



Overview of the WZ Method: Rapport-Based Investigative Interviewing

Presentation to New Jersey Special Investigators Association – October 23, 2024

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The diagram features a central grey dome labeled "EVALUATE". Above it are five colored circles: a blue circle for "FACT-GATHERING INTERVIEW", a green circle for "PARTICIPATORY METHOD", a red circle for "WZ METHOD", an orange circle for "COGNITIVE INTERVIEW", and a teal circle for "TRAUMA INFORMED". Double-headed arrows connect the central dome to each of these five circles. At the bottom, the text "Methodologies" is on the left, "©Wicklander-Zulawski & Associates – All Rights Reserved" is in the center, and "#WZTrained" is on the right.

COGNITIVE INTERVIEW
 A systematic method to interviewing individuals in order to obtain relevant information without compromising the accuracy of their recall. This method is applicable for interviews of victims, witnesses or subjects when obtaining a statement or observation of an incident.

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The diagram features a central grey dome labeled "EVALUATE". Above it are five colored circles: a blue circle for "FACT-GATHERING INTERVIEW", a green circle for "PARTICIPATORY METHOD", a red circle for "WZ METHOD", an orange circle for "COGNITIVE INTERVIEW", and a teal circle for "TRAUMA INFORMED". Double-headed arrows connect the central dome to each of these five circles. At the bottom, the text "#WZTrained" is on the right.

TRAUMA-INFORMED INTERVIEWING
 A non-confrontational approach to an investigative interview where the interviewer is informed and adaptable to the impact of trauma on the interviewee. This provides a more supportive environment for the free recall of information and guides the investigator through the impact of trauma on memory and behavior.

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Rapport Building

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Rapport Defined

A relationship proactively developed and maintained by the interviewer designed to foster truthful communication between both parties through mutual trust and understanding.

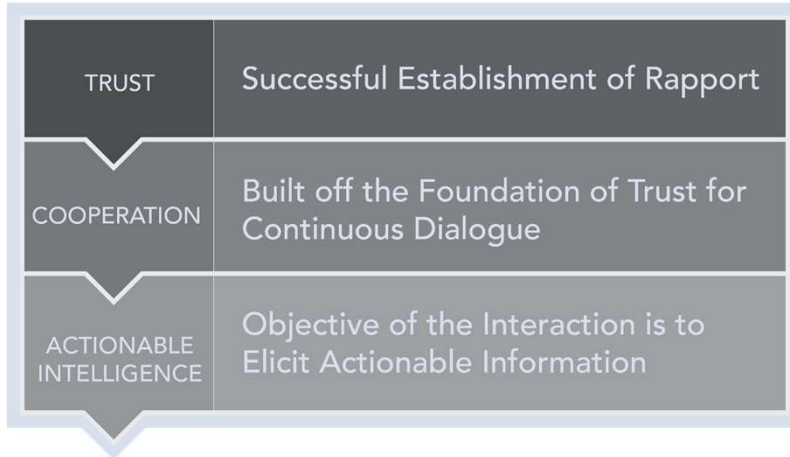


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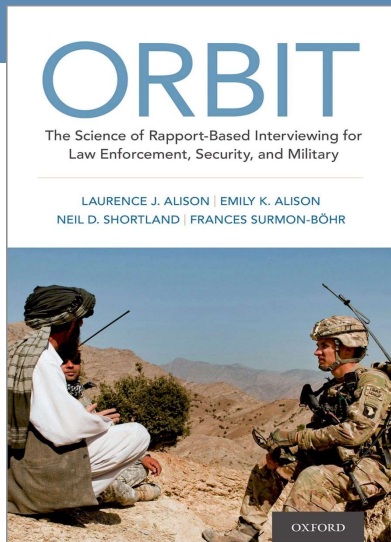


Rapport

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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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Principles of Rapport

Transparency
What happens next?

Honesty

Empathy

Adaptation

Autonomy

• Alison, L. J., Alison, E. K., Shortland, N. D., & Surmon-Bohr, F. (2021). ORBIT: The science of rapport-based interviewing for law enforcement, security and military. Oxford University Press.

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Principles of Rapport

Human Experience
Not "soft" but "strategic"

Honesty

Empathy

Adaptation

Autonomy

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Principles of Rapport

Empower them
What options do they have?

Honesty

Adaptation

Empathy

Autonomy

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Principles of Rapport

Dynamic approach
Adjust to maintain adaptive behavioral responses
Active listening

