FEATURED ARTICLE:
The Beginnings of the Associate Certified Forensic Interviewer (ACFI) Designation by Don Berecz, CFI

CFI SPOTLIGHT:
Towanna Gary Bazile, CFI, MBA

FLAG ON THE PLAY:
Involuntary Statement - Case Dismissed (Part I of II) by Jeff Baile, originally published in International Game Warden, Summer 2017 Issue

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16 LINKS OF INTEREST
Well I hope you enjoyed the opportunity to join us at Elite Training Day in the Northwest suburbs of Chicago.

Each year the program gets better and larger with speakers joining us from across the country. This year Dr. Saul Kassin, Prof. of Psychology from John Jay College of Criminal Justice joined us. Dr. Kassin is a major contributor to our knowledge of interview and interrogation. He is an expert witness on interview and interrogations and has testified on behavior assessment and interrogation strategies. I, personally, enjoyed hearing this presentation and meeting him in person.

Dr. Michael Skerker joined us from the United States Naval Academy where he is an associate professor in the Leadership, Ethics and Law Department. Dr. Skerker’s presentation was titled “Interview Ethics.” This presentation focused on the three stakeholder groups in an interview; the interviewer, the suspects, and the wider public. The goal of his presentation was to offer us a framework for morally evaluating interview tactics.

Detective Jim Trainum (Ret.) from the Washington DC Metropolitan Police Department was also presenting. His presentation “Avoiding the pitfalls that lead to bad confessions” discussed how to recognize and avoid pitfalls, plus how to test the reliability of your statement and confession evidence. Mr. Trainum has extensive practical experience in the field having conducted many interviews and interrogations in his position as a detective with a major metropolitan police department.

Finally, Michael Reddington, CFI, Vice President of Executive Education for Wicklander-Zulawski & Associates, spoke on the topic of “The Truth That Binds.” Mike’s presentation focused on the immense pressures facing the subject and interviewer during the interview process. We learned how interviewers can take advantage of uncertain circumstances and bond with their subjects to inspire a commitment to truth.

For those of you who are Certified Forensic Interviewers (CFIs), you were awarded with 10 continuing education credits towards recertification for attending Elite Training Day.

The IAI Advisory Board and I look forward to seeing you at this great event in 2019. Thank you to those who said “hello” and told us how we can make Elite Training Day even more exciting and relevant for you.

David E. Zulawski, CFI, CFE
Chairman, IAI Advisory Board
CERTIFIED FORENSIC INTERVIEWER (CFI)
The International Association of Interviewers (IAI) established the Certified Forensic Interviewer (CFI) in 2004, for professionals conducting a wide variety of investigative interviews with victims, witnesses, suspects, subjects, and/or other interviewees. It was designed for interviewers in both the public and private sectors who address suspicions, allegations, incidents, or other information-gathering functions. The following professions conduct interviews with a high level of proficiency to determine factual information and to assess the credibility of the person being interviewed:

- law enforcement, loss prevention, corporate security
- fraud examination, auditing, forensic accounting, regulatory compliance
- human resources

Professional interviewers in these disciplines must also understand the legal issues associated with 1) interview preparation, 2) fact-gathering interviews, 3) understanding behavior, 4) non-accusatory interviewing, and 5) the documentation of interview findings.

The CFI is designed to provide an objective measure of an interviewer’s knowledge of a universally accepted set of professional standards. The CFI credential is granted to professionals with significant interviewing experience.

GEORGIA SOUTHERN UNIVERSITY
In 2007, after a 23 year career as an FBI Special Agent and polygraph examiner, Don Berecz began his retirement job as the first director of the Fraud Examination and Forensic Accounting certificate programs in the School of Accountancy, in College of Business, at Georgia Southern University (accredited by SACs and AACSB). He developed and continues to be the primary instructor for their course named, “Forensic Interviews and Interrogation.” After researching various textbooks for students, Berecz selected “Practical Aspects of Interview and Interrogation” by David E. Zulawski and Douglas E. Wicklander (W-Z).

IAI ADVISORY BOARD
In 2013, after attending his first Elite Training Day and earning his CFI, Berecz inquired to the possibility of developing some kind of IAI certification for his Fraud Examination students with no professional interviewing experience. He was invited to join the IAI Advisory Board, and continued the dialog and crusade to develop a certification training program for college students (initially referred to as the “CFI, Jr.”).

ASSOCIATE CERTIFIED FORENSIC INTERVIEWER (ACFI)
In 2017, the Associate Certified Forensic Interviewer (ACFI) training program was tested with a small group of students to evaluate its effectiveness for use at Georgia Southern. Pedro Acatitlan-Sanchez (pictured with Berecz) was part of that test group and successfully completed the program, becoming IAI’s very first ACFI.

The ACFI is designed for high school graduates, possibly college students enrolled in an appropriate college course, who are beginning their knowledge and skill development in investigations, interviewing, interpreting behavior and interrogation methods. The ACFI is a one-time, five-year certification, and is awarded to the student after scoring 90% or higher on a 140 question certification exam. Students prepare for that exam after completing the following 15 module online program:

- Preparation and Interview Setting
- Fact Gathering Interviews
- Legal Aspects
- False Confessions
- Interpretation of Behavior
- Field Interviewing
- Behavioral Interviews
- Sexual Harassment Interviews
- Telephone Interviewing
- Enticement Questions
- Handling Denials
- Rationalizations
- Accusations
- Assumptive Questions
- Obtaining the Statement

Each ACFI module’s material is introduced with text and videos to reinforce knowledge. Each module concludes with a review (quiz) to assess accomplished knowledge. IAI offers individuals the ACFI certification training as a standalone online program.
College instructors should be also be aware that IAI can offer a “bundled” package for students in their college courses. The bundle includes an Associate IAI membership, text book (physical or EBook), and access to website resources and other learning resources. Instructors can incorporate the 15 ACFI learning modules (with their quizzes) and the ACFI certification (as a final) exam into their school’s online Learning Management System (LMS). The quizzes and final exam scores can be automatically transferred (SCORM) into the LMS gradebook.

