

Behavioural interviewing and training courses that get results!

Training courses in:

- Behavioural Interviewing
- Detecting deception
- Understanding body language
- Media Training
- Dealing with difficult people



About APS Training

APS training is based in Melbourne, Australia and specializes in conducting in house training programs for corporate clients throughout the world.

APS Training is headed by Steve van Aperen, an expert in behavioural interviewing techniques and detecting deception. Steve's skills and training services are highly sought by the media, HR professionals, Police services, Government departments and in particular the corporate sector. Steve is also the co-author of "The truth about lies" and is a regular on the public speaking circuit.

APS Training tailor make unique training programs for clients rather than offering "off the shelf" programs.

The behavioural interviewing courses offered by APS Training are designed to provide attendees with dynamic and effective interviewing skills that get results. Conducting effective interviews is a critical process in weeding out those people that may have fabricated, embellished or omitted information.

Who will benefit from APS Training?

Our training is directed at anyone involved in managing people, recruitment, government authorities, financial reporting services at all levels, investigators, customs, police workplace relations, human resource personnel, legal firms, banks, executives, auditors, risk management, fund managers, organisations large and small.

About the founder of APS Training

Steve has received extensive training from the world's leading international investigative authorities in how and why people deceive.

In 1996 Steve was the first Victorian Police Officer to graduate from Western Oregon University USA as a certified polygraph examiner. After graduating Steve trained with and examined polygraph testing and behavioural interview techniques utilised by the Los Angeles Police Department (LAPD) Polygraph Unit, US Secret Service, Los Angeles County Sheriff's Office and the Federal Bureau of Investigation (FBI). Steve is



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a professional member of the American Association of Police Polygraphists (AAPP) and the American Polygraph Association (APA).

Throughout his career Steve has conducted hundreds of interviews ranging from interviewing homicide suspects to pre-employment screening. This distinctive level of knowledge provides Steve with the expertise to conduct entertaining and informative training and presentations.

Steve has consulted his services on a number of high profile homicide and serial killer investigations (26 cases), frauds, thefts, rapes, sexual assault/abuse cases, veracity issues amongst various others.

He has consulted his services to the Victoria Police Homicide Squad, South Australia Police Major Crime Squad and the media.

Other cases have included:

- A polygraph test conducted on the leader of the Democrats Senator Andrew Bartlett.
- A polygraph test and behavioural interview conducted on Frank Cole relating to his disclosure that he located Azaria Chamberlain's body at Ayers Rock in 1981 after he shot at a dingo.
- The polygraph test and behavioural interview of Mike Scrafton, a senior government advisor, regarding a telephone conversation he had with the Prime Minister of Australia Mr. John Howard in relation to the "Children overboard" scandal.
- The polygraph test and behavioural interview of Ron Vigenser the person accused by John Ford of being involved in the placement of 4.1 kilograms of cannabis into Schapelle Corby's luggage at Bali airport. Ford testified at Corby's trial in Bali that he overheard conversations whilst an inmate at Port Phillip prison that implicated Vigenser.
- The behavioural analysis of in-

terviews conducted by Liz Hayes of 60 Minutes with Schapelle Corby the Australian woman charged with importing 4.1 kilograms of cannabis into Indonesia inside a body board bag.

- The analysis of an interview conducted by Tara Brown of 60 Minutes with former Guantanamo Bay detainee Mamdouh Habib denying his involvement in terrorism or links with al-Qaeda.



- Steve together with Andy Shea recently launched their latest book *The truth about lies: Uncovering the fact from fiction* published by ABC Books. In the book Steve & Andy illustrate how to uncover deception drawing on a number of cases including OJ Simpson, Bill Clinton, David Beckham and others.

Past clients

Steve has conducted training programs throughout Australia, Hong Kong, London, Singapore, Taipei, Indonesia and the United States.

Clients have included: Commonwealth Bank, Coles Myer, Victoria Police Homicide Squad, Australian Federal Police, Australian Customs Service, Corporate Crime Liaison Group, Victoria Police Major Fraud Group, Department of Immigration, PricewaterhouseCoopers, ANZ, Deloitte Touche Tohmatsu, AMP Global Henderson, Russell Investment Group (London) Recruitment & Consulting Services Association (RCSA), Woolworths Ltd. Department of Defence (Defence Security Authority), Portfolio Partners, Mortgage Choice, Arthur Andersen, KPMG, Spectrum Personnel, Australian Competition and Consumer Commission, Macquarie Bank, Investec, PMA Investment

Advisors (Macau), The Chief Executive Officer's Institute, Goldman Sachs JBWere, Suncorp, Lindt & Sprungli, Catholic Education Business Administrators, CPA Congress, The Sexual Offences and Child Abuse Coordination Office (Victoria Police), RCSA International Conference (Sydney 2005), Canberra Management Conference, Minerals & Energy Human Resources amongst many others.

Behavioural Interviewing

Whether an interview is a fact finding mission, a search for the truth, a sexual harassment interview, a pre-employment interview, a management interview or any other type of interview, our courses are specifically designed to assist those people who are required to conduct effective and probing interviews.

The Behavioural Interviewing and Detecting Deception courses are designed to provide attendees with effective interviewing skills in an effort to elicit information from interviewees.

Aim of the Behavioural Interviewing Course

- To enhance existing interviewing skills
- To provide valuable techniques in detecting deception
- To provide methods in effectively eliciting information during the interview process

The training courses conducted by APS Training are broken into two day, three day and four day training packages.

