

## FOR U.S. EQUAL EMPLOYMENT OPPORTUNITY COMMISSION

Since 1982 Wicklander-Zulawski & Associates, Inc. (WZ) has provided training programs to federal agencies such as FBI, DEA, USICE, TSA, FAMS, USCIS, the U.S. Department of State and the Inspector General Criminal Investigator Academy. The WZ Non-Confrontational Interviewing Techniques for the U.S. Equal Employment Opportunity Commission was designed to build and enhance the necessary observation, interviewing and reporting skills of EEOC Investigators, Supervisors and Staff Personnel. This customized two-day course was developed specifically for EEOC in 2009 and has been conducted in Miami, New Orleans, Tampa, Atlanta, Charlotte, Norfolk, Jackson, Birmingham and other cities.

The intensive two-day program provides instruction in our proven methods of eliciting information and obtaining admissions without confrontation. EEOC personnel will be trained in the necessary skills to become more effective and efficient in conducting interviews, examinations and investigations with complainants, witnesses and employers. WZ's Non-Confrontational Method makes it easier and quicker to elicit critical information and uncover the facts of the case. 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 Interrogation – Flow Chart

Interpretation of Verbal and Physical Behavior / Room Setting / Cautions

Selective Interview Techniques

Reducing Resistance During Interviews & Interrogations

Establishing Credibility – Accusations

Denials – Emphatic and Explanatory

Submission

Obtaining the Admission – Assumptive Questions

Development of the Admission

Elements of Written and Formal Statements

Case Examples

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

"I really enjoyed the seminar. The instructor was extremely well prepared, enthusiastic, knowledgeable and professional."

- Investigator

"This training was more informative and interesting than any other I've had with regard to interviewing."

- Senior Investigator

"I wish there were more courses tailored to EEOC and refresher courses for our offices throughout the year. Thank you best training I've ever had! "

- Investigator

"This is one of the best training seminars I have ever attended!"

- Senior Investigator