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*International Association of  
Voice Stress Analysts*

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*Journal of Credibility Assessment Techniques*

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## **International Association of Voice Stress Analysts (IAVSA)**

### **About the IAVSA**

The IAVSA, established in 1995, is a professional training organization serving the needs of law enforcement agencies, licensed security agencies, corporate & industrial security departments, and professional private examiners. We are the oldest Voice Stress Analysis (VSA) training association in existence. We are the only training provider to offer a dual certification for both the VIPRE Voice Stress Analyzer and the CVSA®.

The IAVSA maintains high standards in regards to the personal/professional background and quality of its instructors. In addition, our instructors are also members of the International Law Enforcement Educators & Training Association, commonly referred to as ILEETA.

### **Peace Officer Standards and Training (P.O.S.T.) Certification**

The IAVSA has recently received approval from the Arkansas Commission on Law Enforcement Standards and Training (CLEST) for our VSA training program. Arkansas examiners who attend IAVSA training receive POST credit for attending our VSA classes. We are also POST certified in the state of Missouri, allowing Missouri examiners to receive credit for attending IAVSA classes.

The IAVSA welcomes comments, concerns, or inquiries about either our training courses or our journal of credibility assessment techniques.

### **How to Contact Us:**

Phone: (800) 349-7410

Email: [lesupportservices@iavsa.com](mailto:lesupportservices@iavsa.com)

Website: <https://iavsa.com>

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## **Voice Stress Analysis Pre-Employment Testing Made Easier!**

by Robert Martin, CEO, VIPRE Technology Group, LLC  
July 2023

### **About the Author**

Bob is a retired Investigative Bureau Commander with 25 years of service with the Lower Township, New Jersey Police Department. During his tenure as a law enforcement officer Bob received extensive training in interview/interrogation techniques and attended the National Training Center of Polygraph Science (NTCPS). While attending NTCPS, Bob was recognized with the highest of class honors by renowned polygraph examiner and instructor Richard O. Arther, a stalwart examiner in the polygraph profession. Subsequently, Bob obtained certification in the operation of the computer voice stress analyzer under the tutelage of David A. Hughes, commonly referred to as the Dean of Voice Stress Analysis. Additionally, Bob has been a POST-certified instructor in numerous basic and advanced law enforcement disciplines since 1976. Since 1997, Bob has trained more than 3500 individuals in the use and application of Voice Stress Analysis (VSA). Bob has also been instrumental in the development of voice stress analysis training programs and has written numerous articles for publications concerning voice stress analysis and its use in law enforcement. Bob has authored two books; "[The Thick Blue Line](#)" and the "[Interviewer's Handbook](#)."

### **Pre-Employment Testing**

VSA Examiners must always keep in mind that all exams are part of an overall process of the "detection of deception" technique, but not, as often misquoted, lie detection. The polygraph and voice stress analyzers are not "Lie Detectors" they are stress detectors. Examiners must keep in mind that the pre-employment screening examination utilizes all protocols studied in regarding criminal-specific examinations.

### **Criminal vs. Screening Exams**

Examiners must be aware that criminal case testing is much more specific and direct, whereas pre-employment exams are more general in scope and inquiry. Also, examiners are taught to keep their relevant questions to a minimum when conducting criminal case examinations. Many times, a criminal case exam will have only two relevant questions. Yet, an examiner can ask up to twelve relevant questions during a pre-employment examination, why? As will be discussed further on, consider asking the minimum questions necessary to vet the examinee and establish credibility.

### **Desensitization**

Once again, the reason most often stated is that the lack of specificity is the answer. Examiners must ask themselves have I ever experienced an individual becoming over-sensitized by the continued repeat of the same questions and is it, also, possible that someone may become

desensitized for the same reason? The answer of course is yes. If they become more stressed due to the repetition than to the question itself, their charts will display results that are due to the induced situational stress as opposed to the overall stress brought about by the question content.

### **Repeating Questions**

Further, some subjects may experience the complete opposite by believing that the examiner is unsure of the results and unable to render a decision, hence, the examiner is asking that question again in an attempt to clarify the final result. The subject becomes conditioned to believe he is winning the battle and no longer is stressed by the question itself. The subject has gained a false bravado and their stress is reduced. Examiners must ask themselves how can I combat these types of scenarios. Pre-employment relevant question reduction is the answer. How can an examiner achieve such an endeavor?

### **Asking the Right Question**

Examiners must keep in mind that the background investigators also have a job to do in the attempt to screen applicants. Most often the majority of that investigation should be completed before the VSA exam is conducted. The examiner should not only review the background investigation report but also speak with the author to ascertain if they may have some areas that need further clarification that could not be obtained. Do not allow non-examiners to formulate or dictate the relevant questions. It has been observed that departments seek information in the Personal History Statement that can and should be verified by the background investigator. The amount of important relevant questions can be reduced if a thorough background investigation is conducted. A question such as “Are all debts paid up to date?” could easily be answered with a simple credit history and should not take up valuable relevant question space in the examination.

### **Situational Stress**

The examiner must always keep in mind that fewer questions provide better results, not only for the examiner but also for the examinee. Remember that the examinee is most likely very nervous about the test, to begin with, and you do not want to increase that situational stress due to your actions or procedures.

The VSA Examiner should concern himself with the major common areas of concern with regard to all law enforcement pre-employment tests as follows:

1. Personal History
2. Known negative information
3. Employment background
4. Criminal behavior, i.e. domestic violence, deviant behavior, etc.
5. Illegal Drug/alcohol use

The examiner must keep in mind that if indeed the subject has previous law enforcement experience, the questions utilized must take into account the necessary concerns. Most often these questions will concern falsifying official reports, integrity, and unethical acts.

All VSA Examiners are taught to keep the questions brief and to the point in their attempt to clarify and rectify, all while obtaining admissions and or confessions throughout the entire interview and testing process.

## **Keeping Questions Brief**

Always keep in mind that oftentimes less is more. When it comes to question formulation and implementation this practice is extremely important. The experienced VSA Examiner must make every effort to utilize only the number of questions that provide the desired results. Relevant question saturation will not provide meaningful results. It was mentioned prior that an experienced examiner will rarely utilize more than two or three relevant questions in a criminal case. Pre-employment exams require more questions but in most cases eight relevant questions should suffice and provide the most valid results as opposed to utilizing every relevant space in the pre-employment test format.

