



A T9 Mastered Webinar

Succeeding in Difficult Interviews: An Expert Approach

COURSE MATERIAL
August 10, 2022



Presented by T9 Mastered, LLC
a joint venture of Public Interest Investigations, Inc. and
Sue Ann Van Dermeyden, Esq. and Eli Makus, Esq.



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Course Materials

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Biography

Keith Rohman is the founder and president of Public Interest Investigations, Inc., in Los Angeles, a legal investigations firm that has served educational institutions, public-sector employers, corporations, and the legal community since 1984. He has worked as an investigator in both the public and private sectors for more than 30 years.

During his career, Keith has been involved in numerous high-profile cases, including investigations involving the torture of prisoners at Abu Ghraib; the role of Blackwater, Inc., in the mass shooting of Iraqi citizens; the Rodney King case; and the enslavement of dozens of Thai workers in an El Monte, California, sweatshop. Keith has also conducted investigations in death penalty cases in California, Utah, Alaska, Arizona, and Washington.



On campuses, Keith has investigated allegations of rape and other sexual assaults under Title IX at several Southern California campuses. He was the principal investigator for attorneys in landmark litigation filed on behalf of service women and men sexually assaulted in the U.S. military. In the workplace, Keith has conducted third-party investigations into allegations of sexual harassment, sexual assault, discrimination, and retaliation for private- and public-sector employers, including school districts and universities.

Keith is the past President of the Association of Workplace Investigators (AWI), a professional membership association for attorneys, human resource professionals, private investigators, and others who conduct or manage workplace investigations. Additionally, Keith is an Adjunct Professor of Law at Loyola Law School, where he teaches fact investigation. Previously, he was appointed by the L.A. County Board of Supervisors to the Equity Oversight Panel (EOP) of the Los Angeles Sheriff's Department, a civilian oversight board that oversees Internal Affairs investigations.

Keith has appeared as a guest on "CNN" and "Good Morning, America" and has been quoted in *The New Yorker*, *Newsweek*, and the *Los Angeles Times*. His articles have appeared in the *Cardozo Law Review* (Keith Rohman, *Diagnosing and Analyzing Flawed Investigations: Abu Ghraib as a Case Study*, 2009 *Cardozo L. Rev.* de novo 96), *Los Angeles Daily Journal* and the *Daily News*.

PowerPoint Notes





Webinar Series

**T9 MASTERED**
Online Training for Title IX Professionals

**Succeeding in
Difficult Interviews:
An Expert Approach**

Keith Rohman, AWI-CH





Introduction

Understand
the Limits

Know Who
You and Your
Witness Are

Bias


Dealing with
Confrontation

Reading the
Room

Dealing with
Liars

Trauma

The Most
Difficult
Interview



Introduction

- There is no secret handshake.



Understand the Limits

- You never go 10 for 10.



Understand Who You and Your Witness Are

- Interviewing across the divides: race, gender, class, and others.
 - Be self-aware.
 - Sometimes you are just right / sometimes less so.



Understand Who You and Your Witness Are

- Sometimes make yourself small/ sometimes not.
- Ask what you don't understand.
- Plan ahead but be prepared to be surprised.



Bias

- “I think, therefore I am biased”
David Pell, *Next Draft*



Dealing with the CONFRONTATIONAL

- Respondents
- Complainants
- Witnesses
- Lawyers and union reps



- Recognize your own feelings
- Few people like confrontation.



Reading the Room

- “Talk less. Smile more.” (from *Hamilton*)
–AKA- “Shut up and listen.”
- Preparation
- Play the cards you are dealt
- Don’t get locked into your question list



Dealing with Liars

- There are some really good liars out there.
- But sometimes you **know** the person is lying.
How to deal with that?
- It is their funeral.
- Your job: **Just. Write. It. All. Down.**
- Then, “Help me understand . . . “



Trauma

- Trauma-informed interview training is key.
–Required by SB493
- Transparency
- Ending the interview
- Self care



The Hardest Interview of All: Follow-up with the Title IX Complainant

- Often very different than the first interview
- Trauma-informed interview training is key.
 - Required by SB493
- Patience. Calm. Understanding.
- Monitor your own emotions



What we do matters



Thank you.

Keith Rohman
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