



METHODOLOGY & CERTIFICATION

Wicklander-Zulawski

Non-Confrontational Interviewing Techniques

Madrid · 29 & 30 September and 1 October 2026

AT A GLANCE

Dates	Level I — 29 & 30 September 2026 · Level II — 1 October 2026
Location	Madrid (city center — venue confirmed prior to the course)
Language	English, with Spanish subtitles available
Instructor	Chris Norris, CFI — Wicklander-Zulawski
Organiser	Look & See — Corporate Integrity Lab

WHY THIS COURSE

Anyone who manages people — whether in team leadership, loss prevention, safety and security, or HR — eventually finds themselves dealing with sensitive situations. Suspected internal fraud, harassment complaints, behaviour that puts the brand's reputation at risk: these are the moments that generate real tension and call for a response that is both fair and well-grounded.

Handling them well means more than identifying who crossed the line. It means restoring trust in the workplace — and, when necessary, moving toward termination within the legal framework, while also being able to gather information accurately, without assumptions, and to present it clearly and respectfully.

How do you resolve a theft case without turning the interview into an interrogation? How do you document a harassment case in a way that reflects the objective reality and offers workable recommendations?

The answer lies in ongoing training and expert coaching, supported by a methodology with decades of real-world experience behind it. That's where the Wicklander-Zulawski course comes in, focused on non-confrontational interviewing techniques. It's valuable training for any professional who has to conduct investigative interviews and wants to pursue truth and evidence with rigour, empathy and effectiveness.

Bringing these tools into your practice doesn't only help resolve complex cases faster and with more accuracy; it also strengthens the way you communicate, the soundness of your decisions, and the kind of working environment you help build — fairer, more transparent, and more stable.

DATES & TIMETABLE

Session	Date	Timetable
Level I — Day 1	29 September 2026	11:30 – 20:00
Level I — Day 2	30 September 2026	10:00 – 19:00
Level II	1 October 2026	10:00 – 18:00

COURSE FEES

Standard registration

Option	Fee (excl. VAT)
Level I	€750 + 21% VAT
Level II	€450 + 21% VAT
Level I + Level II (combined)	€995 + 21% VAT

Refresher rates (already WZ-certified)

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

Option	Fee (excl. VAT)
Level I	€400 + 21% VAT
Level II	€250 + 21% VAT
Level I + Level II (combined)	€500 + 21% VAT

DISCOUNTS

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

WHAT IS INCLUDED

- Course attendance and full participation in all sessions.
- Official Wicklander-Zulawski manuals and forms, in English or Spanish.
- Certification upon completion of the course (requires 90% attendance).

Note: meals and catering are not included.

WHO THE COURSE IS AIMED AT

Security Managers, Loss Prevention Professionals, Investigators, Auditors, Human Resources Professionals, Lawyers, Private Security personnel, and members of Law Enforcement Bodies (FCSE). The course is also open to Criminology students and other professionals from related disciplines who wish to strengthen their ability to resolve cases involving dishonesty, conflict, or investigations.

YOUR INSTRUCTOR

Chris Norris, CFI

Wicklander-Zulawski Senior Instructor

Chris is Vice President of WZ International at Wicklander-Zulawski & Associates, where he has led the firm's international training programme since joining in 2000. With over 30 years of experience in loss prevention and investigations, he has trained thousands of human resources, audit, loss prevention, security and law enforcement professionals across six continents, with seminars delivered in English and simultaneously translated into French, Spanish, German, Polish, Portuguese, Mandarin and Arabic. His work includes regular training programmes for the U.S. Federal Law Enforcement Training Center, the U.S. Department of State's Bureau of Diplomatic Security, and U.S.embassies from Kabul to Brasilia.

REGISTRATION

To secure your place, please complete the online registration form. For any questions about payment, group bookings, or specific requirements, feel free to get in touch by email or phone.

REGISTER NOW →

<https://forms.gle/RRuHaBufJue9Bc819>

Email	susana.marquez@lookandsee.es
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The registration fee must be paid before the course begins in order to attend.

CANCELLATION POLICY

Period	Penalty
Up to and including 15 September 2026	No penalty — full refund
Between 15 September and 28 September 2026	50% penalty
No-show on the day of the course	Non-refundable