



TACKLING TELEPHONE INTERVIEWING

Many investigators and human resource executives find themselves covering increasingly larger geographic areas. A properly executed telephone interview allows a modern investigator to conduct interviews without the time and resource costs of travel. Topics discussed during this webinar include: advantages and disadvantages of phone interviews, tactical preparation including room set-up, critical listening, and the understanding of verbal behavior.



PROCESS & BENEFITS OF BUILDING RAPPORT

Rapport is recognized as one of the most critical variables to ensuring a successful interview. But what exactly does it mean and how does it translate into the interview experience? In this webinar, we will walk through the conventional definition of rapport, explain its direct connection to the interview and discuss ways to strategically leverage its impact to ensure a non-confrontational, truthful interaction between the subject and the interviewer.



COGNITIVE INTERVIEW REDESIGNED FOR 2020

Even the most willing interview subject can run into a mental block. The cognitive interview method provides a structured, strategic approach for extracting more information from a subject while identifying potential concerns within a story or alibi; the more details you obtain, the more accurate you become in determining the legitimacy of the information. This webinar will provide an overview of this structure, helping to overcome biases as well as address active listening, question formulation and proper questioning techniques during the advanced phases of a cognitive interview.



LIVE WEBINAR TRAINING



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TEAMS

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MANAGING CONFLICT DE-ESCALATION TACTICS

The non-confrontational methodology of WZ training has expanded into the difficult and high-pressure setting of conflict resolution and de-escalation. Today's retail associate, law enforcement officer, loss prevention professional or employee relations expert has often dealt with a disruptive guest, disgruntled employee or a hostile subject. This webinar provides an introductory exploration of a sound approach to conflict resolution and de-escalation. Topics include "The Anatomy of Anger," "Top Ten De-escalation Tips," and "Managing Difficult Conversations."



HANDLING DIFFICULT CONVERSATIONS

There are many uncomfortable, high-stress conversations that managers often try to avoid: performance appraisals, disagreement mediation, counseling and coaching sessions, and the like. Removing discomfort from these situations creates an open dialogue between yourself and your associates that can lead to more positive outcomes for all parties. This webinar combines various interview strategies into a structure for confidently approaching difficult conversations and resolving operational concerns.



LESSONS LEARNED FROM FALSE CONFESSIONS

Obtaining a false confession would be detrimental to any organization or agency. Understand what experts in the field look and listen for during interviews that could possibly trigger untruthful responses. Additionally, we will discuss the causes and concerns that could lead someone down the path to admitting to something they did not do. Learn how to mitigate risk and recognize the three different types of false confessions and the how to avoid the various tactics that could lead a suspect to falsely confess.



BUILDING BETTER RATIONALIZATIONS

Many interviewers recognize that the rationalization process can be the most difficult part of any interview. Stories should captivate a subject's attention and provide a face-saving device that leads them to share the truth without casting further embarrassment or judgement. This webinar provides insight into the rationalization process: choosing the best rationalization available, structuring your story in an impactful way, and effectively delivering rationalizations with empathy and sincerity.



DEVELOPING DETAILS BEYOND THE INVESTIGATION

Many investigators struggle with exploring the "what else" and "who else" after obtaining an admission. These additional details can be crucial to expanding the scope of an investigation in difficult cases. This webinar provides practical tips on this process: jogging subject memories, noticing indicators of hidden information, listening critically, and formulating questions and rationalizations that can obtain more accurate information from your subject.



INTERVIEW & IDENTIFY BETTER CANDIDATES

Hiring the wrong employee can be a costly mistake for your business, leading to reduced productivity, morale issues, and wasted resources. This is why conducting effective pre-employment interviews can be critical to your success. Topics discussed in this webinar include: understanding the limitations of interpreting physical and verbal behavior, identifying areas of concern and exploration, and productive questioning techniques to dig beyond prepared answers.



THE WALK & TALK METHOD

An informal "walk & talk" interview is the perfect technique for the investigator who is always on the go. Using skillful questions while performing routine audits, location visits, and similar activities can find evidence of operational issues or employees with true integrity lapses. This webinar will discuss how to utilize specific questions from the selective interview in a fast-paced environment.



THE SELECTIVE INTERVIEW TECHNIQUES

The Selective Interview Technique (SIT) is a non-accusatory investigative interviewing technique that elicits responses from subjects narrowing the scope of the investigation. The SIT helps eliminate individuals from suspicion while maintaining morale within an organization. This webinar will cover the use and structure of the SIT as well as: how to use factual analysis of statistical data to identify possible subjects, questions of enticement, and understand verbal responses.



OBTAINING A SOLID STATEMENT

Even the best interviewers can encounter difficulties when it comes time to take the written statement. It is important to understand what elements of the admission should be included in the statement and how to structure the written account. This webinar will focus on addressing common problems in this crucial aspect of any investigative interview, including how to inform your subject on why they would want to write a statement.



EFFECTIVE REPORT WRITING

In many cases, an investigator's final written report will be the primary basis for any decisions made by a company or prosecutor when deciding the disposition of a case. The completion of a thorough report is critical for documenting the investigative process and may support an investigator through any formal proceeding following an interview. This webinar will discuss guidelines and proper structure for a written report and include evaluations of sample reports.



ORC INTERVIEWS

Organized Retail Crime (ORC) is a growing problem for the retail loss prevention associate. Proper questioning techniques can help these professionals determine if a shoplifting incident is a crime of opportunity or if the subject may be connected to an organized theft ring. This webinar will focus on developing information from a shoplifter through quick and effective interviews, and noticing physical signs of ORC.

► **TEAMS** take advantage of WZ's **Webinar Series** contact Chris Norris, CFI at cnorris@w-z.com for details!

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