

WZ Campus

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[vc_column_text]Wicklander-Zulawski (WZ) and Learn it Solutions have partnered to develop a series of scenario-based eLearning courses covering WZ's most popular training topics. Online training is a great opportunity for investigators who are looking to develop their skills, take a refresher course or earn continuing education credits.

Each course is self-paced and provides a certificate of completion. These courses are designed to supplement, not replace [WZ's Two Day Interview and Interrogation course](#).

Each unit will follow the same pattern:

- Introduction to the topic
- Overview of skills to be developed
- Examples and solutions covering each topic
- Check for understanding –and using the skills learned

View the menu options below to see which courses fit your needs.

For further information or questions please contact us [here](#) or 1.800.222.7789.[/vc_column_text]

[vc_tour][vc_tab title="Interpretations of Behavior" tab_id="e6371f59-923f-8"] [vc_column_text]Learn to recognize the full scope of human communication. Whether you are hiring, conducting an investigation, or just having a conversation, the interpretation of behavior can give you a deeper understanding of those around you.

This training program is designed to increase your awareness of an individual's physical and verbal behavior, and the different types of lies people tell.

There is no single behavior that will indicate if someone is lying. Learn ways people may attempt to deceive during conversations and the cautions and considerations an interviewer needs to take when evaluating behavior.

This course can be used as pre-work, seminar review or stand-alone course.

Course Overview:

- **Introduction to Interpreting behaviors**
- **Types of Lies**
- **Physical Behaviors**
- **Eye Accessing Cues**
- **Verbal Behaviors**
- **The Behavioral Pause**

A Final Review will test your comprehension of the material and a certificate of completion can be printed after passing with a score of 80%.

2 hours (approximate time to complete)[SHRM CFI HRCI](#)

Price – \$99

Continuing education credits – 1 hour (pre-approved credit for CFI and HRCI)[/vc_column_text][vc_tab title="Documenting the Admission" tab_id="e4f4ead5-0ed6-2"] [vc_column_text]The purpose of this training course is to provide you with the tools necessary to build a solid foundation for producing a complete and effective written or recorded statement. A good statement helps to protect the company and the interviewer from allegations of wrongdoing and liability.

Course Overview:

- **Preserving the Statement**
- **Types of Statements**

- **Common Problems**
- **Structure of a Statement**

A Final Review will test your comprehension of the material and a certificate of completion can be printed after passing with score of 80%.

1 hour (approximate time to complete)[SHRM CFI HRCI](#)

Price – \$79

Continuing education credits – 1 hour (pre-approved credit for CFI and HRCI)[/vc_column_text][vc_tab][vc_tab title="Telephone Interviewing" tab_id="1485553385678-2-0"][vc_column_text]To save time and money, many interviewers are required to conduct a telephone interview to close cases that were traditionally done in person. Improve your evaluation of circumstances to determine when telephone interviews make sense, and the tools you will need to conduct them. This course will teach you the structure of an effective telephone interview and adapt your interview skills to a new environment.

Course Overview:

- **Legal Aspects of Phone Interviews**
- **Red Flags (what you should identify before considering a telephone interview)**
- **Preparing for the Interview Process**
- **Listening Skills**
- **Verbal Behavior**
- **The Interview Process – WZ Method**

A Final Review will test your comprehension of the material and a certificate of completion can be printed after passing with score of 80%.

1 hour (approximate time to complete)[SHRM CFI HRCI](#)

Price – \$79

Continuing education credits – 1 hour (pre-approved credit for CFI and HRCI)[/vc_column_text][vc_tab][vc_tab title="Pre-employment Interviewing" tab_id="1485553393881-3-9"][vc_column_text]The pre-employment interview is most often the deciding factor that will determine eligibility for employment and qualification for the position. This program will help you recognize the needs of the position and guide you in tailoring your interviewing skills to find the right person for the job and for the company.

Course Overview

- **Interview Preparation**
- **The Interview Process**
- **Behavior Analysis**
- **Legal Aspects**

A Final Review will test your comprehension of the material and a certificate of completion can be printed after passing with score of 80%.

1 hour (approximate time to complete)[SHRM CFI HRCI](#)

Price – \$79

Continuing education credits – 1 hour (preapproved credit for CFI and HRCI)[/vc_column_text][vc_tab][vc_tab title="Interview and Interrogation Review" tab_id="1485553404325-4-9"][vc_column_text]This program can be used as pre-work before attending the two-day seminar or used as a refresher after the seminar. This course is available for the public and private sector. Each step is explained and then supported with mock interview examples.

