

ARCHITECTURE



WICKLANDER-ZULAWSKI & ASSOCIATES, INC

SEMINARS AND PROGRAMS

www.w-z.com



About WZ

Wicklender-Zulawski & Associates is a consulting and training organization dedicated to supporting professionals in the difficult task of identifying the truth. Our passion for the truth has led us to become a world leader in non-confrontational investigative interview training.

WZ facilitates over 450 programs annually for clients in employee relations, loss prevention, executive management, compliance, law enforcement and government agencies. Each program is specifically designed with the individual client to ensure maximum application value.



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Open Registration

Gathering truthful information in the interview room comes down to your skills and strategy, and that information will be used to protect your organization, assets, and the people who depend on you. For over 40 years, Wicklander-Zulawski & Associates, Inc has been providing loss prevention investigators, auditors, operations managers, educators, fraud investigators, and more with morally, legally, and ethically acceptable methods for obtaining the truth in the workplace. Take advantage of WZ's training programs to give you the edge you need to LEVEL UP your investigative skills.

The non-confrontational conversation skills used by WZ-trained investigators are trusted by many of the world's most successful organizations in a variety of fields. For the manager or director, sending your team to a WZ seminar is an investment in protecting your assets. In cases of theft or fraud, the WZ methodology often leads to greater returns and uncovers previously unknown structural or policy exploits so they can be fixed to avoid future losses.

**FOR MORE
INFORMATION ABOUT
WZ OPEN
REGISTRATION
COURSES, CONTACT
KCLUXTON@W-Z.COM**





LEVEL I

Investigative Interview Strategies

The Level I WZ Seminar on Investigative Interviewing Techniques presents attendees with a broad range of research-based methods and proprietary tools for conducting more effective interviews and investigations,

[View Schedule and Register for a Level I Seminar](#)

LEVEL II

Practical Application Workshop

Designed for those who have completed a Level 1 program and want the chance to apply their acquired knowledge, skills, and abilities to real-world practical problems. It is comprised of a single, complex continuing case scenario.

[View Schedule and Register for a Level II Workshop](#)



ASK US ABOUT HOSTING

Our customized programs offer clients the ability to create a training program specific to their company culture, policies and targeted objectives.

[Contact Us Today About Custom In-House Training](#)





Law Enforcement

When your community is counting on you, you need information that you can trust. Law enforcement professionals and first responders worldwide know that they can rely on Wicklander-Zulawski's interview methods to obtain actionable information when potential life-changing events come into question. This is why WZ is committed to providing effective, innovative, evidence-based law enforcement training. We are proud to invite you to register for our newly-redesigned and certified IADLEST National Certification Program™ on Criminal Interview & Investigative Techniques.

For a training coordinator or other decision-maker, coming to WZ for your department's interview training needs is the easy choice. The non-confrontational methods used by WZ-trained interviewers allow departments to close cases more efficiently and with more positive results, the rapport-enabled development process often yields a far greater amount of information for active investigations, and the focus on gaining reliable information helps your department avoid costly mistakes.

**FOR QUESTIONS ABOUT
WZ LAW ENFORCEMENT
SEMINARS, CONTACT
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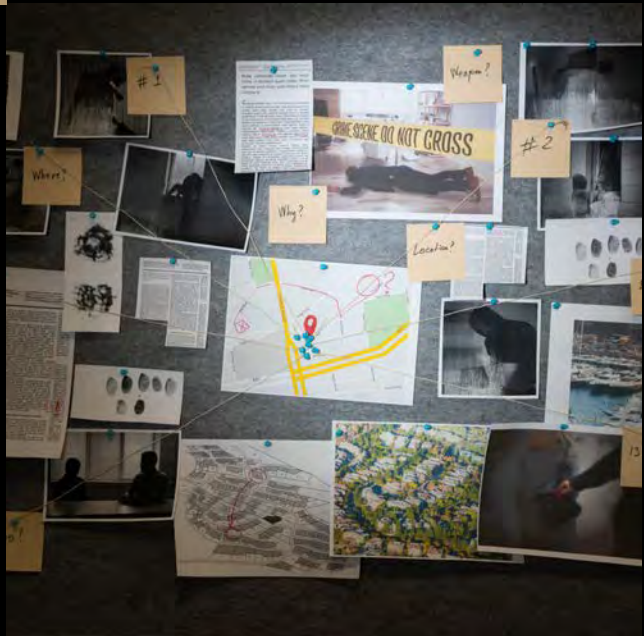