Honesty

Adaptation

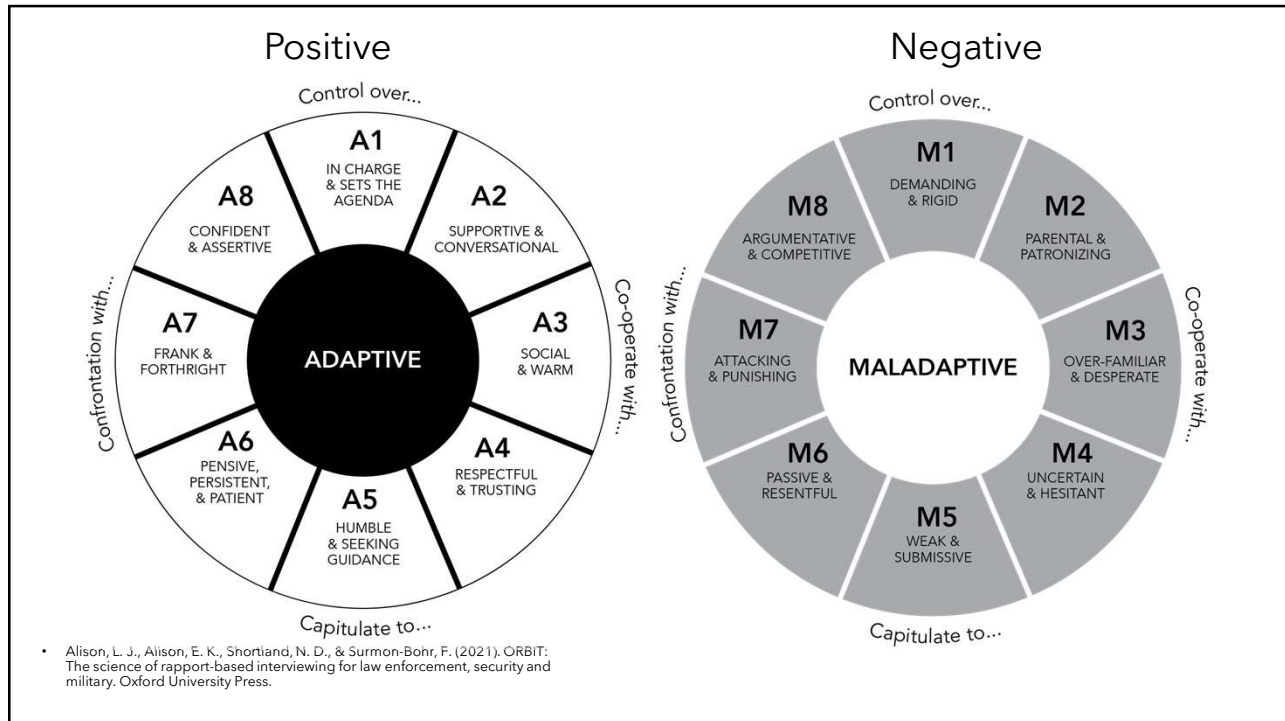
Empathy

Autonomy

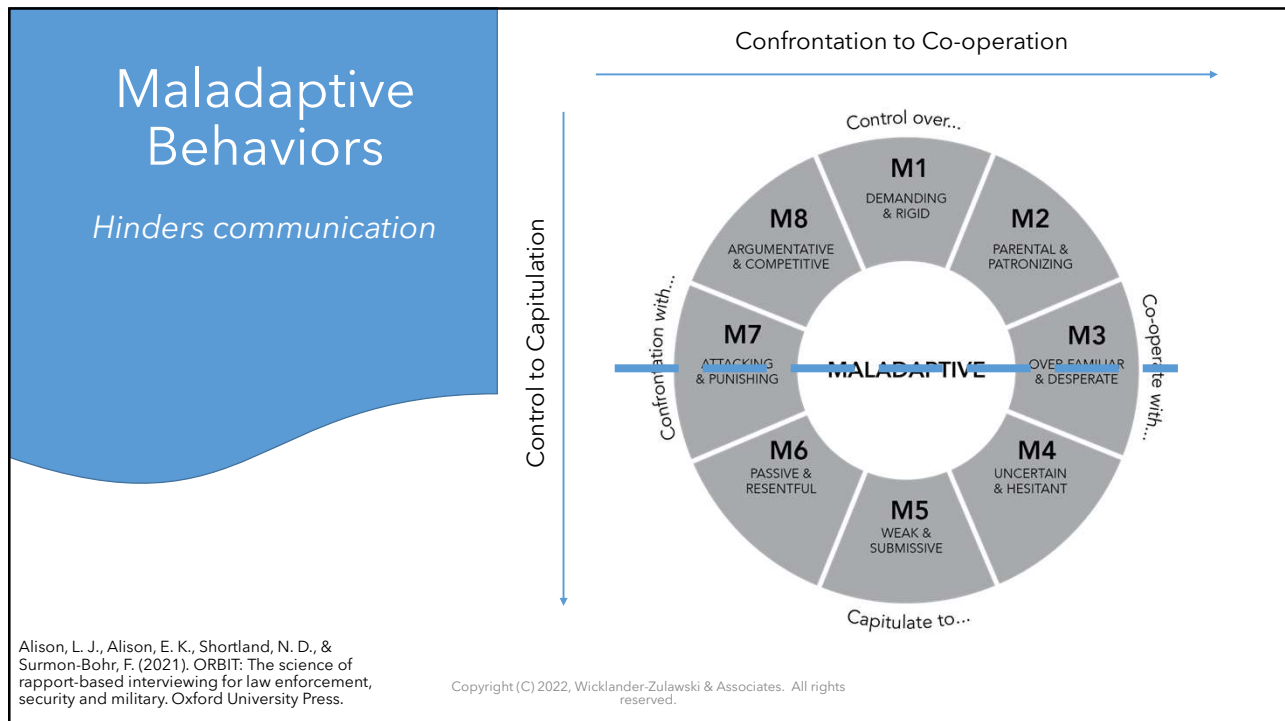
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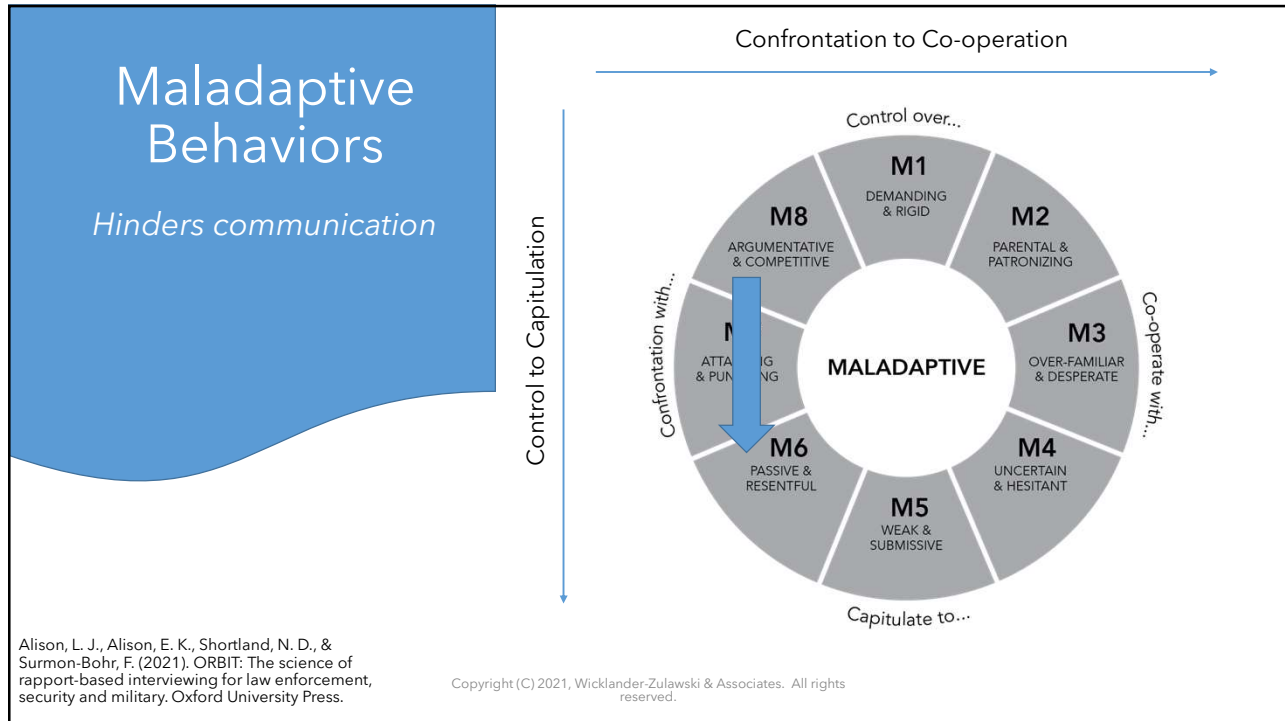