At Georgia Southern, Berecz uses the ACFI program as a standalone online course during their five week summer terms. During the Fall and Spring (15 week) semesters, Berecz’s students are also required to complete about a dozen mock interviewing assignments (as homework). The interview assignments are coordinated with the textbook and website resources and the assignments include:

- Applicant Interview (unstructured interviews on the first day of class)
- Recruiting Interview (to identify something special about the person)
- Background Investigation (of the instructor)
- Witness / Victim Interview (using theatre students)
- Selective Interviews (during walk and talk interviews on campus)
- Informant Interview (on student cheating)
- Pre-Employment Interviews (of over 100 local high school students)
- Telephone / Cognitive Interview (of an unknown potential real witness)
- Rationalizations (five step script development of 3 themes)
- Interview Mapping (full interrogation script)
- Written Statement (narrative type with the 5 desired parts)

CREDENTIALS / CONTACT INFO
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IT was a holding call which erased an almost sixty yard gain for my hometown team. Behind me a visibly upset parent sprang to his feet and, with cupped hands, yelled out, “Stupid mistake guys, it’s all coming back!” That last bit, it’s all coming back, caught my attention. Hadn’t heard that quip since I retired, but boy did it resonate. I used to hear the defense attorneys mumble those words in the courthouse halls when the police had extracted an involuntary confession. It was said to me many times. A weird image for sure but as the penalty yardage was marked off, this crazy picture formed in my mind of a referee standing in the interrogation room throwing flags left and right yelling, “Objection, involuntary statement, move to dismiss your honor.” Indeed though, all of us would really pay attention to what we say and do if this was the case. Just imagine how precise we would be knowing someone could throw an interrogation flag right there in the room.

IT’S US, IT’S NOT THEM

“Motion granted,” the judge ordered after defense attorney Robin Boucher requested my breathalyzer test be excluded. With no confession to fall back on and marginal field sobriety scores, the state’s attorney had to dismiss. I really wanted to know how he saw that small contradicting nuance in my report that got his client off. So I asked Robin to join me for lunch. I’m sure glad I did because it was then I learned some key information about defense attorneys I carried the remainder of my career. When asked how he formulated his questioning he shrugged saying, “No biggy Jeff,” as he grabbed a sheet of paper. “I saw it right away; we look at things differently than you guys.”

To demonstrate he riddled the paper with holes then held it out and said, “This is what your case looks like after I read it for the first time.” Without pause he expanded those holes three-fold tearing the paper to shreds saying with an accompanying smirk (I really do remember that smirk), “And this is what your case looks like after I cross-examine you.”

It was his next statement that got me: “Defense attorneys just exploit the loopholes that you create for us.”

Wow! In my case, the loophole might have seemed slight, but in legal speak it was cavernous to the defense attorney’s trained eye. The mandated observation period for a DUI in Illinois is 20 minutes before the suspect can take the breath test. My observation period was incorrectly documented at 18 minutes;
18 isn't 20. Robin said he saw the timing loophole after his first read. Wow again.

That serendipitous moment back in the 80's really caused me to overarch and extend Boucher’s loophole proclamation directly to the interrogation process. If he could see that DUI conflict he could easily spot an interrogation anomaly. The meeting triggered me to think inversely, deeper, more analytically when I encountered people. How would defense respond to what I'm about to say or do? How is this next ten minute talk going to play out six months from now in court? If we don't pay close attention to legal procedures we can unwittingly become an ally for the defense by creating the legal loopholes our suspects escape through.

INvoluntary Statements As It Applies to Miranda


The prosecution may not use statements, whether exculpatory or inculpatory, stemming from custodial interrogation of the defendant unless it demonstrates the use of procedural safeguards effective to secure the privilege against self-incrimination. By custodial interrogation, we mean questioning initiated by law enforcement officers after a person has been taken into custody or otherwise deprived of his freedom of action in any significant way. Prior to any questioning, the person must be warned that he has a right to remain silent, that any statement he does make may be used as evidence against him, and that he has a right to the presence of an attorney, either retained or appointed. The defendant may waive effectuation of these rights, provided the waiver is made voluntarily, knowingly and intelligently...

Both times I viewed the Constitution in Washington D.C., I stared so long at the Bill of Rights the security guard had to ask me to keep moving. So I circled back and saw it again and again, and got yelled at again and again. I was entirely mesmerized with that document because, in a peculiar way, it felt like I was finally meeting my lifelong distant adversary. Now, right in front of me there it was, in tangible form, the root of all my suppression hearings. The essence of just about everything a conservation officer does.

Over the years, I have become aware that most officers do not have a lot of court time. Not the case for me. In the Peoria area, for whatever reason, it was almost robotic to request a trial. Even for small violations. Still is. I testified in hundreds of bench trials and hundreds of suppression hearings, even had three jury trials over fishing license violations. Almost all of these proceedings involved some facet of Fourth and Fifth Amendment issues. Right out of the academy, it was trial by fire and I became real good real fast at managing my confession cases. After losing trial after trial, I made myself a Miranda and confession "expert", paying extraordinarily close attention to exactly what I said and exactly what I did every single time I was mining incriminating statements. And sure enough, I wasn't getting flagged as much.

