



## **ACTIVE LISTENING & DETECTION OF DECEPTION STATEMENT ANALYSIS AND ADVANCED INTERVIEWING**

**MONCTON, NB  
MAY 2, 2011**

An eight-point strategy to improve active listening skills in the interview process; detecting deception through verbal and non-verbal cues while conducting investigative interviews. Techniques for the detection of deception in written statements; use of advanced interviewing techniques and understanding personality types to elicit information from interviewees.

This session covers:

- Learning to differentiate between the processes of hearing and listening by using an eight-point strategy. Instruction in how to utilize these skills to improve interviews, with interesting and engaging examples of poor active listening and methods for improvement of same.
- Developing skills to detect verbal and non-verbal cues which point to deception. A foundational profile of both truthful and deceptive persons. Use of real-life videos and examples to amplify the information and practical methods of utilizing these cues during the investigative interview.
- Guidelines for obtaining written statements and the use of nouns, verbs, adverbs, and pronouns to find and exploit areas of deception within a written statement. Instruction regarding the use of the structure and balance of written statements to determine if the statement is truthful. Actual written statements of subjects for use by participants.
- Techniques designed to improve rapport and cooperation from interview subjects. Insight into basic personality types and effective types of approaches which are most beneficial for each personality type. Case study involving use of advanced interviewing techniques. 10 advanced interviewing techniques to obtain confessions.

**CANADIAN HEALTH CARE ANTI-FRAUD ASSOCIATION**

120 Carlton Street, Toronto, Ontario, M5A 4K2

Tel: (416)593-2633    Fax: (416)596-9532    [www.chcaa.org](http://www.chcaa.org)

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## SSA Larry Guerin (FBI)

Supervisory Special Agent (SSA) Larry Guerin is a 23-year veteran for the FBI and now works as a supervisor and instructor in the Leadership Development Program, Human Resources Division, at FBI Headquarters in Washington D.C. He is an Advanced Instructor for the FBI and regularly instructs in the areas of leadership, terrorism, defensive tactics, health care fraud, self-defense, firearms, interviewing, and FBI procedures. SSA Guerin previously worked as a supervisor in the Health Care Fraud Unit and was also charged with the overall coordination of Health Care Fraud training nationwide for the FBI. He has coordinated both the Health Care Fraud Task Force and Health Care Fraud Working Group for North Texas.

SSA Guerin received his Bachelor's Degree from Ball State University in Indiana and has completed the FBI's Instructor Development Course and the Advanced Instructor Course. He is also a certified terrorism instructor, defensive tactics instructor, firearms instructor, and a tactical instructor. He has spent 10 years on the Dallas FBI's SWAT team and is cross-trained as an Emergency Medical Technician with a Tactical Medic Certification.

Location: La Teraz, 154 Church Street, Moncton, New Brunswick, E1C 4Z7

Time: 9:00 AM – 5:00 PM (This seminar will be broken down into three modules)

Speaker: SSA Larry Guerin (FBI)

Cost: \$175.00 + HST of 13%  
\$125.00 + HST of 13% **for groups of 3 or more**

Meals: Continental breakfast (served at 8:30 AM) and lunch will be provided

To register: Register online at <http://www.chcaa.org/seminars/register/register.php>

### **Payment must be received prior to attending session.**

*\*Payment can be made by cheque at the door, or by calling or faxing in your credit card information. Cancellation must be received **FIVE** days prior to the event or you will be billed.*

**[Attendance is limited.](#)**

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Call or Email Jacinta Khan 416-593-2633 ext 250 [administrator@chcaa.org](mailto:administrator@chcaa.org) for information

**To Register Today!**

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This one-day seminar is a must attend for anyone involved in investigating, preventing, and deterring fraud!

**Please help us to promote this session by circulating this email to anyone you deem appropriate.**

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#### Other Upcoming Sessions

- |                              |  |
|------------------------------|--|
| <b>June 29, 2011</b>         | <b>Toronto, Ontario</b><br><b><i>Fraud 101</i></b><br>Speakers: Mr. Daniel Tourangeau, Chair, CHCAA and<br>Mr. Joel Alleyne, Executive Director, CHCAA                                     |
| <b>September 20-21, 2011</b> | <b>Gatineau, Québec</b><br>Annual Conference<br><b><i>Health Care Fraud: The Elephant in the Waiting Room</i></b><br>Palais des Congrès de Gatineau<br>50, boulevard Maisonneuve, 3e étage |
| <b>November 3, 2011</b>      | <b>Winnipeg, Manitoba</b><br><b><i>Data Analysis Strategies</i></b><br>Speaker: Bob Mays (Thomson Reuters)   |

Visit our website for more information: [www.chcaa.org](http://www.chcaa.org)

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## Registration Form

05-02-11 – Moncton – SSA Larry Guerin

[ ] # of Delegates x \$175.00 + 13% HST \$ \_\_\_\_\_  
[ ] # of Delegates (Group of 3 or more) x \$125.00 + 13% HST \$ \_\_\_\_\_

If you do not have access to our online registration please complete this page and Email it to: [administrator@chcaa.org](mailto:administrator@chcaa.org) or Call Jacinta at 416-593-2633 ext 250 or Fax this page to 416-596-9532

<b>Delegate Name(s) and Email Addresses:</b>	1. _____ 2. _____ 3. _____ 4. _____ 5. _____ 6. _____ 7. _____ 8. _____ 9. _____ 10. _____
<b>Company:</b>	
<b>Address:</b>	
<b>Main Phone:</b>	
<b>Direct Phone:</b>	
<b>Direct Fax:</b>	

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## Policies

Payment will be accepted in Canadian funds by cheque, money order, Visa, Master Card or Amex. Credit card payments must be completed in full, signed and faxed to **416-596-9532**. All cancellations or transfer requests must be in writing and will be subject to an administration fee of \$25. Any cancellations received on or after the day of the session will be subject to all registration fees.

**\* Cancellation must be received FIVE days prior to the event or you will be billed.**

This registration form can be emailed or faxed to the CHCAA offices c/o:

Email: [administrator@chcaa.org](mailto:administrator@chcaa.org) Fax: 416-596-9532.

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**Note:** If paying by credit card please fill in your cards details and sign below before faxing this page to 416-596-9532!

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Please indicate Credit Card Type:

Visa

Master Card

AmEx

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Expiry Date (mm/yy)

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Cardholder's name

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Signature

**All fees must be received prior to attending this Session.**

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