

Virtual Classroom Courses

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We are excited to announce that you can now attend the **Level 1 Interview and Interrogation Seminar** *or* **Level 2 Practical Advanced Workshop** in a completely remote, social-distanced, virtual environment.

Our team of WZ Instructors have gone through an in-depth review of our training programs to adapt their delivery while leveraging technology. We are confident that this delivery venue will provide attendees with the same knowledge and practical toolkit that has come to be expected after a typical WZ training seminar. Every virtual training program will be hosted by a WZ instructor, with multiple forms of engagement and interactive activities built throughout. These programs will incorporate the use of breakout rooms, whiteboards and role-play with the instructor and peers.

[For more information, or to register for these exciting remote learning programs, click below!](https://www.w-z.com/wp-content/uploads/2020/07/WZ-AUG-SEP-OCT-VIRTUAL-Level-I-2-Combo-20V1.1.pdf)

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Virtual Coaching

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Introducing the 1-on-1 Virtual Mentor Session

A WZ Remote Learning Program

[vc_row_inner][vc_column_inner width="2/3"]Every WZ instructor is dedicated to providing investigators with the training they need to be at their best, whether through seminars, presentations, or webinars. We are also proponents of the benefits of mentorship, and proud to offer an exciting new program centered on personal interaction and focused problem-solving.

We're grateful for this unique opportunity to provide 1-on-1 virtual sessions. Let's hone those skills in need of an upgrade, work with individuals to overcome challenges, strategize your approach to an on-going investigation or simply hold a roundtable discussion – we're here to help. At times, learning in a safe environment allows us to be more vulnerable – ask more questions – obtain a quicker ROI! Everyone goes through times of inconsistency which impacts confidence. During these times of individual work spaces, what better opportunity to create that atmosphere for your team whom you know simply needs a gentle shove to regain that confidence. Give us details of which piece of the puzzle is missing, and we'll help coordinate finding it.

[\[vc_column_text\]\[vc_column_inner\[vc_column_inner width="1/3"\]](#)[\[vc_single_image image="9897"\]](#)[\[vc_column_inner\[vc_row_inner\[vc_column\]\[vc_row\]\[vc_row\]\[vc_column\]\[vc_cta_button theme="grey_action" call_text="Schedule Your Personal Mentoring Session Today!" position="tac" title="Contact Brett L. Ward, CFI" target="_blank" call_second_text="Rate: \\$200.00/Hr per person \(limit 2 trainees\)\]](#)

*Discounted from our traditional \$312.50 consultation fee![*href="mailto:bward@w-z.com" color="#1e73be"\]](mailto:bward@w-z.com)

I have been interviewing in the W-Z method a long time. I am typically very confident going into every interview. This week I was faced with a situation I had never been faced with before in my career. A few weeks back, I completed the advanced course with Brett Ward. The class was absolutely awesome! During the class Brett urged us all to reach out if we ever needed help or advice. Not expecting any elaborate response (given the craziness going on right now) I reached out to Brett just to see if he had any advice, for my upcoming interview. Not only did he respond by the end of the day, he provided me with a power point attachment completed with all of his recommendations and thoughts. It was incredibly helpful in my effort to organize all of my thoughts. The day before the interview, I reached back out to Brett to give him an update on a change in my interview process. Not only did he respond quickly again, he provided me with some very specific rationalization help that really finalized my prep perfectly. His advice and recommendation were right on point and the interview could not have gone any better. The WZ group is not only providing quality teaching but also providing best in class customer service and partnerships within the industry. Brett is absolutely amazing and I cannot thank him and the WZ group enough!

Steve JensenWhole Foods

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Webinars

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Online LIVE Webinar Training

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Discover four NEW webinar topics added to WZ's online training library, including Cognitive Interviews, Managing Conflict Through De-Escalation, Building Rapport and False Confessions. More details below!

Contact [Chris Norris, CFI](#) today for these and other webinar questions!