Two Day Course in Behavioural Interviewing

The areas covered include:

- Active Listening
- Understanding the methods of communication: Verbal, Non-Verbal, Paralinguistic
- Profiling a successful interviewer
- Preparing for the interview
- Rapport Building



- Creating an environment that elicits the truth
- Benchmarking behaviours: Pre and during the interview
- Recognising and analysing Verbal and Non-Verbal cues of deception
- Conditioning the interviewee to tell the truth
- Understanding body language: grooming, supportive and protective gestures, Mirroring, reflecting and leading
- Neuro Linguistic Programming: How we process information
- Identifying typical truthful & deceptive behaviours
- Identifying response latency and qualifying denials
- Effective question formulation

Three Day Course in Behavioural Interviewing

(For investigators, HR & Recruitment Personnel, Law Enforcement, Customs or anyone conducting more detailed interviews)

The three day course is more involved than the two day course as it examines theme development and a variety of questioning formats and techniques. It includes the areas covered in the two day course above together with the following areas:

- Utilising behavioural questions for investigative interviews eg. sexual harassment, investigative, pre-employment and fact finding interviews
- Creating and developing interviewing themes designed to elicit information
- Examining various questioning types including: direct, probing, assumptive, opinion, open, closed, multiple issue, leading and closing questions
- Practical interviews and role plays

Four Day Course in Behavioural Interviewing

This course includes everything covered in the two and three day courses together with one-on-one training. This one-on-one training is essential when evaluating an interviewer's questioning and interviewing techniques. This is achieved by conducting interviews that

are videotaped and later analysed.

Feedback from our four day course has shown that past participants have gained valuable skill sets that have allowed them to formulate incisive and effective questioning techniques.



Detecting Deception

One Day Course in Detecting Deception

This intermediate course teaches those attending the basics in how to recognise the tell-tale signs of deception. People often lie by omission rather than commission. What people don't say is often more important than what they do say! Steve demonstrates how we use language, paralinguistic styles, changes in tenses and body language to deceive others and how to recognise when people are engaging in such behaviours.

Two Day Course in Detecting Deception

This extremely popular two day course in detecting deception is more comprehensive and utilises the analysis of fascinating real life videos. Course participants will be taught how to identify when people are engaging in deception, embellishments and fabrication.

The areas covered include:

- Benchmarking behaviours: Pre and during the interview
- Recognising and analysing Verbal and Non-Verbal cues of deception
- Understanding body language: grooming, supportive and protective gestures, mirroring, reflecting and leading
- Identifying response latency and qualifying denials
- Analysis of real life interviews

- Video taping participants
- Analysing changes in tenses

Body Language

One Day Course in Understanding Body Language

This popular one day training course is of benefit to anyone who deals with clients, managers, staff or the public. Previous course participants include managers, executives, sales personnel, marketing consultants and interviewers.

The areas covered include:

- Evaluating body language
- Benchmarking behaviours
- Recognising grooming, supportive and protective gestures, mirroring, reflecting and leading
- Micro expressions & distress signals
- Hand to face gestures and evaluative gestures
- Looking for conflict and contradiction
- Critical analysis of body language
- Analysing real life body language tapes

Media Training

Two Day Media Training Course

Often many mistakes are made by companies when dealing directly with the media. Media training teaches you how to get your message out to your audience. Getting it right is essential. Getting it wrong will cost your company dearly.

The Two Day Media Training Course conducted by APS Training is designed to equip personnel, managers, executives, directors, CEO's, and government departments with the skills required in dealing with all forms of the media. All media training courses are presented by Karalee Tilvern, a respected and experienced news reader and journalist. Karalee has covered general duties, police and courts, health, politics and



sport. Karalee has broken many stories and interviewed heads of business, politicians, police, sporting people, actors, celebrities amongst others.

In the two day media training course Karalee covers those areas critical to ensuring that your message is communicated effectively to the public or clients regardless of the issue. This course is a must in an era where the public demands honesty, integrity and transparency. This unique course teaches how to avoid the pitfalls so often experienced by companies when dealing with the media.

The areas covered include:

Day One

- Learning how to use the media to your advantage
- Overcome the fears associated when dealing with the media
- Learning how to turn a negative situation into a positive outcome for your company
- Learning Outcomes
- Dealing with the media
- Holding a press conference
- Writing effective media releases
- Building confidence when dealing with the media
- Getting your message across
- Media coverage: What will give you coverage?
- Plan of attack
- Writing a media release. What information needs to be included
- Tailoring for newspapers, radio or television
- Thinking laterally: Attracting attention
- Rivalling your rivals

Day Two

- Dealing with the media
- Dressing, presentation and grooming
- Knowing the media
- Don't make assumptions
- Holding a press conference: Learn how to make it work for you
- Understanding deadlines
- Understanding what the media needs from you or your company
- Attitude
- Know your subject
- Know your news demographic: terminology, target audience

- Holding a press conference
- Conducting interviews

This interactive and informative two day media training course provides valuable information together with real life scenarios and realistic theoretical and practical training sessions. This course will guarantee you the results you want.

Dealing with Difficult People

One Day Course in Dealing with Difficult People

This innovative and challenging one day program teaches attendees how to deal with difficult or aggressive people. It is designed for staff that deal directly with the public in customer service rolls. Based on a safety first approach this course introduces real life based scenarios and challenging role plays.

The areas covered include:

- Assess potential conflict or difficult situations
- Develop methods to build rapport and trust
- Identify verbal and non-verbal behaviour
- Understand why conflict occurs
- Learn steps to avoid conflict
- Understand external factors contributing to conflict
- Understand different behaviour profiles
- Identify triggers for aggression
- Apply methods to calm angry people
- Minimise personal risk
- Follow rules that ensure personal safety and welfare



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