

Learn to use the  
**TRUTH**  
to your advantage.



Wicklander-Zulawski & Associates, Inc.

## JULY 2017

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Loss Prevention professionals are often tasked with cases they may classify as employee relations issues that become assigned to Human Resources. Hearing multiple versions of the same story, with different perspectives and biases, can ultimately make an HR professional's investigation collapse and remain unfounded. Identifying the TRUTH and bringing the case to a successful close is obtainable with the proper preparation, tools and collaboration.

This month Dave Thompson, CFI takes a look at the challenges associated with sensitive investigations and offers strategies on how to handle them. Brett L. Ward, CFI also provides us with tips on how to better prepare for an investigatory interview.

Do you plan to attend the Retail Risk Conference in New York this fall? Join Dave Thompson, CFI on September 14th and further examine the subject of "He Said. She Said, Now What?". Additional details about the conference are provided below.

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**He Said. She Said. Now What?**

by Dave Thompson, CFI

The daunting task of investigating a harassment claim is one that is faced by many human resources and employee relations professionals on a daily basis. The difficulties with these types of investigations are countless and include the lack of evidence, reliance on hearsay and emotional impact on all of those involved. However, as highlighted by the former Fox News Anchor Gretchen Carlson in her interview with Amy Robach on ABC's "20/20", the issues surrounding these investigations are much more complicated than those listed above.

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**FREE** Tips to Prepare Like a Pro

5 Things to Consider  
During Investigatory  
Prep Practices

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## **Make Sure You're Prepared! Investigatory Preparation**

by Brett L. Ward, CFI

While even the most tenured professionals become accustomed to positive results in conversations, certain considerations before an investigatory interview ensure potential curve balls are minimized. Brett L. Ward, CFI and Divisional V.P. of Business Development and Client Relations has personally conducted thousands of interviews and understands the needs of an organization and its employees, enabling him to have a unique perspective on how to prepare for investigations. Get his top 5 tips on how to prepare for your next investigative interview.

[Get the Tips HERE >](#)



## **Retail Risk - New York is back! Save the date ....**

Bringing together leading experts from around the globe, Retail Risk conferences have become "must attend" events for asset protection executives across five continents.

**Retail Risk - New York on 14th September 2017** will hostspeakers from retailers such as Bloomingdale's, L'Oréal USA, adidas, Walmart, Micro Center, Compass Group and Swarovski, as well as David Thompson of Wicklander Zuluwsky, to provide an unmissable day of

learning and networking:

- **How to get the top jobs in Asset Protection**
- Latest industry developments
- Stay a step ahead of the bad guys
- Instant benchmarking by participating in Retail Risk global survey
- The new eRisk event

[Retailers Register Here for FREE! >](#)



As HR/ER professionals, you are faced with an ever increasing hostile work environment as noted in the media. There is increased pressure to communicate effectively to bring swift resolution to sensitive investigations. Learn valuable techniques from Certified Forensic Interviewers (CFI) who work these types of cases every day. Learn copyrighted and tested techniques from true professionals.

- What plan should I implement on previously interviewed individuals?
- How do I strategize like a tenured investigator?
- Who should I talk to first - Victim / Witness / Subject?
- Can I conduct an interview that doesn't destroy morale or entice unnecessary litigation?

Join us this fall to learn techniques and strategies that answer important questions at the most critical time.

**September 20-21, 2017**

**Seattle, WA**

\$529.00 per person

*(\$549.00 after August 20, 2017)*

**October 11-12, 2017**

**Chicago, IL**

\$529.00 per person

*(\$549.00 after September 11, 2017)*

**November 8-9, 2017**

**Orlando, FL**

\$500.00 per person

*(\$529.00 after August 8, 2017)*



**HRCI Information:** Recertification Credit Hours Awarded: 13.50. Specified Credit Hours: General

**SHRM Preferred Provider Program:** Professional Development Credits (PDCs): 13.50

# HR/ER Investigative Interviewing 10-Hour Online Course



## World class HR/ER investigative training from the comfort of your own desk!

If attending the WZ Seminar on Workplace Investigative Interviewing Strategies for HR/ER is not an option due to a schedule or location conflict, we recommend the WZ 10-Hour online course for HR/ER Investigative Interviewing. **Earn 10.0 HRCI Recertification Hours and SHRM Professional Development Credits** with this online program.

Investigative interviewing encompasses much more than asking a couple of questions. The *powerful tools* learned in this course help build and resolve cases by focusing the investigation in the right direction. If you need to collect facts, establish the truth, and have those difficult conversations with employees, this program is for you. Whether you are gathering the facts or trying to gain an admission in a harassment case these proven tools make your job easier and provide a fairer more thorough investigation.

[Learn More >](#)

## 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 >](#)

## 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](mailto:bward@w-z.com) or call 800.222.7789 x119.

## 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](#)

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