The WZ Method of Interview and Interrogation

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VERIFY BACKGROUND

• Establish their behavior norm
• Plants a seed you know a lot about them
• Calms your nerves
DEVELOP RAPPORT

• Ask them to tell you a little about themselves
• They will tell you things about themselves that you can use as rationalizations
WHO WE ARE AND WHAT WE DO

• Continues to develop rapport
• Establishes your credibility
• Introduces the topic of fraud
• Starts the process of minimizing
HOW LOSSES OCCUR

• Lets them know we know
• Their behavior may tell us what else they have done
• Establishes Credibility that you know how people commit fraud.
HOW WE INVESTIGATE

• Lets them know how we know
• Establishes credibility in the investigation
• Takes away hope
SUMMARY OF RATIONALIZATIONS

• List rationalizations, i.e. peer pressure, impulse, financial

• Their behavior may tell you which one they are most receptive to
RATIONALIZATIONS

- Make it easy to admit
- Allow them to save face
- Gives them reasons or excuses
- Minimize what they have done
- Promote the benefits of cooperation
- Give back hope
FIRST RATIONALIZATION

• Choose the first rationalization based on background or behavior observed during summary
• State Rationalization i.e. Peer Pressure.
• Create a story or illustration that helps the suspect understand peer pressure
• State the moral of the story
• Link back to the investigation
CHANGE PERSPECTIVE

• Role Reversal
• Putting the subject in your place
• Allows the subject to make the same decision they hope you will make with them
SECOND RATIONALIZATION

• If personal information is known about the suspect that may relate to the reason for the fraud, a rationalization that mirrors their personal situation should be used

• Follow examples from first rationalization
ADDRESS HOPE

• Sometimes a person thinks that by saying nothing the problem will go away
• Let’s them know the company can resolve the situation even if they decide to say nothing
CREATE URGENCY

• “That’s why it’s important that a person understands that they have the ability to influence the decision making process. That’s why we need to get this resolved today.”
PROTECT EVIDENCE

“Now I know sometimes people wonder why we don’t just show them what we have. I don’t do that for very specific reasons. When I walk out of here I am going to be asked ‘what kind of person is he?’ The only way I know is if you tell me things I already know without being prompted.”
TEST FOR SUBMISSION

• Personalize your rationalization by saying “You” and calling them by their first name
• Their behavior will let you know if they are ready to admit
ASSUMPTIVE QUESTION

• Used only if the Interrogator believes the subject is ready to make an admission
• “Bob what’s the most amount of money you took in any single day?”
FOLLOW UP QUESTION

- Used when the subject hesitates before answering the assumptive question
- Asked in the form of an exaggeration
- “It wasn’t $10,000.00 was it?”
SUPPORT ADMISSION

• Lets the subject know he has confessed and supports the admission
• “That’s great, from the investigation I didn’t think it was quite that much”
DEVELOP ADMISSION

• Answer the investigative questions of who, what, when, where, how and why
• Substantiate all admissions
• Identify where to find other evidence
WRITTEN STATEMENT

• Minimize written confession “Letter of explanation”
• Guide them through the statement without dictating
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