CRIMINAL LEVEL I

Equip investigators with proven methods to identify the truth when they attend the WZ Seminar on Investigative Interviewing Techniques. Learn multiple, non-confrontational strategies based on the evidence, subject considerations, or type of interview. Practical, researched-based concepts offer investigators flexibility in their approach to tackle any investigation.

CRIMINAL LEVEL II

The Criminal Investigation Level II Practical Applications Workshop is a full-day program designed to provide those who have completed our Level 1 Investigative Interviewing Training Programs with an opportunity to apply knowledge, skills, and abilities acquired to real-world practical problems. Participants will conduct an investigation from the initial complaint to its full conclusion and disposition.



TACTICAL FIELD INTERVIEWING

This course offers law enforcement professionals a broad range of advanced methods and proprietary tools. This training program will focus on evidence-based rapport-building techniques, focused on de-escalation and communication skills. Participants will learn how to conduct more effective field interviews and investigations, resulting in more actionable intelligence, while maintaining professionalism and building trust with members of the community.



LEAD HOMICIDE INVESTIGATORS

The Lead Homicide Investigators course features interactive lectures and discussions of actual case histories, videos, and laws specific to homicide investigations. This comprehensive seminar provides instruction in conducting investigations and prosecuting death cases from the start of the investigation through evidence collection, suspect interviews, press conferences, trial testimony, and ultimately conviction.

OPIOID OVERDOSE INVESTIGATIONS

Participants will learn the different types of opioids and opiates being used including heroin, fentanyl, prescription pain killers and more. There will then be a discussion on the effects of opioids on users, how they break down in the body and how they kill.

The seminar will conclude with instruction on the proper preparation for trial and how to deliver professional, effective testimony.



CRIMES AGAINST CHILDREN

Interviewing suspects of child abuse are among the most difficult interview you will conduct. The topic is complex and emotionally charged. This training course offers law enforcement and child protection agency professionals a broad range of modern methods and proprietary tools to conduct more effective interviews when investigating child assault cases.



WORKPLACE INVESTIGATIONS

The greatest asset of any organization is its people. And whether your department is called human resources, employee relations, talent management, people operations, or ethics, YOU will be given the responsibility of maintaining that asset. With that responsibility comes many difficult conversations. You are entrusted to handle the most personal and sensitive of cases, often including bullying, discrimination, sexual harassment, fraud, and other integrity issues with little to no evidence. Gathering information in these circumstances comes down to your skills as an investigator and an interviewer, and that information will be used to make decisions that will forever impact peoples' careers and possibly even their lives.

For the executive, sending your team to the WIIS seminar is an investment in protecting your organization. The non-confrontational methods used by WZ-trained interviewers are more likely to bring amicable resolutions to disputes, which leads to increased morale among employees. In cases of theft or fraud, the WZ methodology often leads to greater returns and uncovers previously unknown structural or policy exploits so they can be fixed to avoid future losses.

FOR QUESTIONS ABOUT
WZ'S HUMAN RESOURCE
PROGRAMS, CONTACT
WARD@W-Z.COM





LEVEL I

Workplace Investigative Interviewing Strategies

HRCI and SHRM Pre-Approved two-day workshop open to ALL professionals who conduct inquiries into hostile work environment issues such as bullying, workplace discrimination, sexual harassment, and many other integrity issues.

[View Schedule and Register for a Level I WIIS Seminar](#)

COACHING PROGRAM

In Your Area

If an instructor is coming to a city near you and you want to book a small group session, ask about our In Your Area Program.

