



Wicklander Zulawski

Teaching HR/ER Professionals
to use the TRUTH to their advantage.

TRUTH

Use the TRUTH to your advantage!

Wicklander-Zulawski & Associates (WZ) is an internationally recognized firm established in 1982. We facilitate over 450 training programs annually for clients in human resources, loss prevention and business executives. Our passion for the truth has led us to become a world leader in non-confrontational interview and interrogation training.

WZ's team of Certified Forensic Interviewers (CFI) teach a series of techniques, anchored by the WZ Non-Confrontational Method to integrate strategic preparation, behavior interpretation, and structured questions which allows an interviewer to successfully adapt to any type of investigation.

HR/ER Professionals face a myriad of challenges every day and WZ offers proven solutions to identify who is telling the truth and who appears to be deceptive in many applications.

Visit www.w-z.com today to learn how to arm your team with the skills to activate the truth.

W-Z.com

Wicklander-Zulawski
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Downers Grove, IL 60515
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WORKPLACE INVESTIGATIVE INTERVIEWING STRATEGIES

A powerful interactive workshop open to HR/ER professionals, executives and investigators who conduct inquiries into hostile work environment issues or handle cases involving workplace violence, sexual harassment and integrity issues. The program is supported by videos of WZ instructors conducting actual interviews to showcase the techniques taught.

ADVANCED WORKPLACE INVESTIGATIVE INTERVIEWING STRATEGIES

An ideal program to further enhance the proper implementation of interviewing proficiencies within hostile work environment situations. Teams are constructed to utilize learned skills in real world scenarios to apply interviewing strategies from investigative prep through the conclusion.

INTERVIEWING FOR HR/ER PROFESSIONALS

This course provides practical tools, tips, and techniques to improve interviewing skills, as well as increase the confidence of the interviewer when handling sensitive and complex employee issues. Using interactive exercises and drawing on years of practical experience, our instructors will outline a step-by-step process which can be applied to all types of investigations faced by HR/ER professionals.

PRE-EMPLOYMENT INTERVIEWING

The purpose of this seminar is to focus on those aspects of pre-employment screening which the HR/ER specialist or executive will find most useful to predict the productivity and longevity of an applicant. For those with more experience, the program offers a different approach to the challenge of employee selection while reinforcing successful methods already in use.

TELEPHONE INTERVIEWING

Many investigators have discovered the benefit of conducting investigative interviews over the telephone when the circumstances are appropriate. When conducted properly, a telephone interview provides an investigator the option to administer an interview effectively without the added cost of travel, time out of the office, and time away from family.

HRCI & SHRM PRE-APPROVED

WZ Seminars are pre-approved for recertification credit by HRCI. Wicklander-Zulawski & Associates, Inc. is also recognized by SHRM to offer Professional Development Credits (PDC's) for the SHRM-CPSM or SHRM-SCPSM.



To learn how you can provide your HR/ER team with a customized, contract training program contact: **Brett L. Ward, CFI and V.P. of Client Relations** by email bward@w-z.com or phone at **800.222.7789 x119**.