Interviewing and Investigation SmartTalk 2nd edition Gosselin Test Bank

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Interviewing and Investigation: SmartTalk,2e (Gosselin)

Chapter 2: The Interview Process

MULTIPLE CHOICE. Choose the one alternative that best completes the statement or answers the question.

1) The social system approach is an example of what type of method? 1) _____
A) Targeted B) Investigative C) Degrading D) One- two- three

2) An example of forming collaborative relationships to gain successful answers and solutions would be a department partnering all of the following EXCEPT _____. 2) _____
A) Child protective services B) A mental health organization
C) A social justice organization D) A victim's family

3) The first step in the social system approach is? 3) _____
A) Caring B) Self- reflection
C) Case review D) Self- development

4) What is the second theme of the social system approach? 4) _____
A) Self- reflection B) Establishing psychological content
C) Detecting contamination D) Self- development

5) Phase one of the interview process is what? 5) _____
A) Interview preparation B) Role assignment
C) Online research D) Establishment of psychological content

6) The dispatcher should avoid these and allow the caller to respond to open- ended or closed- ended questions? 6) _____
A) Difficult questions B) Informative statements
C) Incriminating questions D) Suggestive questions

7) _____ refers to internal and external sources of information that produce variance in the answers given by an interviewee. 7) _____
A) Misinformation B) Contamination C) Dishonesty D) Perception

8) All of the following are sources of mistaken information provided by well- meaning and honest individuals EXCEPT _____. 8) _____
A) Self- deception B) Errors in observation
C) Lack of faith in justice system D) Loss of memory with the passage of time

9) _____ is when a person's memory of an event changes due to the introduction of misinformation from external sources. 9) _____
A) Misinterpretation B) Contamination
C) External impact D) Corruption

10) Based on the nature of the incident, it is most ideal for the interview to take place where? 10) _____
A) In an open space B) The scene of the crime
C) On a recorded line D) A police station at a later date

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11) All of the following are considerations regarding where an interview should take place EXCEPT _____. 11) _____

A) The desired effect
B) Available resources
C) The interviewer's preference
D) Convenience

12) Which of following are characteristics of a controlled interview environment of a police station? 12) _____

A) Enough space to not intrude personal space
B) No windows or wall art
C) No cell phones or electronic devices
D) All of the above are important characteristics

13) When there are two interviewers present _____. 13) _____

A) There should clearly be one lead interviewer
B) There should be a friendly and mean interviewer
C) Both should try to be the lead
D) There should never be two interviewers

14) The first officer on the scene of the crime should _____. 14) _____

A) Should separate the witnesses and not let them communicate
B) Survey the area for other witnesses
C) Verify the identity of the suspect
D) All of the above

15) Which of the following is an example of an initial open- ended question? 15) _____

A) Did you know the suspect's family?
B) Would you tell me everything that you know about?
C) Would you say I'm correct in assuming you knew the suspect?
D) Is that all the information you have?

16) Saying "okay" in a matter- of- fact manner, saying "please continue" and saying "I am listening" are all examples of what? 16) _____

A) Control questioning
B) Tough interviewing
C) Reinforcing behavior
D) Lack of motivation

17) Which of the following is NOT an example of a clarifying open- ended question? 17) _____

A) What did you do?
B) Has anything like this ever happened to you before?
C) What was your first reaction?
D) Did it hurt when he did that to you?

18) "What time did you go to bed on Saturday?" is a good example of what type of question? 18) _____

A) Follow- up question
B) Clarifying open- ended question
C) Reinforcing behavior
D) Closed- ended question

19) "Was the car a blue Ford?" is a bad example of a closed- ended question because it is _____. 19) _____

A) Subjective B) Suggestive C) Irrelevant D) Random

20) _____ questions can be either of the open or closed type and seek to elaborate or to clarify what has already been stated during the interview. 20) _____

A) Leading B) Direct C) Follow- up D) Control

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21) "What time had you gone to bed that night?" is an example of a _____ question. 21) _____
A) Closed- ended B) Follow- up C) Forced D) Control

