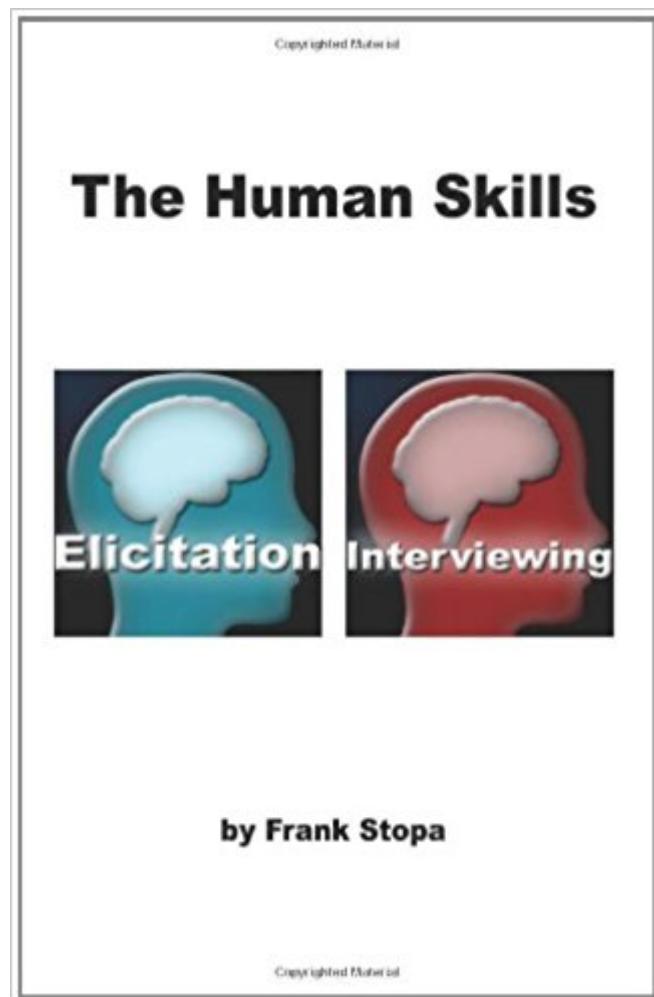


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# The Human Skills: Elicitation And Interviewing



## **Synopsis**

"We...didn't foresee getting any...statement...due to his background (hardened, ex-prison inmate). Using all your rapport building techniques...the suspect confessed to being at the murder." "My co-workers were aghast at the unconventional nature of the interviews. None of them...imagined this suspect would make any statement at all." (I spent) the next 3 hours...using ONLY elicitation techniques. Not only did he admit to his wrongdoing, but he continued to assist me for days afterwards." The Human Skills: Elicitation and Interviewing is a collection of two new books in The Human Skills series providing proven techniques for collecting the accurate information you need to make critical decisions. Mr. Stopa's techniques have been used in the domestic and foreign counter terrorism worlds to validate human intelligence sources. They've been used in police interrogations to extract valid admissions from hardened criminals. And, they've been used in the business world to fend off competitors and win business. For over a decade, Mr. Stopa has successfully trained students to maximize their interpersonal information collection skills in the military, law enforcement, intelligence and business. Now you can use his techniques to gather the information you need to succeed!

## **Book Information**

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## **Customer Reviews**

Frank Stopa is a former intelligence officer who has negotiated and worked successfully with law enforcement, intelligence and military services worldwide. In addition to his writing pursuits, he is currently engaged in training police officers across the United States in homeland security issues.

Stopa's no frills and sophisticatedly concise book about the human skills of elicitation and interviewing belongs in the libraries of leaders of all ilk's to include law enforcement, intelligence-information collectors, physicians, psychologists, security consultants, military, reporters, journalists, forensic professionals, teachers, professors, marketers, and communications specialists. Stopa artfully describes how obtaining good accurate information is central to so many human activities. However, there is a great deal of emphasizes on detecting deception using technology. Unfortunately, the value of gathering and collecting facts and good information is lost on many. The problem manifests itself in getting wrapped around ferreting out deception and over reliance on technology. Today human skills have all but faded with the over reliance on and addiction to technology in everything we do. We want technology to do almost everything for us and think for us. For example, the polygraph is heralded for detecting deception. Yet, spies and serial killers successfully navigated the polygraph. Serendipitously, Stopa reminds us of the human skills for collecting information and the value of developing rapport and listening in the gathering good information in discerning facts and noise. Granhag (2006) in his research notes that distinguishing among facts, fiction, truth, noise, and deception is one of the central tasks associated with forensics, interviewing, and interrogation. Bond and DePaulo (2006) looked at a large number of studies that focused on people's ability to ferret out deception noting that people's performance/ability for detecting lies/deception do so just above the level of chance. Nevertheless, that does not mean people cannot get better at discerning truth from fiction. To this end Frank Stopa in his book *Human Skills: Elicitation and Interviewing* offers an approach that focusing on rapport building and verification of facts, Stopa does not fall into the trap of over reliance on technology such as polygraph and neurolingisitic programing techniques. These techniques (polygraphs, neurolinguist applications,) find little valid evidence-based-data to support their use. "The only certain method of discerning truth relies on the corroboration of the known facts..." (Meloy, 1997, p. 633). Stopa never loses sight of this fact. Stopa's quick read shows addresses how elicitation, interviewing, conversation are essential to every professional's repertoire for gathering, collaborating, and compiling good accurate information. And...Stopa also covers counters to elicitation tactics, techniques, and procedures to thwart infiltration and penetration. This book needs to be made into a text book for forensic, criminal justice, and all intelligence communities.

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