

FOR U.S. CITIZENSHIP AND IMMIGRATION SERVICES

Since 1982 Wicklander-Zulawski & Associates, Inc. (WZ) has provided training programs to federal agencies such as FBI, DEA, FAMS, the U.S. Department of State and the Inspector General Criminal Investigator Academy. **The WZ Seminar on Non-Confrontational Interviewing Techniques for U.S. Citizenship and Immigration Services** was designed to build and enhance the necessary observation, interviewing and reporting skills of Immigration Officers, Supervisors and FDNS Field Officers. This customized two-day course was developed specifically for USCIS in 2004 and has been presented at 52 District and Field Offices. Over 1,800 USCIS personnel have been trained in WZ's Non-Confrontational Techniques.

This intensive program provides instruction in our proven methods of eliciting information and obtaining admissions without confrontation. USCIS personnel will be trained in the necessary skills to become more effective and efficient in conducting interviews, examinations and investigations. WZ's Non-Confrontational Method makes it easier and quicker to elicit critical information and obtain admissions. The method has proven to be especially effective in establishing rapport, opening conversation and maintaining interaction with a source that appears initially unwilling to provide information. The seminar will present, through a structured format, an approach to non-confrontational interviewing which has proven successful for tens of thousands of security and law enforcement officers and agents. **ALL** of WZ's instructors are Certified Forensic Interviewers (CFI®) and have a minimum of ten years experience. Training program topics include:

- *Overview of Interview – Flow Chart*
- *Interpretation of Verbal and Physical Behavior / Room Setting / Cautions*
- *Verbal Communication Exercises*
- *Selective Interview Techniques*
- *Reducing Resistance during Interviews*
- *Establishing Credibility – Accusations*
- *Denials – Emphatic and Explanatory*
- *Submission*
- *Obtaining the Admission – Assumptive Questions*
- *Development of the Admission*

WZ is the recognized leader in the instruction of non-confrontational interviewing techniques. This enhanced training program will increase the proficiency of these crucial skills. The following comments have been received by recent USCIS seminar participants.

"I was in your interview training last week in Denver. I just wanted to share with you that I tried the WZ method today for the first time and it worked so well, I got a withdrawal in about 8 minutes."

- Immigration Services Officer, Denver Field Office

"Instructor was outstanding and on-point with interviewing techniques that are applicable to our agency."

- ISO, Hartford Field Office

"Mike was extremely knowledgeable and able to keep the course interesting and the students involved in the presentation."

- Immigration Services Officer, New York City

"Great speaker. Very practical and realistic. Will be useful in my job."

- Immigration Services Officer, District 7