



**BRIDGING THE GAP: PRIVATE  
AND PUBLIC SECTOR  
RELATIONSHIPS**

by James Ballard, CFI IElkhart  
Police Department | Uniform  
Division/Statement Specialist | IAI  
Advisory Board Member

**THE ROLE OF THE AUDITOR/  
FORENSIC INVESTIGATOR as  
Expert Witness in the Criminal  
Adversarial Justice System**

by Dr. Muna D. Buchahin, CFE,  
CGAP, CRMA, CFI



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# LETTER FROM THE CHAIRMAN

This year has gone by quickly. We're now almost half way through and it's time for the National Retail Federation Loss Prevention conference. This will be WZ's 35<sup>th</sup> year attending the conference. It will be our 25<sup>th</sup> year hosting the WZ party. If you're going to be at the conference, I hope you'll join us at Bobby McKey's Dueling Piano Bar on June 27th from 10pm to 2am. This would have been my 34<sup>th</sup> consecutive year of attendance, but it is unlikely I will be there this year. I like to think I have a pretty good excuse; the birth of my fourth grandson. If he arrives early I'll do my best to join what's going to be another wonderful conference.

For those of you who are CFIs and are going to be in attendance, make sure you get a CFI ribbon to attach to your nametag. They will be available through the NRF staff or from any WZ instructor. In case you don't run across one of us, come to the WZ booth (booth# 1434) and we will have some on hand there.

While you're cruising the exhibit hall make sure you stop at our booth to see the newest innovation in interviewing. We will have an interactive video program which is **The Link** between the knowledge you receive in our seminar and actually applying these skills in an interview simulation. We have developed this program with our partner company to allow participants in our seminars the ability to practice the strategies of the non-confrontational techniques we teach in a safe environment. Investigators can practice "talking with Bob" and measure their success using the WZ Non-Confrontational Techniques.

Whether or not you make it to NRF, I wish each of you a wonderful summer.

David E. Zulawski, CFI, CFE  
Chairman of the Advisory Board

## IAI ADVISORY COMMITTEE

Don Berez, CPA, CFE, CFI  
Georgia Southern University  
[berez@georgiasouthern.edu](mailto:berez@georgiasouthern.edu)

Ray Cotton, CFI, Capital One  
[ray.cotton@gmail.com](mailto:ray.cotton@gmail.com)

Craig Cronheim, CFI, CarMax  
[Craig\\_T\\_Cronheim@carmax.com](mailto:Craig_T_Cronheim@carmax.com)

Joe Davis, CFI, Walmart  
[joe.t.davis@walmart.com](mailto:joe.t.davis@walmart.com)

Dan Doyle, CFI, Beall's Dept. Stores  
[dand@beallsinc.com](mailto:dand@beallsinc.com)

Wayne Hoover, CFI, WZ  
[whoover@w-z.com](mailto:whoover@w-z.com)

Cary Jones, CFI, HVHC, INC.  
[cjones@hvhc.com](mailto:cjones@hvhc.com)

David Lund, CFI, Dick's Sporting Goods  
[david.lund@dcsg.com](mailto:david.lund@dcsg.com)

Rick Manning, CFI, FBI (Ret.)  
[pike4five@comcast.net](mailto:pike4five@comcast.net)

Debbie Maples, CFI, Gap, Inc.  
[debbie\\_maples@gap.com](mailto:debbie_maples@gap.com)

Mike Marquis, CFI, TJX  
[mike\\_marquis@tjx.com](mailto:mike_marquis@tjx.com)

Dr. David Matsumoto, Humintell  
[dmatsumoto@humintell.com](mailto:dmatsumoto@humintell.com)

Steven May, CFI, LP Innovations  
[smay@lpinnovations.com](mailto:smay@lpinnovations.com)

Chris McDonald, Compass Group  
[chris.mcdonald2@compass-usa.com](mailto:chris.mcdonald2@compass-usa.com)

John Millner, CFI (Ret.), Illinois State Senator  
[millnerinc@aol.com](mailto:millnerinc@aol.com)

Melissa Mitchell, CFI  
Lifeway Christian Stores  
[melissa.mitchell@lifeway.com](mailto:melissa.mitchell@lifeway.com)

Walter Palmer, CFI, PCG Solutions  
[wpalmer@pcgsolutions.com](mailto:wpalmer@pcgsolutions.com)

Kathleen Smith, CFI, Safeway Inc.  
[kathleen.smith3@safeway.com](mailto:kathleen.smith3@safeway.com)

Shane Sturman, CFI, WZ  
[ssurman@w-z.com](mailto:ssurman@w-z.com)

Mark Sullivan, CFI, GT  
[mark.sullivan@GT.com](mailto:mark.sullivan@GT.com)

Alan Tague, CFI, Gander Mountain  
[alan.tague@gandermountain.com](mailto:alan.tague@gandermountain.com)

Kevin Valentine, CFI, Sterling, Inc.  
[kvalentine@jewels.com](mailto:kvalentine@jewels.com)

Douglas Wicklander, CFI, WZ  
[dwicklander@w-z.com](mailto:dwicklander@w-z.com)

David Zulawski, CFI, WZ  
[dzulawski@w-z.com](mailto:dzulawski@w-z.com)

# BRIDGING THE GAP:

## PRIVATE AND PUBLIC SECTOR RELATIONSHIPS

by James Ballard, CFI | Elkhart Police Department | Uniform  
Division/Statement Specialist | IAI Advisory Board Member

Even the best relationships can often be strained. The key to forming a working relationship is through open communication. Loss Prevention/Asset Protection is one area where both the private and public sectors can form relationships leading to a higher return on investment benefiting both parties.

The private sector concentrates on protecting assets, facilities, employees, and patrons in an effort to make a monetary profit. The public sector also shares the same responsibilities, but profit is defined differently. The public sector determines profit based on criminal statistics as well as the public's perception on how safe they feel in the community. So, how do we bridge the gap to benefit both sectors?

I have been a police officer for almost twenty years. I learned a long time ago the power of communicating with business owners on a one-on-one, face-to-face basis. When a business owner or law enforcement officer can put a face to a name the relationship becomes personal. I have always believed police officers need to exit the patrol car and make personal connections. When such connections exist it is easier for a police officer to contact a business regarding crime alerts or trends. Businesses can also feel comfortable calling a police officer they have a personal relationship with to answer questions, which normally would not require a police response. This is truly a time saver for the business and law enforcement. Everyone knows time is money.

I currently have the honor of serving on the International Association of Interviewers (IAI) Advisory Board. I am trained in the Basic and Advanced Interview/Interrogation techniques through Wicklander-Zulawski, and a few years ago I earned my Certified Forensic Interviewer (CFI) designation through IAI. I am very proud of this achievement and have also had the opportunity to serve on the IAI Advisory Board with many leaders in LP/AP. The experience is just one more tool in my tool box and has allotted me a deeper look into their world.

I recently connected with several leaders in the private sector at the 2017 IAI Elite Training Day conference. I was overwhelmed at first as they spoke of marketing strategies and various programs to reduce theft. I listened attentively learning from each and every one, which has benefited me as a law enforcement officer. Thank you, Wayne Hoover, CFI – Wicklander Zulawski, Kathleen Smith, CFI, of Albertsons-Safeway, Steven May, CFI - LP Innovations, Dr. David Matsumoto - Humintell, Alan Tague, CFI – Gander Mountain, David Lund, CFI – Dick's Sporting Goods, Rob Holm – McDonald's, and Joe Davis, CFI – Walmart for your guidance. I highly recommend anyone who is given the opportunity to attend the IAI Elite Training Day conference.

Now back to bridging the gap between the public and private sectors! My advice about the two communicating with each other keeps creeping back into play. Hmm, I must be onto something?

Case in point, I was speaking to Joe Davis, CFI of Walmart at lunch during the conference about the amount of hours police officers spend on a simple theft charge. In my State, Indiana, theft under \$750 is a misdemeanor and first time offenders are cited into court. Misdemeanor shoplifters are not arrested unless they have a prior conviction or are from out of state.

