



**WICKLANDER-ZULAWSKI
& ASSOCIATES, INC.**



Look & See - CORPORATE INTEGRITY LAB
is pleased to offer you
METHODOLOGY and certification
Wicklander-Zulawski

20, 21 and 22 May 2025
Madrid





Wicklander - Zulawski & Associates, Inc.

Learn to Use the Truth to Your Advantage

As professionals involved in team management, loss prevention, safety, security, human resources or any area where we manage people, we are often faced with sensitive situations. From potential internal fraud, to harassment, to behaviour that damages brand reputation, these scenarios generate tension and demand a firm and fair response.

Dealing with these circumstances involves not only identifying those who have crossed ethical boundaries, but also providing solutions that restore trust in the working environment. This may include, where appropriate, termination of employment, always within the legal framework, but also the ability to collect information accurately, without assumptions, and to present it in a clear and respectful manner.

How to find the perpetrator of a theft without creating unnecessary confrontation? How to document a case of harassment by showing the objective reality and offering viable recommendations?

The key lies in continuous training and expert coaching with a methodology backed by decades of experience. That is why we present the Wicklander-Zulawski course, specialising in non-confrontational interviewing techniques. This training is valuable for any professional who must conduct investigative interviews, seeking truth and evidence with rigour, empathy and effectiveness.

By incorporating these tools, you will not only be able to resolve complex cases more quickly and accurately, but you will also improve your communication skills, your professional reputation and the soundness of your decisions, creating fairer, more transparent and stable working environments.



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Non-Confrontational Interviewing Techniques Course

Dates Madrid

Level I 20 y 21 May 2025

Level II 22 May 2025

Timetable

Level I - Day 1 11:30 hrs. to 20:00 hrs.

Level I - Day 2 09:30 hrs. to 18:30 hrs.

Level II 10:00 hrs. to 18:00 hrs.

Cost

Level I 750 + 21% VAT

Level II 450 + 21% VAT

Enrolment for both levels: 995€ + 21% VAT

If you are already WZ-certified and want to take the training again to refresh your knowledge:

Level I 400 + 21% VAT

Level II 250 + 21% VAT

Registration for both levels: 500€ + 21% VAT

Discounts:

15% discount for students, members of police forces, ASIS members and groups of 5 people or more.

The registration fee includes course attendance, WZ manuals and forms, as well as certification upon completion of the course. Certification is only possible with 90% attendance.

No food or catering included.



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Registration

Contact email for registration, information, payment and other enquiries:

susana.marquez@lookandsee.es

Contact telephone number: 91 7373237

The course can be subsidised through FUNDAE.

The registration fee must be paid before the course starts in order to be able to attend the course.

Cancellation policy

No penalty up to and including 30/4/2025.

50% penalty between 1/5/2025 and 19/5/25

The course is non-refundable if the attendee does not show up for the course.

Instructor:

Chris Norris, CFI, a professional with over 33 years of experience in research, training and advanced interviewing techniques. He has taught courses on every continent, collaborated with international organisations and trained thousands of professionals in the art of non-confrontational interviewing.

Language of the course

The course will be held in English, with consecutive translation for those who require it.

Who the course is aimed at:

Security Managers, Loss Prevention, Investigators, Auditors, Human Resources, Lawyers, Private Security Personnel and FSCE. Professionals who need to improve their ability to resolve cases of dishonesty, conflicts and investigations.

Students of criminology as well as other related disciplines.

Where it is held

Location in Madrid city centre, to be confirmed prior to the course.