



March 2017

Emotions play a significant role in everyday lives and the workplace is no exception. Whether it's a subject confessing to a crime, reliving a traumatic incident or answering difficult questions a subject may travel through a variety of emotional states during an interview. In any environment, when a significant change is made it could also cause an emotional reaction; anxiety, fear, excitement or even uncertainty.

Read the latest article from WZ Speaker Chris Norris, CFI on the full range of emotions that arise during the interview process. From the state of the interviewer to identifying the emotional triggers of the subject, management of emotions within an investigation are essential to understanding and identifying the truth.

Also be sure to check out a special video announcement from WZ Senior Partners about changes to our public sector training format.

Managing Your Emotions During An Interview

by Chris Norris, CFI

Emotions can run the full gamut for both parties involved in an investigative interview. Both the interviewer and the subject may feel the push and pull of a wide range of emotions. From happiness to sadness, fear and surprise, disgust, anger and even contempt, the interview process can produce the ebbs and flows of a full set of emotions one might feel throughout an entire day.



During the course of an interview, skilled investigators can recognize and identify a variety of emotions that might guide the interviewer through the process and help to understand and identify the level of cooperation and authenticity from the subject.

For instance, you might observe moments of surprise from your subject while you are building credibility in your investigation with the WZ Introductory Statement. You may see the emotion of fear and the fear of detection emerge through the many physiological changes the body goes through during fight or flight. You may even recognize emotions that present themselves as your subject approaches a more submissive stage, passing through a phase of resistance, prior to making a rational or emotional decision to be truthful.

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Why Are They Crying?

by Shane Sturman, CFI

There may be no crying in baseball, but many of us have experienced it first hand during an interview.

Crying is an emotional response to many different feelings including sadness, anger, happiness and pain. Interview subjects may cry for an emotional release or as a survival mechanism to signal to themselves that they need to address a certain situation in their lives that is causing them stress. It's a natural response and affects each person differently. Some people are natural criers, while others never cry. For people who cry often, crying can be an emotional release that allows them to release a build-up of feelings. A good cry will release stress hormones and toxins from the body and allow a person to calm down. By using the **WZ Non-Confrontational Method of Interrogation, the frequency of crying is reduced significantly** because most subjects make a rational decision to confess rather than an emotional decision.



Time for A Change

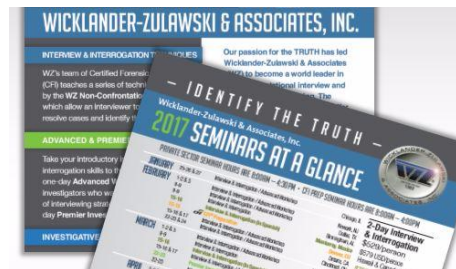
Clients have expressed their excitement following the announcement WZ Senior Partners made earlier this month about the company no longer offering the controversial Reid Method. This momentous change in our training format provides public sector attendees additional instruction on the causes of false confessions and precautions investigators need to consider during the interview and interrogation process.



[Find Out More Here >](#)

Open Registration Seminars

From Loss Prevention to Human Resources, all of WZ's programs provide the tools necessary to identify the TRUTH. The foundation of each and every course we offer is based on the principles of the WZ Non-Confrontational Method.



Need to train an entire team in 2017? WZ offers customized, in-house training courses when and where it's convenient for your organization. To learn more about our contract training programs contact Brett L. Ward, CFI and V.P. of Client Relations by email bward@w-z.com or call 800.222.7789 x119.

[View the 2017 Training Schedule >](#)

What You Say Isn't as Important as How You Say it.

Everybody sells - Certified Forensic Interviewers (CFI's) sell the truth. Both sales professionals and professional interrogators must establish credibility, build trust, influence the decision making process and inspire commitment. The Executive Education Team at WZ created the Disciplined Listening Sales Method to provide executives and sales professionals with techniques and best practices to connect with their counterparts, identify new opportunities and strengthen their relationships.



[More Details Available Here >](#)

[View Training Dates & Locations >](#)

LIVE Webinars

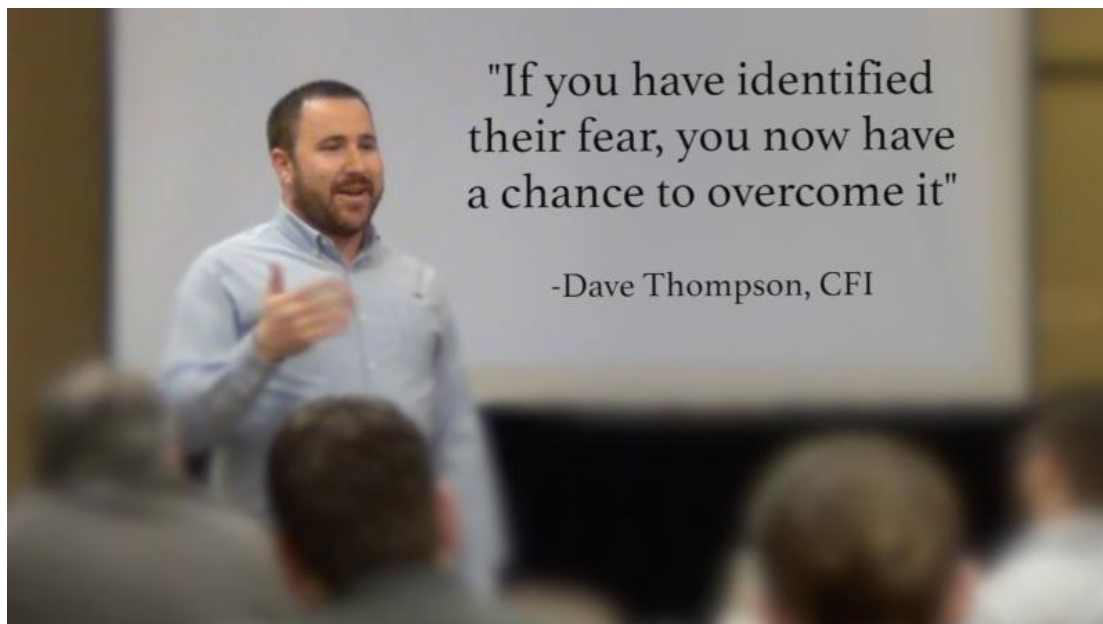
WZ offers the perfect opportunity to continue learning when and where it's convenient for you with our series of webinars. Plan ahead to guarantee your spot and relax knowing you'll soon be trained by a 'live' WZ instructor on topics specific to your needs. Save the link below as more webinars will continue to be added each month.

[Go to the Webinar Schedule >](#)

VERBAL

Reading Between the Behavior

PHYSICAL



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.

[Visit Our Website](#)