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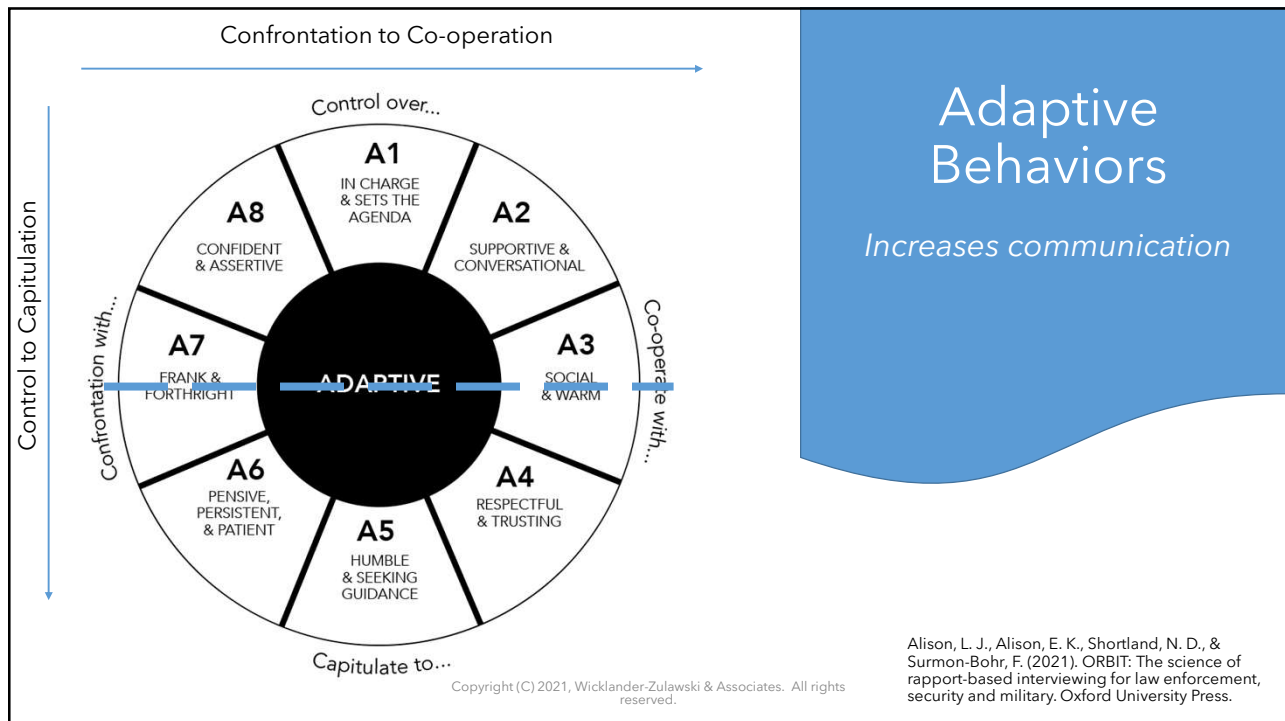
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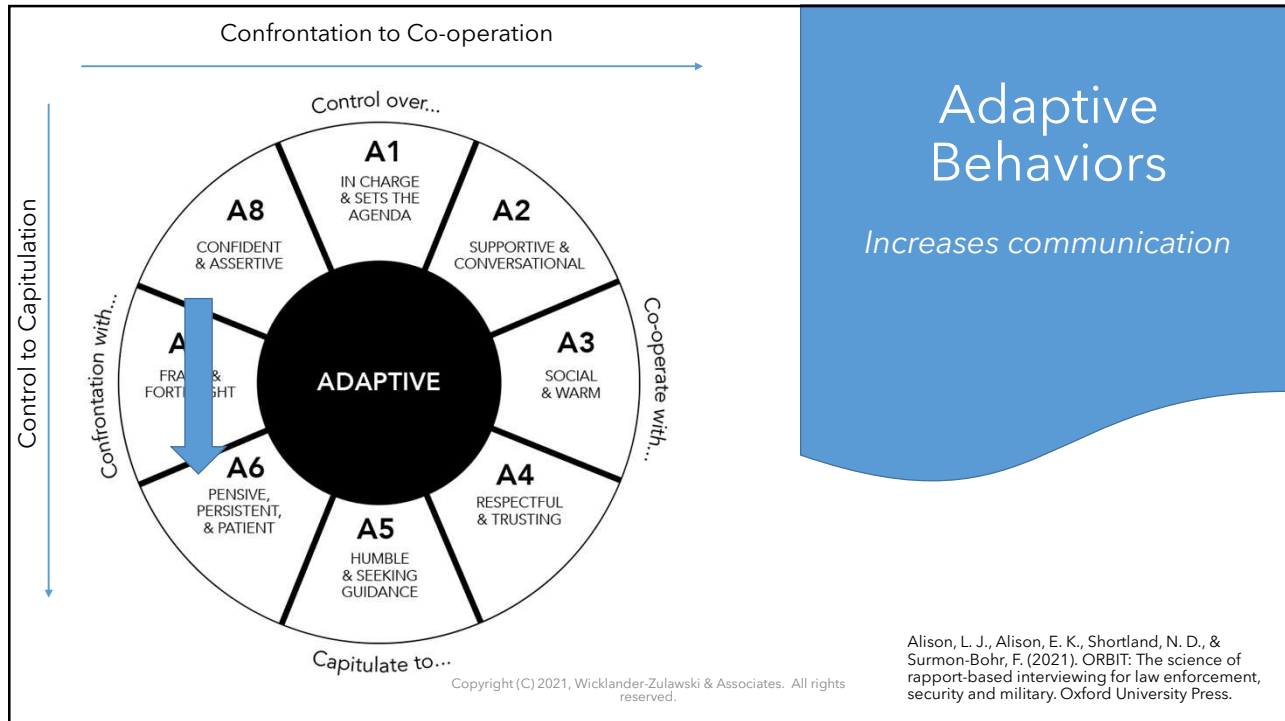