[/vc_column_text][vc_column][vc_row][vc_row][vc_column][vc_tour][vc_tab title="Remote Interviews" tab_id="af53dbbb-4806-2"][/vc_single_image image="10138" alignment="center"][/vc_column_text title="Tackling Telephone Interviewing"]**REDESIGNED FOR 2020**

In today’s environment, investigators and human resource professionals find themselves conducting interviews by phone or video conferencing more frequently. A properly executed remote interview can increase productivity while respecting social distancing guidelines. Modeled from the highly successful Tackling Telephone Interviewing, the WZ Remote Interviews Webinar covers interviews conduct via telephone or video conferencing.

HRCI Approved Recertification Credit Hours Awarded: 1.00 Specified Credit Hours: General

SHRM Preferred Provider Program: Title: Remote Interviewing Professional Development Credits (PDCs): 1

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[vc_button title="Register Here" position="tac" color="#1e73be" href="https://www.w-z.com/training-schedule/?s_division=8&s_course=&s_instructor=&s_state=&s_month="][vc_tab][vc_tab title="Tackling Telephone Interviewing" tab_id="ac7ca138-49fd-cl"][/vc_single_image image="9740" alignment="center"][/vc_column_text title="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.

HRCI Approved Recertification Credit Hours Awarded: 2.00 Specified Credit Hours: General

SHRM Preferred Provider Program: Title: Telephone Interviewing Professional Development Credits (PDCs): 2[/vc_column_text]

[vc_button title="Register Here" position="tac" color="#1e73be" href="https://www.w-z.com/training-schedule/?s_division=8&s_course=&s_instructor=&s_state=&s_month="][vc_tab][vc_tab title="Managing Conflict Through De-Escalation Tactics" tab_id="1584627999681-11-9"][/vc_single_image image="9861"][/vc_column_text]*NEW FOR 2020!*

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.”

HRCI Approved Recertification Credit Hours Awarded: 1.00 Specified Credit Hours: General

SHRM Preferred Provider Program: Title: Managing Conflict Through De-Escalation Tactics Professional Development Credits (PDCs): 1[/vc_column_text][vc_tab][vc_tab title="The Process and Benefits of Building Rapport" tab_id="1584628161910-12-0"][/vc_button title="Register Here" position="tac" href="https://www.w-z.com/training-schedule/?s_division=8&s_course=&s_instructor=&s_state=&s_month=" color="#1e73be"][/vc_single_image image="9862"][/vc_column_text]*NEW FOR 2020!*

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.

HRCI Approved Recertification Credit Hours Awarded: 1.00 Specified Credit Hours: General

SHRM Preferred Provider Program: Title: The Process and Benefits of Building Rapport Professional Development Credits (PDCs): 1[/vc_column_text][vc_button title="Register Here" position="tac" href="https://www.w-z.com/training-schedule/?s_division=8&s_course=&s_instructor=&s_state=&s_month=" color="#1e73be"][/vc_tab][vc_tab title="Lessons Learned from False Confessions" tab_id="1584629040546-13-4"][/vc_single_image image="9863"][/vc_column_text]*NEW FOR 2020!*

Obtaining a false confession would be detrimental to any organization or agency. In this webinar will help you understand what experts in the field look and listen for during interviews that could 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.[/vc_column_text][vc_button title="Register Here" position="tac" href="https://www.w-z.com/training-schedule/?s_division=8&s_course=&s_instructor=&s_state=&s_month=" color="#1e73be"][/vc_tab][vc_tab title="The Cognitive Interview: Getting the Real Story" tab_id="1543948050233-10-0"][/vc_single_image image="9749" alignment="center"][/vc_column_text title="Cognitive Interview: Getting the Real Story"]*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 advanced interviewing phases of the cognitive interview.

HRCI Approved Recertification Credit Hours Awarded: 1.00 Specified Credit Hours: General

SHRM Preferred Provider Program: Title: The Cognitive Interview: Getting the Real Story Professional Development Credits (PDCs): 1[/vc_column_text]

[vc_button title="Register Here" position="tac" href="https://www.w-z.com/training-schedule/?s_division=8&s_course=&s_instructor=&s_state=&s_month=" color="#1e73be"][/vc_tab][vc_tab title="Handling Difficult Conversations" tab_id="ffa5dbc4-645b-1"][/vc_single_image image="9741" alignment="center"][/vc_column_text title="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.

