**AC313 Chapter 10 Glossary**

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| **admission-seeking questions** | Inquiries designed to solicit a confession from persons strongly suspected of playing a role in the fraud being investigated. |
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| **alibi** | Defense offered to support the assertion of innocence of the person making it. |
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| **assessment questions** | Queries asked of persons being interviewed to determine if those persons are guilty of the fraud being investigated. |
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| **calibration** | Act of fine-tuning an interviewer's perception of a person's behavior when the person is asked nonsensitive (i.e., nonincriminating) questions so that the interviewer can contrast that behavior with the subject's behavior when asked sensitive questions. |
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| **clarifying questions** | Inquiries designed to obtain information that elaborates on information provided earlier in the interview. |
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| **closed-ended questions** | Queries designed to elicit a "yes," "no," or brief response. |
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| **combined approach** | Synthesis of two approaches to interviewing: the direct approach and the indirect approach. |
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| **compound questions** | Two inquiries contained in the same sentence. |
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| **concluding questions** | Queries asked of persons not suspected of being involved in a fraud. |
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| **confrontational questions** | Inquiries used to highlight the difference (i.e., conflict) between information provided by the subject and information provided by another source. |
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| **connecting questions** | Queries used to connect two or more details or events. |
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| **direct approach** | Manner of questioning used when the interviewer is reasonably certain of the suspect's guilt. |
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| **forced-choice questions** | Inquiries designed to cause the subject to choose from one of several answers provided by the interviewer. |
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| **indirect approach** | Manner of questioning used when the subject's thinking is reasonably sophisticated. |
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| **informational questions** | Queries asked to solicit additional evidence. |
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| **interviews** | Nonconfrontational dialogues between two persons, one of whom (the interviewer) is interested in obtaining information, including perceptions, of other persons, places, or aspects of the fraud being investigated. |
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| **interrogation** | Information-seeking questioning technique that law enforcement uses to obtain information about a crime that has been committed from those who are suspected of committing the crime. |
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| **introductory questions** | Questions that set the tone of an interview and provide information about the reason the subject is being interviewed. |
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| **leading questions** | Queries designed to elicit a predetermined response. |
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| **mirroring** | Process by which the interviewer attempts to appear as similar to the subject as possible to cause the subject to identify with the interviewer. |
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| **negatively phrased questions** | Inquiries that tend to be ambiguous and for which the answer could be interpreted in one of two ways. |
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| **nonverbal cues** | Signals that are not spoken or written; usually involve movement of the body including the subject's head and eyes. |
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| **nonverbal responses** | Physiology-based reactions to questions, statements, and physical evidence. |
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| **open-ended questions** | Queries designed to encourage subjects to answer with more than a "yes" or "no" response. |
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| **qualifiers** | Words or phrases that change the meaning of a sentence, usually by allowing the speaker to be less precise and thus provide less self-incriminating information. |
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| **positive-reaction questions** | Inquiries asked to elicit agreement from a subject so that agreement with statements the investigator later makes is easier to accomplish. |
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| **rapport** | Relationship characterized by mutual understanding, trust, and agreement. |
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| **secondary questions** | Queries that are actually statements of information made to elicit confirmation of the information heard by the interviewer. |
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| **verbal cues** | Reactions that indicate guilt that should be investigated. |
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| **verbal responses** | Answers that include oral or written responses to questions. |