



JUNE 2017

Every profession has its own set of tools and investigations is no exception. Choosing the right tool when conducting an interview is critical to the success of the investigation.

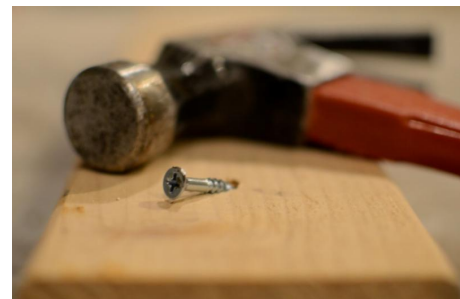
This month Dave Thompson, CFI details the different types of non-confrontational interviewing methods offered by WZ that play a key role in the development of your skill sets. Brett L. Ward also provides us with a better understanding of the differences between WZ's Advanced and Premier Workshops.

Do you plan to attend NRF Protect in June? Make WZ your first stop to test your interview and interrogation skills against our virtual interactive simulator (Booth #1434) then join us on Tuesday, June 27th for our Annual Party. Additional details provided below.

Tools of the Trade: Mastering Each Method

by Dave Thompson, CFI

When it comes to home improvement or fixing a car we all are well aware that multiple tools are needed to get the job done efficiently and effectively. Using the wrong tool may delay the process or result in even further damage. This same rule applies to interviewing methods, an important toolbox for any investigator. It is essential that investigators are aware there are many tools at their disposal when it comes to the interview or interrogation process. More importantly, investigators must utilize the proper methods based on the type of available evidence, background of the subject and other surrounding variables of the case. The misapplication of a method or inappropriate selection may hamper the investigators ability to obtain the truth and also result in a confirmation bias of the investigator. Listed here are the common methods taught by Wicklander-Zulawski & Associates as well as some of their particular benefits and most appropriate uses.



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Uncertain as to which non-confrontational method is covered in what course? Check out the chart below.

Type of Method	2-Day Interviewing Techniques	1-Day Advanced Workshop	2-Day Premier Workshop	HR/ER Workplace Investigative Interviewing	Create Your Own Course
WZ Non-Confrontational Method	YES	REVIEW	REVIEW	YES	YES
Participatory Method	YES	REVIEW	REVIEW		YES
Selective Interview		YES	REVIEW	YES	YES
Fact Gathering					YES
Cognitive			YES		YES

Tale of Two Workshops

by Brett L. Ward, CFI

A question I'm often asked is, "**What exactly is the Premier Investigators Workshop, and how does it differ from the One-Day Advanced Workshop you currently run?**" While these are both quality programs, the decision to conduct one over the other often comes down to simply the timing and location of the program. For years, WZ has contractually conducted Two-Day Advanced Workshops for clients globally. These programs are customized and designed by the client to target specific goals. We began offering this option in an open registration format in 2016 due to multiple requests by teams who didn't have enough attendees to support an in-house contract, but wanted the intimacy of a "rolled-up sleeves" workshop that discuss every single interview and interrogation method WZ offers.



With the additional day, the Premier Investigators Workshop offers more one-on-one time for the instructor to go into intimate detail with each method, both in application, viewing and team-oriented exercises for stronger retention and immediate ROI. It also allows time to attack some of the more difficult pieces of the overall investigative process such as; professional investigative prep procedures (what do the pros consider prior to initiating communication? - a Plan A, a Plan B, and a parachute), the art of empathy during sensitive communication (more targeted rationalizations that have psychological impact - not memorized stories used over and over), and how to tackle the C Suite investigation (when preparation, mental toughness and discipline an absolute must) just to name a few.

The Premier Investigators Workshop offers coverage of four methodologies of investigative communication, live video examples of each and the opportunity for the attendee to prove their ability to execute in team-led workshop exercises. In other words - we teach it, we observe it, we do it. Professionals know that, regardless of title or current department, each organization will find and rely on someone to handle the most sensitive of investigative communications - integrity, harassment, workplace violence, key negotiations etc. These employees are invaluable and irreplaceable. We feel each of our programs points teams in that direction. The Premier Investigators Workshop proves who those individuals are.

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America. The conference is especially for those who protect retail brands, assets, people and profits. NRF PROTECT features 2 ½ days of educational sessions, networking opportunities with 2,500+ LP professionals and 200+ EXPO Hall exhibitors. The 2017 keynote lineup includes Cathy Lanier, Senior Vice President of Security, NFL, Peyton Manning, Super Bowl-Winning Quarterback and Five-Time NFL MVP, and more. **Retailers, restaurants and law enforcement are eligible to receive a FREE EXPO Pass.**

[See Who's Attending and Register! >](#)

Attending NRF? Join us at the WZ Annual Party on June 27th!

YOU'RE INVITED

Wicklander-Zulawski & Associates
35th Anniversary | **25th** Annual Party

JUNE 27 10PM-2AM

JOIN US FOR AN EXCITING EVENING FILLED WITH
LIVE MUSIC, DANCING AND COCKTAILS!

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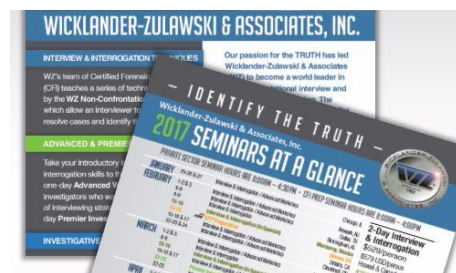


Open Registration Seminars

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 Divisional V.P. of Business Development and Client Relations by email bward@w-z.com or call 800.222.7789 x119.

[View the 2017 Training Schedule >](#)



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 >](#)

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](#)

Wicklander-Zulawski | 800.222.7789 | info@w-z.com | www.w-z.com

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