



# WICKLANDER - ZULAWSKI INSTRUCTOR INSIGHTS



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## INSTRUCTOR INSIGHTS 2023 SCHEDULE

APRIL 7  
MAY 5  
JUNE 2  
JULY 7  
AUGUST 4  
SEPTEMBER 1  
OCTOBER 6  
NOVEMBER 3  
DECEMBER 1

### LIVE on Youtube

Join us on the first Friday  
of every month  
at 9:00AM Central Time



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## OVERCOMING RESISTANCE

Resistance is a variable condition in an interview. The source of resistance can be found in the interviewee, the environment, and the interviewer.

Managing resistance is an effort that can result in a larger amount of actionable intelligence being generated from the interview. It also provides an atmosphere of less tension, openness, and assists in the maintenance of rapport when resistance is managed in all three of its primary sources.

## KEY TAKEAWAYS

- Areas of focus to manage resistance within the environment, the interviewee, and the interviewer.
- The importance of establishing credibility during rapport, when rapport truly starts, and ensuring that the credibility of the investigation is established during your introductory statement.
- Humble leadership and the right decision to make when you or another is not the best interviewer for a specific interview.
- The two types of denials and strategies to manage each one if and when a denial is presented in an interview.
- Knowing when to say when, uncooperative interviewee, and backing out of an interview.
- The fear of disbelief and the innocent interviewee.

## Interviewer

- Lack of knowledge
- Appearance
- Didn't manage resistance
- Attitude - Maladaptive
- Wrong empathy statement
- Personalize too early
- Highlight consequences
- Talk to fast/slow
- Prior history with subject
- Wrong Strategy
- Asked improper questions
- Failed to establish credibility
- Patience
- Religious Wear
- Eye Contact
- Grooming
- Note taking
- Lack of empathy principles



## Environment

- Privacy
- Room comfort
- Distractions
- Chairs too close or Adjusted Significantly
- Type of chair
- Desk or physical barrier
- Supportive environment
- Recording devices
- Custodial setting
- Interruptions
- Reminders of punishment
- Room size
- CCTV Monitors
- Witness presence
- Clothing
- Lighting
- How they were approached
- Technology issues (Remote)

## Subject

- Innocence
- Criminal background
- Cultural difference
- Embarrassment
- Racial bias
- Education level
- Union environment
- Collusion – fear of retaliation
- Gender bias
- Involvement of others
- Prosecution
- Termination
- Restitution
- Loss of income
- No morals
- Media / Publicity



## Types of Denials

- **Emphatic Denials**  
*Refuses to acknowledge truth of allegation(s)*  
*"I didn't do anything"*
- **Explanatory Denials**  
*Excuse/reason why they could not be involved*  
*"I wouldn't do something like that"*

## Exit Strategy

- Transition to alternate method
- Re-orient the subject
- Re-establish rapport
- De-escalate any anxiety
- Thank them for their time
- Inform them that investigation continues
- No threats, promises, leniency
- Leave the door open