Personal Development Sessions

WZ instructors can work with students in-person or remotely and focus on the specific areas of investigative interviewing that the student is most interested in improving.



The use of the HRCI seal confirms the WZ Seminar on Workplace Investigative Interviewing Strategies for HR/ER has met HR Certification Institute's® (HRCI®) criteria for recertification credit pre-approval. Wicklander-Zulawski & Associates, Inc. is also recognized by SHRM to offer Professional Development Credits (PDC's for the SHRM-CPSM or SHRM-SCPSM).



EFFECTIVE LEADERSHIP: EVALUATING INTERVIEWERS

Being a team leader in the investigative interviewing field is difficult. That's why WZ has developed our Effective Leadership program, specially designed for senior-level professionals who oversee investigations. In this comprehensive training, we'll equip you with the necessary strategies to ensure your professionals have a clear understanding of investigative interview techniques.

Learn how to set and maintain interview standards, provide effective coaching, and present evaluations without damaging morale. These practices will help you maximize your return on investment for training courses and mitigate liability by ensuring your team is in compliance with the standards your organization or agency has established.

[LEARN MORE](#)



INVESTIGATIONS AND CONSULTING

In addition to providing first-class interview training, Wicklander-Zulawski & Associates, Inc. is a consulting firm dedicated to assisting professionals responsible for gathering accurate information and bringing cases to a successful close.

WZ offers a range of investigative solutions to help you mitigate risks and limit exposure to liabilities. Our experienced professional investigators and business partners work closely with you to understand your unique challenges and identify a proper strategy based on your needs.

WZ can also provide personalized feedback and instruction on every aspect of the interview process.

CONTACT US





State & Federal Programs

Truth is the foundation of trust and security in government. Agencies need reliable information to conduct their operations, enforce the law, maintain public safety, and safeguard their own people and resources. Wicklander-Zulawski trains government personnel to improve their investigative interviewing techniques with evidence-based methods that produce timely, trustworthy, and actionable information.

The combination of proven interview techniques with compassionate and empathetic interviewers the greatest opportunity to obtain elusive information. Our courses show federal personnel how to gain cooperation and uncover essential facts. This enables them to be more effective in making decisions and performing their duties to keep the public safe and secure. Make the decision to become more effective and contact us today!

Agencies that have used WZ for their interview training needs include

- Federal Bureau of Investigation
- Social Security Administration
- U.S. Army National Guard
- U.S. Citizenship and Immigration Services
- Federal Air Marshal Service
- Department of Housing and Urban Development
- Adult Protective Services

**FOR MORE INFORMATION
ABOUT WZ'S FEDERAL
PROGRAMS, CONTACT
JWOLF@W-Z.COM**





Live Webinars

Take a deep dive into our most sought-after topics with WZ's webinar series. Get ready for an immersive and interactive experience designed to provide profound, actionable insights on the concepts that matter to professional interviewers.

With the flexibility to be hosted within your organization as in-house training, our webinars can be tailored to align perfectly with your team's individual needs and company culture.

Take it up a notch by stacking our webinars into a sequence. This strategic approach supercharges your team's skills by layering and building upon learning objectives.



**FOR MORE
INFORMATION ON
WZ WEBINARS AND
CUSTOMIZABLE
SERIES, CONTACT
CNORRIS@W-Z.COM**



REMOTE INTERVIEWS

Modeled from the highly successful Tackling Telephone Interviewing, the WZ Remote Interviews Webinar covers interviews conduct via telephone or video conferencing.



CONFLICT DE-ESCALATION

This webinar provides an introductory exploration of a sound approach to conflict resolution and de-escalation.



BUILDING RAPPORT

In this webinar, we will discuss ways to strategically leverage rapport to ensure a non-confrontational, truthful interaction between the subject and the interviewer.



DEVELOPING DETAILS

This webinar provides practical tips on the process of developing an admission that can obtain more accurate and actionable information from your subject.