THIS BEAST CALLED “CUSTODY”

We all know the two criteria of Miranda – custody and questioning. A large majority of Supreme Court Miranda cases really do, however, revolve around the custody prong, which is one place our imaginary referee may throw a flag. It's pretty easy to tell when someone is in actual police custody. Handcuffed, in jail, back of a cage car or told they're under arrest. Clearly Miranda sensitive conditions and the courts presume any statement to be involuntary solely from the lack of a Miranda reading under these circumstances. It's the "... deprived of freedom in any significant way..." we need to learn to regulate on the spot. Any significant way is and always will be a subjective condition ripe for instantly morphing non-custody to custody merely by a slight change in our language or behavior. Shifting from investigatory to accusatory can be tricky though considering our inspection authorities. We must be careful. I had trouble with this particular stage my entire career. I found myself always trying to soften the encounter as much as possible, relentlessly adjusting. Consider, then, when we accuse this will be the exact moment, as the Supreme Court says, “Our adversarial process begins to operate...”

Whether a suspect is in-custody for Miranda purposes is a neutral determination involving two thoughts: 1) what were the circumstances surrounding the interrogation; 2) would a reasonable person have felt he or she was at liberty to terminate the interrogation and leave. In Stansbury v. California, 511 US 318, the court, using the "totality of the circumstances" criteria, states; “The police and courts must examine all the circumstances surrounding the interrogation...including those that would have affected how a reasonable person in the suspect’s position would perceive his or her freedom to leave.”

There are countless times when we would want the person to remain non-custodial but it will always be and should be an officer’s subjective decision to, when in doubt, read Miranda. If, however, we still want to question freely but nonetheless be able to use any inculpatory statements that might pop up, then we must refrain from doing certain things that may cause the person to perceive they were in custody.

Return personal property – An easy item defense can add to their list would be to show the government controlled defendant’s personal property. An insurance card, fishing / hunting license, gun, trap, coat, hat, etc., anything in possession of the government at the time of questioning, would provide the defense a decent shot at successfully arguing their client believed they were being restrained.

To gain courtroom experience, I used to observe random trials from DUI's to animal control cases to
One trial involved a state trooper on a simple marijuana case. The defense cleverly allowed the officer to back himself into a hole. From there, he had to admit that the admission (no Miranda) to him, “Yeah that’s mine,” came when the trooper still possessed the suspect’s driver’s license. Defense successfully convinced the court his client could not legally drive (could not leave) without a driver’s license. Therefore he was in custody for Miranda purposes. The case was gone. If you have taken anything from the subject and assuming it’s safe to do so, return it before asking incriminating questions. This issue was typically the first line of defense questioning in my cases.

Proxemics – Consent requires the subject had not been forced or intimidated by the government, even subtly, into believing he must acquiesce. Proxemics can play a role in this. Pay close attention to your precise whereabouts when questioning or asking permission to search. Standing directly in front of someone can be deemed a trapping of custody under the right circumstances. For example, a person walking on a narrow park trail lined with deep gullies may be able to successfully claim police blocked the only way forward. Thus they were not free to leave. An angler on a narrow peninsula, a jetty for example, could have a legitimate argument he was not free to leave because police were blocking the only way off the breakwater. Multiple officers exacerbate these examples. Try to ask your questions standing side by side and walk with the person.

No enforcement – To vividly demonstrate the subject truly was not in custody, no enforcement action whatsoever should be taken after a confession. This can be tricky especially with serious violations because the urge will be strong to arrest. If a serious violation is at hand, it’s probably best the read the warnings. That said, if it was a confession case, as best I could, it was my practice to postpone issuing any paperwork. Sometimes the delay would be only a few hours. Still, that was sufficient time to illustrate the confession came from a non-custodial environment.

**Ask: Don’t tell** – Requests and commands are as different as buck and doe. Where you have a choice, request first then request again, then again … and then again. Giving orders creates that dreaded loophole the defense can leverage as custodial parley. Place the person’s exact answer, in quotes, in your report such as “sure y’all come right on in” or “yeah I shot that damn thing.” Make sure, as well, that your body language matches what you are saying, especially voice tone.

We can testify they were not in custody all day long, but we really do have to demonstrate this to the court. We do this by, among other things, telling them they were free to go, that they can leave anytime (then actually let them leave with no paper), that the doors are all unlocked, and they are not under arrest. In addition, now we can also say we did not possess their personal property, we were not blocking their progress, we did not use any coercive language/behavior and made requests not issue commands. No doubt defense will always have something to bring up even given these countermeasures. Why fuel the fire?

In **PART II**, we will continue to examine involuntary statements, specifically addressing promises of benefit and creating interrogation stamina. ☺

I am grateful to Don Hays from Illinois Prosecutor Services for guidance with case law search. A complete list of article references available from IGW (contract the editor).

**Jeff Baile** is retired from The Illinois Conservation Police. Course inquiries or case assistance: jbaile@jbaile.com www.jbaile.com
This CFInsider edition spotlights Towanna Gary Bazile of AT&T. Towanna began her professional career as a jailer in a Harris County Sheriff’s Office detention center nearly 27 years ago. Towanna built her career on extensive law enforcement experience including assignments in inmate processing, jail records, courts, personnel, patrol and as a member of the department’s First Aid, CPR and new hire training team.

Towanna’s experience expands from Law Enforcement to retail, nonprofit and specialty. Within each of those footprints, Towanna has taken on multiple responsibilities including supervisory and executive leadership roles. Her expertise encompasses distribution loss prevention, corporate security, risk management and safety, investigations, quality control, OSHA compliance, regulatory programs, workplace injury & illness incidents management, fleet management, auto and general liability incident management, mergers and acquisitions, the creation of policy and procedures, and the training and coordination of physical security systems and processes.

Towanna currently works in a managerial role within AT&T’s Asset Protection Unit as a Sr. Investigator responsible for corporate security and investigations, and acts as a liaison with legal, human resources, and law enforcement agencies; protecting company employees, buildings, and the network elements. Towanna supports AT&T, Cricket Wireless and DirectTV employees within corporate owned and operated facilities in the Southwest Region.