Joe told me about a voluntary Walmart program called Restorative Justice. The program basically allows first time offenders the opportunity to forego arrest or a record of arrest if they agree to undergo a shoplifting educational program (Restorative Justice) offered through Walmart. The shoplifter is not only saved the embarrassment of arrest, but if convicted could have long term results when applying for employment opportunities.

This program has significantly reduced not only the percentage of shoplifting incidents, but the time law enforcement and LP officers spend making arrests. I was told if the offender does not comply with the agreement

A photograph of a man and a woman in professional attire. The man, on the left, is bald and wearing a light blue shirt. The woman, on the right, has short brown hair, wears glasses, and a dark blue and white top. They are both looking down at a tablet held by the woman. The background is a blurred office environment.

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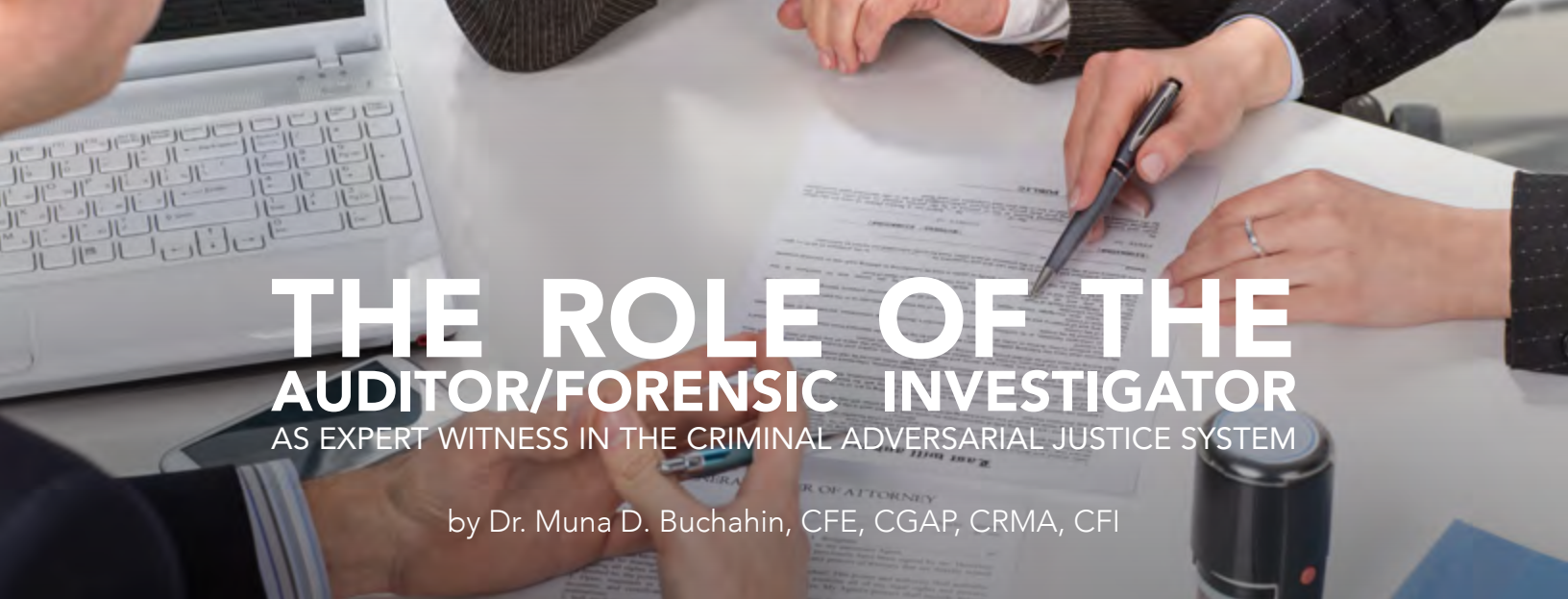
*The key to forming a working relationship is through open communication.*

or program requirements prosecution is sought against the offender. I contacted my county prosecutor asking if a civil restitution agreement or participation on the Restorative Justice program would prevent prosecution. The prosecutor's answer was "no." The prosecutor stated since they are not party to the agreement, prosecution can move forward. I am sure this varies from jurisdiction to jurisdiction, I recommend if an officer refuses to take a report after such agreements are signed and the offender does not adhere to the requirements, you contact the head of the police department to discuss the matter.

In my opinion the program is a win-win for Walmart and law enforcement as it directly affects both parties. I have approached my administration and the local Walmart representative in reference to the Restorative Justice program. We plan on discussing and possibly bringing the program to my jurisdiction in the future.

A second opportunity to communicate presented itself when I spoke with Rob Holm of McDonald's. I was having difficulty on the local level obtaining evidence. Rob was able to introduce me to the Regional Director of his security team who in-turn listened to my issue and has since assisted my efforts.

In closing, don't be afraid to communicate with each other. You never know when the next big idea will present itself to bridge the gap between the private and public sectors! ■



# THE ROLE OF THE AUDITOR/FORENSIC INVESTIGATOR AS EXPERT WITNESS IN THE CRIMINAL ADVERSARIAL JUSTICE SYSTEM

by Dr. Muna D. Buchahin, CFE, CGAP, CRMA, CFI

The challenges presented in the context of oral trials where we perform in various areas of legal and scientific knowledge are of vital importance due to the significance of adducing expert evidence, which in turn can make a case be won or lost.

When analyzing the procedural part of the accusatory penal system it is particularly interesting to know the role of the auditor-investigator as a forensic expert witness at a trial and the evaluation of his testimony. In this situation, the reforms in paragraph A of Article 20 of the Constitution warn us of the transformations that, from its roots, the way to obtain and give expert evidence will experience because, unlike what happens in the inquisitorial system the evidence in the adversarial system these are presented to the judge or court in the preliminary stage or trial hearing.

As a prelude to the trial hearing, the intermediate stage or preparation is aimed at both the offering and admission of evidence, such as procedural clearance. This takes place over the intermediate hearing and so doing, the positions of the parties are established. At last, issuance of the order to open the trial is made, which requires tests to hear and the facts of the indictment.

The expert evidence in the adversarial system consists of the testimony that the expert gives before the judge and not in its written opinion (which is appended to the file to be viewed by the judge and consulted by the parties) as in the case the inquisitorial system. This implies that if the expert does not render his statement in the trial as a witness who can explain his initial hypothesis, including in the method applied in the study and its findings, using clear and precise terms for the audience, there will simply be no expert evidence.

According to Article 368 of the CNPP, "expert evidence may be given when, for the examination of people, events, objects or circumstances relevant to the process, it is necessary or desirable to have special knowledge in any science, art, technical or trade". Thus, for the rendering of expert evidence it must be understood that it is "in principle, an expert who appears in trial and gives

evidence in court through direct and cross examination of the parties. This means that his statement in court cannot be replaced, or supplemented by previous statements recorded in minutes or his expert report, except for exceptional cases regulated by the Code. "(1)

We must not lose sight of the fact that in the procedure all subjects are important. In this context, the expert faces one of the main challenges in the change from an inquisitorial system to an accusatory and adversarial one, as the testimony given by the expert before the court will pass through the direct and cross examination of the parties. The key points are the experience and expertise of the auditor-investigator and, secondly, his statement on the opinion he issued.

On the first point, questions relating to his experience will be made (for example, how long he has been working in the area of specialization, how many cases he has investigated and what methodology he used), and even aspects of his work discipline, history of misconduct, legal problems if any, shortcomings at work and personality traits. This is what is known as accreditation, and the party introducing him must ask the right questions that will allow the expert to become accredited or avail himself, personally, as an expert, so that his testimony is considered reliable evidence. On the other hand, the counterparty will seek to discredit him in both respects. (2)

With regard to his expertise, he will be questioned about the opinion that he gave. It should be noted that what is expected here is the presentation and defense of his professional judgment; that is, his credibility and expertise combined with oral skills and personality that enable him to have the mood to argue properly and consistently. Therefore, he must clearly express each of the reasoned conclusions that support his opinion.

