



# Telephone Interviewing

*The Wicklander-Zulawski Seminar on Telephone Interviewing* is designed to enhance the skills of law enforcement professionals to conduct effective and efficient telephone interviews. This interactive course teaches and reinforces the sound fundamentals of investigative telephonic communications with suspects, victims, witnesses and informants. It also provides supplemental training for 911 Operators, Dispatchers, First Responders and Investigators, who must quickly and accurately collect, evaluate and disseminate critical information during their calls.

With today's budget constraints, many departments and agencies are tasking their personnel to do more with less. Gathering pertinent information, collecting actionable intelligence and obtaining admissions by phone reduces costs and increases productivity. Telephone interviews often provide additional details and useful information as the subject is in a more comfortable environment.

## **SEMINAR TOPICS INCLUDE:**

### **ADVANTAGES / DISADVANTAGES OF TELEPHONE INTERVIEWS:**

This section details the benefits and limitations of telephone interviewing along with potential hurdles.

### **WHAT IS A GOOD OUTCOME OF A TELEPHONE INTERVIEW?**

A discussion of a framework for the investigator to evaluate whether a telephone interview is a productive option.

### **PREPERATION AND PRE-PLANNING A TELEPHONE INTERVIEW:**

Participants are taught how to develop a strategy for dealing with typical and potential roadblocks during telephone interviews. Instruction will be also provided on how to establish credibility over the phone.

### **REDUCING RESISTANCE AND RATIONALIZATIONS:**

This section includes an in-depth discussion on the use of themes and rationalizations with your subject. These themes provide an opportunity for the interviewer to minimize the seriousness of the event in a non-confrontational manner and use rationalizations to create a persuasive argument and encourage truthfulness.

### **ENTICEMENT QUESTIONS:**

A presentation of behavior-provoking, non-accusatory questions that entice the subject to change or consider changing their original story or alibi.

### **SELECTIVE INTERVIEW TECHNIQUES:**

A structured interview during which specific behavior-provoking, non-accusatory questions are asked in order to elicit interpretable behavior symptoms that are typical of innocence or guilt.

### **VERBAL COMMUNICATION EXERCISES:**

The WZ instructor leads a practice session for verbal behavior evaluation during this interactive portion of the workshop. The purpose is to differentiate between the behavior of typical truthful and untruthful individuals, and how to increase your listening skills to evaluate behavior over the telephone.

### **OTHER TOPICS PRESENTED IN THIS SEMINAR INCLUDE:**

- Characteristics of a Good Interviewer
- Causes of Deception and Non-Cooperation
- Handling Denials
- Obtaining the Admission
- Backing out of the Interview
- Taking the Statement and Audio Recording

The one-day seminar on Telephone Interviewing was developed and is presented by professionals from Wicklander-Zulawski & Associates, Inc. **ALL** WZ instructors are Certified Forensic Interviewers (CFI<sup>®</sup>) who teach the same up-to-date skills and methods they themselves have used during their own investigations.