Towanna holds a Bachelor of Science Degree in Administration of Justice and a Master’s Degree in Business Administration. Towanna is a Certified Forensic Interviewer (CFI), member of the International Association of Interviewers (IAI), the IAI South Chapter Chair and a member of IAI’s Scholarship Committee.

Please take the time to learn a little more about Towanna in this spotlight edition as questions range from career transition from public to private sector, her thought on partnership between Law Enforcement and Loss Prevention, and of course a few fun facts.

**Editor: What led you to a career in Loss Prevention?**

**Bazile:** I was led to a career in Loss Prevention after obtaining the highest certification level in Law Enforcement, Master Peace Officer. During my 13yr. tenure as a full-time officer, the longer you remained an officer the less seniority you had when bidding for work shifts after promoting to a ranking officer. While placing focus on my goal of obtaining my degree, I discovered rather late it was important to promote early to prevent stagnation, and to maintain bidding seniority and to prevent reaching a cap in pay structure. I began my Loss Prevention career at CVS Pharmacy shortly after its acquisition of Eckerd Pharmacy. I was offered a key employment opportunity assisting with creating and implementing LP policies and procedures within company distribution centers. Leadership was looking for the right fit and desired someone with a Law Enforcement background. I took the leap of faith and transitioned from Law Enforcement to Loss Prevention. While at CVS Pharmacy I remained connected to my
department and the Law Enforcement community as a Reserve Police Officer. I have always remained very connected to the Law Enforcement community. The experience gained at CVS Pharmacy, combined with my multi-year experience in Law Enforcement and investigations, opened the door for me to take another leap of faith and relocate to step into a director of risk management role overseeing LP, Risk Management, and Safety & Security for Goodwill Industries of San Antonio, a large non-profit retail and service organization.

Editor: When you made your transition from public to private sector, what was your biggest obstacle? How did you overcome it?

Bazile: The biggest obstacle was getting use to progressive discipline. In Law Enforcement there is a body of laws that individuals must adhere to, and when those laws are broken swift discipline or action is taken. I overcame this quickly when I acknowledged my new environment and sought to better understand workplace policies and procedures within the private sector.

Editor: When did you receive your CFI designation? What were the differences you found on interviewing techniques between the public and private sector?

Bazile: I am a Legacy CFI. I obtained CFI certification in 2011. The differences are very apparent; CFI emphasizes non-confrontational interview techniques, whereas during my Law Enforcement tenure interview techniques were interrogative in nature. The private sector also affords a personable approach by providing access to a network of CFIs and more access to continuing education focused on improving interviewing skills.

Editor: Being the IAI South Chapter Chair, what areas of the country do you concentrate in? What is your responsibility to the CFI designation?

Bazile: IAI South Chapter launched Q3 2017, and encompasses Texas, Oklahoma, Arkansas and Louisiana. I was nominated as Chair and have a great group of board members from varying backgrounds to assist me with ensuring the chapter is a success. As Chair, I preside over all chapter meetings, functions and events. I act under the advisement of IAI’s Advisory Board and in conjunction with the chapters board members. I perform a wide range of management functions as needed to meet the goals and objectives of the chapter and the organization while providing value to chapter members and advance the IAI and CFI brand. Meetings have been held thus far in the Dallas and Houston area. The interest and turnout has been phenomenal.

Editor: What opportunities does the IAI South Chapter provide to local CFI’s?

Bazile: IAI South Chapter provides professional development, continuing education and networking opportunities and exceptional speakers from a variety of backgrounds. CFI holders earn 3 CEUs for attending meetings. The chapter is open to anyone wanting to know more about IAI or the CFI designation.

Editor: News Headlines are now commonly reporting joint efforts between Law Enforcement and Loss Prevention attacking organize retail crime and retail theft; how do you feel about these joint efforts?

Bazile: Partnerships of this nature are essential to combat criminal activity. Sharing information on crime trends, crime prevention, legal updates, best practices and immediate access to organizational leaders, investigators and investigative expertise is invaluable. We are tackling the same issues with the same individuals at different times. 

Editor: What message would you like to send to the CFI community?

Bazile: Keep striving to gain more knowledge in the science of interviewing and commit to recruiting one person per year to join IAI and/or to obtain CFI designation. 

In concluding this interview with Towanna aside from discussing her career transition from Law Enforcement to Loss Prevention, her role with IAI being the South Chapter Chair, and the dedication she gives to the CFI community we learned a few other items. Towanna enjoys listening to zydeco music while enjoying a good bowl of gumbo and is known for her love of vintage items.

If you are interested in learning more about the IAI South Chapter; please visit https://certifiedinterviewer.com/south-chapter/
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National Labor Relations Board

The National Labor Relations Board (NLRB) has always had a partisan bent depending on which party was in power at the time. The Weingarten decision which afforded a union employee the right to have a union representative with them during any interview which could result in disciplinary action is a perfect example. Depending on whether the Democrats or the Republicans were in power depended on the application of this decision. When the board was a majority Democratic members the rules were expanded to allow any employees to have a representative present if there was a possibility of disciplinary actions. When the Republicans held the majority the pendulum swung the other way returning the right to only those employees protected under a collective bargaining agreement.

During the last decade when the Obama administration controlled the NLRB the decisions tended to be pro-employee and restricting the employer. Some of the decisions during the Obama administration contradicted years of precedent changing the rules in favor of the employee.

Peter Robb, the newly appointed NLRB General Counsel along with two additional Republican members is likely to change the decision-making of the NLRB altering the focus of the last eight years of the Obama administration.