This is of fundamental importance because in order to achieve persuasion from his study the expert needs to give consistency to his matter of investigation, as well as make the choice of an appropriate methodology drawing reasoned, logical and supporting conclusions

in his expert opinion.

So, when he comes to a trial hearing as an expert witness to explain his opinion, he seeks to convince the participants with solid and consistent arguments as well as defend his opinion with technical and scientific grounds. Conversely, the opposing party will attempt to show his weaknesses and rebut arguments by performing cross-examination.

In this regard, training in argument and oratory is critical because the expert must be a good communicator and stage his best dialogue: showing education, moderation, slow pace but consistency, and compelling self-confidence; rather than reporting, he must communicate and convince with full certainty.

Depending on the subject being witnessed, the expert must have enough skills and knowledge to present a case or its complex contents in a simplified way, so as to contribute to the understanding of all parties. He should tenaciously defend his opinion for it will be subject to the intense scrutiny and pressure of the counterparty.

Under the general provisions in the adversarial system, prior to testifying as an expert witness at the trial hearing, the expert cannot communicate or see, hear or be notified of what happens at the hearing by other people, because he will remain in a separate room from that in which it develops (and he will have been warned of it by the judge presiding over the hearing). Upon being called by the established order, the judge will identify him as a witness-expert; he will take oath under protest of telling the truth and will be warned about the penalties imposed by incurring false statements.

During the hearing, the auditor-investigator should be questioned personally by the party that proposed and subsequently by other subjects involved in the process, always respecting the assigned order. Immediately, the other party may cross-examine him; that is, he may be asked questions to propose hypotheses on the subject

of expert opinion, to which he must answer by serving science, profession and the proposed hypothetical facts. All questions must be made orally and will focus on a specific event. No ambiguous cases or unclear questions will be allowed; neither of these questions are conclusive, impertinent or irrelevant, argumentative or personally offensive or seeking to coerce him. Leading questions are only allowed to be made by the counterparty who offered the witness in cross-examination.

Either as a witness or expert witness, he has the obligation to answer questions as well as questions of lawyers and judges, based on his experience and expertise; thus issuing a serious and documented professional opinion on complex issues is expected.

During questioning and cross-examination, he can read part of the report or documents prepared by him when necessary to assist memory or overcome contradictions or obtain evidence, or to request clarifications. The documents will be read and displayed in the debate, indicating their origin; as well as the objects construed as evidence.

The importance of the examination of the fraud witness is that it must provide accurate for the examination of people, events, objects or circumstances relevant information, supported with a technical opinion, same as the judges need as an additional element probative to issue verdicts supported on the elements and evidence and of course, expert opinions are a fundamental part to clarify the facts.

### **EXPECTED QUALITIES**

The personality is an essential part in the process. The management of verbal and non-verbal language is a fundamental part of his performance within the oral process: it is the way of interacting with the parties and counterparties. Therefore, the perception generated by the judge is an element that can have a positive or negative impact.



Other attributes that the expert must have are the mastery of the subject matter; development of cognitive skills; assertive communication; argumentation and legal interpretation; preparation; and expertise.

Thus, he must live up to the case and its circumstances; self-confidence and manner of answering influences how we are seen. The allure and his clothes speak for themselves. Denoting nervousness in facial expressions, stutters, barriers, lack of self-confidence, nervous tics or hesitation, lack of assertiveness or knowledge are not expected attitudes of an expert witness. Undoubtedly, we must prepare in these cognitive areas. Although experience has shown us to prepare, failure to do so, in the long term, is costly, not only because the cases are lost, but because prestige and credibility are jeopardized.

When testifying, the expert is at the same level of those who want to discredit his testimony. One of the great mistakes is to directly engage or respond to the opposing party rather than the judge. This party always wants to make us make mistakes so it can show that the opinion was not substantiated or completed or that the job was not well done.

It should be emphasized that the core of the argument must be linked to both the method and the rationale of the findings, and that being designated as an "Expert" implies the recognition of being a specialist in a science or art, though we must not forget that solely the judge can decide whether the methodology and the demonstration raised are sufficient, relevant and competent; that is, if they are correct or not.

Therefore, it would be a mistake to assume that the mere fact of being recognized as experts will be taken for valid conclusions. If they are not properly supported and reasoned they will not be useful (even if the conclusion might seem correct) because substance is the guarantee of correctness.

As professionals, we should always do drills and anticipate what can be asked, by rehearsing, arguing, becoming familiar with the working style of the counterparty; in addition, each review helps us better understand the facts of the case and solidify our informed opinion, increasingly basing it on more elements of knowledge. A good fraud examiner, witness, lawyer or expert wants to practice and prepare for the trial in order to understand the case, the materials and the technical aspects. You should always think about your strategy, anticipate questions and visualize how the expert opinion can influence the case.

We have a professional obligation to be constantly informed, catch up on our stuff and prepare each case we examine in a diligent manner. It is imperative to think

of any unexpected situation that may arise during the trial that our counterparts may take as an opportunity to attack us, and thus be clear about how we react. For example, consider that direct assessment can apply for evidence to support the interpretation of the matter in dispute. It should be noted that the opposing party may also question issues in the direct examination. In this case, the adversary will seek only evidence to support in his favor, i.e. strengthen his own interpretation and void the arguments of the opposing party during the cross-examination.

Today, we find that fraud examiner experts are required in litigation in different areas, opening up an opportunity to develop this professional field within oral trials in criminal matters, and which was implemented throughout the country in 2016. Therefore, the work of fraud examiners, either as experts, consultants, or as expert witnesses providing conclusive evidence in an investigation is increasingly becoming essential.

For those who have not yet had the experience of testifying in a trial, I recommend reading specialized books on the subject, taking courses in order to improve their interviewing techniques and their oral skills. We cannot improvise or think that only by experience our knowledge will reaffirm itself and our skills will develop. There will always be a lot to be done.

#### **SUGGESTED READING:**

Maruri Jimenez, Juan Antonio, Criminologist aspect of the new criminal procedure of accusatory, adversarial and oral court in the State of Mexico, Mexico, Center for Advanced Studies in Legal and Criminological Sciences, Year 5, Vol. X, January-July 2013.

Romero Guerra, Ana Pamela, "Expert evidence in the adversarial system," *Journal of Criminal Sciences: Iter Criminis*, Mexico, no. 6 November-December 2008.

Superior Court of the DF, "The assistance of the expert in the accusatory system," *Digital Magazine of Nova Iustitia Penal Reform*, Mexico, Year II, no. 6 February 2014.

1 Andrés Baytelman and Mauricio Duce, "criminal litigation. Trial and test", Mexico, FCE / INACIPE, 2008, p. 230.

2 Pamela Romero Ana Guerra, "Expert evidence in the adversarial system," *Journal of Criminal Sciences: Iter Criminis*, Mexico, no. 6 November-December 2008, p. 199. ■



# GROUP:SCHOOL, RATIONALIZATION: TIME THEFT

## **GROUP: SCHOOL, RATIONALIZATION: TIME THEFT**

**State It:** When employees commit to too many activities they can find themselves in difficult situations.

**Story It:** I just spoke to an employee that worked for us full time and was trying to go to school full time as well. His goal was to become a nurse after he graduated.

His schedule had been worked out so he could attend classes, but that left him little time to complete homework and for other activities. During his recent semester, he found himself struggling with his class load.

One day he was scheduled to be at work but failed to report to management when he was paged. The manager reviewed his time card and noticed he was on the clock, but he could not find the employee in the store nor could he find anyone that knew where the employee was at. Upon reviewing video he noticed that the employee had left the building after working for about an hour, but didn't return until the end of his shift when he punched out and left the building for good.

The manager contacted Loss prevention and after investigating, it was discovered that the employee had done this on several occasions. Loss prevention then spent a day observing the employee as he punched in, then left the building to meet with some other students at school where he spent several hours at the library, ate dinner, and went back to the library before returning to his work location to punch out.

When I sat down with the employee, he tried to say the manager was mistaken, but after I explained about the investigation he admitted that he had left work to study with some friends for some exams he had coming up.

