



WICKLANDER-ZULAWSKI & ASSOCIATES, INC.

4932 Main Street
Downers Grove, Illinois 60515
800-222-7789 630-852-6800
Fax: 630-852-7081
www.w-z.com

Wicklander-Zulawski & Associates, Inc.

WZ Non-Confrontational Interviewing Techniques for USCIS

Since 1982, Wicklander-Zulawski & Associates, Inc. (WZ) has provided onsite training programs to federal agencies such as FBI, DEA, US ICE, 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 Officers. This customized two-day course was developed specifically for USCIS in 2004 and since been presented 56 times at District and Field Offices. Over 1,500 USCIS personnel have been trained in WZ's Non-Confrontational Techniques.

This intensive program provides instruction in WZ's proven methods of eliciting information and obtaining admissions without confrontation. USCIS Adjudication personnel are 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 technique 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 presents a structured format approach to non-confrontational interviewing that 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
- Telephone Interviewing
- 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 USCIS personnel of these crucial skills. The following comments have been received from 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." - ISO, 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." - ISO, New York City

"Great speaker. Very practical and realistic. Will be very useful in my interviews." - ISO, District 7

"Instructor kept the class's attention at all times. I wish I had this course during my initial training in 2008." -ISO II

"By far, this is the best training that I have received since starting this job." - ISO, Kansas City



WICKLANDER-ZULAWSKI & ASSOCIATES, INC.

4932 Main Street
Downers Grove, Illinois 60515
800-222-7789 630-852-6800
Fax: 630-852-7081
www.w-z.com

The WZ Seminar on Non-Confrontational Interviewing Techniques for USCIS – Participant Comments

"I was in your interview training last week in Denver. I wanted to share 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

"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." - ISO, NYC

"Very practical and realistic. Will be useful in my job"- Immigration Services Officer, District 7

"By far, this is the best training that I have received since starting this job." - ISO, Kansas City

"Subject matter was very relevant. Outstanding instructor who held the interest of the class - ISO, St Louis

"Excellent Class! I learned a lot. Will definitely enhance my interviewing skills." ISO II, Kansas City

"Best training I have ever had. Great job!" - ISO II

"The course should have been longer. Wish I had this training before starting adjudication of cases." - ISO II

"Great course! The instructor was exceptionally knowledgeable and made the training very interesting." - ISO I

"The training was well delivered and Mike answered all questions well." - ISO II

"Instructor kept the class attention at all times. Wished I had this course during my initial training in 2008." - ISO II

"Outstanding presentation. Michael did a fantastic job with true professional demeanor." - ISO II

"Videos were very useful and enhanced the training." - ISO

"Everything was excellent. I really learned a lot that was applicable to my job." - ISO II

"Mike is awesome! He kept it informative, humorous and real." - ISO I

"Everything was great and the presenter did an excellent job with the material. Never a dull moment!" - ISO II

"Great information. Provides direction and structure for interviews. Just what we needed." - ISO II

"Instructor was outstanding - top rated." - FDNS Immigration Officer, Kansas City

"I enjoyed the training very much, it was very informative and the way it was taught was easy to remember.-ISO II

"I thoroughly enjoyed taking this course and found the instructor really, really, really interesting, funny, and knowledgeable. Great instructor!!!!!"- ISO Miami