

WZ NON-CONFRONTATIONAL INTERVIEWING TECHNIQUES FOR TRANSPORTATION SECURITY PROFESSIONALS TRAINING PROGRAM

WICKLANDER-ZULAWSKI & ASSOCIATES, INC



CALL TODAY: 800.222.7789



Since 1982 Wicklander-Zulawski & Associates, Inc. (WZ) has provided training programs to federal agencies such as FBI, DEA, USICE, TSA, FAMS, USCIS, the U.S. Department of State and the Inspector General Criminal Investigator Academy. The WZ Non-Confrontational Interviewing Techniques for Transportation Security Professionals Training Program was designed to build and enhance the necessary observation, interviewing and reporting skills of Federal Air Marshals, Aviation Security Inspectors, Behavior Detection Officers, Transportation Security Officers and other transportation security professionals.

The intensive two-day program was created and developed by WZ to instruct Transportation Security Professionals in our proven methods of eliciting information and obtaining admissions without confrontation. The seminar will present, through a structured format, an approach to non-confrontational interviewing which has proven successful for tens of thousands of security and law enforcement officers and agents.

ALL of WZ's instructors are Certified Forensic Interviewers (CFI®) and have a minimum of ten years experience. Training program topics include:

- Controlling the Environment
- Interpretation of Verbal and Physical Behavior
- Behavioral Analysis Interview and Questions of Enticement
- Counter-Terrorism Interdiction Questions
- The WZ Non-Confrontational Method
- Theme Development
- Handling Denials
- Overcoming Objections
- Assumptive Questions

WZ IS THE RECOGNIZED LEADER IN THE INSTRUCTION OF NON-CONFRONTATIONAL INTERVIEWING TECHNIQUES. THIS ENHANCED TRAINING PROGRAM WILL INCREASE THE PROFICIENCY OF TRANSPORTATION SECURITY PROFESSIONALS IN THESE CRUCIAL SKILLS.

"I was able to take several techniques and put them in my tool box – they will assist me in the future. Very good course!"

- FEDERAL AIR MARSHAL

"Awesome course, excellent instructor!"

- DHS SPECIAL AGENT

"John was a great instructor, I hope to have another opportunity to learn more from him in the future."

- FEDERAL AIR MARSHAL

"Great Class! Would love to sit in on it again!"

- TSA CARGO INSPECTOR