HRCI Approved Recertification Credit Hours Awarded: 1.00 Specified Credit Hours: General

SHRM Preferred Provider Program: Title: Handling Difficult Conversations Professional Development Credits (PDCs): 1[/vc_column_text]

[vc_button title="Register Here" position="tac" href="https://www.w-z.com/training-schedule/?s_division=8&s_course=&s_instructor=&s_state=&s_month=" color="#1e73be"][/vc_tab][vc_tab title="Building Better Rationalizations" tab_id="1485550958059-2-7"][/vc_single_image image="9742" alignment="center"][/vc_column_text title="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.

HRCI Approved Recertification Credit Hours Awarded: 1.00 Specified Credit Hours: General

SHRM Preferred Provider Program: Title: Building Better Rationalizations Professional Development Credits (PDCs): 1[/vc_column_text]

[vc_button title="Register Here" position="tac" href="https://www.w-z.com/training-schedule/?s_division=8&s_course=&s_instructor=&s_state=&s_month=" color="#1e73be"][/vc_tab][vc_tab title="Developing Details Beyond the Investigation" tab_id="1485550959099-3-0"] [vc_single_image image="9743" alignment="center"] [vc_column_text title="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.

HRCI Approved Recertification Credit Hours Awarded: 1.00 Specified Credit Hours: General

SHRM Preferred Provider Program: Title: Developing Thorough Admissions Professional Development Credits (PDCs): 1 [/vc_column_text]

[vc_button title="Register Here" position="tac" href="https://www.w-z.com/training-schedule/?s_division=8&s_course=&s_instructor=&s_state=&s_month=" color="#1e73be"] [/vc_tab] [vc_tab title="Interview & Identify Better Candidates" tab_id="1485550960104-4-2"] [vc_single_image image="9744" alignment="center"] [vc_column_text title="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.

HRCI Approved Recertification Credit Hours Awarded: 1.00 Specified Credit Hours: General

SHRM Preferred Provider Program: Title: Interview & Identify Better Candidates Professional Development Credits (PDCs): 1 [/vc_column_text]

[vc_button title="Register Here" position="tac" href="https://www.w-z.com/training-schedule/?s_division=8&s_course=&s_instructor=&s_state=&s_month=" color="#1e73be"] [/vc_tab] [vc_tab title="Selective Interview Techniques" tab_id="1485550960984-5-10"] [vc_single_image image="9745"] [vc_column_text title="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.

HRCI Approved Recertification Credit Hours Awarded: 1.00 Specified Credit Hours: General

SHRM Preferred Provider Program: Title: Behavioral Interviewing Professional Development Credits (PDCs): 1 [/vc_column_text]

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HRCI Approved Recertification Credit Hours Awarded: 1.00 Specified Credit Hours: General

SHRM Preferred Provider Program: Title: Obtaining Complete Written Statements Professional Development Credits (PDCs): 1 [/vc_column_text]

[vc_button title="Register Here" position="tac" href="https://www.w-z.com/training-schedule/?s_division=8&s_course=&s_instructor=&s_state=&s_month=" color="#1e73be"] [/vc_tab] [vc_tab title="Effective Report Writing" tab_id="1485550962988-7-4"] [vc_single_image image="9746" alignment="center"] [vc_column_text title="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.

HRCI Approved Recertification Credit Hours Awarded: 1.00 Specified Credit Hours: General

SHRM Preferred Provider Program: Title: Report Writing Professional Development Credits (PDCs): 1 [/vc_column_text]

[vc_button title="Register Here" position="tac" href="https://www.w-z.com/training-schedule/?s_division=8&s_course=&s_instructor=&s_state=&s_month=" color="#1e73be"] [/vc_tab] [vc_tab title="ORC Interviews" tab_id="1485550964828-8-3"] [vc_single_image image="9747" alignment="center"] [vc_column_text title="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. [/vc_column_text]

[vc_button title="Register Here" position="tac" href="https://www.w-z.com/training-schedule/?s_division=8&s_course=&s_instructor=&s_state=&s_month=" color="#1e73be"] [/vc_tab] [vc_tab title="The Walk & Talk Method" tab_id="1485550967328-9-4"] [vc_single_image image="9748" alignment="center"] [vc_column_text title="Walk and 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. [/vc_column_text]

[vc_button title="Register Here" position="tac" href="https://www.w-z.com/training-schedule/?s_division=8&s_course=&s_instructor=&s_state=&s_month=" color="#1e73be"] [/vc_tab] [vc_tour [vc_separator color="sky"] [vc_column_text] For over 35 years, Wicklander-Zulawski & Associates has helped thousands master the art of interviewing – now, we’ve discovered a way to bring specialized training programs right to your computer! With WZ Webinars, you will be able to receive focused training without the added expense of travel or time away from the office.