Experienced VSA Examiners do not make “Mountains out of Mole Hills,” they make “Mole Hills out of Mountains!”<sup>1,2</sup>

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<sup>1</sup> Martin, R. (2023, March 10). *Curriculum vitae*. LinkedIn Profile. Retrieved March 15, 2023, from <https://www.linkedin.com/in/robert-martin-a9916416/>

<sup>2</sup> Martin, R., Hughes, D., & Rice, L.; (2016); VIPRE Voice Stress Training Manual; VIPRE Technology Group, LLC, Orlando, Florida.

## **Covert Capabilities of Voice Stress Examinations**

by Al Hall, Owner, TVCA Verifying Truth  
December 2023

### **About the Author**

Mr. Hall retired from the United States Army and Defense Intelligence Agency (DIA) as a Senior Intelligence Officer with over 25 years' experience and with over a decade of Voice Stress Analysis (VSA) expertise. Primarily serving overseas in Europe, Asia, Near East and Africa, Al brings a wealth of experience to the voice stress industry in the disciplines of Human Intelligence (HUMINT), Strategic Debriefing/Interviewing, as well as Human Resource Management, Training Development and Program Management. Additionally, Al worked extensively with German Federal and State Law Enforcement Agencies for over five years focused on Counter Terrorism and Counterintelligence operations – and earned a trusted status with his German police counterparts. Al earned a Bachelor of Science Degree from the University of Maryland, is an honorary member of the German Special Forces Police Commandos, and is a Certified Voice Stress Examiner with 10 plus years' experience.

### **Preface**

As we know, Truth Verification (i.e. Lie detection) has been around for centuries. And in many arenas lie detection has been considered the second oldest profession. Thus, when war, politics, crime and business became more spiteful and competitive, truthful information was highly sought after in having the upper hand over one's competitor(s). Over time, many technological advances enhanced identifying lying and deception specifically through Voice Stress Analyzer (VSA) instruments, Polygraph equipment, and a myriad of other voice stress analyzer companies which provide Lie Detection/Truth and Deception services and equipment. (A list upon request.)

So why conduct covert VSA Examinations? Simple, to unwittingly elicit information from a source to assess and validate the information to determine truth or deception. Law Enforcement (LE) agencies for example (Police, Sheriff, Border Patrol, to mention a few) use voice stress technology for several types of investigations/examinations. Vetting a Confidential Informant (CI) and validating critical information is paramount to successful Law Enforcement operations and this is just one example of many. VSA technology has been instrumental in assisting LE in solving crimes for decades.

This article provides particulars on managing proper questions, recording and conducting covert VSA examinations. This article is meant as an introduction to and a basic review of covert VSA examinations outlined in more detail in VSA operating manuals.

### **The Basics**

A covert examination will always be recorded, and processed later through a voice stress analyzer. A covert voice stress examination will be structured so that it becomes part of the

conversation between the person recording it and the unwitting subject of the recording. Keeping in mind the purpose of the covert examination is to conduct it in such a way that the subject has no knowledge they are being recorded or tested. The voice stress examiner is only limited by their imagination when it comes to how they obtain their recording of the interview with the subject.

Keep in mind, the more specific and structured the conversation is with the subject, the greater the accuracy of the voice stress analysis of the recorded interview.

### **Common Issues**

Using a telephone or Voice Over Internet Protocol (VOIP) on a computer often does not allow for the examiner to observe the subject as they respond to the questions asked.

When using a recording device (not over the phone), not having it close enough to the subject to obtain a suitable recording. If there are volume problems with the recording, it may not be suitable to analyze.

Background noise can, and sometimes does, adversely affect recordings. If the background noise is of greater volume than the voice of the subject, the recording may not be suitable for voice stress analysis.

### **Avoid Problem Questions**

- a) Questions that are redundant.
- b) Questions that are vague.
- c) Questions that circumvent the issue.
- d) Questions that contain multiple issues.
- e) Examinations with too many questions.

### **Basic Considerations**

- a) Use a good reliable recorder.
- b) Consider the recording capacity of the recorder being used.
- c) If recording in person, consider the placement location of the recorder.
- d) If recording over the phone or by voice over internet protocol, be cognizant to whether the subject is speaking loud enough. Don't hesitate to ask the subject to speak louder, stating you are having problems hearing them.

### **Practice, Practice, Practice**

Chances are you will most likely only get one opportunity to obtain the recording you need. Practicing how you plan to obtain the recording, and what questions you will be asking will improve your odds at obtaining a quality recording which can then capture VSA patterns for evaluation. Remember, your voice stress analysis will only be as good as the recording you obtain; identifying and capturing the single yes or no voice pattern within the recording can also be challenging. Practice as well as patience is the necessary evil in becoming proficient at capturing patterns from a recording.

## The Summary Stage

The voice stress examiner must always begin with a structured format that starts with two irrelevant questions, then continues with the relevant & irrelevant sequence format for the questions needed to be answered. Remember to keep the relevant questions to a minimum, as too many questions can result in de-sensitization of the Subject skewing the results of the test. Always start with the secondary question, followed by the primary question. And to help elicit a “YES” or “NO” response to the test questions, use “is that correct?” at the end of your question. Remember that capturing the patterns require a Yes or No answer to be evaluated on your VSA instrument.

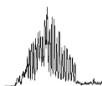
## The Second Chart

Remember that you will need to run a second chart, just as you would do for a normal overt exam. This is because of the situational stress that will undoubtedly be on the first chart. For this reason, you will need to ask the same questions again from the unwitting subject. Telling the unwitting subject that you want to make sure you heard them correctly, you would like to go over the questions you just asked them. In most cases the subject will not object. Now it is just a matter of going through the question again with the subject. This works with both unwitting subjects that know you are officially questioning them, and with those that you have not disclosed your true identity to.<sup>3,4,5</sup>

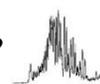
## Conducting Covert VSA Examination

Example of a covert exam, questions for recording a covert telephonic conversation and sample patterns captured from the VSA machine for analysis and evaluation.

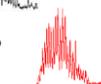
IR - Your name is John Doe, correct?



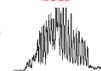
IR - I've got your address as 123 Any Street. Is that correct?



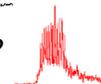
R - John will have the drugs with him when he meets us, correct?



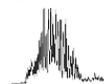
IR - I've got your cell phone number as 987-654-321. Is that correct?



R - Does John plan on robbing us when we show up to buy drugs from him?