1 hour (approximate time to complete)

Without Exam – \$45 – ideal for review of material

With Exam – \$59 – A Final Review will test your comprehension of the material and a certificate of completion can be printed after passing with a score of 80%. [CFI Logo](#)

Continuing education credits – 1 hour (preapproved credit for CFI)

If you have purchased courses, have an Authorization Key and would like to login to begin your training

[Login Here](https://wz.pathwayvle.com/custom/verisk/login.cfm)

FAQs about WZ On-Line Training

Do I have to do the course all at once or can I stop and pick up where I left off? You can do either one. If you stop midway through the course you will be asked if you would like to pick up where you left off the next time you sign in.

Can I retake the course? Yes. You can review the material as many times as you like, however, you cannot change your test score.

Can we put these courses on our company’s LMS system? Yes, we have corporate licensing options. Contact Shane Sturman at ssturman@w-z.com for more information.

Do I get CEU’s? Yes. If you pass the test at the end with 80% you can print a certificate to submit for CEU’s for CFI and other certifications.

WZ CARES

For Anyone Struggling or Who Knows Someone Struggling

color="blue">Suicide prevention is everyone’s business. You can be there to help a friend, loved one, or coworker. Learn the warning signs, and if you or someone you know is struggling emotionally, it might be time to get help.

<https://suicidepreventionlifeline.org/>

The National Suicide Prevention Hotline

The lifeline provides 24/7 confidential support for those in distress or need of help.

Call 800-273-8255 or visit suicidepreventionlifeline.org

Resources Specializing in Law Enforcement Issues

For those who dedicate every day to keeping communities safe, there can be a toll, and it’s not always visible. Public safety is a challenging profession that can lead to mental health struggles – and those struggles cannot be left untreated. WZ acknowledges the service and sacrifice of law enforcement officers, and we want to do our part to bring awareness to suicide and mental health issues.

Whether you’re on the front line, in need of immediate help, or in a leadership position looking to offer better prevention programs to help your team, this page will connect you to organizations who specifically serve the law enforcement community. Officers who are doing well should keep these resources in mind, and check in on their fellow officers. Remember: there’s no need to try and fix or solve their problems. What’s important is to be there for them and to listen.

<https://www.valorforblue.org/Home>

<http://www.1sthelp.net/>

<https://www.copline.org/>

<https://www.theiacp.org/resources/document/law-enforcement-suicide-prevention-and-awareness>

[https://www.1sthelp.net/](#)

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For those who don't want to talk, there is **Crisis Text Line. Text BLUE to 741741**, to connect with a trained crisis counselor who is willing to listen via text messages. The keyword lets them know you are in law enforcement somewhere in the country and need to chat. Crisis Text Line is free, 24/7, and confidential.

WZ Certified

WICKLANDER CERTIFICATION

Our instructors are often asked, “How do I pass the Wicklander Certification?” The term “WZ Certified” was created by the industry and generally references the fact that an individual has completed either the [Level I Interview & Interrogation Techniques](#) or the [Criminal Interview & Interrogation Techniques course](#). The term was created as a way for employers to express their preferences that potential job candidates have completed WZ training courses throughout their careers. These certificates do not certify expertise in the techniques taught at the seminar. These certificates indicate an attendee completed the training program.

Every attendee that successfully completes a WZ seminar receives a certificate of attendance. WZ instructors do not pass out the certificates at the start of a seminar, they pass out the certificates at the end of the program and personally thank each attendee. Attendees must be present for at least 90% of the seminar to receive a certificate.

WZ offers [post seminar exams](#) for employers who wish to verify the information an attendee has learned and retained. These tests can be purchased for individual attendees or licensed to organizations who wish to test employees in greater numbers.

The industry standard for certifying expertise in interview and interrogation techniques is the [Certified Forensic Interviewer](#) designation. Created by The Center for Interviewing Standards and Assessment and offered through the International Association of Interviewers, the CFI designation applies to interviewers in the private sector, human resources, and law enforcement. This designation is achieved by passing a comprehensive exam covering 15 content areas and maintained by earning recertification credits. For more information on who qualifies for the CFI exam, how to take the CFI exam, and how to maintain the certification please visit [www.iaofi.org](#).

WZ EMEA

JUST ADDED! EMEA Virtual Training Course" title="LEARN MORE" target="_blank" size="large" call_second_text="1-3 DEC | 1300-1800 Central European Time" href="https://www.w-z.com/wp-content/uploads/2020/10/WZ-International-Flyers-12.2020.pdf" color="#1e73be"]

Senior Manager EMEA and Speaker
Email: sjongbloed@w-z.com

Prior to joining WZ, **Sjef Jongbloed MSc RSE** worked as a Senior Loss Prevention Manager, Security & Safety Professional. Additionally he has provided consulting and investigative services on a variety of projects, cases and dossiers across multiple industries internationally. Sjef possesses extensive experience covering multiple sectors and responsibilities while developing a dynamic understanding of conducting investigations within Europe and the Middle East. He has held a variety of roles in the private sector including 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.

