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## 46<sup>TH</sup> PSYCHODYNAMICS INTERVIEW COURSE

### Why You Should Attend This Course

The Psychodynamics Interview Course is a dynamic approach of interviewing people with a fresh perspective, using the soft skill-sets of psychodynamics principles, behavioural analyses, role plays and themes to rationalize and persuading the interviewees to come to a sense of reality of the predicament under investigation or scrutiny. It is customized for investigation/enforcement officers, human resource officers, supervisors, managers and directors who interview people involved in investigations, inquiries, applications for licenses and jobs, fact-findings, etc. to elicit the truth or identify a real McCoy.

2 One of the fundamentals is to build rapport and connection with people for a deeper understanding and mutual respect conducive for interviewees to come forward to face a sense of reality. The dynamic of interviewing people using the soft skill-sets of psychodynamics principles in non-accusatory and accusatory interviews, reinforced by behavioural analyses, role plays and applying the appropriate themes to influence interviewees to be forthcoming in facing a sense of reality and predicament upfront.

3 The preliminary non-accusatory interview is to assess a probable involvement of interviewees under investigation or scrutiny. Reinforced by the behavioural analyses of interviewees who are deceptive, the next step is to launch an accusatory interview using the role plays and appropriate themes to sustain influential monologues to enhance the proficiency in harnessing the power of persuasion to exert the command and control over the interviewees surreptitiously.

4 Learn the subtle techniques in observing the palpable changes of facial mood of deceptive people during the accusatory interview and the soft skill-sets in listening intently for clipped words uttered, indicating the (buy-in) signal for a positive confrontation. At the right moment, unleash the passion and inner voices for deceptive interviewees to open up and confide the truth to you.

5 In short, using the soft skill-sets of psychodynamics principles of non-accusatory and accusatory interviews, behavioural analyses, role plays and themes systematically to rationalize and influencing the deceptive interviewees to face a sense of reality and the predicament upfront has produced far more rewarding results. The non-systematic or *ad hoc* confrontational Question-and-Answer interview methodology often raises the ire and hackles of interviewees from the onset to deny a sense of reality and the predicament continuously throughout the interviewing processes with negative results.

## **Course Objective**

6 By the end of the 2-day Psychodynamics Interview Course, it should broaden your mental model of the interview techniques. You should able to apply the soft skill-sets of psychodynamics principles of non-accusatory and accusatory interviews, behavioural analyses, role plays and themes to rationalize and influencing interviewees to face a sense of reality and the predicament upfront to tell you the truth. Your exposure to Psychodynamics Interview Course will add value to your learning journey in the art of interviewing and influencing people to tell the truth.

7 The 2-day Psychodynamics Interview Course will take you through a step-by-step process in the art of psychodynamics interview techniques, reinforced by viewing and studying the ‘live’ video-recording of **actual** cases of deceptive people interviewed by Master Course Trainer Mr Koa Fung Chew. It is indeed a rare opportunity for you to learn the art of non-accusatory and accusatory interviews, behavioural analyses, role plays and using the appropriate themes to influence interviewees to tell the truth. The practising Master has been interviewing people for more than 47 years. You are privileged to hear at first hand the trade secrets of Master Psychodynamics Interviewer in commercial practices with 100% success rates. Of course, he shall highlight the essential body language and verbal signals for you to look out as shown in the three separate ‘live’ video-recordings of **actual** cases of deceptive culprits interviewed by him.

## **Course Trainer**

8 The Master Course Trainer Mr Koa Fung Chew is a Psychodynamics Interview Practitioner in commercial world. His clients engage him to interview the company management staff, employees and workers committing thefts, commercial frauds, pilfering of company property, outraging modesty of staff/customers, etc. to help police solve the reported crimes. Mr Koa applies the psychodynamics interview techniques to identify the deceptive interviewees committing the wrongdoings/offences and influences them in telling the truth spontaneously. He practices the art of psychodynamics interview in commercial world of what he teaches in class and has 100% success rates to date. The test of the pudding is in the eating. His expertise is widely sought after in Singapore, Brunei, Indonesia, Thailand, Hong Kong, China, Middle East, Australia and New Zealand. With the tremendous success in commercial interviews, the American MNCs in China have engaged his expertise in the psychodynamics interview on a long-term contract basis since mid-2015. Despite his hectic work schedules in China, it is the master course trainer’s passion to share and pass down the soft skill-sets and trade secrets of psychodynamics interview principles and fundamentals to the present generation of investigators, law enforcement officers, human resource officers, civil servants and public officers to continue making Singapore a safer and better place to live, work and play for all of us, as time and tide waits for no man.