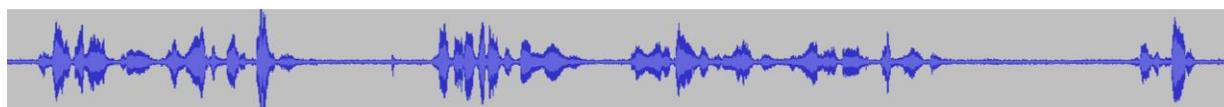


IR - You're still living with your parents, correct?



Using audio software, e.g., Audacity in conjunction with the VSA computer, Yes and No patterns can be captured and analyzed.

Sample of a voice recording from a phone conversation, used in a covert VSA exam:



<sup>3</sup> Hall, A.G. (2023, October 31); Curriculum vitae.

<sup>4</sup> Martin, R., Hughes, D., & Rice, L.; (2016); VIPRE Voice Stress Training Manual; VIPRE Technology Group, LLC, Orlando, Florida.

<sup>5</sup> CVSA II Computer Voice Stress Analyzer: Operating Manual; NITV FS, LLC West Palm Beach, Florida.

The latest version of Audacity audio software was used to capture the aforementioned phone conversation.

Audacity is free to download and use. <https://www.audacityteam.org/download/>.

## **Primer for Conducting Voice Stress Analysis Examinations in the Middle Eastern Culture**

by Lawrence Rice, VSA Instructor, VIPRE Technology Group, LLC  
March 2023

### **About the Author**

Lawrence is a retired Chief Warrant Officer with the United States (U.S.) Army Criminal Investigation Division, with twenty-plus years of military service. Seventeen of his years in the military were dedicated specifically to law enforcement and the criminal intelligence arena. Additionally, Lawrence has twenty-plus additional years of experience as a government contractor supporting U.S. Department of Defense intelligence operations. Lawrence's areas of experience include criminal and internal investigations, counterintelligence operations, human intelligence collection, strategic intelligence analysis (also known as critical thinking), open-source intelligence research and analysis, link analysis, pattern analysis, analysis of competing hypotheses, strategic debriefing, interviewing and interrogation techniques, Voice Stress Analysis (VSA), intelligence collection management and, elicitation/recruitment and management of sources.

In August 2003, while working as a strategic debriefer for U.S. Southern Command, Lawrence became a VSA examiner, and later an instructor for VSA. Since his entry into the profession of voice stress analysis Lawrence has conducted VSA exams throughout the U.S. Central Command's area of operation, i.e. Iraq, Afghanistan, United Arab Emirates, Kuwait, Bahrain, Saudi Arabia, Qatar, and Jordan. As a VSA instructor and Military/Cultural Advisor with VIPRE Technology Group, LLC Lawrence has continued to bring the benefits of voice stress analysis to the counter terrorism arena. Lawrence is currently a consultant and advisor for the IAVSA.

### **Introduction**

This paper is based upon documentation as referenced in the footnotes, and from the training and professional experiences of the author. The paper specifically addresses cultural factors that are relevant to VSA as well as other biometric testing technologies. VSA has been described as one method to observe and evaluate someone's physiological (emotional) reaction to a question that carries the consequence of jeopardy. The reader is reminded, a voice stress analyzer is not a "lie detector," but a tool to assist the examiner in ferreting out the truth.<sup>6</sup>

To effectively conduct biometric testing on individuals from non-Western cultures one must understand the culture of the one being tested. This is necessary to not only understand the examinee's mindset, but why and how they may react to questions during biometric testing. The following information should provide the reader with a professional understanding of Middle

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<sup>6</sup> Rice, L. (2023, March 1). *Curriculum vitae*. LinkedIn Profile. Retrieved March 15, 2023, from <https://www.linkedin.com/in/lkr3515/>.

Eastern culture, thus improving the results from both general interviewing and VSA exams.<sup>7,8,9</sup>

## Difference Between Western and Eastern Thinking

Western culture and values define an individual not by the circumstances or social group they were born into, but by what they do in life, i.e. cause & effect. In contrary, Eastern culture and values define an individual by the circumstances or social group they were born into. Individuals from most Eastern cultures gauge success by how well an individual interrelates with family, society, and social traditions, i.e. how well the individual fits into the surrounding social environment.<sup>10</sup>

## The Influence of Religion

Religion is one of the strongest elements in the fabric of the Middle East, Central Asia, and a good portion of South East Asia. The prominent religion of the Middle East and a lion-share of the cultures in Central Asia and South East Asia is Islam. When conducting interviews and VSA exams on individuals from these regions, the interviewer and/or VSA examiner should consider Islam's influence and how it may affect questioning. It is commonly known that followers of Islam are known as Muslims. Muslims assume that religious affiliation is essential for every person. By definition and profession, Islam means "the surrendering of the self to the will of Allah (God), and it portrays a God remote, powerful, and often benevolent, yet wholly out of contact with the individual man. Many Muslim fundamentalists feel that deceit to advance an Islamic cause is moral; the end justifies the means. This belief will be discussed in greater detail further on in this paper.<sup>11,12</sup>

## Religion and Lying

It is not uncommon for a Middle Easterner to proclaim they cannot lie, because they are Muslim. The truth is, Islam permits Muslims to lie anytime that they perceive that their well-being, or that of Islam, is threatened. Under the concept of Taqih (aka Takeyya) one has virtually the permission to lie. Under the practice of Taqih, if under the threat of force, it is legitimate for Muslims to act contrary to their faith. The following actions are acceptable:<sup>13,14</sup>

- \* Drink wine, abandon prayers, and skip fasting during Ramadan.
- \* Renounce belief in Allah.
- \* Kneel in homage to a deity other than Allah.
- \* Utter insincere oaths.

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<sup>7</sup> Engelhardt, B. A. (circa 1960). *Arab Culture and the Polygraph Process*.

<sup>8</sup> Lawrence, T. E. (2008). *Seven Pillars of Wisdom* (pp. 1-700). Penguin Random House.

<sup>9</sup> Fontes, L. A. (2008). *Interviewing Clients across Cultures: A Practitioner's Guide*. The Guilford Press.

<sup>10</sup> Engelhardt, B. A. (circa 1960). *Arab Culture and the Polygraph Process*.

<sup>11</sup> Ibid.

<sup>12</sup> Mahdi, M. S., Rahman, F., & Schimmel, A. (2023, March 10). *Islam*. Britannica. Retrieved March 13, 2023, from <https://www.britannica.com/topic/Islam>

<sup>13</sup> Welty, W. P., Ph.D (2015, February 22). *Islamic Deception: Al-Takeyya or Al-Taqiyya*. Theology Online. Retrieved March 13, 2023, from <https://theologyonline.com/threads/islamic-deception-al-takeyya-or-al-taqiyya.25879/>

<sup>14</sup> Rice, L. (2023, March 1), Curriculum vitae, LinkedIn Profile, Retrieved March 15, 2023, from <https://www.linkedin.com/in/lkr3515/>.

