



**HR Star – San Francisco**  
**Critical Design Elements of a Professional Investigative Interview**  
Wicklander – Zulawski & Associates Brett L. Ward, CFI - SVP

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## First Thoughts

- What Should Be Considered Prior to Engagement
  1. Environment Setting
  2. Choice of Investigative Interview Strategy (Can I Be Consistent?)
  3. Order of Interviews (Contamination of Information)
  4. Empathy Based Statements
  5. Motive - Hurdle - Maladaptive Behaviors
  6. Length of Time Available to Handle Professionally
  7. Sideline Unconscious Bias - Professional Engagement / Rapport
  8. Innocent Until Proven Otherwise

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The top half of the slide features a dark blue background with a glowing network of white nodes and lines. On the left is the Wicklander-Zulawski & Associates, Inc. logo, which consists of a white circle containing a stylized 'WZ' and the text 'WICKLANDER-ZULAWSKI & ASSOCIATES, INC.' below it.

## An Effective Environment

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### Remote Interviews



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## Proper Question Development, Structure & Timing

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## Lack of Time? Simple Fact Find Approach

- Open-ended  
*"Could you tell me about the conversation with your co-worker yesterday?"*
- Expansion  
*"You said he seemed agitated, tell me more about what happened during that time?"*
- Echo  
*"What do you mean by agitated?"*
- Closed ended  
*"How long did the conversation last?"*



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## Proper Question Development

- **Professional Engagement Questions**
  - Biographical / Chronological / Auditory / Emotions
- **Intent Verification Questions**
  - Knowledge of Policy / Training Verification
- **Challenge Questions**
  - *"Can you think of any reason why our investigation would indicate \_\_\_\_\_"*
- **Assessment - Assumptive Questions**
  - *"When would have been the last time \_\_\_\_\_"*

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# Rapport - Fear Exists

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## Rapport



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## Truthful or Otherwise – Hurdle Exists

- **Motive**

1. **Alleged Victim**
2. **Alleged Offender**
3. **Potential Witnesses**

- **Hurdle**

1. **Why Fear can be Truthful**
2. **Why Fear is the Opposite**

- **Quite Often We Cause It**

1. **Witty at Times Not Your Best Friend**

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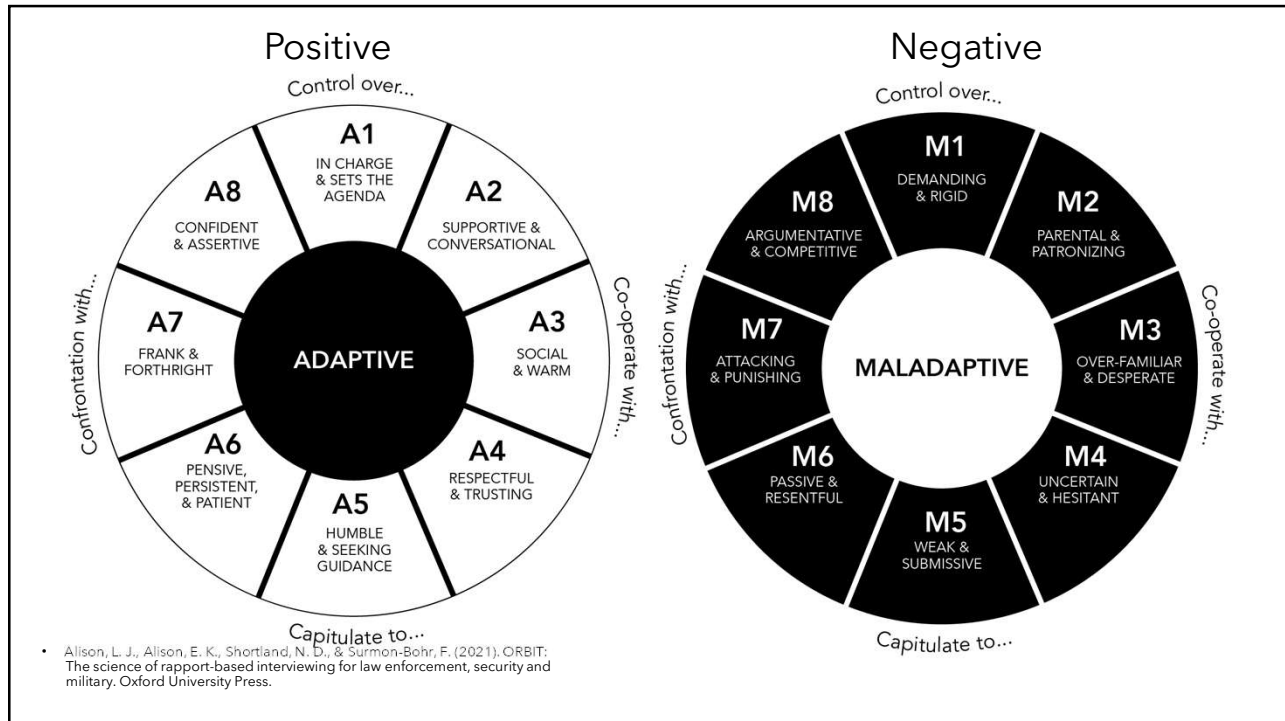
- Significance of the ORBIT research findings
- Largest field-based study focused on rapport during investigative interviews
- Universal impact across all venues