On December 1, 2017 general counsel Robb sent a memo to the NLRB regional directors outlining his priorities and what types of case and should be submitted for advice. His memo likely signals the general counsel’s intent to undo much of the Obama era’s changes to federal labor law. Robb’s position allows him to steer cases to the board for consideration and his memo give some indication of where he would like to make the changes. From his memo he seems focused on those decisions that during “the last eight years have seen many changes in precedent” from the long-standing board holdings, “often with vigorous dissents.”
The memo seeks cases “involving significant legal issues”:

- “cases involving issues that the board has not decided,”
- “cases that involve issues over the last eight years that overruled precedent and involved one or more dissents”
- “any other cases that the Regional Offices “believe will be of importance to the general counsel.”

Without going through the entire memo there are a number of areas that have plagued businesses attempting to investigate and discipline employees for misconduct. Specifically there were cases alleging that employee handbooks interfered with section 7 rights of the employees often in nonunion workplaces. These involved prohibiting disciplinary action for disrespectful conduct, rules prohibiting the use of cameras and recording devices in the workplace, and policies relating to confidentiality during investigations. The memo also addresses Weingarten rights as they relate to employer mandated drug testing and expanding Weingarten rules to nonunion employees. Finally, it seems the NLRB will the Anheuser Bush 1984 precedent which was overruled in favor of having to provide witness statements to the unions prior to arbitrations.

This legal aspects column has addressed several of these NLRB rulings and how they might change our investigative protocols. Based on the general counsel’s memo it appears that the pendulum may once again shift on confidentiality, statements, video recordings, and maintain the current Weingarten standard applying only to union employees.

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DECEMBER - 2017

Christopher Coffey, CFI was named Asset Protection Manager for Saks Fifth Avenue.

Ben Dugan, CFI was named ORC & Corporate Investigations for CVS Health.

Alan Tague, CFI was named Senior Regional Loss Prevention, Audit & Firearms Compliance Manager for Dunham’s Sports.

Cheryl Demski, CFI was named Regional Loss Prevention Manager for Vans a Division of VF Outdoor.

Kevin Stone, CFI was named Manager of Organized Retail Crime for Columbia Sportswear Company.

Brian Csorba, CFI was promoted to Director, Loss Prevention for T-Mobile.

David Broom, CFI was promoted to Director, Loss Prevention for T-Mobile.

Terry Murphy, CFI was promoted to Director, Loss Prevention for the Southeast Region for T-Mobile USA.

Corey Freeman, CFI was promoted to Divisional Shrink Optimization Manager for Save-A-Lot.

JANUARY - 2018

Johnny Custer, CFI was promoted to CIO – Chief Implementation Officer Spark Analytics for Spark Resultants.

Lea Tamarack, CFI was named Regional Asset Protection Manager for Weis Markets.

Katie Walker, CFI was named Director of Asset Protection for The Decurion Corporation.

Patrick Smith, CFI was named Loss Prevention Investigator for Wawa, Inc.

Eric Means, CFI was named Regional Loss Prevention Manager for The Children’s Place.

Brian Keefer, CFI was named Regional Asset Protection Manager for TBC Corporation.

Raymond Sosa, CFI was named Divisional Asset Protection Director – Washington, DC Metro Area for CVS Health.

Earnest Stewart, CFI was named Executive Team Leader – Assets Protection for Target.

Michael Dinner, CFI was named Regional Operations Manager for Burlington Stores, Inc.

Michael Loox, CFI was promoted to Director, Emergency Operations Center for L Brands.

Sean Walker, CFI was named Senior Vice President for C-3is, Inc.

Jerry Snider, CFI was named Distribution Center Loss Prevention & Safety Manager for Bargain Hunt.

FEBRUARY - 2018

Chris De Tray, CFI was named Director of Asset Protection for Lucky’s Market.

Robert Frasco, CFI, LPC was promoted to Territory Loss Prevention Manager for Nike.

Williams Wells, CFI was named Manager Asset Protection Solutions for Walgreens.

Brian Stromberg, CFI was promoted to Vice President COE (Center of Expertise) Asset Protection for Macy’s.

Roger Ribbke, CFI was named Regional Loss Prevention Manager for AutoZone.

Corey May, CFI was promoted to Director, World Headquarters Business Continuity for Nike.

Graham Twidale, CFI was named District Asset Protection Manager for Safeway.
CHAPTER UPDATES

SECOND IAI SOUTH CHAPTER MEETING RECAP

The second IAI SOUTH CHAPTER meeting was held on February 27, 2018 at Crime Stoppers of Houston in Houston, TX from 12pm-3pm CT. The keynote speakers were Jim Bishop, CFI, Regional Loss Prevention Manager, Cracker Barrel Old Country Store and Brett L. Ward, CFI, Divisional Vice President – Business Development & Client Relations, Wicklander-Zulawski & Associates. The meeting was sponsored by IAI’s Silver Sponsor Protos Security. Kris Vece, LPQ, Director Client Relations at Protos Security was in attendance as well.

NORTHEAST CHAPTER MEETING RECAP

The Northeast Chapter held its last meeting on Thursday, March 29th from 1-4pm at Tiffany & Co (15 Sylvan Way, Parsippany, NJ 07054). Matt Chrisman, CFI presented on “Phone Interviewing” and Elisha Toye, CFI presented on “Building Rationalizations.” Tom Meehan, CFI also presented on “Interview & Investigations in a Cyber Situation.” All CFI attendees received 3 CEUs towards recertification.

MIDWEST CHAPTER MEETING RECAP

The second IAI MIDWEST Chapter meeting was held Tuesday, April 10th at Axis Communications in Chicago, IL from 1pm-5pm. Speakers included John Diedrich, COO of Rush Copley Medical Center who presented “Active Shooter – From Training to Survival: a COO’s story” and Dave Thompson, CFI who presented on the importance of getting back to the basics.

CONGRATULATIONS ON RETIREMENT!