## **Middle Eastern Culture**

In addition to religion, culture also directly influences how most Middle Easterners react to their surroundings, specifically during an interview or biometric testing. To better understand how and why a Middle Easterner may react to a specific question, the interviewer and/or examiner needs to understand one's respective culture. Middle Eastern cultural traits can be defined as the following:

- **The Group:** Like many other non-Western societies which see their identity as manifested by their interrelationships, most Middle Eastern societies are group-structured. It is probably the most noticeable feature of Middle Eastern culture. Most Middle Eastern cultures originated in either a hard desert environment or somewhere else where there was scarcely enough food and water to go around. Thus, the world was viewed as a hostile place, where each individual had to adhere to the group for protection and psychological comfort. Each individual would give their full loyalty to the group since everyone's survival depended upon allegiance, solidarity, and submission to the code of the group. Dissenters from any group are held in check by the formidable Eastern weapon of public shaming. Individuality, in the Western sense, does not fit into the scheme since everyone obeys the strict authority of the group's hierarchical decisions. One cannot, therefore, expect an individual from this culture to isolate oneself from interrelationships with their group.

- **The Friend:** In most Middle Eastern societies where interrelationships are all-important, the concept of friend takes on a more comprehensive meaning than it does in the West. What we call a friend, a person from the Middle East would call an acquaintance. In the turbulent world of the East, friends are there to serve each other, and there is a continuing line of obligations and favors to be exchanged. One owes deep loyalty to a friend and no favor or obligation is too great. Middle Easterners interrogated in connection with committing a crime or being an accomplice may admit to having done it to assist a friend, and the admission may well be true even though a Western interrogator would not believe that anyone would leave themselves so criminally liable for a friend. A Middle Easterner would assume that policies, activities, groups, and interests of friends will completely overlap and will not be limited to just one area of common interest. By contrast, a "friend" in the West might be represented as an ongoing business contact with limited outside social contact, or none at all.

- **Subjective Understanding of the Facts:** In the thinking of non-Western cultures, reality lies in interrelationships, not in a surrounding world of empirical phenomena. Thus, facts can be readjusted to mesh harmoniously with the important values of relations and feelings. To someone from the Middle East, fact is what they emotionally want to believe is true or convenient. Westerners, in attempting to debrief or interrogate an individual from the Middle East for the essential elements of any situation, maybe highly distressed to find that, in addition to a lack of straight-line thinking, the facts seem to keep shifting without the individual having any intent to prevaricate.

- **Words Equal Deeds:** On both the emotional and linguistic levels, most Middle Easterners are in love with their classical language. Eloquence and extended linguistic expression are admired by most Middle Easterners. The language and the culture allow for flowery exaggerations that are said for momentary emotional effect and are not meant to be taken literally. Translated, a Westerner could consider the words and sentiment as "overblown."

- **Dependent Personality:** The Middle Easterner is well able to make minor decisions about what they like or do not like, but their culture will not allow them to make major social decisions about

education, profession, politics, marriage, etc. As a member of a group society, one is brought up to fill places in groups. One is expected to conform and accede to the wishes of the elders in their family and their group on all major issues. In addition, their non-Western mode of thought teaches them that it is not necessary to try to influence the environment, and their society provides them limited mobility for social advancement. Thus, one is molded into a dependent personality and is not expected to develop individualism, self-reliance, or decision-making capability.

- **Failure to Establish Cause / Effect Relationship:** This trait is related to non-Western societies which engage in “cluster thinking” as opposed to the Western concept of sequence thinking. This is apparent when a Westerner listens to a Middle Easterner relate the sequence of events in a story. However, the cause/effect problem cannot be universally applied in judgment of all Middle Eastern behavior. The Westerner may view a situation and assess the outcome of a Middle Easterner's response to the same situation as a cause/effect problem. But, in reality, the Middle Easterner may have acted with different cultural priorities to establish an outcome in line with their priorities. Missing this point, while keeping their own goals in mind, the Westerner might conclude, “Didn't they realize that if they did A, B would happen?” or “These people don't think.”

- **Indifference to Time and Efficiency:** Time and efficiency are important values only if one is in a technological Western society where there is a drive to achieve and a feeling that one can alter the environment or advance one's status. In the Middle East results are in the hands of Allah and out of man's control; the society does not expect anyone to disturb their existing interrelationships by attempts to advance their social status. Time passes in the East, but it is not marked on a straight-line continuum along which one expects to chalk up their successes or accomplishments. An Arabic proverb states that patience is the key to ease, therefore everyone can slow down and expect everything to happen the easy way.

- **Personal Treatment – Impersonal Rules Ignored:** In the Middle East one can easily understand the legitimacy of the authority of Islam or family elders, and they are obeyed. However, Middle Easterners have only minimum respect for secular governments and their institutionalized laws and regulations because they cannot see from where they derive their legitimacy. Neither do they see that they should be personally obligated to obey them. Probably because of historical experiences with outside conquerors, Middle Easterners feel that imposed outside regulation is always against one's better interests. They quote the phrase, “Rules are for enemies and foreigners.”

- **Work vs. Success:** Work in the Middle East is not looked upon as a vehicle to progress, success, reward, and virtue. There is limited possibility for advancement in a closed group society, and one is not expected to try to advance oneself by their efforts. Physical labor is something for the lower classes to perform. Everyone else would like to be a supervisor, work in an office, or succeed as a commission merchant by making the one “big kill.”<sup>15,16</sup>

## **The Concept of Shame**

Within non-Western societies, where an individual's identity is determined by one's interrelationships, it is not difficult to see why the concept of personal dignity is so important. Without proper training or at least some understanding of Middle Eastern culture, one can not

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<sup>15</sup> Engelhardt, B. A. (circa 1960), *Arab Culture and the Polygraph Process*.

<sup>16</sup> Rice, L. (2023, March 1), *Curriculum vitae*, LinkedIn Profile, Retrieved March 15, 2023, from <https://www.linkedin.com/in/lkr3515/>.

anticipate or understand Western and Middle Eastern interaction.