## **Course Module**

9 The course module is designed by retired professional Police Superintendents who were the prime movers during their respective careers in the premier Internal Security Department (ISD) and Criminal Investigation Department (CID) of the Singapore Police Force. They have many years of practical real-life police experiences and expertise in the art of interviewing people successfully, including politicians, subversive elements, notorious/hard-core criminal/secret society members, errant staff members, employees, etc. committing a variety of wrongdoings and offences.

**Course Date:** Mon, 2 Mar - Tues, 3 Mar 2020 (2 days).

**Course Fee:** \$790 per course participant paid by Vendors@Gov e-invoicing or Account Payee Cheque after the course completion.

**Course Registration:** You may register for the 46<sup>th</sup> Psychodynamics Interview Course through the following channels:

a the Ministry/Statutory Board Intranet website: PSD HRMS Learning Hub; or

b complete the Psychodynamics Interviewing Course Application Form attached. Email the completed form to Top Criminal Justice Consultancy email: [cidlee@singnet.com.sg](mailto:cidlee@singnet.com.sg); or

c quote the subject heading – 46<sup>th</sup> Psychodynamics Interview Course and email the name of the course registrant, his/her office email address and mobile phone number to [cidlee@singnet.com.sg](mailto:cidlee@singnet.com.sg) for follow-up actions by Top Criminal Justice Consultancy.

**Course Venue:** The ACC Edu Hub #03-03, 51 Cuppage Road, The Frasers' Centre Point Building, Singapore 229469. It is a commercial building situated immediately at the rear exit of The Centre Point Shopping Centre, Orchard Road.

The Centre Point Shopping Centre, Orchard Road is opposite the underground Somerset MRT Station.

There are public buses plying along Orchard Road and Somerset Road directions - 7, 14, 14e, 16, 36, 65, 77, 106, 111, 123, 124, 128, 143, 162, 162M, 167, 171, 174, 174e, 175, 190, 587, 590, 598, 700, 700A, 850E, 951E, 971E, 972

**Course Confirmation:** Upon the confirmation of 46<sup>th</sup> Psychodynamics Interview Course, Course Placement Letter shall be despatched to the respective course registrants' official email addresses at least 7 days before the course commences. Please check with your Course Training Coordinator/Human Resource Officer if you do not receive the Course Placement Letter by then. You may also email [cidlee@singnet.com.sg](mailto:cidlee@singnet.com.sg) or call mobile phone no. 90265199 to enquire.

**Course Material:** The Psychodynamics Interview Course presentation slides are the intellectual property rights of Master Course Trainer Mr Koa Fung Chew under the Copyright Act, Cap 63. A soft copy of the Psychodynamics Interview Course Material consisting the relevant parts of the presentation slides is distributed to course participants for personal reference and guidance. The course participants may use mobile phone camera to take pictures of the relevant presentation slides for personal reference and guidance.

**Course Stationery:** A computer-printed Avery card name with organisational logo is issued to course participants for display at the respective table. The course participants are also issued a paper note-book and ballpoint pen for notes-taking during the lecture.

**Course Certificate:** At the end of the course, a Certificate of Completion of 46<sup>th</sup> Psychodynamics Interview Course is presented to course participants who have completed the 2-day course successfully.

**Course Support:** Top Criminal Justice Consultancy continues to provide the after-course support and guidance to course participants *gratis* by online email. Our motto: "Your Success is also Our Success".

**Coffee/Tea Break:** There are two coffee/tea breaks with 2 halal snack items at about 10.30 am and 3.30 pm daily respectively.

**Lunch Break:** Six-course halal buffet lunch is provided for course participants at about 12.45 pm daily.

**Supported By:**



## 46<sup>TH</sup> PSYCHODYNAMICS INTERVIEW COURSE MODULE

<u>Mon, 2 Mar 20</u>	<u>Topics</u>	<u>Lecturer</u>
9.00 - 9.15 am	<p>Welcoming Address</p> <p>Brief Introduction and Ice Breaker</p>	<p>Course Consultant</p> <p>Mr Lee Swee Thin</p>
9.15 – 10.00 am	<p>Psychodynamics of Interview Process Overview</p>	<p>Mr Koa Fung Chew</p>
10.00 – 10.45 am	<p>1) Management &amp; Control of Interview</p> <ul style="list-style-type: none"> <li>- Organisational Structure</li> <li>- Manpower Requirements</li> <li>- Proper Facilities and Environment</li> </ul> <p>2) Planning and Preparation</p> <ul style="list-style-type: none"> <li>- Case Study</li> <li>- Basic Legal Considerations</li> </ul> <p>3) Profile of a Successful Interviewer</p>	
10.45 – 11.00 am	<p>Coffee/Tea Break with 2 Halal snack items</p>	
11.00 – 12.15 pm	<p>1) Questioning Techniques</p> <p>2) Behaviour Symptom Analysis</p> <ul style="list-style-type: none"> <li>- Introduction</li> <li>- External Factors Influencing The Accuracy of Behaviour Symptoms</li> <li>- Manner of Observation and Evaluation of Behaviour Symptoms</li> </ul> <p>3) Behavioural Attitudes Indicative of Truth or Deception</p>	

