



Level One Wicklander-Zulawski Non-Confrontational Interview Techniques Course

Wicklander Zulawski is the preferred interviewing technique in the UK for Loss Prevention and Human Resource Professionals and were nominated for the Training Initiative of the year in the Security Excellence Awards, whilst winning the Highly Commended award for the Most Innovative Cross-functional Product at the 2016 Retail Fraud Awards.

- ❖ The **Level One course** price includes all your course materials, evening meal and accommodation on the first night, plus lunch and refreshments for both days. The **Level One course** price is £795.00+VAT per person.

What will be covered:

- Build your skill at observing verbal and physical behaviour
- Control the environment while reading physical and verbal clues
- Establish credibility for your investigation and yourself
- Encourage people to talk through non-accusatory questioning
- Learn to identify and handle different types of subject denials
- Employ innovative strategies to reduce an individual's reluctance to tell the truth
- Develop admissions using innovative strategies and techniques
- Obtain written statements with an understanding of their legal ramifications

The Level One Non-Confrontational Interview Technique seminar is delivered by **Alan Grocott, CFI®**. Alan is the WZ Europe trainer, based in the UK, representing Wicklander-Zulawski and Associates Inc. (WZ). Alan has over 35 years of experience in loss prevention, investigations and interview, both with the Greater Manchester Police and within retail, working for WH Smith, HMV and Next Plc, among others.

After retiring as Head of Loss Prevention at Next, Alan is now the main UK contact for all aspects of the WZ interviewing courses and regularly trains LP, HR and Audit professionals in the WZ method of Non-Confrontational Interview Techniques.



Feedback for previous seminars:

The feedback from all our UK seminars is excellent, with 100% of people saying that training has better prepared them for future investigative interviews and that they would recommend this course to others.

Testimonial:

"I attended the WZ course in September 2013 with one of our HR Advisors, and we both thought that it was excellent. It placed substance and reasoning behind a lot of the previous experience I had gained, as well as giving me additional skills to use during the interview process. During the course I heard how it should work, but was slightly sceptical as to whether it would ever work this way.

The first 2 interviews I conducted using this method I had mixed results with, through a combination of the situation, my knowledge and preparation of the technique and my confidence in delivering it.

However when the situation occurred for me to interview a member of staff who had stolen a suspected £28k worth of product from us, I prepared well for the interview going back over my course notes, listening to the CD that I had purchased on the course and even spoke with Chris Norris for further advice. The interview was text book, and resulted in a full confession of what we knew and some, that at that stage, we didn't - the total amounted to £60k. The member of staff was subsequently prosecuted and received a 14 month custodial sentence and we received the money back through the Proceeds of Crime Act.

I have since used other techniques delivered on the course and have found them to be extremely useful. I have received full support from the company as it fits with our values."

Martyn Kenworthy

Group Loss Prevention Manager

Who should attend:

- Loss prevention
- Security investigators
- Human resource professionals
- Auditors
- Operations managers
- And those responsible for conducting fact finding interviews.

Places are limited and are therefore allocated on a first-come, first-served basis.

Please do not hesitate to contact me if you would like to book a place for yourself or your colleagues and we will issue you with a registration form. If you require any further information please let me know and I will be happy to help you.

Wendy Gray

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