WZ EU

2020 Seminars in Northampton, UK

25-26 November (*Level I*)

WZ_EU_BlueLogo

Contact WZ EU to register for upcoming courses or to schedule a bespoke webinar

Email: info@wz-europe.com Phone: +44 (0) 7912 194830
<https://www.w-z.com/wp-content/uploads/2020/01/WZ-EU-2020-Flyer-V2.1.pdf> onclick="custom_link"
Chris Narrow

Christopher Norris, CFI

Director – WZ International Training
Email: cnorris@w-z.com

Christopher P. Norris, CFI® – Director, WZ Europe and International Training, in addition to Webinar Director, is a speaker for **Wicklender-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.
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.

WZ in Photos

#WZTrained

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Seminar Shots

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Instructors in the Wild

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WZ LATAM

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[vc_cta_button theme="grey_action" call_text="A Special Message from Juan Valverde, CFI" title="WZ en Nuestro Idioma" target="_blank" call_second_text="Un mensaje especial de Juan Valverde, CFI" href="https://www.w-z.com/wp-content/uploads/2020/03/WZ-en-Nuestro-Idioma.pdf" color="#1e73be"]

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[vc_cta_button call_text="WZ LATAM Schedule" title="Click Here" href="https://www.w-z.com/training-schedule/?s_division=6&s_course=&s_instructor=&s_state=&s_month=" color="#4285bf" call_second_text="Registration is open for a Spanish-language WZ Interview Methods course near you!"]

[vc_cta_button call_text="Estrategias de Entrevista de Investigacion en el Lugar de Trabajo" title="Click Here" href="https://www.w-z.com/wp-content/uploads/2020/03/WZ-HR-ER-Workplace-LATAM-2020-SPNSHV2.2-1.pdf" color="#4285bf" call_second_text="Sep 1-2. 2020"]

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Juan Valverde, CFI

Director – WZ Latin America
Email: jvalverde@w-z.com

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[vc_column_text]**Juan Valverde, CFI** es el Director y conferencista de Wicklander Zulauski & Associates, Inc. (WZ) para América Latina. Es trilingüe español, inglés y portugués. Juan estudió Negocios Internacionales y antes de unirse a WZ Juan trabajó como Director de Prevención de Pérdidas en Rent-A-Center de México, con sede en Monterrey. Dirigió un equipo de cuatro regionales, un especialista en seguridad y un analista de LP, supervisó 177 tiendas, tres centros de distribución y las oficinas corporativas.

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[vc_column_text]**Juan Valverde, CFI** – é o Diretor e orador para Wicklander-Zulawski & Associados, Inc. (WZ) para America Latina. Ele fala três línguas, Espanhol, Inglês e Português. Juan fez MBA em Negócios Internacionais na Universidade de Arkansas em parceria com a Universidade do México. Antes de juntar-se ao WZ, Juan trabalhou como Diretor de Prevenção de Perdas com a Rent-A-Center do México, localizada em Monterrey. Ele liderou um time de quatro regiões, um especialista de segurança e um analista LP. Cuidou de 177 lojas, três centros de distribuição e alguns escritórios da corporação.

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WZ News

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WZ Interviewed for Marshall Project

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Press Release – WZ Announces Dave Thompson, CFI as Partner

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November Guide to the Truth – There’s Always Time

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Press Release – WZ Awarded 3-Year Contract by USCIS

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**October Guide to the Truth – We Know You Can! Telephone
Interviewing Tips**

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September Guide to the Truth – Think They're Lying? Think Again.

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August Guide to the Truth – Talkn’ About Our Generations | Bridge the Gap

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July Guide to the Truth – Transition Your Skills

- [May Guide to the Truth – Challenge](#)

- [WZ Response to Supreme Court Decision in Brendan Dassey Case](#)

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April Guide to the TRUTH – Cultural Interviews

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Inside the ORC Interview

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March Guide to the TRUTH – What's Next?

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February Guide to the TRUTH – Any Questions?

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January Guide to the TRUTH – Are You Ready?

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November Guide to the Truth – Thanks for Nothing

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[October Guide to the Truth – Here's Your 4th Quarter Playbook](#)

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[September Guide to the Truth – FREE Investigator Supplies](#)

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Press Release – Introducing THE LINK, WZ’s Newest Training Offering

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August Guide to the Truth – Introducing THE LINK Powered by WZ

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July Guide to the Truth

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Press Release – WZ Promotes David Thompson, CFI to Vice President of Operations

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Dassey WINS Federal Court Appeal: Wicklander-Zulawski Cited in Decision

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Press Release – First-Ever Simulated Interviewing Technology for Investigators to Perfect Their Skills

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June Guide to the Truth

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May Guide to the Truth

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April Guide to the Truth

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Press Release- New Role for Brett L. Ward, CFI

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March Guide to the Truth

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Press Release – Chicago Police Department

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[Press Release Video](#)

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[Press Release – WZ Discontinues Reid Method](#)

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February Guide to the Truth

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January Guide to the Truth