He said his class load was proving difficult, but he felt that school was his main priority since he intended to pursue nursing after he graduated. He felt bad making the choices he did and apologized.

**Moral It:** While this employee had his priorities straight, he went about it the wrong way. He needed to work with his manager to adjust his hours so he could continue to perform well in his classes and work to earn money to help pay for his education.

**Link It:** The company wants to help individuals that have goals and work hard to achieve them. That is why we sit down with an employee at the end of every investigation...so we can understand what issues they are having and determine what the best course of action is. ■



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**GENERAL DYNAMICS**  
Information Technology

# DO YOU KNOW SOMEONE WHO'S TOO BIG TO CARE...AS A LEADER?

HERE'S 3 WAYS TO HELP – BEFORE ANOTHER GREAT EMPLOYEE SLIPS OUT

by Dr. Ashley Lesko

## QUICK POP QUIZ... DO YOU KNOW ANYONE THAT:

- *Has been in their position for more than a year? More than 2? 10?*
- *Has trouble remembering the last time they sat down with someone from their team and talked about something OTHER than the next project or task that is due?*
- *May not be able to share 3 facts about each individual on their team – that is NOT work related (i.e. Tom likes to cook French food)?*
- *Probably doesn't know what their employees want to do next in their job? For their careers?*

Take a look... if you answered “yes” to more than one of these, that person may have (knowingly or not) become too big to care as a leader.

How does this align with the leaders that you know? Or... did it surprise you that you said yes to more than you thought? In one of the lowest points of my work career, I became “too big to care”. I focused more **on what I** needed to do to fix the overall problems – than on my team that could actually fix the problems.

I've spent 15 years in practice and several doing research in this area, and the same results

keep coming back – no matter the size of the organization, the level that you are at IN that organization – your people want to be their best – and use their talents. The problem is... **those talents or strengths may not be on the job description they were hired.**

A leader is defined as one that has the ability to influence others. Some actually have the responsibility to manage others (in a traditional, hierarchical sense) and others have the ability to influence peers, manage up, or convince clients that their needs will be met by the leader. Here's a few ways to help you (or a leader you know) get back to what's important.

1. **Have a real conversation.** One that doesn't include work. It can be difficult, and for some it seems remote to talk about things other than work, but don't forget – they are people too. They aren't just a number. You hired them because they added value to the company – at some level. What value can they add to you? Your team? What are their interests? **Find a few ways** to help them open up and the work may open up too.
2. **Find out what makes them tick. Really.** Pop Quiz. What is the **motivation style** for each of your employees? Is it the carrot? Stick? Do they do their best work alone? With periodic

checkups? Take a few minutes to find out. Ask them to complete the free assessment the **Talent Engagement Zone (TEZ)** or buy the book **Strengths Finder** – and talk about the results. How can you give them more of what they already have... and one? How can you build that into the goals and critical needs of your organization and team? Ask.

3. **Share about what makes you tick. REALLY.** It's important to know the things that make your employees want to work harder – but your interests, strengths and motivations are just as important. Where do your interests and theirs align? Where do they want to go... that's similar (or even parallel) to where you want to go? How can you go there together?

It's understandable that **not everything will align**. You may want to run the company, and an individual may just want to do a good job (and securely KEEP the good job). What doesn't go together? How do you break the two up and resolve those differences? Sharing stories about yourself makes you a little vulnerable, but it also opens your employees to the REAL you... which will help them better understand and better relate to you. No one's perfect, right? It's ok to let them see it, too.

The year is young. Focus on your 10% and show you're not too big to care. ▀





# CFI SPOTLIGHT:

## ANDY HEIMKREITER, CFI

by James B. McLemore, CFI – Journal Committee

This CFInsider edition spotlights Andy Heimkreiter, CFI of Old Navy. Andy is currently an Area Investigator for Old Navy with a focus on internal theft related crimes to his company. Andy currently resides in the Tampa Bay area of Florida with his family. Andy graduated from the University of Cincinnati in 2000 with a Bachelor of Science in Criminal Justice. Shortly after graduating Andy began his progressive career in the field of Loss Prevention with Gap Inc. as a Loss Prevention Agent. From there, Andy was promoted to Loss Prevention Supervisor then Area Investigator with the responsibility of the Southeast of the U.S. and Canada while currently concentrating his efforts in the Southeast of the U.S. and Mexico territories. Andy was the recipient of the 2016 CFI of the Year award by displaying the core values and integrity of the designation while influencing peers and the industry. Please take the time to learn a little more about Andy in the Spotlight Edition as questions range from career progression, his nomination of CFI of the Year and, of course, a few fun facts.

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

**Heimkreiter:** I started my career in Loss Prevention as an Agent in a distribution center after graduating college. At the time I was looking for a job and quickly found that Loss Prevention offered more than just a job. After being with the company a year I was promoted into a leadership role. I was then promoted to work with our online division and gained experience with call and fulfillment centers. Once establishing myself in the role, I then stepped outside my comfort zone to work in a headquarters investigation position to support the company's stores where I was able to polish my interviewing skills.

**Editor: When did you receive your CFI designation and what did you find out about the course that was beneficial for career progression?**

**Heimkreiter:** I received my CFI designation in 2004 as I was transitioning from the company's distribution center division to our online division. I feel that the CFI designation sets the professional interviewers apart from others in the industry while the tools supplied by IAI aids in polishing interviewing skills at all levels.

**Editor: How has being a CFI assisted you in your career?**

**Heimkreiter:** The course and study material I found beneficial to my career by focusing on key concepts of the interview process. Since becoming a CFI I attend the webinars provided by IAI and also have utilized the Rationalization Matrix to further my interviewing skills and to become a better interviewer.

**Editor: Did you know you were going to be nominated for the CFI of the year award?**

**Heimkreiter:** I was not aware of my nomination until I was informed that I was a finalist. A peer and my supervisor at the time both nominated me for the award based on my accomplishments in 2016; being a team player, delivering results, and the passion I have for interviewing. I'm confident that these reasons were contributing factors with their decision to nominate me for this accolade. When internalizing after being notified of being a finalist for the CFI of the Year, I thought back on the high level of delivery I had throughout the year, while displaying respect at all levels; giving and taking, and being a top producer in closed investigations, I was honored by the nomination.

**Editor: Do you have a mentor and do you feel a mentor aids in the progression of a LP Professional?**

**Heimkreiter:** My mentor helped me be onboarded in my position with the company and was a great resource for difficult interviews while brainstorming strategies and alternate approaches. Additionally, I also have had many informal mentors in my career that have supported me and assisted with my individual development.

**Editor: Interviewing and interrogation techniques are seen more and more in media headlines; as a onetime go to method for interrogating suspects is currently being denounced by the public sector in areas of the US; being a professional interviewer what is the core basis of obtaining a truthful confession?**

**Heimkreiter:** I approach every interview as a professional and treat all parties with respect. While doing this I test for substantiation with the admission to ensure a truthful confession.

In concluding this interview with Andy, aside from being an Area Investigator and experienced interviewer with Old Navy we learned he was a walk-on athlete while attending the University of Cincinnati on the track and field team. For fun and adventure, he started a life journey taking him from Ohio to Florida relocating 1000 miles from everything he knew not knowing what was ahead head of him. Lastly, we found that Andy likes to give back where he can at times volunteering through programing or opportunities with the Boys and Girls Club, coaching sports such as soccer and flag football all while having that competitive drive of a Cincinnati Reds and Ohio State Buckeyes fan. ■

# CAREER STRENGTH TRAINING



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**1**

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MONTH  
**4**

Apply for and schedule your CFI exam. Testing facilities are available Internationally and throughout the United States.\*

MONTH  
**2**

Attend the Wicklander-Zulawski (WZ) Seminar on Interview & Interrogation Techniques. Visit [www.w-z.com](http://www.w-z.com) for dates and locations.

MONTH  
**5**

If you prefer interaction with a live presenter, attend a CFI Prep Seminar. Visit the [www.certifiedinterviewer.com](http://www.certifiedinterviewer.com) events page for dates and locations.