- **Personal Dignity vs. Objectivity:** Social acceptability for the Westerner is a matter of demonstrating integrity by an uncompromising will to face objective truth and fact. Without this concept of objectivity, their technological society would not be able to function. Personal respect goes to one who undertakes a ruthless search for facts regardless of how self-effacing the results may be. One may apologize for their shortcomings and gain respect for an honest effort to correct flaws or errors. The Westerner is always culturally required to reconcile one's position and one's person with fact and truthfully interpreted reality since the impersonal objectivity of fact and truth is more important than preserving personal dignity to the world at large. Note that the verb "to rationalize" implies a negative flavor.

- **Public Shame vs. Personal Guilt:** The Islamic concept of God, or Allah, is that of an all-powerful impersonal entity and determiner of all events. To their will and direction, the individual surrenders their self. As such, there is no requirement for the individual to accept guilt or develop an inner conscience as a barometer to judge one's behavior, over which they have limited control. Instead, the Middle Easterner reacts to outside censure or public shaming. Because non-Western societies stress status and interrelationships, public shame is a formidable weapon in regulating social behavior insofar as it can strongly affect one's interrelationships.

- **Subjective Interpretation:** The reality for people from a non-Western society lies in one's personal and societal interrelationships and not in a surrounding world of empirical phenomena. Therefore, facts must be adjusted to mesh harmoniously with one's personal feelings and relations. To handle objectivity and facts otherwise risks jeopardizing one's all-important status and interrelationships.<sup>17,18</sup>

## **Western and Middle East Interaction**

A cultural clash may ensue when a Middle Eastern subject is administered a biometric exam by a Western examiner. Often the examination and the following discussion, attempting to clarify the unresolved issues, result unfavorably for the Middle Easterner." The clash is manifested by a scenario of how the two individuals see each other, each with their own cultural assumptions.

- **Dependent Personality:** A disorder in which persons appear anxious and dependent and cannot make major decisions. These traits may be exhibited by a Middle Easterner because in their culture the group, or the elders in a group make the decisions. Decision-making is seldom an individual responsibility, and the Middle Easterner fears being out of line with the group's opinions.

- **Paranoid Personality:** Suspecting that everyone is out to harm them, the subject appears suspicious, always looks for threats, and has problems with those in authority. The group structure of Middle Eastern society and the intense rivalry between groups condition a Middle Easterner to be suspicious of persons or institutions that could be ill-disposed.

- **Transduction of Events:** A form of logic (faulty, in the Western view) in which a subject concludes that two events are thought to be connected because they occurred at the same time. Non-Western persons frequently engage in "cluster thinking" in this format because they do not

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<sup>17</sup> Engelhardt, B. A. (circa 1960), *Arab Culture and the Polygraph Process*.

<sup>18</sup> Rice, L. (2023, March 1), *Curriculum vitae*, LinkedIn Profile, Retrieved March 15, 2023, from <https://www.linkedin.com/in/lkr3515/>.

utilize sequence (straight-line) thinking.

- **Cognitive Dissonance:** When two ideas or cognitions conflict, the subject may attempt to reconcile the discrepancy by distorting one cognition to fit the other. In Middle Eastern culture, facts are not immutable; they can be reinterpreted to fit into whatever form is necessary according to their value system (such as saving face).

- **Immaturity:** Individuals unaccustomed to dealing with a person from the Middle Eastern culture may label them as “immature” because they do not seem to have mastered the cultural traits, behavior, and reactions that are seen as normal in their culture.<sup>19,20</sup>

### Using an Interpreter

If an interpreter must be used, it is suggested that a non-Middle Easterner be used. If the interpreter is another Middle Easterner, the subject will hold suspicions about what the interpreter’s group loyalties are. Additionally, the Examinee may also subscribe to the belief that most Middle Easterners talk (gossip), and information about the Examinee or their admissions could leak out. The examiner should keep in mind the use of an interpreter doubles testing, debriefing, and interrogation times because everything must be said twice. Also, the interrogation may lose some of its contrived psychological impact because of the time lapses occasioned by the interpretation process. As testing time wears on, the effectiveness of the examination and interrogation diminishes as the interpreter begins to tire or lose focus.<sup>21,22,23</sup>

### Developing the Questions

- **Irrelevant:** The irrelevant question is the easiest to formulate because it tends to produce no stress. Therefore, the only consideration is that the question does not arouse a personal or cultural sensitivity. For example, Middle Easterners do not inquire about the women of each other’s families because it borders on being sexually indiscreet. Irrelevant questions should therefore be limited to either the examiner, the examinee, or immediate surroundings, i.e. Am I wearing a tie, are you sitting down, is there a light switch on the wall.

- **Relevant:** The relevant question, designed to invoke an emotion from a deceptive person, may also be upsetting to a truthful Middle Easterner. It is possible for innocent people to fear the primary relevant because it is the crux of the issue under investigation and they fear the possibility of examiner error. For this reason, it is imperative the examiner establish their credibility as an experienced examiner.<sup>24,25</sup>

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<sup>19</sup> Engelhardt, B. A. (circa 1960), *Arab Culture and the Polygraph Process*.

<sup>20</sup> Rice, L. (2023, March 1), *Curriculum vitae*, LinkedIn Profile, Retrieved March 15, 2023, from <https://www.linkedin.com/in/lkr3515/>.

<sup>21</sup> Engelhardt, B. A. (circa 1960), *Arab Culture and the Polygraph Process*.

<sup>22</sup> Fontes, L. A. (2008). *Interviewing Clients across Cultures: A Practitioner’s Guide*. The Guilford Press.

<sup>23</sup> Rice, L. (2023, March 1), *Curriculum vitae*, LinkedIn Profile, Retrieved March 15, 2023, from <https://www.linkedin.com/in/lkr3515/>.

<sup>24</sup> Engelhardt, B. A. (circa 1960), *Arab Culture and the Polygraph Process*.

<sup>25</sup> Rice, L. (2023, March 1), *Curriculum vitae*, LinkedIn Profile, Retrieved March 15, 2023, from <https://www.linkedin.com/in/lkr3515/>.