22) An interviewer should use a _____ question when the interviewee knows more than he or she is telling. 22) _____
A) Control B) Direct or forced C) Closed- ended D) Confrontational

23) "I understand that you are upset about this. Please take a deep breath and prepare yourself to answer these questions." Is an example of a _____ question. 23) _____
A) Control B) Confrontational C) Leading D) Inappropriate

24) Use _____ questions when you want to guide the interviewee through a particular line of reasoning in a persuasive interview. 24) _____
A) Guided B) Leading C) Control D) Argumentative

25) _____ questions are accusatory, typically involving a show of anger or disgust. 25) _____
A) Arrogant B) Irresponsible C) Aggressive D) Confrontational

TRUE/FALSE. Write 'T' if the statement is true and 'F' if the statement is false.

26) An oblique interview approach is used when an interviewee has been hospitalized. 26) _____

27) When a person is not in custody and is willing to give their information, they do not need to be read *Miranda* warnings. 27) _____

28) The conclusive approach occurs in a controlled environment such as a police or detective office. 28) _____

29) The confrontational approach is best for overly confident or condescending towards the interviewer. 29) _____

30) The masterful approach takes a lot of confidence, is good for low- key interrogations and needs the ability to persuade. 30) _____

31) Using interpreters drastically reduces the likelihood of failure to replicate tone or using a pragmatic tone. 31) _____

32) Caring encourages the interviewer to be constantly vigilant and self- aware during the interview process. 32) _____

33) An interviewer should not use case review as a means of determining the outcome. 33) _____

34) Identifying prior criminal records is only needed as a post crime scene response. 34) _____

35) Leading questions or suggestions are potential contaminants. 35) _____

36) On- the- scene interviews are the most common form of interviews. 36) _____

37) With the passing of time, an individual may become confused, and statements may lose detail. 37) _____

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38) Wincing in pain during a story or appearing angry are forms of positive reinforcing behavior. 38) _____

39) Closed- ended questions are the most common type of question and are useful for verifying information. 39) _____

40) "Where exactly did he touch you?" is an example of a follow- up question of the closed variety. 40) _____

SHORT ANSWER. Write the word or phrase that best completes each statement or answers the question.

41) _____ approach suggests that in response to increased environmental complexity, organizations will cope by increasing internal or external complexity. 41) _____

42) The _____ model suggests that the individual who conducts the interview should attempt to go beyond simply hearing the person to include the perspective of the interviewee as part of the interview. 42) _____

43) _____ emphasizes the role of power that will be inherent in any interview conducted by government officials or police officers. 43) _____

44) _____ effect refers to the process of calculating where to have the questioning in order to reflect the interviewer's preferred feeling. Whether that makes the interviewee comfortable or uncomfortable. 44) _____

45) _____ open- ended questions seek to complete or expand on the information already given by an open- ended question. 45) _____

46) _____open- ended question does not limit or direct the answer and seeks a full- undirected narrative response. 46) _____

47) _____ does not indicate approval or disapproval of what is said and the behavior, but encourages a narrative 47) _____

48) _____ questions require a yes or no or otherwise brief response. 48) _____

49) The purpose of using a _____ question would be to obtain information that could later be used to impeach the credibility of the statement. 49) _____

50) "You are good at this, Pete; if I did not know better, I would think these signatures were done by someone else." Is an example of a _____ question. 50) _____

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1) D
2) D
3) A
4) D
5) A
6) D
7) A
8) C
9) B
10) B
11) C
12) D
13) A
14) D
15) B
16) C
17) D
18) D
19) B
20) C
21) B
22) B
23) A
24) B
25) D
26) FALSE
27) TRUE
28) FALSE
29) FALSE
30) FALSE
31) FALSE
32) FALSE
33) TRUE
34) FALSE
35) TRUE
36) TRUE
37) TRUE
38) FALSE
39) TRUE
40) FALSE
41) Social system
42) caring
43) Postmodernism
44) Desired
45) Clarifying
46) Initial
47) Reinforcing behavior
48) Closed- ended
49) direct
50) confrontational

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