



WICKLANDER-ZULAWSKI

Learn How to Use the Truth to Your Advantage

COURSE TITLE

Level I – Wicklander-Zulawski Seminar on Candidate Interviewing Strategies

COURSE LENGTH

Two (2) Days – 16 Credit Hours

PREREQUISITES

None

CERTIFICATIONS

Recertification & Professional Development Credit Hours Pending Approval: 13.50

The use of the HRCI seal confirms WZ Seminars have HR Certification Institute's® (HRCI®) criteria for recertification credit pre-approval. Wicklander-Zulawski & Associates, Inc. is also recognized by SHRM to offer Professional Development Credits (PDC's for the SHRM-CPSM or SHRM-SCPSM).



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

Human resources, employee relations, recruiters, executives and management who conduct interviews of candidates for job placement in search of potential risks, integrity issues and prior history. Identify the candidate's strongest skills, recognize rehearsed responses and anticipate replies which might mask red flags.

COURSE PURPOSE

The purpose of the training program is to focus on those aspects of the pre-employment process in which the interviewer will find most useful to understand the full scope of the candidate, potentially uncovering risks and expected longevity of employment. These tools will form the basis for growth by providing a structured format which can be used by new interviewing professionals or incorporated into existing protocols by the experienced attendee. For those with more experience, the program offers a different approach to the challenge of employee selection while reinforcing successful methods already in use. The approach of the course is one of practical application, supported where appropriate with theory. The time spent in the course will enable even the new interviewer to immediately benefit from what they have learned.



COURSE DESCRIPTION

The 2-day Wicklander-Zulawski (WZ) Seminar on Candidate Interviewing Strategies is designed to teach and reinforce the sound fundamentals of the interview process. Participants will learn a broad range of cutting-edge methods and proprietary tools to conduct more effective interviews and conversations.

Instruction includes a comprehensive overview of a variety of non-confrontational interview techniques. The student will learn to offer rationalizations, handle resistance, and evaluate truthfulness with structured questioning techniques. Videos of actual interviews will be observed and discussed.

The non-confrontational approach to interviewing has been recognized for its rapport-based concept, enabling candidates to disclose information in a comfortable environment while providing interviewers with a toolset to obtain more reliable information.

SEMINAR TOPICS

Introduction, Legal Aspects • The instructor will present an overview of the 2-day program, including the course outline and topics that will be covered. This section will ensure all attendees know current legal definitions involving defamation, intentional infliction of emotional distress, coercion and many others as they apply to interviews conducted in the candidate screening process.

Interview Flowchart • Visual overview of the non-confrontational process to provide a clear, easy to understand picture of what techniques will be covered in detail during the seminar, and an understanding of the core concepts to be discussed.

Causes of Resistance • Attendees will work together discussing common reasons that applicants may be resistance 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.

Interview Preparation • This section will cover topics ranging from roles of the various teams in the hiring process including the recruiter, hiring manager or other interviewers. Attendees will also engage in conversations regarding how to identify potential risks, areas of concern or obstacles as it relates to the prospective candidate. This knowledge will help to structure the interview process and question development.

Verbal and Physical Behavior Recognition • The evaluation of verbal and physical behavior as they relate to identifying anomalies and the pursuit of the truth will be discussed in depth. The purpose of this section is to allow investigators to understand the cautions of interpreting behavior while providing them guidance on how to utilize behavioral cues in the interview process to identify the truth while clarifying other areas of concern. This chapter includes a discussion on observing illustrators, emblems, manipulators as well as how neurolinguistics may relate to a subject's encoding process. In addition, the instructor will review typical differences in speech patterns and word choices that may identify topics an investigator may want to pursue further.

Verbal Behavior Exercises • The instructor will conduct class exercises to enhance the verbal communication competencies of the seminar participants including the importance of active listening and identification of inconsistencies or concern within a statement.



Establishing Credibility | WZ Non-Confrontational Method • Attendees will learn the importance of a non-confrontational approach to initiating an interview which highlights malicious deceptive tendencies in applicants concerned of a thorough screening process. This simple introduction elevates fear of detection only among applicants with plans of fabrication, omission and exaggeration, while not damaging the morale of candidates with genuine interest by explaining what to expect through the selection process.

Showing Understanding • The instructor will teach the art of empathy, how to show understanding and develop rapport with applicants through rationalization. Participants will gain knowledge on the importance of empathy as it relates to the applicant's comfort in answering openly challenging questions.

Question Structure and Development • Instructor will discuss a variety of question-types including; open-ended, expansion, echo, assumptive and enticement questions. The benefits and risks of different questions will be covered as they relate specifically to obtaining more information in a candidate, due diligence or reference interview. Specific methods designed to increase the amount of information received, while maintaining a comfortable, respectful environment will be highlighted. Examples of these questions will be provided and discussed through group exercises, and videos of actual interviews.

Group Exercise • Attendees will have the opportunity to take the lessons from the seminar and work together to develop further questions and rationalizations relative to their industry, company culture and goals of future onboarding interviews.

SEMINAR SCHEDULE

DAY ONE	8:00AM	Introduction, Legal Aspects
	8:30AM	Interview Flowchart
	9:30AM	Causes of Resistance
	10:00AM	Interview Preparation
	11:00AM	Physical & Verbal Behavior Recognition
	12:00PM	Lunch
	1:00PM	Physical & Verbal Behavior Recognition (continued)
	3:00PM	Verbal Behavior Exercises
	4:30PM	End of Day
DAY TWO	8:00AM	Establishing Credibility: The WZ Method
	9:30AM	Showing Understanding
	11:00AM	Question Structure & Development
	12:00PM	Lunch
	1:00PM	Question Structure & Development (continued)
	2:00PM	Group Exercise
	4:30PM	End of Day