Rapport

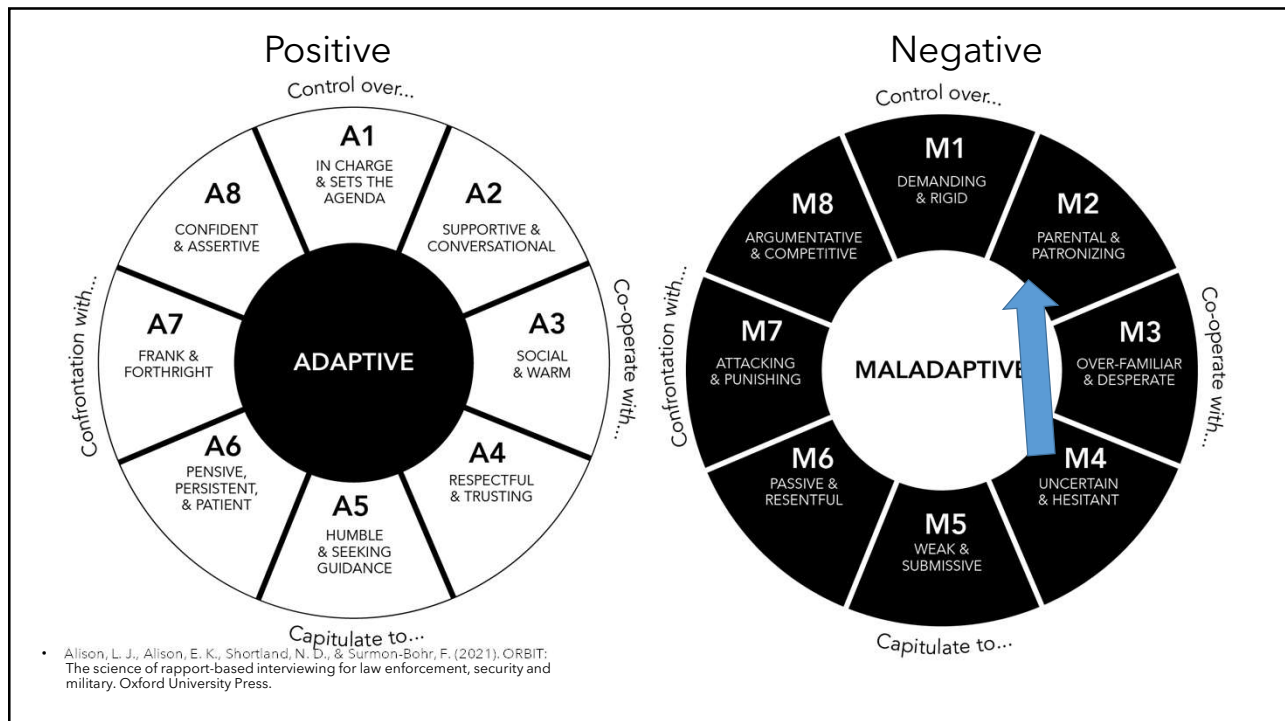
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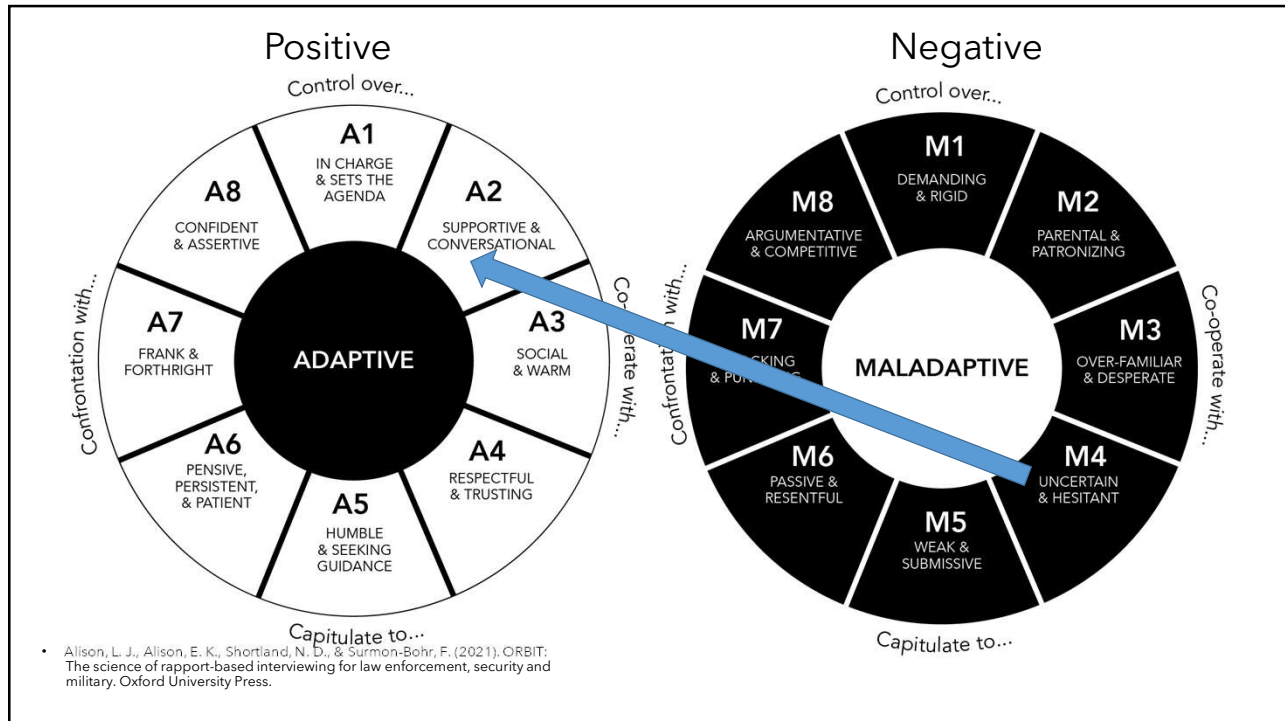
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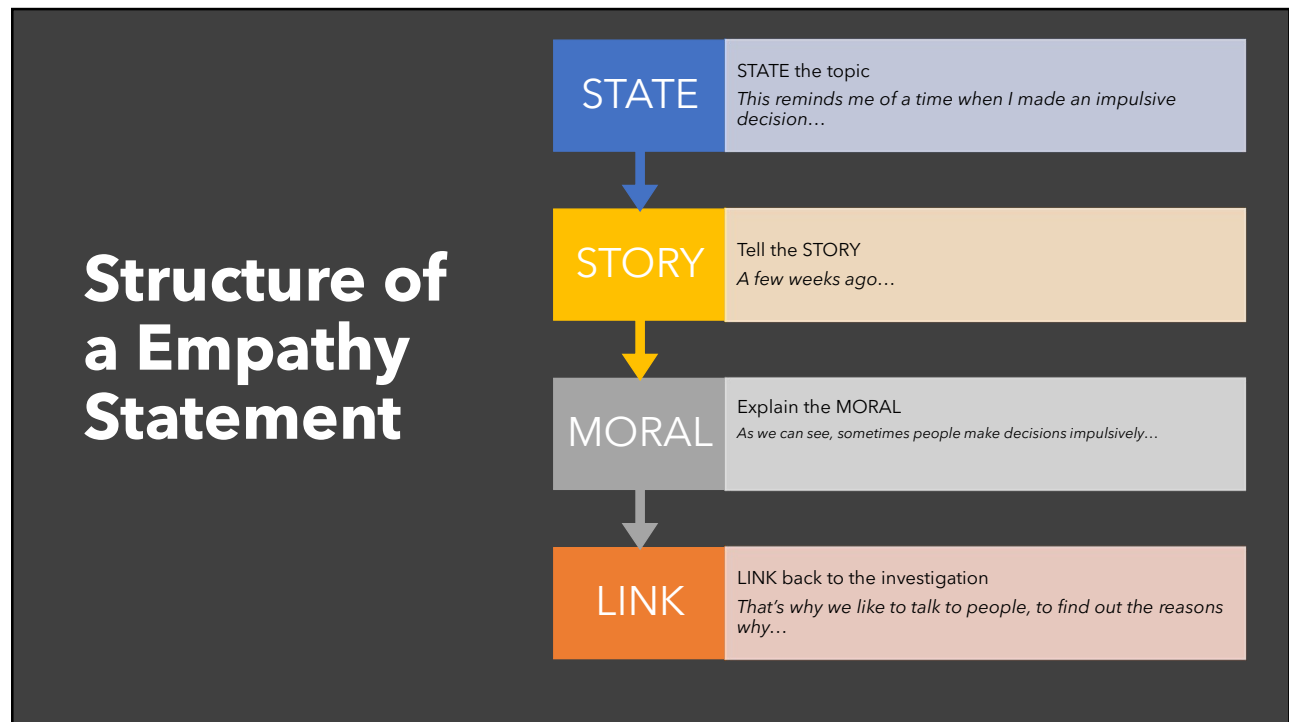


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**Empathy Stmt. Design**

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## When Are These Necessary?

- Beginning to End
- For the Anxious/Upset Interviewee Upon Arrival
- During Baseline When Hurdle Present
- Throughout Interview Process When Anxiety Revealed
- Transition from Interview to Assessment
- Truth Seeking Questions Rejection
- During Development of Information When Minimization Occurs
- Prior/During Documentation

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THANK YOU



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