MONTH  
**3**

Purchase the CFI Online Prep Program. *9 out of 10 people who complete the online prep pass the exam.*

MONTH  
**6**

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\*Allow 3 weeks for process of application. Approval valid for 3 months.

## LEGAL ASPECTS: SECOND CIRCUIT COURT OF APPEALS CONFIRM THE NLRB'S POSITION THAT EMPLOYERS CAN'T PROHIBIT EMPLOYEES FROM RECORDING CONVERSATIONS AT WORK.

by David Zulawski, CFE, CFI

In *Whole Foods Market, Inc. V. United Food and Commercial Workers* the issue was “can an employer ban employees from recording conversations in the workplace?” The original administrative law judge ruled in favor of Whole Foods’ rule banning employees from recording conversations in the workplace.

The rule contained in Whole Foods General Information Guide stated:

### *(i) Team Member Recordings*

*It is a violation of Whole Foods Market policy to record conversations with a tape recorder or other recording device (including a cell phone or any electronic device, unless prior approval is received from your store or facility leadership. The purpose of this policy is to eliminate a chilling effect to the expression of views that may exist when one person is concerned that his or her conversation with another is being secretly recorded. This concern can inhibit spontaneous and honest dialogue especially when sensitive or confidential matters are being discussed. Violation of this policy will result in corrective action up to and including discharge.*

Whole Foods had argued that the band was necessary to ensure that people felt free “to speak up and speak out” on many issues work-related or not. The company said that allowing recordings would “absolutely chill the dynamic of the meeting.” The administrative law judge in this instance concluded that the recording rule did not violate the National Labor Relations Act.

The administrative law judge’s decision in this case was reviewed by the National Labor Relations Board, who in a two to one decision that the Whole Foods rule prohibiting the recording of conversations in the workplace violated section 8 (a) (one) of the National Labor Relations Act.

The Board majority concluded that this type of rule could reasonably be interpreted to prohibit employees from engaging in protected Section 7 activity like documenting hazardous working condition or documenting issues relating to terms and conditions of employment.

The Board's decision was appealed by Whole Foods to the United States Court of Appeals for the Second Circuit. The United States Court of Appeals in a recent ruling supported the NLRB coming down on the side of workers. The NLRB ruling had rejected Whole Foods appeal that state laws often ban nonconsensual recordings. Currently there are 13 states which prohibit nonconsensual recordings of another person. Many of the remaining states which have eavesdropping or recording statutes require that both parties consent to the recording.

CFInsider: You should explore the legal requirements for clandestine recording in the state which you are operating and determine your organization's policy on recording in the workplace. There may be some minor exceptions where recordings could be prohibited, but these were not explored in the NLRB or Second Circuit's decision. This area of the law appears to be in a state of flux and in some cases conflict with state eavesdropping statutes so the organization's general counsel and senior management should be consulted to determine what policy may be applicable now that appellate court has rendered its judgment. ▀

# WHY ELITE TRAINING DAY ACTUALLY WORKS

The industry's only conference dedicated to the science of interviewing didn't disappoint. The 2017 Elite Training Day at McDonald's Headquarters in Oak Brook, IL hosted more than 150 professional interviewers and investigators from around the globe. Invaluable educational and networking opportunities highlighted the day and a half value-packed agenda. A diverse group of attendees from many backgrounds and professions included Vice Presidents, Directors, Regional and District Managers from the private sector, as well as law enforcement personnel from the public sector.

## **2017 ELITE TRAINING DAY SPEAKERS INCLUDED:** **Dr. Jack Schafer | Professor & Author | Retired FBI Special Agent**

Dr. Schafer is the author of *The Like Switch: An Ex-FBI Agent's Guide to Influencing, Attracting, and Winning People Over*. Dr. Schafer's presentation was entitled, "Catch a Liar."

## **David M. Williams | Supervisor | Special Prosecutions Bureau Cook County Assistant State Attorney's Office**

David's presentation covered:

- *What a prosecutor looks for in an interview/interrogation*
- *Guidance for investigators to prepare for court/cross examination*
- *How to inform your prosecutor about any credentials you may have*

## **Angelo Floiran | Detective | Central Texas Financial Crimes Task Force**

Mr. Floiran's presentation combined real investigative experience and application of investigative methods with the standards associated with academic research methods. Mr. Floiran illustrated how to comprehend the different layers of the web from the surface (Google) down to the "deep" or "dark" web levels. He also covered the criminal offenses and investigative techniques often associated with the dark web.

## **Lisa Mitchell | Executive Coach & Founder | Power Body Language**

Lisa Mitchell is a Communications Expert, Executive Coach, and Founder of Power Body Language. As a Certified Body Language Trainer and non-verbal skills coach, she specializes in programs that empower leaders to communicate with confidence, increase their influence, and negotiate with results. Lisa helped conference attendees master their first impression and take control of their non-verbal communication in order to be more effective in all areas of their lives, both professionally and personally.

If you missed Elite Training Day, visit [certifiedinterviewer.com](http://certifiedinterviewer.com) for select presentation videos and earn Continued Education Credits (CEUs) toward your CFI recertification.

## **MUCH ANTICIPATED 'CFI OF THE YEAR' AWARD WINNER REVEALED**

Each year, all of the Certified Forensic Interviewers (CFI) select a recipient for the 'CFI of the Year' award. All nominees for this award are nominated by his or her peers. Winners of this award are revealed annually at the Elite Training Day event. This year's winner is Andy Heimkreiter, CFI, an Area Investigator for The Gap. Andy was recognized for going above and beyond the Certified Forensic Interviewer values. See our CFI values here.

## **CFI SCHOLARSHIP WINNERS ANNOUNCED**

### ***Fred Wilson Memorial Private Sector Scholarship***

**Winner** - Hezekiah Cuffy, Central Region LP Investigator, Army & Air Force Exchange Service

**Public Sector Scholarship Winner** - Bradford Bartels, Senior U.S. Probation Officer, U.S. Probation

**International Scholarship Winner** - Robert Atilano, Operations Manager-Latin/South America, R.L. Oatman & Associates, Inc.

Congratulations to these well-deserving candidates. To apply for 2018 CFI Scholarship, visit [certifiedinterviewer.com](http://certifiedinterviewer.com). ■





# ON THE MOVE

## MARCH - 2017

**Melanie Meschwitz**, CFI was promoted to Senior Regional Loss Prevention & Safety Manager for PetSmart.

**Tom Jones**, CFI was named Partner and Asset Protection for Starbucks.

**Christopher Breton**, CFI was named Area Manager, Asset & Profit Protection for Sears Holdings Corporation.

**Marty Andrews**, CFI was promoted to Senior Director Loss Prevention for VF Outdoor and Action Sports Coalitions.

**Ryan Dzwigalski**, CFI was promoted to Senior Loss Prevention Manager for VF Outdoor and Action Sports Coalitions.

**Toyce Newsome**, CFI was named Regional Loss Prevention Manager for Dollar General.

**Neil O'Neill**, CFI was named District Security Manager for H&M.

**Misty Davis**, CFI was promoted to Lead Area Loss Prevention Manager for Ulta Beauty.

**Anthony Bruni**, CFI was named Regional Manager of Asset Protection for Luxottica.

**Brian Akonom**, CFI was named Regional Asset Protection Manager for EZ PAWN.

**Brett Ward**, CFI was promoted to Divisional Vice President of Business Development and Client Relations for Wicklander Zulauski & Associates.