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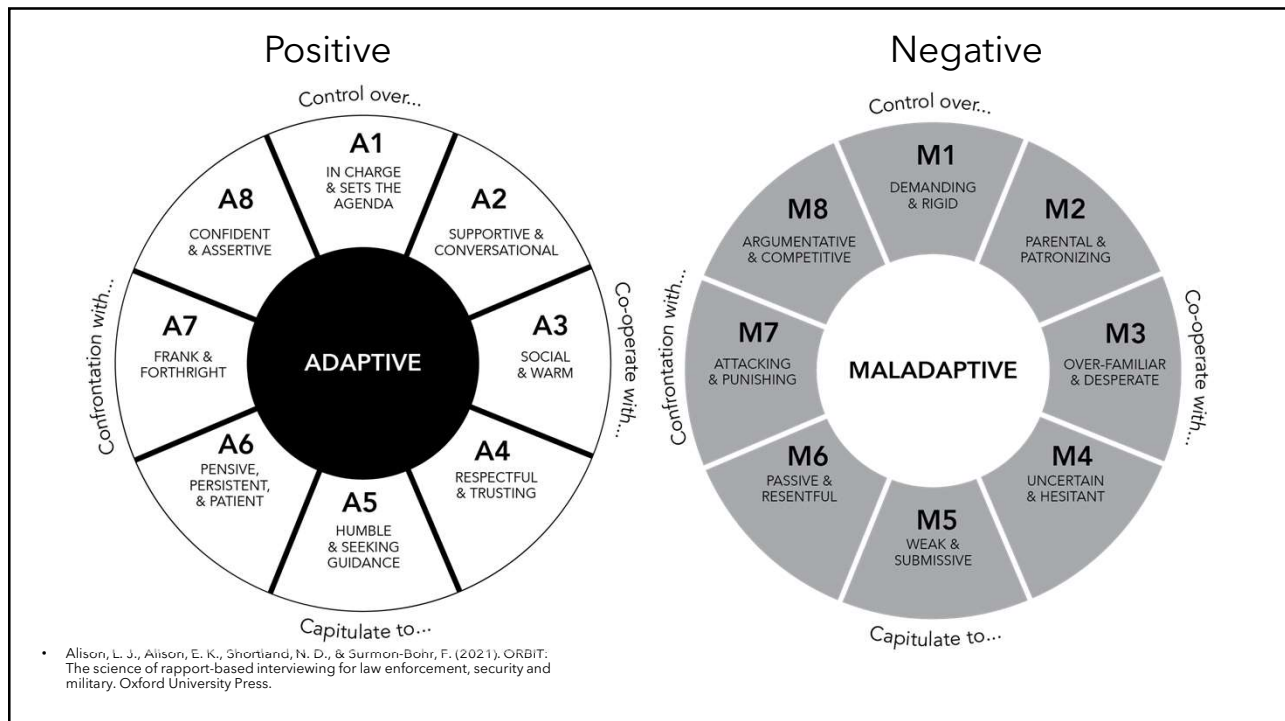
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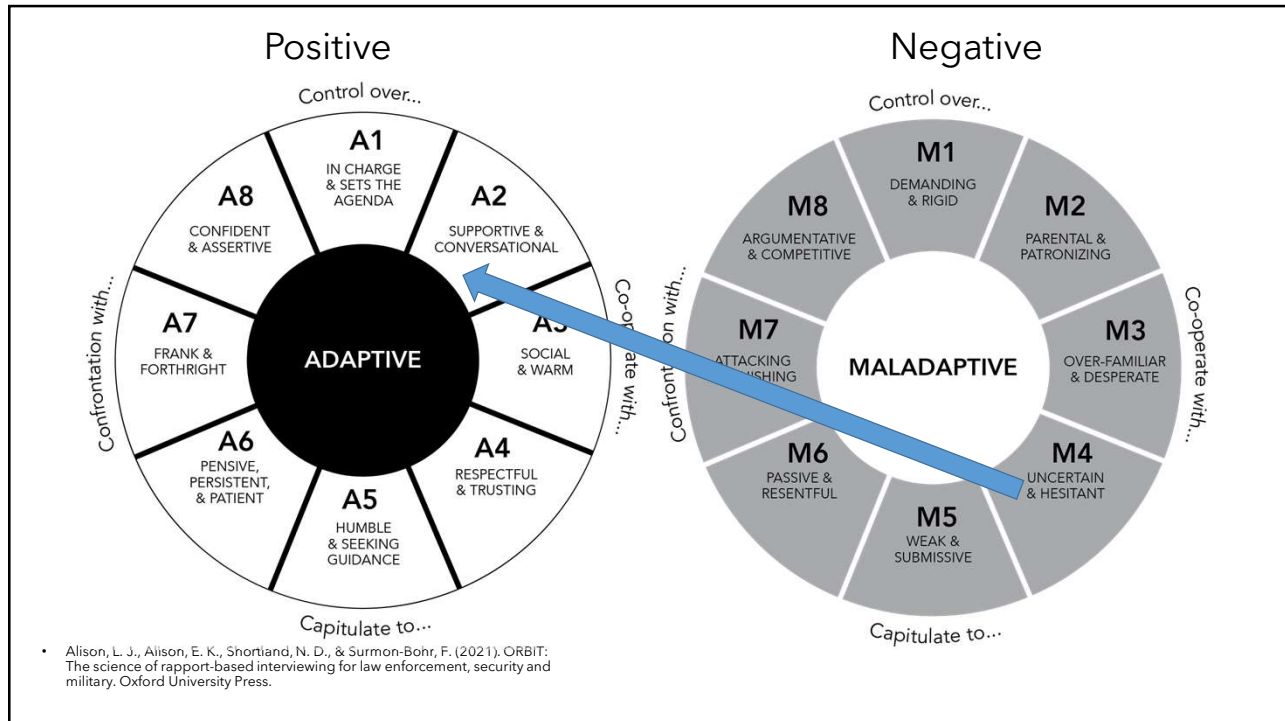
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