

II. Chapter 2: General Characteristics of a Competent Investigator

A. Learning Objectives

1. To thoroughly appraise the types of traits and skill levels needed to succeed in the world of investigative practice.
2. To describe methods that can assist an investigator in adhering to objective method, remaining emotionally detached and carrying out the assigned task.
3. To recognize that a competent investigator must depend upon a logical method and protocol.
4. To assess the effectiveness of the Who, What, Where, When, How, and Why questioning sequence for an investigator.
5. To describe the basic requirements for an investigative report in light of information gathering.
6. To discuss the importance of perseverance and diligence investigative practice.
7. To identify the interpersonal skills necessary to promote the acquisition of information and provide a steady stream of intelligence for the investigator.
8. To examine how the lack of ethics in investigatory practice can undermine the legitimacy of a particular investigation and call into question its legality.

B. Test Questions

1. Multiple Choice (**correct answer in bold**)

- a. Russell Colling, in his text, *Hospital Security*, outlines traits of a competent investigator. Which of the following classifies as such a trait?

- 1) Energy and alertness
- 2) Ability to set realistic objectives
- 3) Knowledge of human nature
- 4) All of the above**

- b. What is the most accurate statement regarding the private investigator?

- 1) Good investigators are driven by emotions.
- 2) Good investigators must allow their preconceptions, biases, or opinions to affect their findings.
- 3) Good investigators are driven by facts and take into consideration their emotions, preconceptions, biases, or opinions.
- 4) Good investigators are driven by facts rather than by emotions, preconceptions, biases, or opinions that lack a factual basis.**

- c. Which of the following questioning sequences is highly effective for the private investigator?
 - 1) Logical Process Sequence
 - 2) Who, What, Where, When, How, and Why**
 - 3) The Correlative Questioning Sequence
 - 4) The Direct, Deductive, Inferential, Reverse Method (DDIR)
- d. Which of the following is not an interpersonal skill that an investigator must possess?
 - 1) To be able to manifest interest in others.
 - 2) To be able to persuade and motivate other people.
 - 3) To exercise control of one's emotions.
 - 4) To be unable to adapt to different personalities and circumstances.**

2. Short Answer

- a. Name the attributes that a competent investigator must possess.
- b. What are some capabilities that may be listed on a job description for an investigator?
- c. What is the name of the logical questioning process that has proven highly effective for investigators?
- d. What trait is a professional and personal obsession with getting the facts right, and a corresponding desire to discern the proper resolution of a case?
- e. Name 4 human relations skills it is imperative the investigator possesses?
- f. List 5 personality traits and characteristics that are a part of a solid investigator.
- g. Which group promulgates a Code of Ethics for private security that guides the industry and the particulars of investigative practice?

3. Essay Topics

- a. Discuss why it is necessary for an investigator to be objective?

- b. Describe, in some level of detail, how the 5W and H questioning method assists an investigator in being objective and logical.
- c. In your opinion, discuss the three most important interpersonal skills that an investigator can possess. Defend your position.

C. Group Activities and Exercises

1. Divide the class into four discussion groups (4 – 6 students in each). Assign each group a problem from the list below. Ask the group to first appoint a designated spokesperson for the group. Allow 15 minutes for the group to assess and analyze the problem. At the end of that period, ask the spokesperson to summarize its findings and conclusion. The report should last 5 minutes.

Problems:

- A. You are attempting to get information regarding an accident out of an uncooperative witness. What types of interpersonal skills are most important? How would you put these skills into practice? Devise a short narrative of what specifically could be said to the witness to entice them to cooperate.
- B. Review the Code of Ethics created by ASIS International. In part A what are some of the ethical dilemmas the investigator may experience?
- C. Create a list of 5W and H questions that could be used during the first interview with a victim of a hit-and-run accident?