## APRIL - 2017

**Robert Chunko**, CFI was named Regional Director, D2C Asset Protection for Macy's.

**Ron Kornblum**, CFI was named Director Corporate Security for Loblaw Companies Limited.

**Robert Sanchez Jr.**, CFI was named Director of Loss Prevention for DFASS Group.

**Chadd Cranfill**, CFI was promoted to Zone Asset Protection Director for Dollar Tree Stores.

**Robert Seaser**, CFI was promoted to Manager of Brand Risk Investigations & Intelligence for PetSmart.

**Willie James**, CFI was named Loss Prevention Representative – South Region for Sprouts Farmers Market.

**Scott Vollrath**, CFI was named Regional Loss Prevention Manager for Dollar General.

**Aki Moore**, CFI was named Regional Loss Prevention Manager for Athleta.

**Lee Holcomb**, CFI was named Regional Loss Prevention Manager – Dallas/Ft. Worth Area for Dollar General.

**Dave Siler**, CFI was named Director of Asset Protection for Bartell Drugs.

**Henry Johnson**, CFI was named Director of Loss Prevention for Memphis Goodwill.

**Will Pratt**, CFI was named District Loss Prevention Manager at Loomis.

**Jen Drake**, CFI was promoted to Director Total Loss, Global Security for Walmart.

**Hector Erazo**, CFI was named Asset Protection District Manager for Rite Aid.

**Kevin Morrison**, CFI, LPC was named Director of Loss Prevention for Helzberg Diamonds.

**Brian Quast**, CFI was named National Manager Loss Prevention for Ace Hardware.

**Dominic Ferraro**, CPP, PCI, CFI was promoted to Senior Manager of Security (Central Region) for Charter Communications.

## ON THE MOVE CONT'D

**Brian Rachford**, CFI was named Regional Loss Prevention Manager for Dollar General.

### MAY - 2017

**Michael Oren**, CFI was named Regional Ethics & Compliance Manager for Walmart.

**Chris McCarrick**, CFI was named Senior Manager, Asset Protection Solutions for Kroger.

**Harold McIntyre**, CFI was promoted to Market Director – Asset Protection for Bloomingdale's.

**Elena Mencos**, CFI, CFE was named Loss Prevention & Safety Manager for SSP America – Chicago Midway International Airport, Chicago, IL.

**Tom Meehan**, CFI was named Chief Strategy Officer and Chief Information Security Officer for CONTROLTEK.

**Whitney Plemons**, CFI was named Manager of Loss Prevention and Compliance for Einstein Noah Restaurant Group, Inc.

**Chad Hixon**, CFI was named Regional Loss Prevention Manager for Region 5, WI, MN, IA, NE, SD, ND for Burlington Stores.

**Brian Akonom**, CFI was named Regional Loss Prevention Manager for Family Dollar.

**Greg Stocker**, CFI was named Director of Safety and Security for Red Roof Inn.

**Michael Hagenbush**, CFI was promoted to Director of Corporate Loss Prevention Compliance and Reporting for Sherwin-Williams.

**Steve Schwartz**, CFI was named Regional Loss Prevention Manager for Burlington Stores, Inc.

**Corey Freeman**, CFI was named Corporate Investigations Manager for Save-A-Lot.



**Gregg Carney**, CFI was promoted to Director of Loss Prevention for The Coffee Bean and Tea Leaf. Gregg was previously the Senior Manager of Loss Prevention managing both field and home office loss prevention operations. Prior to joining The Coffee Bean and Tea Leaf Gregg was the Loss Prevention Manager for Z Gallerie after leaving his position as Loss Prevention Associate for Prada, USA.

## QUOTE OF THE QUARTER:

“*Honesty is the first chapter in the book of wisdom*”  
Thomas Jefferson



## VIDEO OF THE QUARTER: ACTING LIKE YOU KNOW

by Wayne Hoover, CFI



# NEW CFIs

## MARCH-2017

Bridgette Adams  
Adrian Bilotti  
Ruth Cabrera

Brian Fantom  
Spencer Macdonald  
Kevin McClanahan

Vickie Michalski  
Erin Reynolds  
Gurpartap Sandhu

Kevin Sciandra  
Andrew White  
Ross Williams

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## APRIL-2017

Ryan Brown  
Kristina Coffey  
Jason Cotton

Stephen Downey  
Peter Green  
Ryan Lawrence

Michael Nelson  
Layla Perez  
Joseph Ripple

John Schroeder  
Ty Scott

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## MAY-2017

Kris Barta  
Glynn Bell  
Jerry Herritt  
Wolfgang Hochholdinge  
Casey McGregor

Omar Reyes  
Michael Skeen  
Aaron Stobaugh  
Marco Valente  
Edmundo Velazquez

Kathleen Walker  
Edward Warzecka  
Ryan West



# CFIs RECERTIFIED

## MARCH-2017

Mark Baskfield  
James Browning  
Melvin Carpenter  
Augusto Castano  
Patrick Clifford  
Brian Connelly  
Frederick Dunn, Jr.

Kathryn Fox  
Mark Heitz  
Ellis Holcomb  
Michael Howard  
Kenneth Jamrok, Jr.  
Robert Johnson  
Lance Larson

Elena Levake  
Stuart Levine  
Christopher Lewis  
Philip Parker  
Anthony Quinn  
William Ramos  
Joseph Throneberry

Joseph Tyrrell  
Mark Weiss  
Karleyun Woody  
David Zamora

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## APRIL-2017

Mattia Bartolini  
Kevin Bennett  
Matthew Blackwell  
Dwayne Bryant  
Damon Byron  
Kregg Carney  
Matthew Connor  
Joe Davis  
Matthew Dawson

Chris DeSantis  
Matthew Diaz  
Thomas Dujenski  
Christopher Fincke  
Cheryl Floccare  
Brian Fuller  
Robert Hough  
Michael Jergensen  
Brian Keefer

Kenneth Lapierre  
Timothy Lapinski  
Kevin Morrison  
Joseph Palinkas  
Phillip Poma  
Richard Pope  
Chanel Price  
Nathan Prusi  
Edwin Quijada

Darryl Rabel  
Pablo Rivera  
David Siler  
Dan Vogt  
William Wells, Jr.  
Roderick Wilburn

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## MAY-2017

Christopher Barkis  
Briana Burgess  
Barry Cook  
David Cutherell  
Frank Dara  
Alan DeRennaux  
Victor Fuentes  
Sarah Gooch  
Byron Gower

John Grimes, III  
Eric Hieber  
Nicole Holton  
Mia Johnson  
Andrew King  
John Lervold  
Timothy Maurer  
Corey May  
Greg Mellinger

Brad Pearson  
Robin Perez-Gonzalez  
Carlos Quintiliano  
Joseph Reyes  
James Richey  
Michael Riddle  
Joanne Ryan  
Margaret Schwingel  
Ralph Seitz, III

Jeronimo Sosa  
Alan Thompson  
Sarah Torrez  
Jessica Tran  
L. Jay Tubaugh  
Terrell Williams



# CFIs UP FOR RECERTIFICATION

## **JULY-2017**

Jamie Bailey  
Jason Balsomico  
John Barraza  
Towanna Bazile  
Brian Catalina  
John Copen  
Marcella Coppola  
Edwin Cuebas  
Mario Da Silva, Jr.  
Christopher Dangelo

Adam Dawson  
Stefano DeMichelis  
Omar Diaz  
Alan Fales, II  
Venus Finley-Akins  
Mitch Fletcher  
David Glodstein  
Jake Harris  
Britt Henry  
Hoda Ilyavi

Jody Kershaw  
Beth Link  
John Mattera  
Wayne McBride  
Joshua Meins  
Stephenie Monaghan  
Jonathan Ramires  
Matthew Rowland  
Sheldon Sahadeo  
Joshua Saunders

Douglas Selby  
Brad Suiter  
Mark Williams  
Lindsey Wilson  
Anthony Gaino  
Stephenie Schweitzer  
Patricia Klein

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## **AUGUST-2017**

Jacob Angeles  
S. Andrew Awad  
Mike Battles  
Mark Blasius  
Michael Bransford  
Jason Dixon  
Kathleen Farrell  
Mike Holmberg  
Tyson Humpherys  
Brian Kirby

David Lane  
James Mauldin  
JD Mauricio  
Michele McCarthy  
Andie Millaway  
John Mulheran  
Brian Murdock  
Joseph Nowakoski  
Denise Petrovich  
Michael Pope

Renee Reagan  
Kimberly Schmit  
Richard Silcox  
Kenneth Smith  
Lawrence Stoves  
Justin Taylor  
Jose Trevino  
James Walker  
Patrick Daley  
Dermot Fitzsimons