Congratulations to Mark M. Neapolitan, CFI in his retirement! Mark is an industry veteran and true supporter of IAI and the CFI designation and we wish him all the best as he enters a new phase of his life!

Mark illustrious career spans more than 44 years of experience with 10 in Law Enforcement and 34 in Retail Loss Prevention. Mark has been instrumental in combating retail crime as well as facilitating the partnerships between retail loss prevention and law enforcement. Mark is an Executive Board Member of The Coalition for Law Enforcement and Retail (CLEAR) and serves on the board of the Loss Prevention Foundation (LPF). Mark has truly been an incredibly impactful professional both within retail loss prevention but also within the law enforcement community and how the two communicate together. We appreciate immensely his achievements as well as his consistent and valuable support of CFI and IAI.

LINKS OF INTEREST:

BEHAVIORAL QUESTIONS HELP SCREEN POTENTIAL EMPLOYEES
[link]

AI SYSTEM DETECTS ‘DECEPTION’ IN COURTROOM VIDEOS
[link]

TALKLP PODCASTS
[link]
NEW CFIs

DECEMBER–2017
Amber Adams
Monika Espinoza
Jackie Fessler
Lisa Mitchell
Gary Novello
Brandon Powers
Steven Thomas
Kevin Uhe
Michael Yoder

JANUARY–2018
Clever Bonilla
Jason Cody
Gregory Eubanks
Lori Guzman
Joel Hangen
Tora Harris
Norman Heyl
Matthew Pearsey
Fercia Ria Rambacal
Pierre Simon
Brent Taftlinger
Mohamed Tazedait
Leonnie Tescum
Christopher Weaver

FEBRUARY–2018
Benjamin Burrows
Hezekiah Ruel
Patrick Eidinger
Thaddeus Hughes
Theodore Kelly
Justin Kettel
Ray Lagasca
Christopher Mandala
Michael Mendez
Todd Mischke
Michael Sattler
Brett Wass
Terence Wilkerson
CFIs RECERTIFIED

DECEMBER–2017
Jason Adams
Nicholas Bacon
Jeremy Bailey
Justina Banuelos
Ernie Beugh
Marcelo Bravo
Robert Buescher
Paul Chrisman
Marvin Cooper
Natalie Gerk-Parra
Kevin Griggs
Lawrence Hartman
Curtis Hientz
George Hines, Jr.
Robert Horner
Carole Hylands
Thomas Jones
Kevin Kenney
Matthew Martin
Chris McCarrick
Renee McGee
Cliff Means
Donna Mundis
Michael Osborne
Brandie Patton
Robert Smith
Veronica Stafford
Brett Stees
Colin Stewart
Victoria To-Dowd
Joseph Toth
James Tyrrel
Brett Van Houten
Betsy Vargas Vargas
Diane Williams
Matthew Zelno
Kimberly Zovishlack

JANUARY–2018
Bill Dietzen
Walter Douglas
Mimi Foster
Christopher Gibson
John Gregg
Marc Heath
William Hill
James Hooper
John Jacobson
Mary Kelly
Celia Kettle
Danny Lake
Daniel Lockwood
Harold McIntyre
Gary Moncur
Aki Moore
William Penn
Joanna Povich
David Rabbiner
Daniel Renauer
Eric Rode
Timothy Ruggiero
David Seidler
Kim Sharp
Kane Smith
Stacey Weathers
John Worsham

FEBRUARY–2018
Kenneth Boremi
Pierre Buie
Gregory Chesterton
Bryan Copas
Bruce Couling
Brian Csorba
Steven Determan
Pasquale Gallo
Gwendolyn Jacquot
James Knaak
Karl Langhorst
Stephen Levine
Matt Lincoln
James Morris
James Mullaney
Floyd Nesbit
Eduardo Perez Campos Mayoral
Patrick Smith
Stephen Trefry
Anthony Wheeler
Samuel Wilkerson
CFIs UP FOR RECERTIFICATION

**APRIL–2018**

- Jose Barrada
- Robert Brill
- Mario Cardia
- Sean Carpenter
- Amber Carpenter
- John Cole
- Jose Correria
- Jesse Diaz
- Mike Forgione
- Bridget Frady
- John Gammon
- Nicole Garcea
- Arthur Heredia
- Shannon Hill
- Brett Johnson
- Steve Kang
- Peter Kepler
- Paul Leasum
- Brandon Marshall
- Michael Nelson
- Jamie Nordbak
- Alana Parry
- Lawrence Pike
- William Ratnakar Rapaka
- Mark Reaves
- Charles Rossello
- Mindy Solt
- Roland Strouse
- Rogly Tupas Susain, II
- Martin Theriault
- Mark Van Beest
- Scott Vollrath

**MAY–2018**

- Michael Adachi
- Kevin Baker
- John Barlett
- Jeffrey Bartley
- Richard Briney
- Donald Butler
- Adam Cabrera
- Roderick Cabrera
- Kimberley Chesko
- Jeffery Collins
- Kyle Davidson
- John Dillon
- Eric Echols
- Matthew Fields
- Stephen Gaughan
- James Hart
- Kristopher Hefti
- Deborah Hesly-Brown
- Michael Ketchmark
- Marc Lambert
- Daniel Lehman
- Gabriel Levit
- Martin Lisitza
- Bryant McAnnally
- Eric Means
- Melanie Millaway
- Terrence Murphy
- Jose Nunez
- Ernie Perez
- Kendra Pryce
- Jeremy Quick
- James Richey
- Linda Rodrigues
- Alex Shea
- Craig Smith
- Eric Stone
- Eric Surprenant
- Brittney Vachon
- Peter Zajda
CFIs IN THE MEDIA

