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When someone says "trust me", does it convey a sense of credibility, or are you ready to turn on your heels and run the other way because nothing could be further from the truth?

This month we take a look at the differences between Trust and Truth and how the two are intertwined. WZ Speaker, Tammy Clark CFE, CFI further expands on the subject of Trust as it's related to an investigation.

Also, be sure to check out the International Association of Interviewer's (IAI) video tip on truthful denials.

What's Trust Got To Do With It?

by Tammy Clark, CFE, CFI

Trust is an important aspect at all levels of an investigation. Your supervisors and business partners must trust that you will conduct your investigation in-line with your organization's policies and procedures. Similarly, the victims or complainants must trust you are taking their report seriously and will investigate it accordingly. Just as important is the subject's trust that you will conduct a thorough, fair and unbiased investigation. As much as the various players in and outside of your investigation must have trust in you, you also have to validate that the evidence you are gathering throughout your investigation is true and accurate. With trust being such a vital component of our investigation, how do we secure our trust in the information we are receiving? The answer may be easier said than executed: we must trust in order to receive trust.



Before you decide it is unnecessary to invest trust in your victims, witnesses or much less your subjects, take a moment to think about how much more credibility you and your investigation would have if the person sitting across from you in the interview room trusted you enough to tell you the truth. So how can you establish trust in the limited amount of time and interaction we may have in the interview room? The key is reciprocity: put forth an effort to show trust in your interviewee and they, in turn, will trust you. When I say "effort" all I mean is, actually hear what our interviewees are saying, be interested in what they have to share, and confirm our trust in the information they have given. Think about it like this: when your interviewee feels listened to, they feel understood and validated. When they feel understood and validated, they respect you. When they respect you, they trust you; and when they trust you, they are more apt to tell you the truth. Keeping that in mind, here are a few minor things you can do during your interview to help garner trust from your

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What is the Relationship Between TRUST and TRUTH?

by Shane Sturman, CFI

TRUTH is a statement of fact; TRUST is the confidence we have that we are being told the truth and that someone has genuine intent on how they may use it. Trust, however, is something that often needs to be earned over time; days, weeks, months even years. While different, they are both dependent on each other and work best when combined.



Without trust, fear develops; and fear can lead to doubt, emotional instability and often results in lies; making the interviewers job all that more difficult. So how do you build trust during an interview within just a matter of minutes? The WZ Non-Confrontational Method of Interview & Interrogation teaches interviewers how to create an ideal environment that allows them to establish trust by building rapport, treating the interviewee with dignity, showing respect and allowing a subject to be heard. A foundation built with respect and sincerity will develop into stages of Trust, ultimately allowing the interviewer to more accurately Identify the Truth.

Truthful Denials

When your interviewee claims "I didn't do it", are they actually telling the truth? Wayne Hoover, CFI takes a look at truthful denials in the latest interviewing tip from the International Association Interviewers (IAI).

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Why WZ?

Wicklander-Zulawski & Associates (WZ) is an internationally recognized firm established in 1982. Our passion for the truth has led us to become a world leader in non-confrontational interview and interrogation training.

WZ's team of Certified Forensic Interviewers (CFI) teaches a series of techniques, anchored by the WZ Non-Confrontational Method to integrate strategic preparation, behavior interpretation, and structured questions which allow an interviewer to successfully adapt to any type of investigation.

Over 450 programs are facilitated annually for clients in human resources, loss prevention, executive management, compliance, law enforcement and government agencies. Each program is specifically designed with the individual client to ensure maximum application value.

We encourage you to take the time to look through our website and you will find out exactly why Wicklander-Zulawski & Associates, Inc. is a leader in the industry.

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