

“Anger Recognition and Management for Interviewers” Lesson Plan
ASIS 2009

Instructor: Mark A. Riordan, JMark Consulting Inc.

Title: “Anger Recognition and Management for Interviewers”

Time: One hour, twenty minutes (10:15am-11:35am), June 3, 2009

Materials: PowerPoint and single page handout

Objectives:

1. Identify verbal indicators of emotion and anger during interviews
2. Identify non-verbal indicators of emotion and anger during interviews
3. Articulate other situational or environmental indicators of anger and emotion
4. Articulate tactical interview techniques to lessen anger’s impact
5. Discuss strategic techniques for all investigators and corporate leaders to help identify and mitigate anger in employees

Setting the Stage: PowerPoint slides of techniques and procedures punctuated by relevant videos of interviews and interrogations of various subjects; Review of the experiences of the students and instructor

Discussions: Past experiences, current issues, future projected needs and potential client situations

Group: Verbal question and answer sessions to reinforce the lessons

Construct: Note-taking by each student will build a better understanding of the lessons to add to their current job skills as well as anticipate future needs

Show: Videos of interview procedures to demonstrate and reinforce the instruction

Feedback: Continual dialogue with students as well as observations and verbal critique of their progress throughout the group exercises.

Mark A. Riordan
Concise Biographical Sketch

Lieutenant Mark Riordan (retired) is a veteran of nearly 32 years with the Texas Department of Public Safety having served in the uniform ranks and, for thirteen years before his retirement, in the Criminal Intelligence Service. The last ten years of his career were spent working in Houston as a Lieutenant where he commanded a squad of Sergeants who were primarily assigned to both overt and covert investigations of organized crime, violent parole violators, computer and Internet crime, civil commitment sex offenders and counterterrorism.

During his career, Lieutenant Riordan specialized in several areas.

- He became one of the first Department investigators trained in computer forensics and served as an officer in both the Austin and Texas Gulf Coast chapters of the High Technology Crime Investigation Association.
- He was trained and certified in forensic hypnosis and currently serves as the President of the Texas Association for Investigative Hypnosis.
- Mark Riordan serves on the Sheriff's Association of Texas' "Major Crimes Assessment Team," now named the "Cold Case Review Team," and has done so for over fourteen years.
- Riordan has served as a member of one of the FBI's Scientific Working Groups.
- He also helped write his agency's personnel evaluation policy, extra employment policy, criminal investigative report writing program, criminal intelligence database and related policies, and his Service's policy manual.
- Mark Riordan served as his District's entrusted property officer for over ten years.
- Riordan led the highest profile and most complex due diligence investigation his agency has ever conducted. In addition to working with law enforcement and corporate entities across the globe, state police investigators travelled to Italy, Luxemburg, Brazil and many points across the United States.

Mark Riordan's training, expertise and reputation have caused him to be invited to speak to law enforcement and corporate groups from coast to coast in the United States and to Seville, Spain, Warsaw, Poland and Glasgow, Scotland.

Lieutenant Riordan retired at the end of January, 2007, founded JMark Consulting Inc., and now provides relevant and dynamic training and investigative consulting to law enforcement and corporate entities.