LPM INSIDER
Tom Meehan, CFI wrote “2018 Emerging Trends in Cyber Risk for Retail.”
Mike Keenan, LPC, CPP, CFI wrote “Building Loss Prevention Careers: The Value of Experience and How to Get It.”
David Zulawski, CFE, CFI and Shane Sturman, CFI, CPP wrote “Don’t Give Up Your Evidence during Employee Investigation Procedures.”
Herman Laskey, Jr., LPQ, CFI wrote “Employee Theft Consequences: Risk vs. Gain Theory.”
Christopher P. Norris, CFI, and Alan Grocott, CFI wrote “Signs of Deception and Lying in an Interview.”
David Zulawski, CFE, CFI and Shane Sturman, CFI, CPP wrote “The Debate around Recording Interviews.”
Kevin Valentine, CFI, LP was featured in “What It’s Like to Work in LP for the Largest Retail Jeweler in the World” by Kelsey Seidler.
Mark VanBeest, CFI was featured in “Fraud Detection Techniques Using Big Data” by Eduardo Coccaro, Elizabeth Jones, and Xiaoqi Liu.
Walter Palmer, CFI, CPP, CFE wrote “How to Evaluate New Retail Technology Interventions” with Adrian Beck and Colin Peacock.
Christopher P. Norris, CFI, and Alan Grocott, CFI wrote “What Is Rapport, and Why Is It Helpful in Interviews?”
Mike Keenan, LPC, CPP, CFI wrote “The Most Successful Careers in Loss Prevention Start with Volunteering.”
Christopher P. Norris, CFI, and Frank Borecki, CFI wrote “Conducting Telephone Interviews for Theft Investigations.”
Mike Keenan, LPC, CPP, CFI wrote “How to Perform an In-Store Audit That Will Guide and Motivate Improved Performance.”
Johnny Custer, LPC, CFI wrote “Understanding Essential POS Features and Limitations.”
Maurice Edwards, CFI, John Schroeder, CFI and Walter Palmer, CFI were mentioned in “EPIC Adds Maurice Edwards, Walter Palmer and Their Risk Solutions Team.”
LP MAGAZINE NOVEMBER-DECEMBER 2017 ISSUE
David Zulawski, CFE, CFI and Shane Sturman, CFI, CPP wrote “Random Lessons from the Room: Part Three.”
Byron Smith, CFI was mentioned in “Stories from the Storms.”
Carmen DuBose, CFI and Jeremy Bailey, CFI were mentioned in “Collecting Shrinkage Goals and Sport Memorabilia with Scott Myers of Hibbett Sports.”
Tom Meehan, CFI wrote “Three Types of Social Engineering That Keep Coming after Retailers.”
Walter Palmer, CFI, CPP, CFE wrote “Searching for Reality in Retail.”
D&D DAILY
Melissa Mitchell, CFI was featured in “25 Years of LP Council Leadership.”
NEW IAI MEMBERS

DECEMBER–2017

Jerry Saucedo
Aaron Singleton
Andrew Birozy

JANUARY–2018

Terry Sauber
Amy Curtis
Meagan Johnson
Anna Walker
Aleysha Torres
Eric Nelson
Elsy Sibrian
Marcus Banks
Ashton Glenn
Christopher Powell
Lindsay Truscott
Kayla Odom
Edward Legaspi
Cody Doolittle
Bradley Thompson

Dillon Shepherd
James McNally
Alexis Bazemore
Abigail Harrison
Kyle Valentine
Katherine Davenport
Macy Miller
Jasmine Choi
Brandon Galiano
Elvira Saracevic
Tim Nichols
Slade Taylor
Michelle Andreoff
Keemah Kerr
Alli Anderson

Briana O'Malley
Chelsea Johnson
Zachary Daley
Ignas Karvelis
Christian Hunter
William Lindsey
Gracinta Matthews
Michael Heath
Spenser Gilmore
Coran Lee
Alyssia Brunet
Stephanie Light
Tyler Martins
Lovey Edwards-Smith
Michael Usry
Witt Napier
Parker Blackwell
Faatima Trice
Franklin Hagins
Demetrius Lemon
Brice Tonde
Klein Lipper
Benjamin Dickerson
Bonnie Figueroa
Courtney Baumgartner
Tyler Stemen
Kevin Gillis
Patrick Quillinan
James Ishum

FEBRUARY–2018

Amanda Buell
Jason Frie
Trevor Riley
Corey Holland
Malik Hayes
Jennifer Dickson
Terry Dilts
Douglas Bronson
Damon Nicely
Shannon Deller
Jason Hollen

Katherine Peavy
Doug Haworth
Billy Day
Michael Rigelhof
Jessica Anderson
Robert Heck
Aliyah Bradford
Kasey Fitts
Deadrick Grimes
Zach White
Rosario Munguia

Christopher Mandala
Carrie Bentley
Douglas Billiot
Rudy Gubach
Richard Courtney
Amy Coleman
Edward Kuhn
Jim Tanner
Benjamin Horste
Dwight Shepherd
Emry Cheesbrough

Russell Brown
Gina Bentle
Jessie Beaudoin
Michael Reaves
Patrick Sandford
Steven Determan
Ramiro Rendon
Melissa Bostick
Richard Hampton
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COMMITTEES

We thank these CFI Committee volunteers and we can accept more! Our volunteers make the CFI designation what it is today!

Be active in 2017 by joining a committee. Remember: A committee volunteer receives four (4) Continuing Education Credits toward re-certification per Committee, by being an active member! Pick one below! Sign up!

CONTINUING EDUCATION COMMITTEE
This committee is no longer accepting new members.