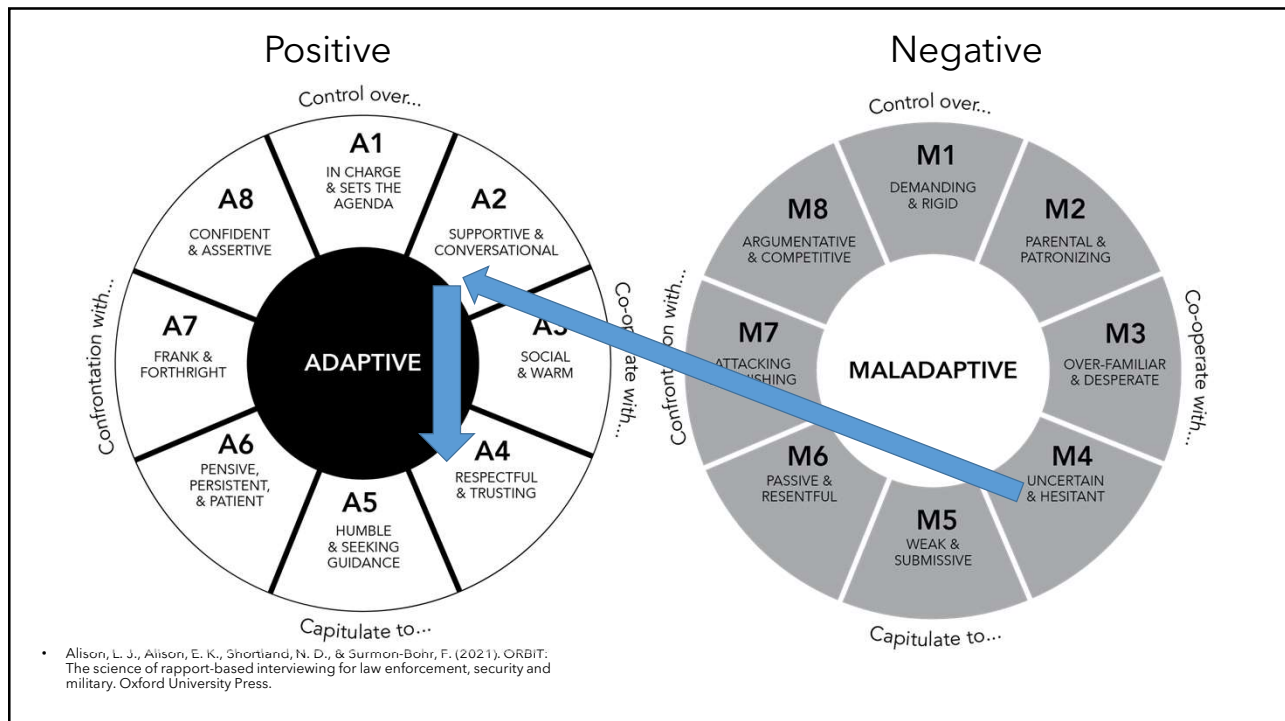
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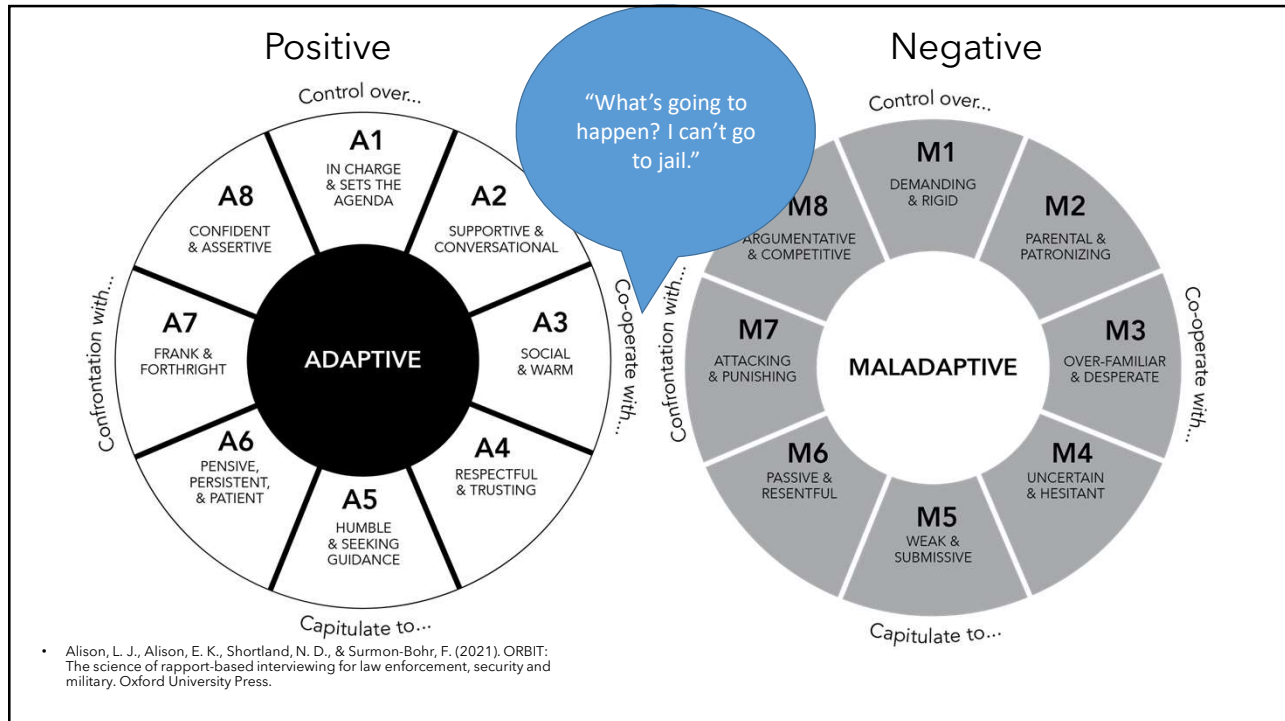
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