## **Testing Format**

Over the last twenty years, the author has observed that most Middle Easterners have difficulty with control questions. Because of culture, most examinees tend to fixate on control questions, even though they are merely directed lies for the purpose of the VSA exam. When this happens, responses to control questions, tend to reflect greater stress than the relevant questions. Use of testing formats without control questions have proven to be more than effective, and therefore have become the format of choice with many seasoned examiners.<sup>26</sup>

## **Examiner Behaviors**

Follow-on debriefing or interrogation to a VSA examination most often presents its own cultural problems. This is where intercultural differences or perceptions could impact conventional interrogation techniques. Maintaining a non-judgmental attitude toward the examinee regarding the results of an exam is paramount in obtaining a confession and/or admission. The author of this paper has observed that capitulations from examinees normally follow a calm and rational discussion of the exam results.<sup>27,28</sup>

## **Body Language**

Some body and verbal behaviors that are culturally normal for one, may signal deceit or untrustworthiness to another. Case in point, correct posture for a Middle Easterner with a new acquaintance consists of sitting upright in a chair with feet flat on the floor, legs uncrossed, and looking directly at the person's eyes. This could be perceived by a Westerner as someone practicing deception. Casual slouching, crossing the legs, or pointing the bottom of the feet toward the other person implies a lack of respect or disdain. Similarly, a lack of intimate, direct eye contact or diverting the gaze signals deceitfulness.

Most Middle Eastern societies attach no stigma of arrogance to direct staring. When meeting or parting, Middle Easterners of all classes prefer to shake hands.

Upon initial meeting, Middle Easterners are quick to judge another's status by whether their dress is casual or professionally proper. They also tend to be initially reserved both in the modulation of voice and the use of hand gestures. As conversations or debriefings draw out, they will become more animated. In any conversation, several items of body language and gestures will appear. Gestures and touching are done with the right hand. (The left hand is considered unclean)

If a Middle Easterner holds their right forefinger upright and shakes it quickly left and right it means "Not at all. Never."

Although it may appear to a Western examiner as a gesture of contempt, a common gesture of "No" consists of raising the eyebrows slightly while tipping the head back once. This behavior is more pronounced in certain Middle Eastern countries like Saudi Arabia.

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<sup>26</sup> Rice, L. (2023, March 1), *Curriculum vitae*, LinkedIn Profile, Retrieved March 15, 2023, from <https://www.linkedin.com/in/lkr3515/>.

<sup>27</sup> Ibid.

<sup>28</sup> Engelhardt, B. A. (circa 1960), *Arab Culture and the Polygraph Process*.

Holding the right hand out, palm up, with thumb and fingertips touching together indicates “Be patient. Stop.”

Holding the right hand out with the palm down and moving in a vertical patting motion means “Calm down. Take it easy.”

If the right hand is held out palm down and the wrist is turned quickly so the palm is up with the thumb and forefinger extended, it indicates a question about whatever has just been said or done.

If a Middle Easterner wants something repeated, they use a head motion that the Westerner might mistake for “No.” If one scowls or knits their eyebrows while shaking their head left and right in short rapid motions, this means “Huh? What was that again?”

To emphasize points in a discussion, a Middle Easterner may fold their right fist palm up with the forefinger extended and the thumb up (similar to a child imitating a pistol) and make short chopping motions with their hand.

A Middle Easterner's normal style in a contentious discussion is to shout when excited, talk a lot, and be long-winded. The examinee may also be given to repeating the same ideas in different words, employing circumlocutions, and exaggerating for effect. This so contrasts with the Westerner's preference for short, succinct, quiet, and logical statements that the Middle Easterner is baffled and wonders if the Westerner means the words that they are saying. The Westerner, in turn, sees the Middle Easterner's boisterous emotional manner as childishness which discredits them and their message and implies deceit.

Thus, to get a simple point across to a Middle Easterner, the examiner cannot just state it once quietly. They must repeat it several times in different words and employ exaggeration, and over-assertion in style to have it register as a simple declarative statement. Note that the Middle Easterner will most likely honor eloquence and rhetoric more than the substance of the message.

For the Middle Easterner, loudness, repetition, and dramatic display indicate a sincere interest in the outcome of the discussion and not uncontrolled anger. The examiner will encounter this whenever they press a Middle Easterner on any difficult point. During such displays, the Middle Easterner will frequently call upon God (Allah) and religion to witness their truthfulness: “Allah knows I am speaking the truth. That machine doesn't.”

Because Middle Easterners have such a feeling for the power of words, they are uncomfortable discussing death, illness, or disgraceful matters. Even the most forthright Middle Easterner will employ euphemisms and refuse to utter a harsh realistic word fearing that mention of such a word or matter could invoke the bad event. If pressured, most will refuse to retreat from the euphemism and mention the harsher truth. If the examiner mentions the harsher word, the Middle Easterner will acknowledge it but feel uncomfortable about the word having been brought out. Similarly, the use of a personal curse or obscenity is very offensive.

In contrast to the Middle Easterner's usual lively style of speech, they do not consider it rude to let the conversation come to a standstill. Middle Easterners feel that it is possible to sit and enjoy each other's company quietly. In addition, when circumstances array against them, Middle Easterners recognize that Allah is the controller of all events so they can accept impersonal adversity with resignation and silence. (Westerners might greet similar situations with an outburst of

swearing.) Because of the above, an examiner might misinterpret an untruthful Middle Easterner's silence following a lively tirade and protestations of innocence. One's sudden silence and apparent lethargy do not mean they have hit a psychological point where they are contemplating making admissions. It simply means that they have stopped talking!

There is no single recipe for success in interrogations with any group of people; but with Middle Easterners, immediate confrontation is certainly least likely to succeed. Given the Middle Easterner's propensity for lively extended talking, elicitation techniques and patient "steering" of their conversation could prove beneficial. It is most important that they be encouraged and presented with themes that are in harmony with their cultural values and that do not levy guilt upon them. If they make a minor admission, acknowledge it in a low-key manner and immediately move the conversation on. Do not "jump on them," forcefulness is probably detrimental. Employing patience, subtlety, and persistence, the following cultural notes and themes may be of assistance to the examiner.

A Middle Easterner will not make admissions based on their conscience. Trying to build a theme or induce a guilty conscience and remorse is a Western, but not an Eastern, concept.

Middle Easterners respond to more personalized arguments rather than to logic that seems "sensible" to Westerners. Mention how we are depending on them and looking forward to their assistance in these sensitive matters; also allude to the effects these matters will have on other persons and colleagues.

To reduce the shame pressure of admissions, utilize the Middle Easterner's speech mannerisms that they are culturally accustomed to: i.e., euphemisms and circumlocutions.

When asked a question they find embarrassing to answer, the Middle Easterner will use a long peripheral partially-relevant discussion to respond without answering.

When introducing a sensitive point, begin by paying tribute to them and their self-esteem, plus give them a way out so will not lose face. This is appropriate with even the most hostile of Middle Easterner subjects.

Allowing the subject to transfer responsibility for mistakes or other events makes it easier for them to acknowledge potentially embarrassing admissions.

