



## Investigations Professional Interviewing

During an investigation, Pinkerton's Professional Interviewing skills help you sift truth from fiction faster and more accurately in order to speed recoveries.

Discovery of deception and revealing facts is a difficult task. Developing and executing an effective interview can lay the foundation for uncovering malfeasance through investigation. Pinkerton's Professional Interviewers offer expertise in helping clients get to the truth faster while revealing accurate information that can more quickly lead to a satisfactory resolution.

Understanding how to conduct a critical interview is particularly important while investigating costly corporate wrongdoing such as:

- Property or inventory theft
- Fraud
- Kickback schemes
- Undisclosed conflict of interest
- Extortion and Embezzlement

Pinkerton's expert examiners and interviewers are well-versed in reading mannerisms of action and speech. They also possess the background knowledge to fully understand each situation and its unique subject matter.

Because our team is hired to perform as true investigators and not just sideline consultants, most Pinkerton personnel and contractors are trained in one of the following interviewing and interrogation methods:

- **Reid Interviewing Methods** – a non-accusatory interview technique combining both investigative and behavioral-provoking questions
- **Wicklander-Zulawski** – a non-confrontational interview method utilizing an interviewee's physical behavior and verbal cues in its interpretation
- **LSI Scan** – a technique that analyzes the subject's own words (e.g., use of pronouns, changes in language) to help determine to what degree a subject is being truthful or deceptive

Our interviewers also possess Federal, state and local law enforcement training based on jurisdiction which includes: FBI, DHS, State Police, County, Municipal and local PD, DEA, Secret Service. As an added benefit, a number of Pinkerton investigators and consultants carry the Certified Forensic Interviewer (CFI) designation.

## Case Study | Professional Interviewing: Agents Expose Pharmaceutical Theft Ring

**Challenge:** A large New York distribution center that supplies pharmacies, hospitals and doctors with prescribed and over-the-counter medications noticed a gradual, yet substantial, shrinkage in their inventory. In a six month period, over half a million dollars of product had gone unaccounted and the client suspected facility employees were responsible for the losses.

**Pinkerton's solution:** Pinkerton placed three undercover operatives at the distribution center to monitor the situation. We conducted numerous interviews and coordinated several surveillance operations.

**Results:** Pinkerton identified 13 employees involved in the theft ring. Two arrests were made by the police department; the 11 remaining employees were terminated. Pinkerton then provided the client with recommendations to ensure tighter security and better inventory control to avoid future theft.

## Pinkerton's holistic approach to Risk Management

Pinkerton has identified four main categories of risk factors that impact a business and its operation, both inside and outside of the company. We offer innovative services and reliable solutions specifically designed for each risk area.



### Additional services to consider

- Background Checks
- Physical Surveillance
- Undercover Operations
- Corporate Due Diligence
- Cyber Surveillance

**Professional Interviewing** is one of the many Pinkerton services that address **Operational & Physical Risk**. This risk area is concerned with all factors that can adversely affect **business continuity** and its impact to a company's bottom line.

Our cutting-edge services and solutions for Operational & Physical Risk are sought after by global organizations concerned with **protecting business operations, securing supply chains, product development, along with hiring and keeping the right employees.**

To learn more about these other solutions, or to learn about the other three major categories of corporate risk factors, contact Pinkerton today.

## About Pinkerton

Pinkerton traces its roots to 1850 when Allan Pinkerton founded the Pinkerton National Detective Agency. Today, Pinkerton offers organizations a range of corporate risk management services from security consulting and investigations to executive protection, employment screening and security intelligence. With employees and offices worldwide, Pinkerton maintains an unmatched reputation for protecting clients and their assets around the globe.

### PINKERTON

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