



Interviewing Techniques for Auditors & Inspectors

Since 1982, Wicklander-Zulawski & Associates, Inc (WZ) has provided training to a large majority of local, state and federal law enforcement agencies. The 2-day Wicklander-Zulawski Seminar on Interviewing Techniques for Auditors & Inspectors was originally developed for the FLETC-based Inspector General Criminal Investigator Academy and is presented 3-4 times each year for groups of auditors and accountants associated with local, state and federal Inspector General Offices throughout the United States.

This course is designed to enhance interviewing skills to better prevent and detect fraud. Instruction consists of behavioral analysis, non-confrontational interview techniques, fraud indicators, methods to assess fraud vulnerability, techniques to overcome objections, and how to elicit relevant information and actionable intelligence.

Seminar participants learn to assess verbal and non-verbal behavior and become more effective at obtaining information in person, as well as via telephonic interviews. Instruction consists of non-confrontational interview techniques to overcome resistance, offer rationalizations, detect deception and evaluate truthfulness. Additionally, the techniques taught within this program will enhance their skills to uncover other dishonest or unlawful activities that may or may not be related to the primary investigation.

Attendees are taught specific questions that can and should be used in every audit interview. These questions are uniquely structured, non-accusatory, non-threatening, information gathering, and designed to identify indicators of fraud. Instruction is provided on how these questions can flow naturally in the interview process, without undermining the overall objective of the audit.

SEMINAR TOPICS INCLUDE:

Interpretation of Verbal and Physical Behavior

Case History

Selective Interview Techniques

Reducing Resistance During Interviews

Establishing Credibility - Accusations

Emphatic and Explanatory Denials

Submission and Assumptive Questions

Obtaining and Development of the Admission

Written Statement

General Loss Strategy

This dynamic training will enhance the Auditor's and Inspector's skills to elicit information without confrontation. Participants will learn how to deal with the most common interview responses and obstacles, and to effectively and efficiently uncover the evidence that leads to truth and accountability.

The **WZ Seminar on Interviewing Techniques for Auditors & Inspectors** is available in a 2-day format and is conducted by professionals from Wicklander-Zulawski & Associates, Inc. **ALL** WZ instructors are Certified Forensic Interviewers (CFI®) who teach the same up-to-date skills and methods they themselves have used during their own criminal investigations.

"This is an awesome training for any professional who conducts interviews to solicit information. I can take what I learned here and apply immediately to my daily audit activities. Highly recommended for all auditors."

"I would definitely recommend this training to peers. The training was relevant and the instructors were engaging."

"My interviewing skills have been improved greatly."

"Instructor is an excellent speaker. Continue to bring speakers that have a wealth of experience and knowledge in the subject matter. This is the only CIGIE training I have taken and it surpasses The Graduate School courses."