FALSE CONFESSIONS

In this webinar we will discuss the causes and concerns that could lead someone down the path to admitting to something they did not do.



EMPATHY STATEMENTS

This webinar provides insight into the empathy reward and what an interviewer can accomplish with a sound strategic approach to providing empathy without minimizing actions.



COGNITIVE INTERVIEW

This webinar will provide an overview of this structure, helping to overcome biases as well as address active listening, question formulation, and proper questioning techniques.



DIFFICULT CONVERSATIONS

This webinar combines various interview strategies into a structure for confidently approaching difficult conversations and resolving operational concerns.



CANDIDATE INTERVIEWING

Topics discussed in this webinar include identifying areas of concern and exploration, and productive questioning techniques to dig beyond prepared answers.



OBTAINING A STATEMENT

This webinar will focus on addressing common problems in this crucial aspect of any investigative interview, including how to inform your subject on why they would want to write a statement.



REPORT WRITING

This webinar will review the perils of poor report writing and discuss the top 10 power writing tips. These tips will help add clarity to the final report.



ORC INTERVIEWS

This webinar will focus on developing information from a shoplifter through quick and effective interviews, and noticing physical signs of ORC.



ACTIVE LISTENING

In this webinar, we discuss active listening skills and recognizing verifiable information, inconsistencies in statements and focus on enhanced listening skills necessary to every investigator.



THE PEACE MODEL

In this webinar we will breakdown the components of the P.E.A.C.E. Model and review the importance of this framework for the modern investigator.



CUSTOM WEBINAR SERIES

Like all WZ programs, our webinars can be hosted by organizations as in-house training, and customized to best fit your team members' unique concerns and company culture. Webinars can be stacked into a customized sequence that builds and supercharges your teams' learning. Contact Chris Norris, CFI today about creating a unique webinar series.



TRAUMA-INFORMED INTERVIEWING

The difficulty of investigating a traumatic event is not just in closing a case, but in doing so with compassion and understanding. This program emphasizes the importance of trauma-informed interviewing, a critical skill in today's challenging times. It allows officers to gather vital information while ensuring the emotional safety of survivors.

By adopting a different approach, you can minimize the risk of re-traumatizing individuals and foster a more trusting relationship with the community. The WZ Trauma-Informed Interviewing seminar offers practical insights into trauma and its effects, equipping you to handle sensitive situations with care. Through proper understanding of how traumatic experiences impact memory recall, interviewers can gain insight into which strategies and questions work best to uncover valuable, actionable information.

[LEARN MORE](#)



OPEN-SOURCE INVESTIGATIONS

Unlock the power of digital evidence with our Open-Source Investigation Skills Program. In an increasingly connected world, mastering the art of open-source investigations has become an indispensable skill for any investigator. This program delves into the vast world of publicly available data, teaching you how to effectively locate, analyze, and utilize online information for your investigations.

From social media platforms to government databases, you'll learn how to navigate a myriad of sources while maintaining ethical and legal boundaries. With hands-on exercises and real-world case studies, this program will equip you with the skills to uncover critical clues in the digital realm. Join us, and empower your investigative interviewing career with the cutting-edge techniques of open-source investigations.

[LEARN MORE](#)





On-Demand Learning

Time and travel constraints shouldn't keep you from gaining the interviewing skills you need. WZ provides on-demand, asynchronous learning options including single-topic refreshers and the 10-Hour self-guided Investigative Interview training co-created by curriculum designer Steve Degener.

Wicklender-Zulawski is a trusted training partner of departments across the country and beyond. WZ methods are evidence-based and constantly evolving. We're here to help you build the skills you need to be successful in your role. Learn more about our commitment to preventing false confessions and explore our on-demand learning options today.

WZ ACADEMY

WZ offers 3 online, 10-Hour courses tailored to your profession.

Self-paced with interactions, review questions after each module, sample interview video, voice over and a final exam.

Loss Prevention
Human Resources/ER
Law Enforcement



We Want To Hear From You!



800.222.7789



Contact Us



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