Arifa Hasan-Swannigan  
Dennis Horn  
Tracy Marquez  
Neil O'Neill  
Jeanette Palmer  
Donald Schleicher  
Peter Warren

SEPTEMBER-2017

Joseph Barbagallo  
Lane Blackwell  
Richard Britton, II  
Richard Dobson  
Maurice Edwards  
James Firsich  
Edward Ford  
Andrew Fossler  
Shane Hunter  
Henry Johnson

Tom Kelly  
Joseph Lawrence  
Larry Lee  
Theresa Lescalleet  
Jason Lotts  
Rory MacDonald  
Michael Mainville  
Michael McCardle  
Angela Nino  
Sidney Scarborough

Timothy Shanahan  
Joseph Silberman  
Trish Svebek  
Robert Thompson  
Anthony Tomassi  
James Collins  
Michael Daigle  
Aaron Duxbury  
William Everett  
Mike Hall

Aaron Hancart  
Joseph Henderson  
Charity Lott  
Derek Manfra  
Ronald Morello  
Carlos Oviedo  
Jessica Thomas  
Chuck Tyler  
Blake Welborn  
Paul Tucker

**LPM INSIDER**

**Peter Chie**, CFI wrote "Rapport-Building Techniques: The Power of Connection."

**Johnny Custer**, CFI, LPC wrote "To Stop or Not to Stop the Shoplifter: Is This Still a Question?"

**Adam Smith**, CFI, CFE wrote "Process Loss and Cross-Functional LP Teams."

**Walter Palmer**, CFI, CPP, CFE wrote "Calculating the ROI of Loss Prevention Solutions."

**Karl Langhorst**, CFI, CPP was mentioned in "Technology-Based Strategy Fuels Collaborative Program with Law Enforcement to Prosecute Retail Theft and Reduce Recidivism" by Garrett Seivold.

**David Lund**, CFI was mentioned in "Using Retail Security Products to Promote Sales While Preventing Loss" by Fiona Branton.

**Walter Palmer**, CFI, CPP, CFE wrote "Physical Inventory Control Methods."

**Mike Keenan**, CFI, CPP, LPC wrote "Building Loss Prevention Careers: The Value of Experience and How to Get It."

**Tom Meehan**, CFI wrote "EMV Is Supposed to Help Eliminate Fraud with Credit Cards... But We're Not There Yet."

**Mike Keenan**, CFI, CPP, LPC wrote "Performing an In-Store Audit, Part 1."

**Herman Laskey, Jr.**, LPQ, CFI wrote "Employee Theft Consequences: Risk vs. Gain Theory."

**David Zulawski**, CFE, CFI and **Shane Sturman**, CPP, CFI wrote "Recording Interviews: Training and Accountability."

**Christopher P. Norris**, CFI and **Frank Borecki**, CFI wrote "Conducting Telephone Interviews for Theft Investigations."

**David Zulawski**, CFE, CFI and **Shane Sturman**, CPP, CFI wrote "Uniformity?."

**Tom Meehan**, CFI wrote "Going Beyond the Gut: Fact-Based Research."

**LP MAGAZINE MARCH-APRIL 2017 ISSUE**

**David Zulawski**, CFE, CFI and **Shane Sturman**, CPP, CFI wrote "Is It Worth the Risk?"

**Tom Meehan**, CFI was mentioned in "Building an Unbreakable LP-IT Bond" written by Garrett Seivold.

**Tom Meehan**, CFI wrote "Read the Fine Print."

**Walter Palmer**, CFI, CPP, CFE wrote "Setting the Research Agenda" with Adrian Beck and Colin Peacock.

**Melissa Mitchell**, CFI was mentioned in the "LPM "Magpie" Awards: Applauding Excellence."

**Mark Neapolitan**, CFI, LPC was mentioned in "Certification has Tremendous Benefits for Law Enforcement" by Mitzi Perry, LPQ.

**Melissa Mitchell**, CFI was mentioned in the "Hard Work, Talent, and Maybe a Little Luck" by Jim Lee, LPC.

**D&D DAILY**

**Debbie Maples**, CFI was featured in "Debbie Maples, VP of LP, Gap Inc. Testifies on Capitol Hill."

# CFIs IN THE MEDIA

# NEW IAI MEMBERS

## MARCH-2017

Dominic DeNicola  
William Ratnakar  
Dawn Davis  
Eric Williams  
Nicholas Hall  
Jennifer Paz

Kevin Dodson  
Wendell Lamb  
Crystal Coleman  
Christian Huenke  
Gerardo Flores  
Kristina Neal

Ken Ness  
Christopher Glodde  
Jordan Lawson  
Bridgette Adams  
Kristin Askins  
Whitney Wheatley

Mark McLawhon  
Adrian Zepeda  
Erin Reynolds  
Anthony Parco  
Darrell McCoy  
Mark Tow

Angelica Lopez  
Stephen Zirlin  
Ken Parsons

## APRIL-2017

Glynn Bell  
Misty Davis  
Lorena Velazquez  
Jordan Vriezema  
Leyla Ohanian  
Leon Nothnagel  
Phillip Vaughan  
Ulises Ossio  
Christopher Borba  
Elias Zavala  
Jamila Davis  
Benjamin Fine

Troy Kreb  
Kevin McClanahan  
Virginia French  
Vanessa Anderson  
John Soto  
Matthew Towers  
Erik Buttlar  
Avni Elezi  
Tim Flowers  
Vincen Lagana  
Tom Rewolinski  
Wade Trapp

Bill Wright  
Andrew Charles  
Bryan Fruth  
Mike Jackson  
James Jones  
Sam Lineberger  
Stephen Marsh  
Susan Pedersen  
Joseph Pittman  
Chad Tellinghuisen  
Mark Thomas  
Missy Bertrand

Anne Dorrance  
Jeremy Elliott  
Cory Evraets  
Joe Holmes  
Bradley Langer  
Jody Pabich  
Susan Steinman  
Paula Wilson  
Jeremy Abate  
Dawn Jordan  
Dale Patterson  
Melissa Shadiow

Jon Berg  
Ernest Colacion  
Lawrence Doebler  
Allen Tomaszek  
Brandon Vantassell  
Ronald Vranesevich  
Mike Zambrano  
John Moore

## MAY-2017

Anthony Wadley  
Pedro Grossi-Neto  
Brian Lawrence  
Ashley Wade

Kenneth Clark  
Christina Stone  
Damian Ward  
Shawn Bartle

Seth Easley  
John Schroeder  
Justin Kettle  
Rudy Garcia

Jay Becraft  
Melissa Williams  
Will Pratt  
Richard Rodriguez



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## ASSOCIATE SPONSOR



# 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.

**Co-Chairmen - Jack Ternan, U.S. Security Associates, Chance Bowlin, Petco, Mike Hannon, Shane Jennings, Music & Arts Centers Inc.**

Chance Bowlin, Petco  
Mike Hannon, Staples  
Shane Jennings, Music & Arts Centers Inc.  
Bill Dietzen, Auto Zone  
Benjamin Robeano, Big Lots  
Andrew Barborak, Gander Mountain  
David Miglin, Big Lots  
Dan DiMatteo, Portland Police Department  
Cheryl Floccare, Tractor Supply Company  
Brian Kirby, Columbia Sportswear  
Lewis McFarland, Tilly's  
Ken Gladney, Half Price Books  
Karen Sandoval, EisnerAmper LLP  
Jodie Murphy  
Jeremy Bailey, Hibbett Sporting Goods  
Jason Lotts, CVS/Caremark  
James Carr, Rent-A-Center  
Garth Gasse, SSP America  
Everett Stein, Tractor Supply Company  
Elena Hollenbeck, Nike  
Suzanne Castillo, Ralph Lauren  
Steve Schwartz, Kohl's  
Shauna Vistad, Blue Cross Blue Shield ND  
Raymond Cotton, Capital One  
Roderick Cabrera, Tillys  
Robert Figueroa, Rent-A-Center  
Michael Berry, Walt Disney World  
Matthew Morgan, Goodwill Industries of Southeast Wisconsin  
Paul Joeckel, Auto Zone  
Justin Henkenberns, Sears Holdings  
Neftali Carrasquillo, Jr., Texas Department of Insurance  
Carissa Brinkmann, Sears Holdings  
Daniel Easterly, Bealls  
Aaron Hancart, The Cellular Connection  
Reggie Holliday, LP Innovations  
William Wells, Rite Aid  
Michael Coleman, Auto Zone  
Shaun Vanderwerf, L-Brands  
Conrad Nelson, Wegmans

Greg Sharp, K-Mart  
Douglas Fessenden, Restoration Hardware  
Michael Goodman, Walmart  
Linwood Byrd, CVS Health  
Matthew Frankart, Tilly's  
Gina Guardamondo, Finish Line  
Scott Martyka, Aldi  
Wayne Hoover, Wicklander-Zulawski & Associates, Inc.

