



APRIL 2018

Trained professional investigators know what to expect and how to establish credibility in their own country or culture, but what about conducting investigations in another country? This month International Man of Mystery and Director of International Training - Chris Norris, CFI shares his insights on cultural interview lessons he's learned on the road.

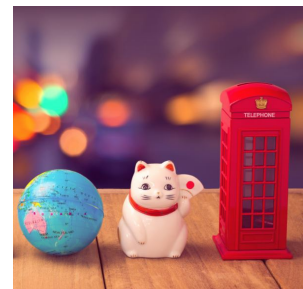
Did you know WZ Non-Confrontational interview training is available throughout the world? Meet the WZ International Team in their introductory video, read testimonials shared by overseas attendees and discover where to attend, or how to bring, a WZ training event to your corner of the planet.

Also, be sure to check out the high-quality conferences and events WZ will participate in over the coming months. Each one provides a unique opportunity to meet the experts, network and learn. Stop by and enter to win a great giveaway, experience a one-on-one product demo or just say 'hi' at locations which include an exhibitor area - we look forward to seeing you!

Cultural Interview Lessons From the Road

Written by Christopher Norris, CFI

The WZ Non-Confrontational Interview method has been a part of my career for over 28 years now, and I'm happy to say that I've been working for WZ for 19 years. Through the years much has changed for both myself and WZ. One of the biggest changes for WZ is the huge International reach we now provide with our training classes. Did you know WZ has operations in Latin America, UK and Europe?



The International division of WZ has provided interview training courses on six continents (the penguins are next!) and to delegates from over 140 countries! I personally have taught classes translated to French, Spanish, Portuguese, Polish, German, Mandarin and Arabic. Regardless of your travels, your organization's global

reach or simply the need to interview someone from another country, there is always one common thread to interviewing and teaching interview tactics around the world; the need to develop rapport.

[Continue Reading >](#)

A Nod to WZ in Nottingham

"I completed the Level One Non-Confrontational Interviewing course approximately five years ago in Nottingham England.

Without doubt it was the best course I have ever done pertaining to investigations and obtaining the truth. The leader was absolutely fantastic and engaging. I have used the WZ Method ever since and ..."

[Continue Reading >](#)

WZ Training Worldwide

Meet WZ's International Team

From continents to course book translations, WZ teaches the concepts of Non-Confrontational Interviewing all over the world! Join Chris Norris, CFI and Dave Thompson, CFI and hear from other WZ International team members in this exclusive video.



[View the United Kingdom Schedule](#)

[View the Latin America Schedule](#)

[Meet the WZ International Directors](#)

International Travel - Word to the Wise

The 15 Worst Airlines in the World

If you are planning an international trip, for business or pleasure, you'll want to be sure to avoid travel on 15 airlines that have been called 'the worst' in one way or another and have reputations for delays, poor customer service and even some questionable business practices.



[Attend the premier retail loss prevention event on June 11-13, 2018 in Dallas, TX and network with over 2,500 of your peers!](#)

REGISTER TODAY for a full conference pass and to **gain powerful insights** and learn about the latest LP strategies that will equip you and your team for tomorrow's success. **Meet inspirational leaders** - the "who's who" of industry experts ready to share candid and inspirational conversations about the topics that matter most to you.

Get your **FREE Retailer Expo Pass** to discover **innovative security technology** on the EXPO floor with over 200+ vendors.

[Visit Wicklander-Zulawski \(WZ\) and the International Association of Interviewers \(IAI\) at Booth #1038](#)

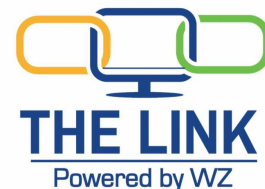
[Register for NRF PROTECT](#)

THE LINK Powered by WZ

Put Your Interviewing Training Into Practice

Every interviewer wishes they had the ability to practice before conducting the first interviews of his or her career.

THE LINK offers investigators the ability to practice their interviewing skills in a risk-free interactive situation, narrowing the gap between knowledge and skill while allowing the investigator to gain confidence in how to effectively conduct interviews.



[Experience THE LINK at NRF PROTECT! Visit Booth #1038 to get an inside look at our newest interactive simulated technology.](#)



Register for 2018 Training - Get a FREE 1-Year IAI Membership!

NEW IN 2018, attend highly sought after [WZ Seminar on Workplace Investigative Interviewing Strategies](#), or any other WZ open registration course and become eligible for a **one-year FREE International Association of Interviewers (IAI) Membership!** Simply register for a 2018 WZ private sector open registration course, complete a course evaluation and automatically receive a one-year FREE IAI Membership* valued at \$75.00.

*Only applicable to new IAI members.

[View 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, including "**Hiring Better Candidates**". 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.



[View Webinar Schedule](#)

Custom Onsite Training

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 2018? 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.

[Learn More >](#)

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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