



WICKLANDER-ZULAWSKI

Learn How to Use the Truth to Your Advantage

COURSE TITLE

Level II - Wicklander-Zulawski Practical Advanced Workshop

COURSE LENGTH

One (1) Day – 8 Credit Hours

PREREQUISITES

A participant must have previously attended the Level I – WZ Interview & Interrogation Techniques Seminar or Level I – Workplace Investigative Interviewing Strategies for HR/ER for Professionals.

TYPE OF DELIVERY

Instructor-led classroom lecture supported by participant workbooks, handouts, videos, case examples and practice scenarios.

All Wicklander-Zulawski (WZ) instructors are Certified Forensic Interviewers (CFI®) who teach the same up-to-date skills and methods they themselves have used during their own investigations. To qualify for this distinction, a person must pass a standardized examination, which covers a series of topics regarding the interviewing and interrogation process. The CFI® demonstrates understanding of legal aspects of interviewing and proficiency in interview preparation, behavioral analysis, non-confrontational interviewing, documentation, and presentation of findings. The objective of this certification program is to create comprehensive, universally accepted professional standards combined with an objective measure of an interviewer's knowledge of those standards.

TARGET AUDIENCE/DISCIPLINE

Loss Prevention, Human Resources, Employee Relations, Operations, Security, Auditors/Controllers, School Administrators and Investigators.

COURSE DESCRIPTION

The WZ Practical Advanced Workshop utilizes practical exercises, new concepts/techniques and psychological principals to enhance fundamentals of the interview and interrogation process for the investigator. The purpose of this training program is to offer participants an opportunity to learn and practice the techniques in a workshop environment. The techniques discussed in this program will have application in all types of investigative interviews an individual conducts where discovering the truth is critical. This includes, but is not limited to interviewing victims and witnesses, as well as individuals suspected of being involved in acts of wrongdoing. This interactive workshop allows participants to work through actual case studies applying techniques taught by the instructor in real-world situations.

COURSE OBJECTIVES

After completing this course of instruction, the participant will be able to:

- Understand specific investigatory prep strategies utilized by professional investigators.
- Apply principles and techniques in order to eliminate the innocent and identify the guilty subject.



- Handle denials, objections, explanatory denials, and deal with difficult individuals who attempt to take control of the interview.

WORKSHOP TOPICS

Introduction to THE LINK • Attendees will work with the instructor to navigate through a simulated investigative interview using THE LINK. As a group, participants will learn to apply the WZ Method by identifying the best possible questions and statements to make during the course of the simulated interview.

Establishing Credibility • Attendees will learn the importance of a non-confrontational approach to initiating an interview which may cause deceptive applicants to become more concerned with investigators tools. This simple introduction frequently increases the fear of detection among dishonest applicants.

Causes of Resistance • Attendees will work together discussing common reasons applicants may be resistant to disclosing the truth. The instructor will illustrate how these reasons may be attributed to something about the interviewer themselves, the environment of the interview or the applicant.

Handling Denials • Participants will categorize reasons that subjects may offer resistance through a group exercise. The instructor will use this activity to demonstrate ways in which to prevent denials and prepare or anticipate obstacles in an interview or interrogation.

Selective Interview Technique • Participants will work through a difficult case while learning how to use principles and techniques in order to eliminate the innocent and identify more information.

Participatory Method Review • This structured non-confrontational approach is intended to minimize resistance, allowing the interviewer to make a better determination if the applicant had intent to falsify information or simply made an error. The instructor will review and provide examples on how to properly execute this interview method.

Case Examples • A selection of case example exercises will be conducted to allow for practical application and reinforcement of the fundamentals of non-confrontational interviewing. Each case example will include an investigatory preparation and interview worksheets to identify what questions, strategies and alternative plans to execute prior to conducting an interview.

WORKSHOP SCHEDULE

8:00AM	Introduction to THE LINK
9:00AM	Establishing Credibility – 18 Steps Review
9:30AM	Causes of Resistance
10:30AM	Handling Denial Exercise
12:00PM	Lunch
1:00PM	Selective Interview
2:00PM	Participatory Method Review
3:00PM	Case Examples
4:30PM	End of Day