Assure the Middle Easterner that we also recognize that Allah controls all events and that we are not here to try to place moral blame on them, but rather we are trying to determine what events are occurring around us that are of mutual interest in our relationship.

Note that some emotionally troubled Westerners automatically employ certain psychological defenses as a coping strategy to avoid some emotions and anxieties. Some of these, such as denial, rationalization, compartmentalization, and overcompensation can, under any circumstances, be culturally normal in Middle Eastern society. If employed under the stress of interrogation, it does not necessarily mean that the Middle Eastern subject is neurotic or deceitful.<sup>29,30</sup>

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<sup>29</sup> Engelhardt, B. A. (circa 1960), *Arab Culture and the Polygraph Process*.

<sup>30</sup> Rice, L. (2023, March 1), *Curriculum vitae*, LinkedIn Profile, Retrieved March 15, 2023, from <https://www.linkedin.com/in/lkr3515/>.

## Voice Stress Analysis (VSA), VSA Analyzers, and Associated Training

by Lawrence Rice, VSA Instructor, VIPRE Technology Group, LLC  
August 2023

### Establishing the Truth

We know that when emotional stress is accompanied by guilt and a known consequence, e.g. punishment will cause the body to physically react. This stress is often overtly revealed in the form of observable reactions such as sweating, a shaky voice, dry mouth, increased body odor, runny nose, upset stomach, and hives, or coupled with other notable body movements; i.e. body language. These overt responses are commonly referred to as the "Fight or Flight Syndrome." The central nervous system which supports the autonomic branch makes these overt responses uncontrollable. The central nervous system, brain, and spinal cord integrate this sensory data via a pathway known as the vagus nerve. When the brain receives and interprets information from questions being asked, this information may or may not produce stress, depending on guilt and the consequence involved. Once stressful information is learned, the brain sends a message through the vagus nerve and subsequent recurrent laryngeal nerve resulting in a proportionate reaction in the vocal cords.<sup>31,32,33,34,35</sup>

### The Voice Stress Analyzer

Using an industry-approved voice stress analyzer, regardless of the manufacturer allows for the capture and display of emotional stress generated by questioning.<sup>36</sup> Once displayed, the evaluation of a voice stress pattern is primarily dependent upon an examiner's interpretation (which is subjective and based on examiner training and experience).<sup>37,38,39</sup> Properly interpreting voice stress patterns, like that of charts from a polygraph, is a skill that has to be learned and then

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<sup>31</sup> Martin, R., Hughes, D., & Rice, L.; (2016); *VIPRE Voice Stress Training Manual*; VIPRE Technology Group, LLC, Orlando, Florida.

<sup>32</sup> Porges S. W.; (2001); *The polyvagal theory: phylogenetic substrates of a social nervous system*; International journal of psychophysiology, official journal of the International Organization of Psychophysiology; <https://pubmed.ncbi.nlm.nih.gov/11587772/>; last accessed on 27 July 2023.

<sup>33</sup> Allen E, Minutello K, Murcek BW; (2022) *Anatomy, Head and Neck, Larynx Recurrent Laryngeal Nerve*; National Library of Medicine, National Center for Biotechnology Information; <https://www.ncbi.nlm.nih.gov/books/NBK470179/>; Last accessed on 29 July 2023.

<sup>34</sup> Kenny BJ, Bordoni B. Neuroanatomy, Cranial Nerve 10 (Vagus Nerve) [Updated 2022 Nov 7]. In: StatPearls [Internet]. Treasure Island (FL): StatPearls Publishing; 2023 Jan-. Available from: <https://www.ncbi.nlm.nih.gov/books/NBK537171/>

<sup>35</sup> Culp JM, Patel G. Recurrent Laryngeal Nerve Injury. [Updated 2023 May 22]. In: StatPearls [Internet]. Treasure Island (FL): StatPearls Publishing; 2023 Jan-. Available from: <https://www.ncbi.nlm.nih.gov/books/NBK560832/>

<sup>36</sup> International Association of Voice Stress Analysts; <https://iavs.com/index.html>; Last accessed on 27 July 2023.

<sup>37</sup> Haddad, D., Smith, M., Ratley, R., & Walter, S.; (2001); *Investigation and Evaluation of Voice Stress Analysis Technology*; U.S. Air Force Research Laboratory, Information Directorate, Rome Research Site, Rome, New York.

<sup>38</sup> Hopkins, C. S., Ratley, R. J., Benincasa, D. S., & Grieco, J. J.; (2005); *Evaluation of Voice Stress Analysis Technology*; Proceedings of the 38th Hawaii International Conference on System Sciences – 2005; <https://doi.ieeecomputersociety.org/10.1109/HICSS.2005.254>; Last accessed on 29 July 2023

<sup>39</sup> Patil, V. P., Nayak, K. K., & Saxena, M.; (2013); *Voice Stress Detection*; International Journal of Electrical Electronics and Computer Engineering; <https://portal.issn.org/resource/ISSN/2277-2626>; Last accessed on 29 July 2023.

mastered through experience.<sup>40</sup> Not all voice stress analyzers are created equal; however, most use a standard computer algorithm to detect emotional stress in someone's voice and then display it for evaluation. Aside from the algorithm used to capture the stress in the voice, differences between analyzers for the most part are limited to menu options and orientation on how the analyzer displays the collected voice patterns.<sup>41</sup>

## **Voice Stress Training**

Statements from VSA manufacturers and professional VSA associations that claim they are the sole training provider for specific VSA analyzers are baseless. Despite these claims, there are no federal or state regulations defining from whom VSA examiners must receive training. It should be noted the lion-share of VSA instruction usually follows and adheres to standards and protocols set by the voice stress industry.<sup>42</sup> A review of industry-approved, voice stress analyzers reflect these standards and protocols appear to be consistent between manufacturers and professional VSA associations.<sup>43,44</sup> Any differences in training are usually found in the personalities of the instructors and their delivery of instruction. It remains the responsibility of the VSA examiner and their respective agency to ensure whatever training is received, meets industry standards. Since 1995, the International Association of Voice Stress Analysts (IAVSA) has been a cornerstone in establishing and refining these standards and protocols. The IAVSA provides training that meets and exceeds the voice stress industry standards and protocols, thus providing VSA examiners an affordable option for their training and certification.<sup>45</sup>

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<sup>40</sup> Martin, R., Hughes, D., & Rice, L.; (2016); *VIPRE Voice Stress Training Manual*; VIPRE Technology Group, LLC, Orlando, Florida.