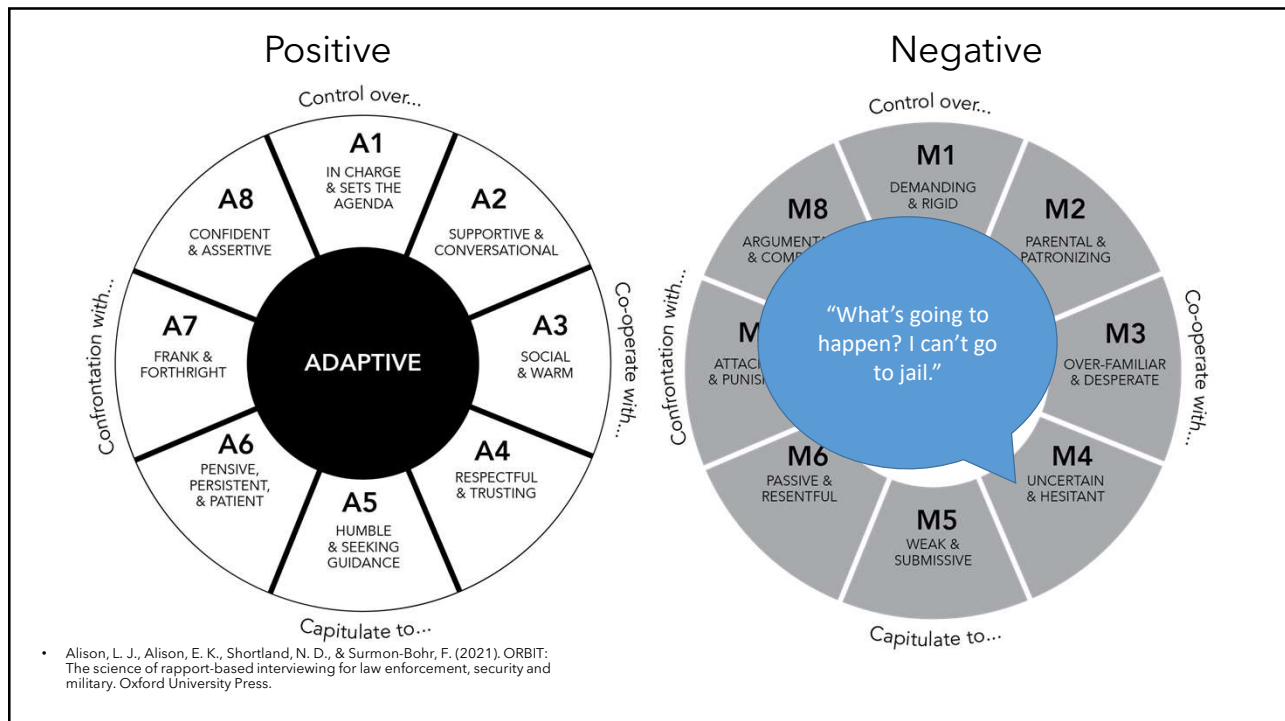
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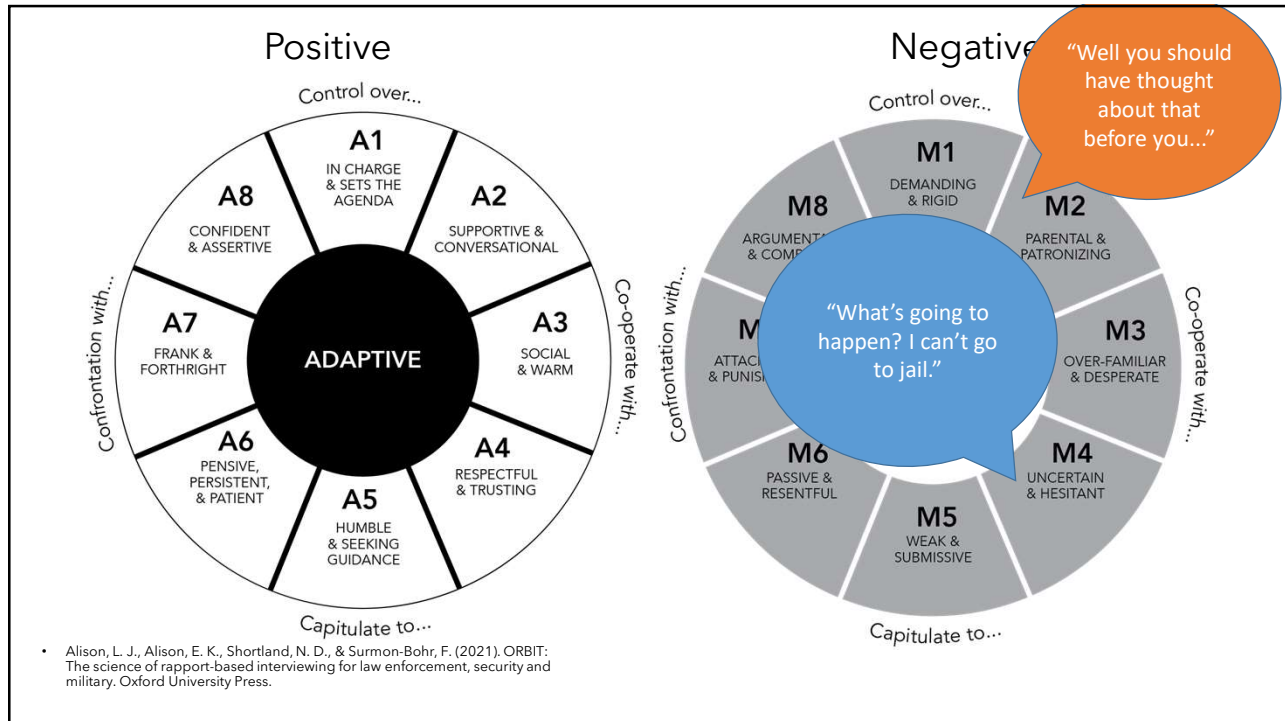
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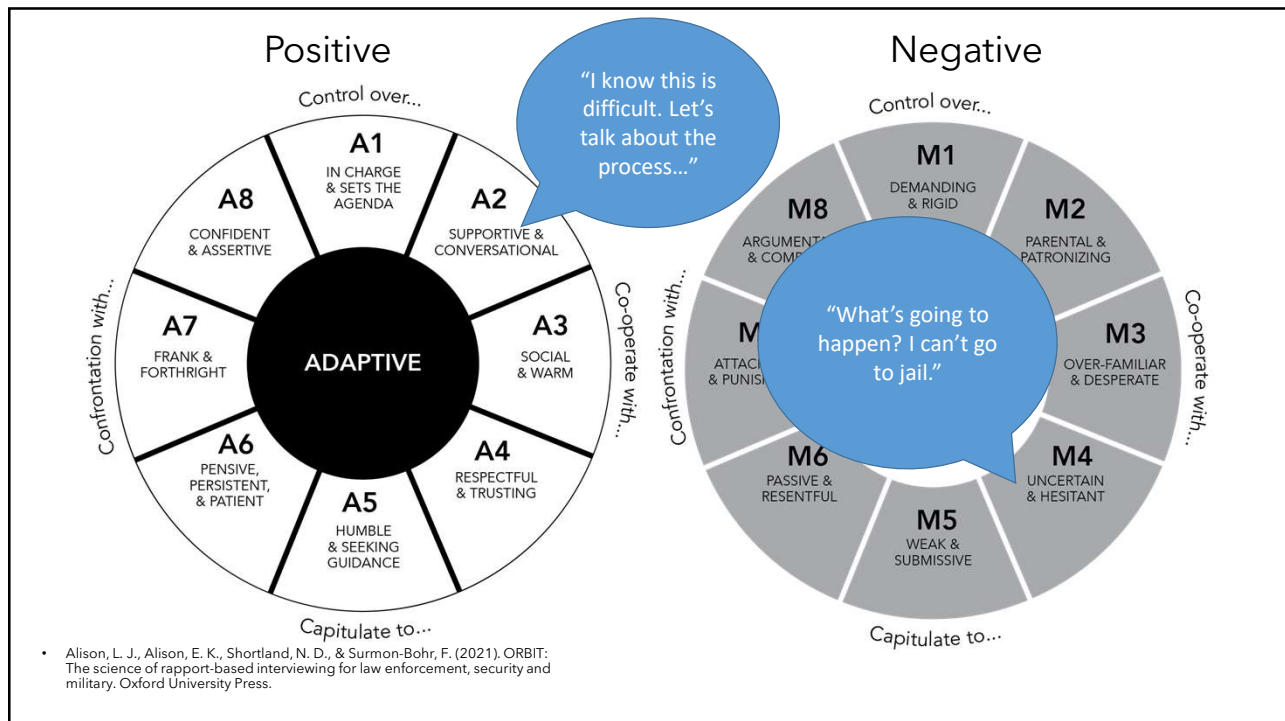