WZ Webinars were created to offer versatile training programs that easily work around staff schedules. Each Webinar lasts between 60 and 100 minutes depending on the topic. At the conclusion of each session, the participants will receive a handout of the presentation, as well as a certificate of completion for attending the Webinar*. Additionally, this certificate can be used for Continuing Education Units (CEUs) towards certifications such as the Certified Forensic Interviewer (CFI). [/vc_column_text]

[/vc_column] [/vc_row] [vc_row] [vc_column] [/vc_column] [/vc_row] [vc_row] [vc_column width="1/2"] [vc_column_text] **How it Works:**

Each participant will be connected via a high speed internet connection to the presenter’s computer where they will be able to view the entire presentation.

In addition, each participant will listen to the live presentation by calling a conference number. In order to maximize the benefit of the Webinar, each session is limited to a maximum of fifteen (15) participants.

Fees:
The fee for each WZ Webinar is \$129/person.
Payment via Visa, MasterCard or American Express is required at the time of registration [/vc_column_text]

[vc_button title="View Webinar Dates" color="#1e73be" href="https://www.w-z.com/training-schedule/?s_division=8&s_course=&s_instructor=&s_state=&s_month="] [/vc_column] [vc_column width="1/2"]

Chris,
I wanted to reach out and thank you for an outstanding webinar yesterday. You did a great job presenting the material and I took a lot away from the presentation. It’s amazing how much information and tactics get shuffled out of our repertoires over time! It will be very helpful for getting back to basics and I am eager to implement some of the strategies you suggested. Quick question....do you know when we can expect the course material / certificate of completion so I can forward to my superiors?
Much appreciated,

Brandon Brown, CFIRegional Loss Prevention Manager

What's Next

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Thank You for Your Feedback!

What would you like to do next?
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Upcoming events, press releases, and articles relevant to any interviewer.

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Instructors' travels, class photos, and glimpses behind the scenes of WZ.

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WZ APAC

[vc_row][vc_column][vc_text_separator title="More Events to be Announced!" color="blue"][/vc_column][vc_row][vc_row][vc_column][vc_column][vc_row][vc_row][vc_column width="1/2"] [vc_gallery images="9277" img_size="500×500"][/vc_column][vc_column width="1/2"] [vc_single_image image="9422" link="https://twitter.com/WZ_EMEA" onclick="custom_link"] [vc_single_image image="9454"][/vc_column][vc_row][vc_row][vc_column width="1/3"]

Chris Narrow

Christopher Norris, CFI

Director – WZ International Training

Email: cnorris@w-z.com

[vc_column][vc_column width="1/3"] [vc_column_text]**Christopher P. Norris, CFI®** – Director, WZ Europe and International Training, in addition to Webinar Director, is a speaker for**Wicklander-Zulawski & Associates, Inc. (WZ)**. Chris has over 30 years of experience in the loss prevention and investigative fields, including living and working in the UK for nearly two years. He has trained thousands of human resource, audit, loss prevention, security and law enforcement professionals on the art of interview and interrogation and has conducted numerous investigations for both private companies and public agencies.[/vc_column_text][vc_column][vc_column width="1/3"] [vc_column_text]WZ’s unique Non-Confrontational Interview method and interactive training approach assimilates easily with most cultures and legal systems. As a result of the success of our interview methods and training, WZ has conducted interview training seminars for private sector investigators, human resource professionals, police officers, military personnel and anyone seeking the truth throughout Europe, Asia, the Americas (North, Central, South), Africa and Australia.[/vc_column_text][vc_column][vc_row]
