



A-Z of Truth-Focussed Interviewing

**MASTERING THE ART OF
PERCEPTIVE INTERVIEWING®**



A = AWARENESS

Maintain awareness of your own biases, assumptions, and state of mind. Your self-awareness directly impacts interview quality and outcome.

B = BASELINE

Establish behavioural baselines early. Understanding normal communication patterns helps you identify meaningful deviations.

C = CURIOSITY

Approach each interview with genuine curiosity. A curious mindset leads to better questions and more natural information flow.

D = DISCERNMENT

Practice discernment rather than judgment. Skilled interviewers distinguish between evidence, inference, and assumption.

E = ENVIRONMENT

Create an environment conducive to truth-telling through both physical setup and psychological comfort.

F = FIVE CHANNELS

Monitor all five communication channels: verbal, non-verbal, paralinguistic, content, and psychophysiology.

G = GAPS

Identify information gaps. What's missing from a narrative can be as important as what's included.

"The Perceptive Interviewing course was by far the most practical and useful course I have been on. This was a standout"
Ben S | Investigator

H = HYPOTHESIS

Maintain multiple hypotheses rather than rushing to conclusions. Consider alternative explanations for observed behaviours.

I = INFLUENCE

Understand your influence on the interview. Every question, reaction, and cue shapes what information emerges.

J = JARGON

Avoid unnecessary jargon that creates barriers. Clear, accessible language builds trust and improves communication.

K = KNOWLEDGE

Build your knowledge base before the interview. Thorough preparation enables you to recognise inconsistencies and ask better follow-up questions.



L = LISTEN

Practice engaged and active listening with your ears, body and energy. Don't assume or try to mind read.

"After the first day I could see things I was missing before. Very worthwhile program"
Alex Hanson
Department of Defence

A-Z of Truth-Focussed Interviewing

M = MEMORY

Understand how memory and forgetting works. Distinguish between normal memory limitations and potential deception.

N = NON-JUDGMENTAL

Maintain a non-judgmental approach. People are more likely to share truth when they don't fear immediate judgment.

O = OPEN QUESTIONS

Begin with open questions to encourage narrative and establish communication patterns before narrowing focus.

P = PAUSE

Use strategic pauses and silence. Giving people space to think often yields additional information.

"what a great three days of learning and growing! I loved how you facilitated my immersion into truth, deception and perceptive awareness."
Sarah Bellenger

Q = QUESTIONS

Use a wide variety of question styles strategically. Know that *how* and *when* you ask can be as important as *what* you ask.

R = RAPPORT

Build appropriate rapport that balances professional boundaries with genuine connection.

S = SUMMARISE

Periodically summarise what you've heard. This checks understanding and often prompts clarification or additional details.

T = TRUTH

Understand the grey space that sits between truth and lies and use this knowledge to your advantage in the interview

U = UNEXPECTED

Be prepared for unexpected responses. How you handle surprises often determines interview success.

V = VERIFY

Verify information through multiple means. Strong verification strengthens confidence in your conclusions and decisions.

W = WORDS

Pay attention to specific word choices and patterns. Language often reveals cognitive and emotional states.

Perceptive Interviewing®:
Uncover useful and truthful information and make more informed decisions

X = EXPERTISE

Develop eXpertise in interviewing and reading people to help you distinguish between normal variations and genuine red flags of concern.

Y = YOUR IMPACT

Be aware of the impact of how you show up, your professionalism, your attitude and how seriously you take your responsibility in the interview

Z = ZONE OF TRUTH

Create a 'zone of truth' where honesty becomes an easier and more natural choice for the interviewee.



Like to Talk Interview Training?
Contact TGI
www.traininggroup.com.au
info@traininggroup.com.au
Elly Johnson | Managing Director
0402 883 196