



# WICKLANDER-ZULAWSKI

## THE WZ METHOD & INTRODUCTORY STATEMENT

**Directions:** Construct the listed components of the WZ Method, including your Introductory Statement and Empathy Statement for your investigation. The outline to your approach should be based on the subject profile and facts of the case. Use the spaces below to record your outline.

<b>Who We Are and What We Do</b>	As you know, my name is _____ and I work with the _____ department. My job is to help protect the company assets. These assets can include the _____ and the most important asset the _____. Like all companies, we have losses and we realize these losses come in a variety of ways. For instance, it could simply be employee errors or sloppiness, it could be someone outside the company and it could also be employees taking things.
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<b>Types of Cases Investigated</b>	<p>As I said, employees sometimes take things and there are many ways an employee could take money and merchandise from the company. They could do things like...</p> <table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 33%; text-align: center;">Merchandise (If Applies)</th> <th style="width: 33%; text-align: center;">Money (If Applies)</th> <th style="width: 33%; text-align: center;">Other Issues</th> </tr> </thead> <tbody> <tr><td>_____</td><td>_____</td><td>_____</td></tr> <tr><td>_____</td><td>_____</td><td>_____</td></tr> <tr><td>_____</td><td>_____</td><td>_____</td></tr> <tr><td>_____</td><td>_____</td><td>_____</td></tr> <tr><td>_____</td><td>_____</td><td>_____</td></tr> <tr><td>_____</td><td>_____</td><td>_____</td></tr> <tr><td>_____</td><td>_____</td><td>_____</td></tr> </tbody> </table> <p>Like I said, there are a lot of things an employee could do to take money or merchandise if they really wanted to.</p>	Merchandise (If Applies)	Money (If Applies)	Other Issues	_____	_____	_____	_____	_____	_____	_____	_____	_____	_____	_____	_____	_____	_____	_____	_____	_____	_____	_____	_____	_____
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<b>How an Investigation is Conducted</b>	<p>When we have these losses, we initiate an investigation. I'm not sure how familiar you are with how investigations are conducted, but some of the things we do are...</p> <p style="text-align: center;">Investigative Techniques</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>The problem with an investigation is, as much as it will tell us what happened, when it happened and who is responsible it never tells us why things happen and that's what's most important.</p>
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## THE WZ METHOD & INTRODUCTORY STATEMENT (CONT'D)

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<p><b>Empathy Statement Options - 1</b></p>  <p><b>Change Perspective</b></p>  <p><b>Empathy Statement Options - 2</b></p>	<p>Based on case facts:</p> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <p>Based on subject background:</p> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>
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<p><b>Assessment Questions Options</b></p>	<p>Open-Ended - _____ _____</p> <p>Assumptive? _____ _____</p> <p>Follow-up Question - _____</p> <p>Challenge? _____ _____</p>
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<p>Exit Strategy: _____ _____ _____ _____ _____ _____ _____</p>
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