12.15 – 1.15 pm	Lunch Break – Six-Course Halal Buffet	
1.15 – 2.15 pm	1) The Baiting Techniques 2) Behavioural Analysis Interview I	
2.15 - 3.15 pm	Behavioural Analysis Interview II	
3.15 – 3.30pm	Coffee/Tea Break with 2 Halal snack items	
3.30 – 4.15 pm	Practice Exercise on Behavioural Analysis Interview	
4.15 - 5.45 pm	View the Video Recording of Successful Behavioural Analysis Interviews  Session Ends	
<b><u>Tues, 3 Mar 20</u></b>	<b><u>Topics</u></b>	<b><u>Lecturer</u></b>
9.00 – 9.45 am	Practical Exercise of Verbal/Non-Verbal Interview of video	Mr Koa Fung Chew
9.45 – 10.30 am	An Overview of the Accusatory Interview Process  - Single Interviewee  - Multiple Interviewees & Mass Arrests	
10.30 – 10.45 am	Coffee/Tea Break with 2 Halal snack items	

10.45 – 11.15 am	<p>Planning and Case Preparation</p> <ul style="list-style-type: none"> <li>- Attributes and Choice of Interviewers</li> <li>- The Use of Role Playing</li> <li>- The Single Interviewer Approach</li> <li>- The Team Approach</li> </ul>	
11.15 – 11.45 am	<p>1) Understanding Why a Person Confesses or Does Not Confess</p> <p>2) General Principles</p> <ul style="list-style-type: none"> <li>- The Success Formula</li> </ul>	
11.45 – 12.30 pm	<p>Accusatory Interviews - Techniques II</p> <ul style="list-style-type: none"> <li>- Interviewing Themes &amp; Approaches for Different Types of Cases</li> </ul>	
12.30 – 1.30 pm	<p>Lunch Break – Six-Course Halal Buffet</p>	
1.30 – 2.45 pm	<p>Accusatory Interviews - Techniques III</p> <ul style="list-style-type: none"> <li>- Approaches for Various Type of Cases &amp; Interviewees</li> <li>- Handling Denials &amp; Objections</li> <li>- Handling Interviewee's Changing Moods</li> <li>- Obtaining Confessions</li> <li>- Extracting Information and Committing The Interviewee Admitting to The Wrongdoing</li> </ul>	
2.45 – 3.00 pm	<p>Coffee Break with 2 Halal snack items</p>	
3.00 – 3.45 pm	<p>1) How to Assess the Truthfulness/ Deception of an Interviewee</p> <p>2) Writing Reports &amp; Recording of Statement</p>	
3.45 – 4.30 pm	<p>Practical Exercise on Applications of Techniques of Persuasion using themes</p>	

4.30 – 5.30 pm	View Video Recording of Successful Application of Techniques of Persuasion using themes	
5.30 – 5.45 pm	Course Closing & Feedback Sessions. Presentation of Certificate of Completion of Psychodynamics Interview Course to course participants. <i>Sayonara!</i>	Course Consultant. Mr Koa Fung Chew

TOP  
Criminal Justice Consultancy



*adding value to learning*

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## 46<sup>TH</sup> PSYCHODYNAMICS INTERVIEW COURSE APPLICATION FORM

**Course Date:** Mon, 2 Mar – Tues, 3 Mar 2020

**Full Name of the Course Participant:** Dr/Mr/Ms\*

**Designation/Duty Post:**

**Ministry/Statutory Board/Department:**

**Email Address:** (compulsory)\*\* \_\_\_\_\_

**Mobile Phone No:** (compulsory)\*\* (                    ) **Office Tel. No:** (                    )

**Types of cases/offences /occurrences dealt with:**

**Service:** (    ) Months (    ) Years\*

**Course Fee \$790 paid through Vendors@Gov/Inter-Bank GIRO \***. The details are:

**Ministry/Statutory Board:**

**Department:**

**Sub-Business Unit:**

**Attention To:**

*\*delete the inapplicable*