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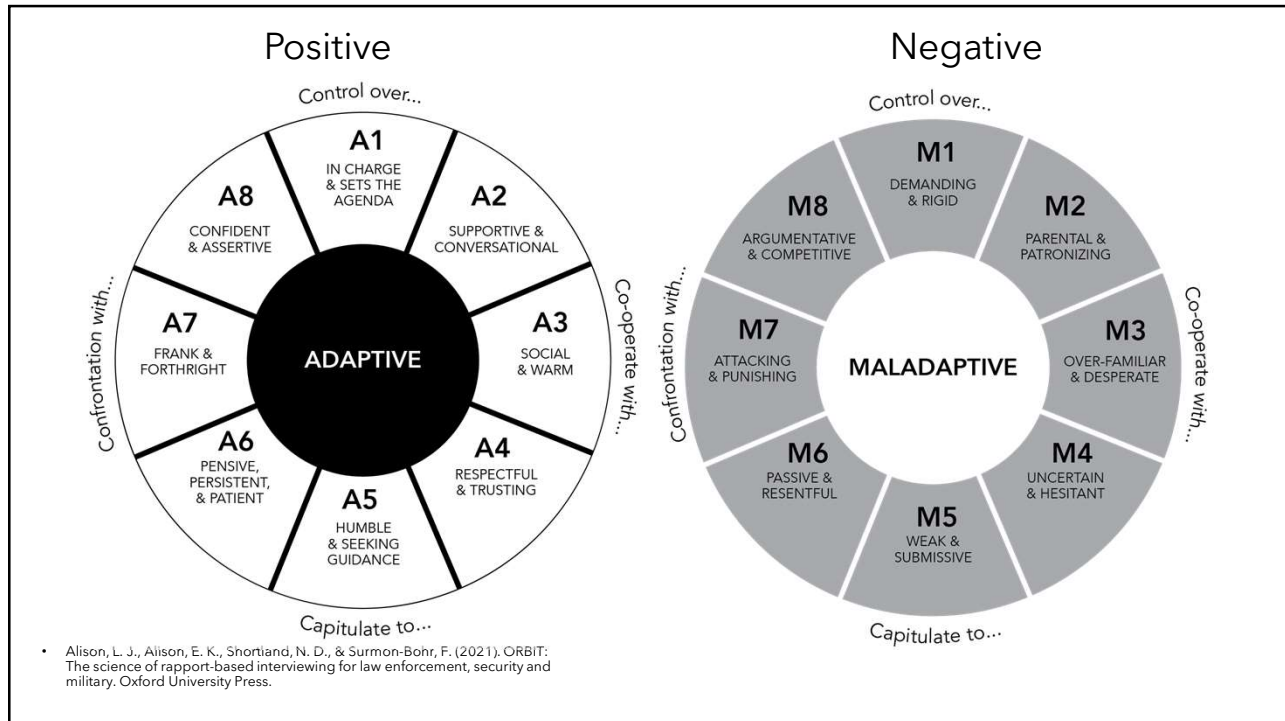
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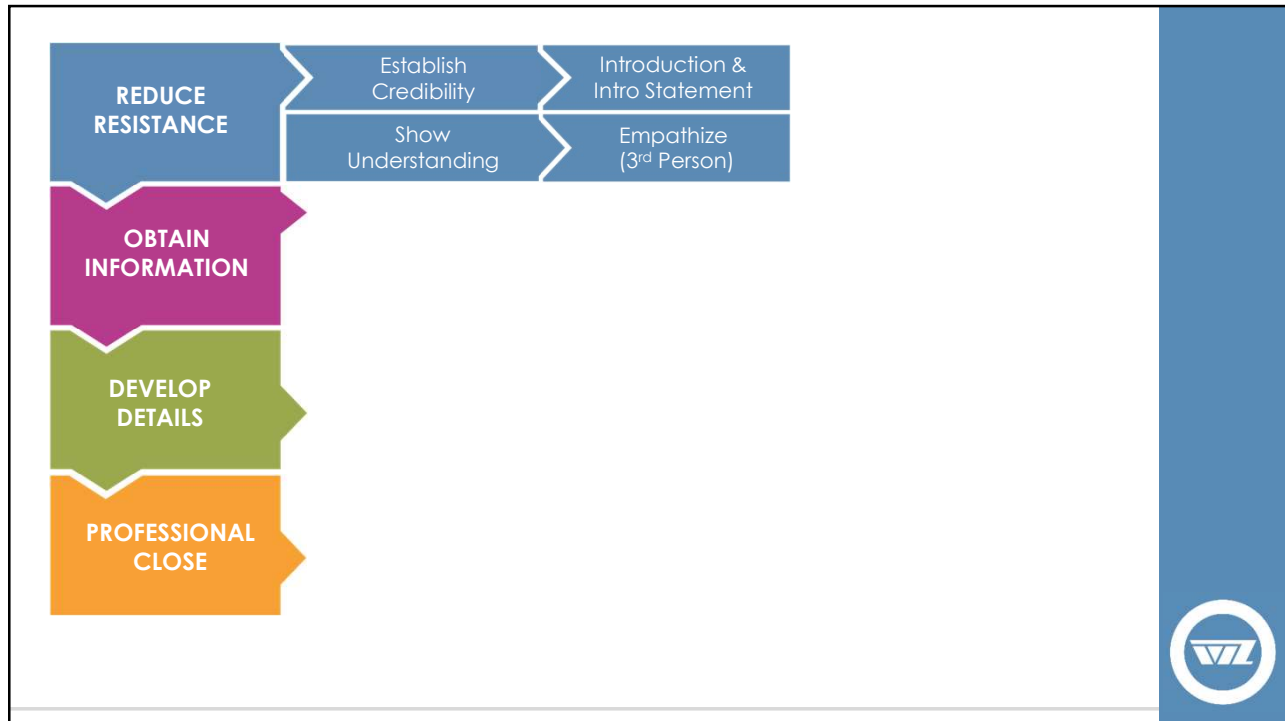


