



## **Level Two 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 Two* course is only open to those that have already attended the *Level One Non-Confrontational Interview Techniques course*.** The course price of £425.00+VAT per person includes all your course materials, lunch and refreshments.

### **Topics covered during this 1-day course include:**

- Causes of Denials and Resistance
- Dealing with Difficult Subjects
- Mastering the Rationalisation
- Utilising Non-Confrontational Interview with limited evidence
- Strategy Development with Video Case Studies
- Overcoming Resistance
- Role Play

The ***Level Two Non-Confrontational Interview Technique*** course is delivered by **Alan Grocott, CFI<sup>®</sup>**. 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:**

"Just wanted to say what a fantastic course it was, everything from the venue to the organisation of the event. I have been on countless courses in both a professional and personal capacity and have to acknowledge this particular course is one of, if not the best I have been on. The information and techniques I have learned have opened my eyes to a whole new side of interviewing and is something I will be practicing for the rest of my career in this industry. "

**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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