## RATIONALIZATION COMMITTEE

**Chairman - Randy Tennison, Walt Disney Parks and Resorts**

Michael Ferlotti, Harris Teeter  
Robert Figueroa, Rent-A-Center  
Wayne Hoover, Wicklander-Zulawski, Inc.  
Paul Joeckel, Auto Zone  
Robert LaCommare, Justice Stores  
Andie Millaway  
Eric Rode, Office Depot  
Robert Sanchez, Jr.  
Mindy Solt, Gap  
Missy Andeel, Children's Mercy Hospital  
Dominic Ferraro, Charter Communications  
Levi Ellis, Hobby Lobby  
Carolyn Korchik, Restoration Hardware

## MEMBERSHIP COMMITTEE

Christopher Fincke, AAFES  
Melissa Lauricello, Brooks Brothers  
Jason Lotts, CVS/Caremark  
Mike Marquis, TJX Companies  
Melissa Mitchell, Lifeway Christian Stores  
Joseph Picolla, US House of Representatives  
Thomas Stein, Areas USA Inc.  
Erik Van Herik, Office Max  
Douglas Wicklander, Wicklander-Zulawski & Associates, Inc.  
Kym Willey, Luxottica Retail  
Wayne Hoover, Wicklander-Zulawski & Associates, Inc.

## SCHOLARSHIP COMMITTEE

Towanna Bazile, AT&T  
Chad Borstein, Lowe's  
Dustin Brown, Notions Marketing  
Matthew Dawson, CVS Caremark Corporation  
Robert Gibson, Under Armour

## COMMITTEES CONT'D

Chris Girone, Office Depot  
Michael Goodman, Walmart  
Michael Hannon, Staples  
William Hill, AmeriCold Logistics  
Mark Jackson, Big Lots  
Deborah Lanford, 7-Eleven Inc.  
Timothy Lapinski, Helzberg Diamonds  
Kevin Larson, Kroger  
Justin MacIntyre, Beall's Inc.  
Scott Martyka, Aldi  
James Mullaney, Dollar General  
Michael Narciso, URBN  
Daniel Taylor, Ulta  
Victoria To-Dowd, LUSH Fresh Handmade Cosmetics  
William Turner, Radio Shack  
Kati Wisniewski, Ratner Company  
Vernon Bales, Pepboys  
Ryan Roby, Verizon  
Daniel Easterly, Bealls  
Bernard Peterson, Family Dollar  
Chris Fincke, AAFES  
Carissa Brinkmann, Sears Holdings  
Shaun Vanderwerf, L-Brands  
Ed Gatti, Home Depot

Jay Ganai, American Girl  
Jason Lotts, CVS Health  
Robert Tidd, Signet Jewelers  
Harold McIntyre, Bloomingdale's  
Linwood Byrd, CVS Health  
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Gloria Whitman, TJX Companies

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Midlands  
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To be an active member of your CFI designation, [click here](#) to join a committee.

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# NEW ORGANIZATIONS

## CALL FOR ARTICLES

- *The CFInsider Journal is distributed in electronic format only. You can view back issues of this newsletter. [CLICK HERE.](#)*
- *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.*
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# LETTER FROM THE EDITOR

When reviewing the content of this issue, it became apparent that CFIs are using their networking opportunities to leverage relationships between the private sector and law enforcement. James Ballard, CFI from the Elkhart Police Department wrote about "Bridging the Gap," and his experiences from the last Elite Training Day. There was an article written on "Why Elite Training Day Works," noting that the highlights included speakers with both private and public experience.

Building upon the ETD experience were two events I attended in May. The first was one of WZ's hybrid seminars for both private sector and law enforcement. This was my first combined seminar, after previously attending both public and the private sector seminars. It was interesting to watch the explanation of different techniques for each sector, and rewarding to watch LP/AP interact with officers and see relationships develop. The second event was the Houston Store Group Security Meeting, with approximately 75 law enforcement and private sector individuals in attendance. After a presentation about the organization, IAI awarded a membership to one private and one public individual attending the meeting. A Secret Service Agent received the public membership, and was very excited about IAI and what he could learn from it.

The takeaway from the meetings and seminar was that there is a need for additional IAI networking, and that all interviewers can learn from one another. Therefore, we are pleased to announce that IAI is launching two new chapters. Tim Lapinski CFI, LPC will be overseeing the launch of the new Midwest Chapter, and I will be overseeing the launch of a new Texas based chapter. Joining the already established Northeast and West Coast Chapters, we will now have networking and continuing education opportunities spread throughout the United States.

We hope you enjoy this issue, and if interested in joining our new chapters in the Midwest or greater Texas areas, feel free to reach out to Tim or I.

Cary Jones, CFI  
Vice President, Administrative Services and Loss Prevention  
HVHC INC.

## EDITORS

Joseph Nay, CFI, VXI Global Solutions  
[jnay@vxi.com](mailto:jnay@vxi.com)

Cary Jones, CFI, HVHC, INC.  
[cjones@hvhc.com](mailto:cjones@hvhc.com)

Stefanie Hoover, CFI, CONTROLTEK  
[stefaniehoover34@gmail.com](mailto:stefaniehoover34@gmail.com)

## JOURNAL COMMITTEE

Benjamin Robeano, CFI, Big Lots  
[brobeano@biglots.com](mailto:brobeano@biglots.com)

Dominic Ferraro, CFI  
Charter Communications  
[dominic.ferraro@charter.com](mailto:dominic.ferraro@charter.com)

Kevin Larson, CFI, Kroger  
[kevin.larson@kroger.com](mailto:kevin.larson@kroger.com)

Jodie Murphy, CFI  
[Jodie.murphy@rocketmail.com](mailto:Jodie.murphy@rocketmail.com)

James McLemore, CFI  
Bealls Department Stores  
[jmclmore@beallsinc.com](mailto:jmclmore@beallsinc.com)

Shane Jennings, CFI, CFE  
Music & Arts Centers Inc.  
[sjennings@musicarts.com](mailto:sjennings@musicarts.com)

Paul Joeckel, CFI, Auto Zone  
[paul.joeckel@autozone.com](mailto:paul.joeckel@autozone.com)

Steve Welk, CFI  
Barnes & Noble College  
[swelk@bncollege.com](mailto:swelk@bncollege.com)

Wayne Hoover, CFI  
Wicklander-Zulawski & Associates, Inc.  
[whoover@w-z.com](mailto:whoover@w-z.com)

David Zulawski, CFI, CFE  
Wicklander-Zulawski & Associates, Inc.  
[dzulawski@w-z.com](mailto:dzulawski@w-z.com)

Mark Lukens, CFI, AC Moore  
[mlukens@acmoore.com](mailto:mlukens@acmoore.com)

Greg Sharp, CFI  
[sal39759@yahoo.com](mailto:sal39759@yahoo.com)

Sonja Upchurch, CFI, Emet Interviewing  
[emetinterviewing@gmail.com](mailto:emetinterviewing@gmail.com)

Mike Bowers, CFI, Northgate Markets  
[mike.bowers@northgatemarkets.com](mailto:mike.bowers@northgatemarkets.com)

JD Mauricio, CFI, Luxottica North America  
[jmaurici@luxotticaretail.com](mailto:jmaurici@luxotticaretail.com)