Jeremy Bailey, CFI, Hibbett Sporting Goods
Andrew Barborak, CFI, Gander Mountain
Michael Berry, CFI, Walt Disney World
Chance Bowlin, CFI, Petco
Carissa Brinkmann, CFI, Sears Holding
Linwood Byrd, CFI, CVS Health
Roderick Cabrera, CFI, Total Wine & More
James Carr, CFI, Rent-A-Center
Neftali Carrasquillo, CFI, Jr., Texas Department of Insurance
Suzanne Castillo, CFI, Ralph Lauren
Raymond Cotton, CFI, Capital One
Michael Coleman, CFI, Auto Zone
Bill Dietzen, CFI, Auto Zone
Dan DiMatteo, CFI, Portland Police Department
Daniel Easterly, CFI, Bealls
Douglas Fessenden, CFI, Restoration Hardware
Robert Figueroa, CFI, Rent-A-Center
Cheryl Floccare, CFI, Tractor Supply Company
Matthew Frankart, CFI, Tilly’s
Garth Gasse, CFI, SSP America
Ken Gladney, CFI, Taco Bueno
Michael Goodman, CFI, Walmart
Aaron Hancart, CFI, The Cellular Connection
Michael Hannon, CFI, Amherst Lacrosse Club
Justin Henkenberns, CFI, Restoration Hardware
Elena Hollenbeck, CFI, Nike
Reggie Holliday, CFI, LP Innovations
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Scott Martyka, CFI, Aldi
JD Mauricio, CFI, Luxottica Retail
David Miglin, CFI, Big Lots
Matthew Morgan, CFI, Forever 21
Conrad Nelson, CFI, Bloomingdales
Benjamin Robeano, CFI, Big Lots
Karen Sandoval, CFI, EisnerAmper LLP
Steve Schwartz, CFI, Kohls
Greg Sharp, CFI
Everett Stein, CFI, Tractor Supply Company

Jack Ternan, CFI, U.S. Security Associates
Shaun Vanderwerf, CFI, L-Brands
Shauna Vistad, CFI, Blue Cross
William Wells, CFI, Rite Aid

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Levi Ellis, Hobby Lobby
Dominic Ferraro, CFI, Charter Communications
Robert Figueroa, CFI, Rent-A-Center
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Chad Borstein, CFI, Loew’s
Carissa Brinkmann, CFI, Sears Holding
Mike Bowers, CFI, Northgate Markets
Dustin Brown, CFI, Notions Marketing
Linwood Byrd, CFI, CVS Health
Kristina Catucci, CFI, Walgreens
Matthew Dawson, CFI, Amazon
Daniel Easterly, CFI, Bealls
Douglas Fessenden, CFI, Restoration Hardware
Chris Fincke, CFI, AAFES
Jay Ganal, CFI, Gap Inc.
Ed Gatti, CFI, Home Depot
Chris Girone, CFI, Office Depot
Michael Goodman, CFI, Walmart
Michael Hannon, CFI, Amherst Lacrosse Club
William Hill, CFI, AmeriCold Logistics
John Howard, CFI, AT&T
Mark Jackson, CFI, Big Lots
Andrea Jensen, CFI, Office Depot
Deborah Lanford, CFI, 7-Eleven
Timothy Lapinski, CFI, Helzberg Diamonds
Kevin Larson, CFI, Kroger
Deanna Lawton, CFI, REI
Angelica Lopez
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• Dal-Tile
• Power Body Language
• The Boewing Company
• Pash SAS
• Ohio Health
• Indiana Grand Racing and Casino
• Mandala Investigations Inc
• Tennessee Highway Patrol
• Truth, Fact or Reason Investigations
• Takeda Pharmaceuticals USA, Inc.

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• Opinions and ideas in CFInsider are intended for information only, and not meant to be used as legal advice. Statements of fact and opinions made are the responsibility of the authors and do not imply an opinion on the part of IAI, its officers, the editors or its members.

• Member articles about interview and interrogation published in CFInsider qualify for Continuing Education Credits.

• Should you have any questions on obtaining re-certification for your CFI designation, please click here to contact IAI.
The International Association of Interviewers (IAI) wrapped up this year’s Elite Training Days on Thursday, April 12th with attendees buzzing about all the content discussed in the lineup of speakers. First, Dr. Saul Kassin, renowned expert on false confessions and research into wrongful convictions shared his knowledge with attendees on the causes and likelihood of causing an innocent person to confess. Kassin shared research data from several studies including the importance of video recording and the dangers of utilizing a false evidence ploy or minimizing consequences with a subject. Next, WZ’s VP of Executive Education, Michael Reddington, CFI hosted an engaging presentation “The Truth that Binds” discussing the importance of rapport building, trust and social judgment as it applies to interviews, sales and communication in general. Wrapping up the first day was Dr. Michael Skerter, Associate Professor at the US Naval Academy who shared with the group his take on ethics in the interview room leaving attendees with the framework on how to morally evaluate their tactics. The event wrapped up with Detective Jim Trainum, retired homicide detective for Washington DC PD. Mr. Trainum spoke about the challenges of managing proper interview and investigative methods by yourself and your team. Giving particular emphasis on the measuring and monitoring of your investigations to make sure the conversations are happening with the correct people for the correct reasons.

The 2017 CFI of the Year was also announced. Congratulations to Sgt. Chris Fontana from the Collin County Sheriff’s Office on being the 2017 CFI of the Year! IAI also gave out scholarships at the event. Congratulations to Levi Ellis (Hobby Lobby), Crystal Coleman (Old National Bank), Bryan Barlow (Chicago PD) and Damilola Shodalemi (Economic and Financial Crimes Commission, Nigeria) for receiving this year’s scholarships!

As usual, Elite Training Days provided knowledge to anyone involved in the field of interviewing and especially Certified Forensic Interviewers (CFI) who are willing to challenge themselves and others in their continued drive to become more efficient in their trade. Thank you to all those who attended including our event sponsors General Dynamics IT, InstaKey, Protos Security, CONTROLTEK, LP Innovations, S-TRON, EPIC and WZ. If you could not make it, we look forward to seeing you next year.