

ZICKLIN CENTER FOR BUSINESS ETHICS RESEARCH SEMINAR SERIES

SPEAKER: Danielle Warren, Visiting Assistant Professor of Legal Studies
The Wharton School, University of Pennsylvania

TITLE: How Experts Detect Deception in the Field: Evidence from Insurance Fraud
Investigations
Maurice Schweitzer and Danielle Warren

DATE: March 22, 2005 – Noon – 1:30 PM – Room 641 JMHH

If you plan to attend and would like a lunch, please email Gale Davis at agale@wharton.upenn.edu

ABSTRACT

Prior research has claimed that visual cues are essential for detecting deception. These findings and their corresponding prescriptions, however, have been drawn from experiments in which lie detectors were unable to collect and validate information from external sources. In our work, we examine lie detection in a field setting in which liars had large incentives for lying successfully, and professional investigators had access to external documents and databases. We report results from 154 insurance fraud investigations, and find that even when investigators conduct data base and document searches, interviews are, in fact, the most important investigative action.

BIOGRAPHICAL SKETCH

Danielle Warren is an Assistant Professor of Business Environment at Rutgers Business School – Newark and New Brunswick and currently a Visiting Assistant Professor in the Legal Studies Department at The Wharton School. The main focus of her research is constructive and destructive deviance in business organizations and the effects of social and financial sanctions on these behaviors. She is not only interested in examining what causes certain behaviors but also the standards used to judge conduct. Her empirical studies include a multi-method examination of traders on the floor of financial exchanges, quantitative investigation of auto insurance fraud investigations, quantitative and qualitative survey research on social exchange (guanxi) in Chinese business, and experiments on deception at work. Her research appears in the *Academy of Management Review*, *Journal of Business Ethics*, and book chapters. She holds a Ph.D. from The Wharton School, University of Pennsylvania.

Maurice Schweitzer is an assistant professor of Operations and Information Management at the Wharton School at the University of Pennsylvania. He is interested in the negotiation process, and much of his work focuses on deception and trust. His work has appeared in journals such as the *Academy of Management Journal*, *Organizational Behavior and Human Decision Processes*, and *Management Science*. He serves on the editorial boards of *Organizational Behavior and Human Decision Processes* and the *International Journal of Conflict Management*.