



## Wicklender-Zulawski Resource Handout

### Top 5 Strategies

to promote Adaptive Responses

1

#### Hit "Pause"

As soon as you become aware of your frustration, label your emotion, and pause.

2

#### Take a Few Deep Breaths

This helps to return your body to a rational, restful state.

3

#### Keep Your Eye on the Prize

Remind yourself you are the only person who can control your response and that your response will dictate their reaction.

4

#### When it Becomes Difficult Lean In

The higher the emotions, the more likely for a maladaptive response. The greater the challenge, the greater the importance of keeping a cool head.

5

#### Label Their Emotions

Acknowledging someone's emotional state is known as "validation" and can assist in helping them feel heard.

## Investigative Interviewing: A Conversation Management Style of Interviewing Victims, Witnesses, and Suspects.

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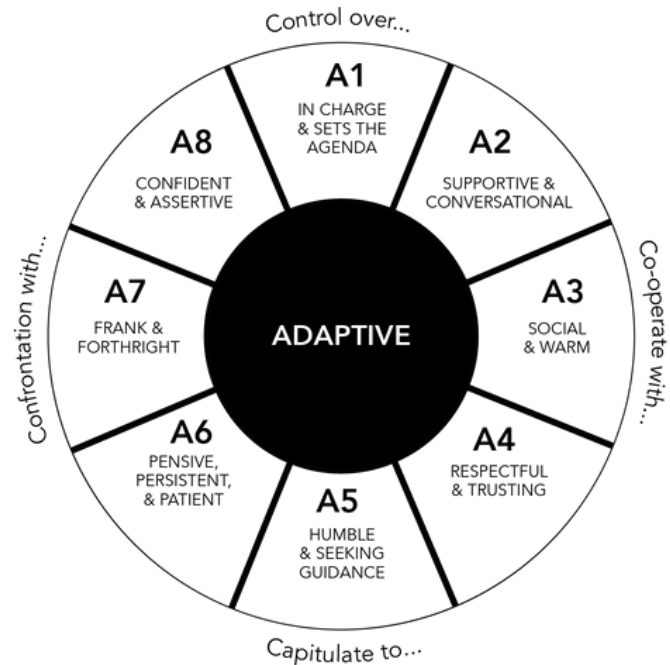
Our immediate emotional reaction in a tense conversation is usually one that is best kept to ourselves. If you can't say something nice, don't say anything at all, right?

## INTERPERSONAL BEHAVIOR WHEELS

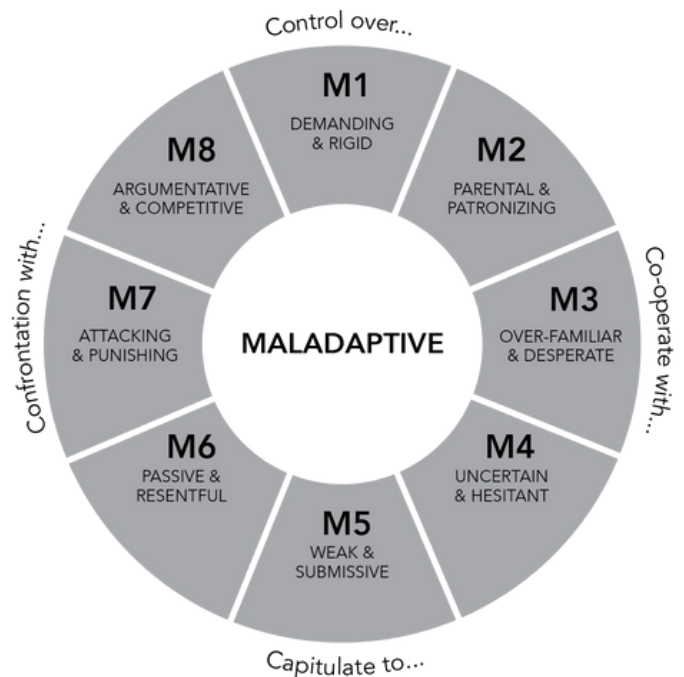
As it turns out, the research supports this notion that our emotional reaction is often maladaptive and inhibits positive communication. These behavioral circles illustrate a variety of both maladaptive and adaptive behaviors that may present themselves during an investigative interview, a conversation with a colleague, or even a family member.

The first step in utilizing these tools is to identify what attitude or behavior is being projected from the other party. Attempting to delineate their message as being controlling versus submissive or cooperative as opposed to confrontational assists in locating the accurate description. Our initial instinct is often to respond accordingly, usually with high emotion, in the maladaptive circle. However, effective rapport-building and de-escalation techniques teach us to bring the conversation into the adaptive circle, thereby creating a more positive dynamic in the relationship. If our interviewee states, "I can't lose my job, what am I going to do?" the emotional response may sound something like, "Well, you should've thought about that before you stole from the company." This type of statement, represented in the maladaptive circle as "parental and patronizing," would only inhibit positive communication. Instead, investigators should react adaptively, in a supportive and conversational manner, creating a dynamic that should enable more open and positive communication.

Adaptive Interpersonal Behavior



Maladaptive Interpersonal Behavior



To learn more about adaptive and maladaptive behaviors, access a pre-recorded webinar courtesy of the International Association of Interviewers hosted by IAI Director Tony Paixão on **ORBIT: The Science of Rapport Based Interviewing** with Laurence & Emily Alison, authors of "Rapport: The Four Ways to Read People." <https://iai.mclms.net/en/package/9585/course/18673/view>

If you would like to learn more about Building Rapport During an Investigative Interview, including five powerful investigative strategies, you can read the WZ article by Amanda Weaver. CFI, PHR. <https://www.w-z.com/2023/04/24/building-rapport-during-an-investigative-interview>