



JULY 2018

Being good at what you do can easily translate across different areas within your organization. Working across different business units or leading cross-functional teams can generate new opportunities. This month Mike Reddington, CFI shares how to adapt your investigative interviewing skills to assist in achieving your business and professional goals.

For those seeking to become an exceptional investigator, don't miss out on the last opportunity of 2018 to attending the WZ Premier Investigator Workshop in Newark, NJ on September 12-13, 2018. Join WZ instructor, Brett Ward, who will cover four methodologies of investigative communication, provide live video examples of each and the opportunity to execute in team-led workshop exercises. [Learn More HERE](#)

TRANSITIONING Your Interview Skills Beyond Loss Prevention

Written by Mike Reddington, CFI

Many loss prevention professionals have built their career on the ability to diffuse conflict with shoplifters and encourage dishonest employees to tell the truth about what they stole. In fact, our interview skills are often a significant point of pride for us. It is commonly understood that the techniques that make us so successful during our investigative interviews can create advantages for us in other conversations as well. Below we will explore five specific aspects of investigative interviews that generate new opportunities for us when we transition them to other conversations.

Apply the Participatory Interview Framework: When we are talking to employees, customers, job candidates or even sales people, it can be very tempting to jump right to our main point. Whether our motivation is to save time, be transparent, or an attempt to take control, this approach typically limits our ability to acquire more valuable information. The participatory interview works so well because the interviewer camouflages what he is looking for while patiently walking the subject down a path that removes any potential escape routes and creates opportunities to gather more critical



information before deciding to accuse the subject. We can experience the identical benefits by applying this approach to our business conversations. By patiently leading to our best point, and not with it, we create opportunities to gather more information, to allow our counterparts to begin influencing their own decisions and avoid creating unnecessary resistance that impedes us from achieving our goals.

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WZ Premier Investigators Workshop

September 12-13, 2018

Newark, NJ



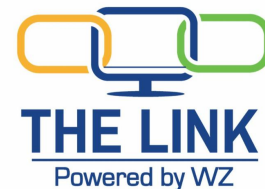
Professional investigators know that, regardless of title or current department, each organization will find and rely on someone to handle the most sensitive of investigative communications - integrity, harassment, workplace violence, key negotiations, etc. These employees are invaluable and irreplaceable. We feel each of our programs points teams in that direction. The Premier Investigators Workshop proves who those individuals are. Will it be you? Register below and take the next step to becoming a premier investigator!

Become a WZ Premier Investigator

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.

Discover THE LINK Powered by WZ



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.

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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.

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