

*James M. Duke*  
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REGARDING: Ms. Susan Constantine, Silent Messages, LLC

Dear Sir or Madam:

I write this letter to introduce you to Ms. Susan Constantine, the owner of Silent Messages, LLC, based in Orlando, Florida. Ms. Constantine is an expert in communications specializing in both verbal and non verbal communications, and more particularly with respect to deception detection. Ms. Constantine is also a highly skilled jury consultant having recently provided her services in the homicide investigation of Casey Anthony in Orange County, Florida.

Ms. Constantine recently attended a rigorous eighty hour block of instruction sponsored by The Institute of Analytic Interviewing, at the Double Eagle Resort and Spa, June Lake, California, from June 1 through June 12, 2009. The Institute of Analytic Interviewing is based in Mountain Ranch, California, and company president Mr. James J. Newberry has a very strict criterion for all candidates who wish to attend this particular aspect of the Institute's training. Upon successful completion of the training, each candidate is certified to train Analytic Interviewing techniques in rapport building, communications and conversation rules, active listening skills, body language, micro and subtle facial expressions, and cognitive interviewing. Ms. Constantine had a challenge to meet before acceptance into the program and handily met that challenge.

I am an instructor for the Institute and attended Ms. Constantine's training session. I witnessed her demeanor during classroom instruction, how she engaged and interacted with course instructors and other course attendees, her lecture preparation, and how well Ms. Constantine presented her assigned training blocks during the certification process. Ms. Constantine is an engaging, entertaining, and enlightening instructor. She held the attention of the room during her blocks of instruction. Each attendee was attentive and actively participated during her programs. Peer reviews indicated that Ms. Constantine's techniques made difficult material understandable and attendees were confident in applying the skills taught by Ms. Constantine. Her expertise in communications was evident. Ms. Constantine completed the training with distinction.

I had been a certified police instructor for the New Jersey State Police from 1989 until my retirement in 2005. Since 2006, I have instructed Analytic Interviewing blocks to county and local police agency members, the US Department of Treasury Alcohol and Tobacco Tax and Trade Bureau, and the US Defense Intelligence Agency. I write this letter with the utmost of confidence in Ms. Constantine's ability to present any of the materials associated with the Institute of Analytic Interviewing. Ms. Constantine is a consummate professional who is highly skilled in curriculum development and presentation. Ms. Constantine can develop a program for any audience. No one will be disappointed in attending any program presented by Susan Constantine, Silent Messages, LLC.

Please feel free to contact me should you wish to further discuss Ms. Constantine.

Sincerest Regards,

James M. Duke  
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