

Fact vs. Fiction

Interviewing / Statement Analysis—October 28th, 2010

ISB Canada is proud to present a premiere ISB-U Education Series event "Fact vs. Fiction"

This is your invitation to attend this event facilitated by world renowned instructor Nejolla Korris

Ms. Korris has over 20 years international experience teaching statement analysis and interviewing techniques in countries such as England, Finland, Holland, Mexico, UAE, Bahrain, Sweden, the former USSR, the US and Canada. Ms. Korris will teach Scientific Content Analysis (SCAN) which will be an invaluable tool to aid in:

Insurance Investigations
Workplace/Fraud Investigations
Interviewing (Phone / In Person)
Internal Theft Investigations
Sexual Harassment Investigations

To secure your spot register early as this event will sell out.

Date: October 28, 2010 **Location:** Glencairn Golf Club in Halton Hills **Cost:** \$197 (Includes HST)

What you will learn:

- Improved interviewing / statement taking skills through Linguistic Lie Detection
- Probing questions that produce the most effective responses
- Detecting how a truthful person speaks vs. an untruthful person
- How to obtain the most information from your interview (verbal and non-verbal)
- How to maintain rapport with a claimant without revealing details of a case
- How to spot red flags when taking a statement or conducting an interview
- The DOs and DON'Ts of statement taking/interviewing
- The Physical Characteristics of untruthful statements
- How to detect deception and lies in written and oral statements

Who should attend?

- Insurance Adjusters
- Claims / Risk Management
- SIU personnel
- Certified Fraud Examiners (CPE Credit)
- HR professionals / Hiring Managers
- Investigators
- Forensic Accountants / Internal Auditors
- Legal Council
- Corporate Security

ISB specializes in providing a single source for the information and documentation required during the claim handling process. ISB is recognized for having extensive in-house experience and expertise in claim handling practices, claim workflow processes, and claim information.

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Location: **Glencairn Golf Club in Halton Hills**

Cost: **\$197 (Includes HST)**

Schedule: 7:30 to 8:30

8:30 to 4:30

**Program Registration and Full Breakfast
Educational Session**

LUNCH, BREAKS AND MATERIALS SUPPLIED



3 easy ways to register

Online: <http://www.isbc.ca/events/>

Call: Teresa Klač at 905-875-2921 or

E-mail: tklacl@isbc.ca