<sup>41</sup> Haddad, D., Smith, M., Ratley, R., & Walter, S.; (2001); *Investigation and Evaluation of Voice Stress Analysis Technology*; U.S. Air Force Research Laboratory, Information Directorate, Rome Research Site, Rome, New York.

<sup>42</sup> International Association of Voice Stress Analysts; <https://iavsa.com/index.html>; Last accessed on 27 July 2023.

<sup>43</sup> VIPRE Technology Group; <https://www.vipretechnology.com>; Last accessed on 28 July 2023.

<sup>44</sup> International Association of Voice Stress Analysts; <https://iavsa.com/index.html>; Last accessed on 27 July 2023.

<sup>45</sup> Ibid.

## Polygraph and Voice Stress Analysis (VSA) Licensing by State

Retrieved from

<https://nebraskalegislature.gov/pdf/SurveyDocs/comparison1632923487.pdf>

### VSA Licensing Requirements by State

State	Requires Voice Stress License	Attend Voice Stress School	Exam	Internship Required?	Fee	Notes
Alabama	No					
Alaska	No					
Arizona	No					
<a href="#">Arkansas</a>	Yes	Yes	No	No	\$156	Background check required;
California	No					
Colorado	No					
Connecticut	No					
Delaware	No					
DC	No					
Florida	No					
Georgia	No					
Hawaii	No					
Idaho	No					
Illinois	No, for Law Enforcement Use					
Indiana	No					
Iowa	No					
Kansas	No					
Kentucky	NO					
Louisiana	No					
Maine	No					
Maryland	No					
Massachusetts	No					
Michigan	No					
Minnesota	No					
Mississippi	No					
Missouri	No					
Montana	No					
Nevada	No					
New Hampshire	No					
New Jersey	No					
New Mexico	No					
New York	No					
North Carolina	No					
North Dakota	No					
Ohio	No					
Oklahoma	No					
Oregon	No					
Pennsylvania	No					
Rhode Island	No					
South Carolina	No					
South Dakota	Yes	Yes	No	No	\$25	
Tennessee	No					
Texas	No					
Utah	No					
Vermont	No					
Virginia	No					
Washington	No					
West Virginia	No					
Wisconsin	No					
Wyoming	No					

### Polygraph Licensing Requirements by State

State	Requires Polygraph License	Attend Polygraph School	Exam	Internship Required?	Fee	Notes
Alabama	Yes	Yes	Yes	Yes	\$150	1. Must have proof of holding a college degree or evidence that the applicant has had five consecutive years of active investigative experience
Alaska	No					
Arizona	No					
Arkansas	Yes	Yes	No		\$120	
California	No					
Colorado	No					
Connecticut	No					
Delaware	No					
DC	No					
Florida	No					
Georgia	No					
Hawaii	No					
Idaho	No					
Illinois	Yes	Yes	Yes	Yes	\$100	
Indiana	Yes	No	No	No	\$150-\$300	Falls under their Private Detective License
Iowa	Yes				\$100	Falls under their Private Detective License
Kansas	No					
Kentucky	Yes	Yes	Yes	Yes	\$50	
Louisiana	No; certification only	Yes	Yes	Yes	\$50 to \$100	
Maine	Yes	Yes	Yes	Yes	\$100	
Maryland	No					
Massachusetts	No					
Michigan	Yes	No	Yes	Yes	\$100 -Private examiner	
Minnesota	No					
Mississippi	Yes	Yes	No	Yes	\$50	
Missouri	No					License Only required in St. Louis County
Montana	No					
Nevada	Yes	Yes	Yes	No	\$620	
New Hampshire	No					
New Jersey	No					
New Mexico	Yes	Yes	Yes	Yes	\$500	
New York	No					
North Carolina	Yes	Yes	Yes	Yes	\$150	
North Dakota	Yes	Yes	No	Yes	\$35	
Ohio	No					
Oklahoma	Yes	Yes	Yes	Yes	\$150	
Oregon	Yes	Yes	Yes	Yes	\$91	
Pennsylvania	No					
Rhode Island	No					
South Carolina	Yes	Yes	Yes	Yes	??	Fee not set in regulation.
South Dakota	Yes	Yes	No	No	\$75	
Tennessee	Yes	Yes	Yes	Yes	\$200	
Texas	No					Repealed its licensing laws in September
Utah	Yes	No	Yes	Yes	\$80	
Vermont	Yes	Yes	No	Yes	\$15	
Virginia	Yes	Yes	Yes	Yes	\$45	
Washington	No					
West Virginia	Yes	Yes	Yes	Yes	\$100	
Wisconsin	No					
Wyoming	No					



## TRAINING ANNOUNCEMENT



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## **INTERNATIONAL ASSOCIATION OF VOICE STRESS ANALYSTS**



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## **How to Submit Articles or Papers**

Submission deadline for next IAVSA publication of this journal: 30 April 2024

### **Scope**

The IAVSA Journal of Credibility Assessment Techniques is a semiannual professional publication, consisting of articles and papers about the principles and practice of utilizing voice stress analysis for truth verification and credibility assessments. Authors are invited to submit articles or papers of original research, literature reviews, legal briefs, theoretical papers, instructional pieces, case histories, book reviews, short reports, and similar works. A minimum standard for acceptance is that the article or manuscript be of general interest to voice stress examiners, instructors and researchers of voice stress analysis.

### **Article / Paper Organization**

All article and paper submissions must be complete, balanced, and accurate. Writers may exercise freedom of style, but they will be held to a standard of clarity, organization, and accuracy. Authors are responsible for assuring their work includes accurate citations that meet academic standards, e.g., APA, MLA, or Chicago/Turabian.

### **Peer Review**

All articles and papers will be subject to a formal peer-review process which includes: significance of the contribution to the voice stress analysis profession, clarity, accuracy, and consistency. As a condition of publication, authors agree that all text, figures, or other content in their works is correctly cited, and that the work, all or in part, is not under consideration for publication elsewhere. Authors also agree to give reasonable access to their data to IAVSA members upon written request.

### **Article/Paper Submission**

Submission of articles and papers need to be in English and in an electronic editable format so it can be formatted to fit the journal layout. MS Word is the preferred file format; however, submissions can be from any word processor. Authors are encouraged to submit their article(s) or paper(s) as an e-mail attachment, with the email including a point of contact name, telephone number, and e-mail address of the author. Submissions need to be sent to: [lesupportservices@iavsa.com](mailto:lesupportservices@iavsa.com)

Contact the IAVSA to learn more about their training program.

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