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The WZ Method: An Overview

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Concept of Showing Understanding

- Maintain and develop rapport
- Save face - maintain responsibility
- Reinforces subject's autonomy
- Avoid appearance of leniency

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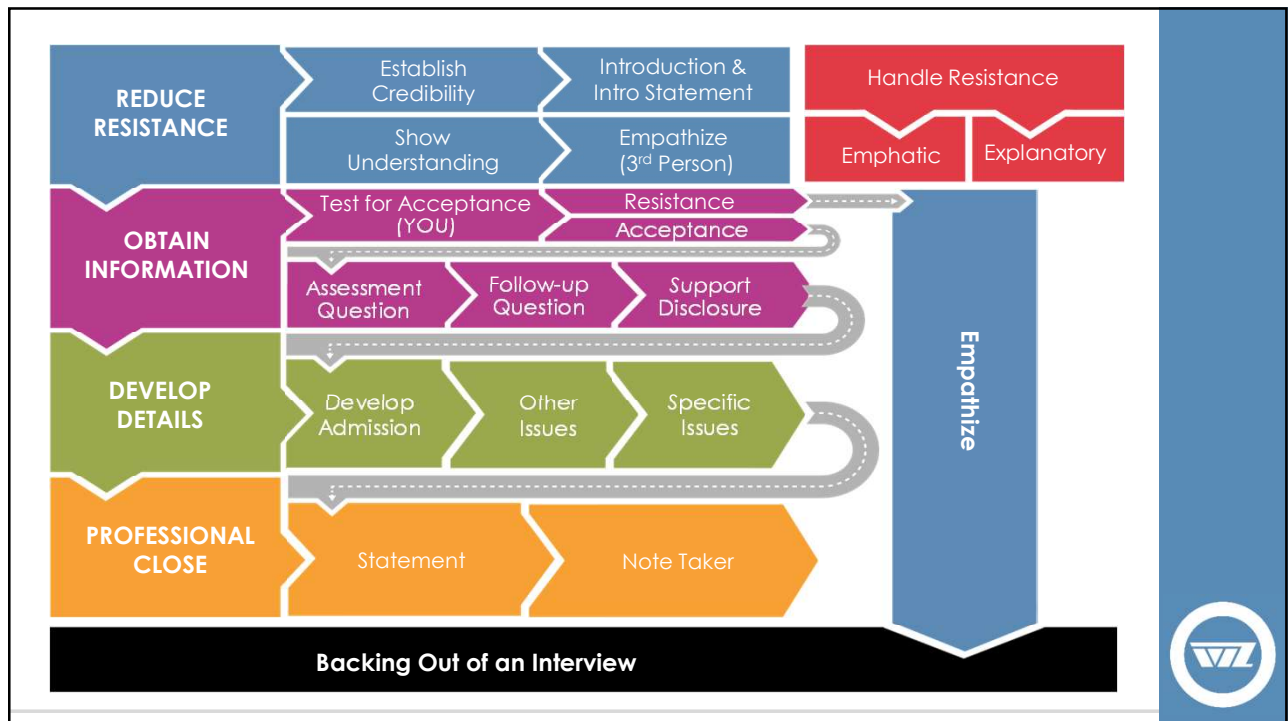
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Common Motives

COMMON MOTIVES		
Financial	Opportunity	Impulse
Revenge	Desire	Complacency
Curiosity	Frustration	Pride
Stress	Entitlement	Peer Pressure
Competition	Attention	Allegiance

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Thank You!

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