

Wicklander-Zulawski & Associates, Inc.

Effective Leadership: Evaluating Interviewers

The purpose of this program is to assist those in positions of leadership to create, implement and deliver a consistent standard for professionals tasked with conducting investigative interviews. This training will include strategic, evidence-based approaches to delivering feedback in a productive manner to support the development of team members while protecting morale. This program is designed to meet the specific needs of each organization and is targeted towards senior level team members who oversee investigations conducted within their division.

Day 1 - Establishing the Foundation

The training session would initiate with a foundational meeting with appropriate leadership personnel to discuss and agree on departmental guidelines, as well as establish investigative interviewing strategies that uniform to company culture, language, and guidelines.

- Confirm procedures that Management has agreed to follow when an interviewer is authorized to conduct investigative interviews
- Confirm guidelines/specific investigative interviewing strategies for investigators to follow when authorizing an interview with an employee at the organization
- Discuss, design and execute in practice proper and thorough professional investigative preparation procedures
- Confirm the minimum number of witnessed interviews by leadership prior to a team member's "release" to conduct investigative interviews
- Strategize and establish the protocol for when deficiencies are discovered, as well as create practical exercises to restore confidence in specific components of the interview process

Day 2 – Practical Application / Workshop Scenarios

Training will continue into a practical application of the expectations founded by leadership personnel. In this session, attendees would put their evaluation and coaching skills on display, reviewing actual interviews. Ideally, team members will conduct mock interviews or use recordings of conversations chosen by the client. We allow and recommend the organization bring equipment to record the team exercises (*recording of lecture prohibited). It is recommended that there be a maximum of ten professionals in each meeting to maximize the effectiveness.

- Execute a case study in developing an investigative interview of a complex scenario chosen by the client to be shared with professionals in session
- Provide a detailed review of the updated WZ interview approach to ensure that all participants have a clear understanding of current instruction
- Recorded (by client) exercises with a comprehensive evaluation of interview techniques used to ensure clear understanding, as well as ability to relay feedback through empathetic communication
- Instruction on how to critique, evaluate and provide feedback to direct reports without damaging confidence or significantly delaying progress
- Workshop exercises will provide management with the tools to establish and promote further growth within this critical area of their job responsibilities.



If your organization has identified a need to enhance the skills of your interviewing staff, please consider WZ for training.

To obtain further information about the company and available training, please contact Brett L. Ward, CFI, VP of Client Relations at 800.222.7789 x119 or by e-mail at bward@w-z.com.



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