:

a Ministry/Statutory Board Intranet website: PSD HRMS Learning Hub; or

b Psychodynamics Interviewing Course Application Form attached. Send the completed form to email [cidlee@singnet.com.sg](mailto:cidlee@singnet.com.sg) or Fax: 6333 4636 to Top Criminal Justice Consultancy; or

c Email quoting the subject heading – 34<sup>th</sup> Psychodynamics Interview Course. Please provide the name of the course registrant, his/her office email address and mobile phone number in the email texts for follow-up actions by Top Criminal Justice Consultancy.

**Course Venue:** The ACC Edu Hub, 51 Cuppage Road #03-03, Frasers' CentrePoint Building, Singapore 229469. It is situated at the rear exit of The CentrePoint Shopping Centre, Orchard Road. The CentrePoint Shopping Centre is opposite the underground Somerset MRT Station. There are public buses 7, 14, 14e, 16, 36, 65, 77, 106, 111, 123, 124, 128, 143, 162, 162M, 167, 171, 174, 174e, 175, 190, 587, 590, 598, 700, 700A, 850E, 951E, 971E, 972 plying along Orchard Road and Somerset Road directions.

**Course Confirmation:** The Course Placement Letter would be despatched to the respective course registrants' office email address at least 7 days before the Psychodynamics Interview Course commences. Please check with your Course Training Coordinator/Human Resource Officer if you do not receive the Course Placement Letter by then. You may also email [cidlee@singnet.com.sg](mailto:cidlee@singnet.com.sg) or call mobile phone no. 90265199 to enquire.

**Course Material:** The Psychodynamics Interview Course presentation slides are intellectual property rights of Master Course Trainer Mr Koa Fung Chew under the Copyright Act, Cap 63. A soft copy of the Psychodynamics Interview Course Material consisting the relevant parts of the slides is distributed to course participants for personal guidance and reference before the course.

**Course Stationery:** The Top Criminal Justice Consultancy provides an Avery tent card with a computer-printed name of the course participant with the organisational logo for display on the table. A paper note-book and ballpoint pen are available to course participants for notes-taking during lecture.

**Course Certificate:** At the end of the course, a Certificate of Completion of the 34<sup>th</sup> Psychodynamics Interview Course is presented to course participants who have completed the 2-day course successfully.

**Course Support:** After the completion of the course, Top Criminal Justice Consultancy continues to provide the course support and guidance to course participants *gratis*.

**Coffee/Tea Break:** There are two coffee/tea breaks with 2 halal snack items at about 10.30 am and 3.30 pm daily respectively.

**Lunch Break:** Six-course halal buffet lunch is provided for course participants at about 12.30 pm daily.

**Supported by:**



## 34<sup>TH</sup> PSYCHODYNAMICS INTERVIEW COURSE MODULE

<u>Mon, 22 Jan 2018</u>	<u>Topics</u>	<u>Lecturer</u>
9.00 - 9.15 am	Welcoming Address Brief Introduction and Ice Breaker	Course Consultant Mr Lee Swee Thin
9.15 – 10.00 am	Psychodynamics of Interview Process Overview	Mr Koa Fung Chew
10.00 – 10.45 am	1) Management & Control of Interview - Organisational Structure - Manpower Requirements - Proper Facilities and Environment  2) Planning and Preparation - Case Study - Basic Legal Considerations  3) Profile of a Successful Interviewer	
10.45 – 11.00 am	Coffee/Tea Break with 2 halal snack items	
11.00 – 12.15 pm	1) Questioning Techniques  2) Behaviour Symptom Analysis - Introduction - External Factors Influencing The Accuracy of Behaviour Symptoms - Manner of Observation and Evaluation of Behaviour Symptoms  3) Behavioural Attitudes Indicative of Truth or Deception	
12.15 – 1.15 pm	Lunch Break – 6 courses of halal buffet	

1.15 – 2.15 pm	1) The Baiting Techniques 2) Behavioural Analysis Interview I	
2.15 - 3.15 pm	Behavioural Analysis Interview II	
3.15 – 3.30pm	Coffee/Tea Break with 2 halal snack items	
3.30 – 4.15 pm	Practice Exercise on Behavioural Analysis Interview	
4.15 - 5.30 pm	View the Video Recording of Successful Behavioural Analysis Interviews  Session Ends	
<b><u>Tues, 23 Jan 2017</u></b>	<b><u>Topics</u></b>	<b><u>Lecturer</u></b>
9.00 – 9.45 am	Practical Exercise of Verbal/Non-Verbal Interview of video	Mr Koa Fung Chew
9.45 – 10.30 am	An Overview of the Accusatory Interview Process  - Single Interviewee  - Multiple Interviewees & Mass Arrests	
10.30 – 10.45 am	Coffee/Tea Break with 2 halal snack items	
10.45 – 11.15 am	Planning and Case Preparation  - Attributes and Choice of Interviewers - The Use of Role Playing - The Single Interviewer Approach - The Team Approach	

11.15 – 11.45 am	<p>1) Understanding Why a Person Confesses or Does Not Confess</p> <p>2) General Principles</p> <ul style="list-style-type: none"> <li>- The Success Formula</li> </ul>	
11.45 – 12.30 pm	<p>Accusatory Interviews - Techniques II</p> <ul style="list-style-type: none"> <li>- Interviewing Themes &amp; Approaches for Different Types of Cases</li> </ul>	
12.30 – 1.30 pm	<p>Lunch Break – 6 courses of halal buffet</p>	
1.30 – 2.45 pm	<p>Accusatory Interviews - Techniques III</p> <ul style="list-style-type: none"> <li>- Approaches for Various Type of Cases &amp; Interviewees</li> <li>- Handling Denials &amp; Objections</li> <li>- Handling Interviewee's Changing Moods</li> <li>- Obtaining Confessions</li> <li>- Extracting Information and Committing The Interviewee Admitting to The Wrongdoing</li> </ul>	
2.45 – 3.00 pm	<p>Coffee Break with 2 halal snack items</p>	
3.00 – 3.45 pm	<p>1) How to Assess The Truthfulness/ Deception of an Interviewee</p> <p>2) Writing Reports &amp; Recording of Statement</p>	
3.45 – 4.30 pm	<p>Practical Exercise On Applications of Techniques of Persuasion using themes</p>	
4.30 – 5.15 pm	<p>View Video Recording of Successful Application of Techniques of Persuasion using themes</p>	
5.15 – 5.30 pm	<p>Course Closing &amp; Feedback Sessions.</p> <p>Presentation of Certificate of Completion of Psychodynamics Interview Course to course participants. <i>Sayonara!</i></p>	<p>Course Consultant.</p> <p>Mr Koa Fung Chew</p>

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## **34<sup>TH</sup> PSYCHODYNAMICS INTERVIEW COURSE APPLICATION FORM**

**Course Date:** Mon, 22 Jan – Tues, 23 Jan 2018

**Full Name of the Course Participant:** Dr/Mr/Ms\*

**Designation/Duty Post:**

**Ministry/Statutory Board/Department:**

**Email Address:** (compulsory)\*\* \_\_\_\_\_

**Mobile Phone No:** (compulsory)\*\* (                      ) **Office Tel. No:** (                      )

**Types of cases/offences /occurrences dealt with:**

**Service:** (    ) Months (    ) Years\*

**Course Fee \$790 paid through Vendors@Gov/Crossed cheque\*.** The details are:

**Ministry/Statutory Board:**

**Department:**

**Sub-Business Unit:**

**Attention To:**

*\*delete the inapplicable*