



INSIDE THIS ISSUE

letter from the chairman

hello from the editor

new advisory board member

the year in lp

linkedin

cfi's perspective

how's 24

cfis in the media

book review

links of interest

welcome cfis

cfis on the move

www.certifiedinterviewer.com

© 2008, Center for Interviewer
Standards & Assessment, Ltd.

cfinsider

Journal for the Certified Forensic Interviewer

cfi insider

Journal for the Certified Forensic Interviewer



Letter from the Chairman of the CISA Advisory Committee



David E. Zulawski, CFI, CFE
Chairman CISA Advisory Committee

Happy Holidays to you and yours! By the time this reaches many of you it will mean the end of the holiday season and long hours. In these difficult economic times I hope it was a successful Christmas selling season for all.

Recently, the government actually used the "R" word... Recession. There is no question things are going to be difficult for both the public and private sectors financially. Less sales, means less taxes, means less services for all. Making due with less and cutting costs is already here. The great economic prognosticators say the situation could last for all of 2009, so tighten your belt.

Unfortunately, there will be some reduction of force, either through attrition or involuntary separation. This is a time where it is important to stand out and be noticed. There are two groups that get noticed in every organization; the superior performers and the under achievers. What sets you apart from the rest?

When all things are equal who gets chosen? You have already begun to separate yourself from the rest by obtaining the CFI designation. Everyone should be preparing themselves for their next job or

internal promotion. What are you doing to do that?

Learning is the key to success and greatness. Learning offers new insights, ideas, and strategies to make us better than we are today. Be as valuable as you can be to your organization; stand out, stand apart. Learn.

If you do not have a college degree, now is the time to get started on it. A college degree today is the high school diploma of the 1950s. If you plan on moving up in the business world you will find there is a glass ceiling without that degree. Today it is the Masters Degree or specialized certification that sets one apart from the other college grads.

Prepare yourself for tomorrow.

Sincerely,
David E. Zulawski, CFI, CFE



CISA Advisory Committee

Dan Doyle, CFI, Beall's Dept. Stores
dand@beallsinc.com

Wayne Hoover, CFI, WZ
whoover@w-z.com

Mike Keenan, CFI, Meryvns
mike.keenan@meryvns.com

Debbie Maples, CFI, Gap, Inc.
debbie_maples@gap.com

Kirk Lonbom, CFI, Illinois State Police
lonbomk@isp.state.il.us

Mike Marquis, CFI, MarMaxx
mike_marquis@tjx.com

Steven May, CFI, LP Innovations
smay@lpinnovations.com

John Millner, CFI, Illinois State Senator
millnerinc@aol.com

Walter Palmer, CFI, PCG Solutions
wpalmer@pcgsolutions.com

Laurie Sorensen, CFI, Macy's NW
Laurie.Sorensen@Macys.com

Shane Sturman, CFI, WZ
ssturman@w-z.com

Mark Sullivan, CFI, Kroll, Inc
msullivan@kroll.com

Dr. David Matsumoto
Paul Ekman Group
dm@davidmatsumoto.info

Alan Tague, CFI, Gander Mountain
alan.tague@gandermountain.com

Kevin Valentine, CFI, Sterling, Inc.
kvalentine@jewels.com

Fred Wilson, CFI, CarMax Superstores
fred_wilson@carmax.com

Kathleen Smith, CFI, Safeway Inc
kathleen.smith3@safeway.com

Douglas Wicklander, CFI, WZ
dwicklander@w-z.com

David Zulawski, CFI, WZ
dzulawski@w-z.com

Hello from the Editor

Joe Nay, CFI, Heinen's Fine Foods

Happy holidays and welcome back for another quality edition of your CFI Insider. 2008 has been a challenging year for us all. If you are a CFI in the private or public sector, loss prevention, law enforcement, or military we all have an opportunity to look back upon our year knowing we represented our industry with the highest level of professionalism and pride...and that is what the CFI designation stands for.

There are two articles in this edition that really resonated with me and I believe goes right to the heart of what it means to be a CFI, which is, our obligation to represent our industry with the highest level of professionalism and ethical conduct. The first article appears on page 6, written by Nicole Accardi, CFI and Vince Briguglio, CFI in which both authors encourage each and every one of us to become more involved with the training and proper oversight of new interviewers entering our field. They offer a great outline to help guide us with this most important duty in growing the ranks of our profession. It is the shared responsibility of all CFIs to be vigilant gate keepers in developing the new up-and-comers in our industry and we must be passionate about our code of ethics and impress upon all who come into our world the high standards that we expect. We cannot tolerate "thugs and bullies" in our profession and it is our job to make sure no bad apples are out there making a mockery of our industry.

The second article that really made me proud to be associated with CFI is on page 8, written by Dan Taylor, CFI. Dan shared a story with us about how he networked his CFI certification and was sought by a defense attorney in a murder investigation. Even though Dan had no previous experience in a murder case he was able to provide a valuable service for the attorney by applying his skills, knowledge, and understanding of the CFI Code of Ethics to a police investigation and make recommendations based upon his analysis. After I read this article, I wondered what role the CFI certification played for Dan. Did the CFI certification give the attorney confidence that Dan

would be able to provide a quality service? I also wondered if Dan would have taken this assignment with the same level of confidence he displayed if he did not have CFI after his name. Those three letters would have been priceless for Dan had he needed to testify in court.

I know you will enjoy this edition and, with this, I hope that the New Year brings you all happiness. When making your New Year's resolutions please consider committing to furthering your education, seeking further training, or recertifying. Also make it a point to encourage others to seek their CFI Certification. We are the best and we have a lot to be proud of.

New Advisory Board Member

We are pleased to announce David Matsumoto has accepted a position on the Center for Interviewer Standards and Assessment Advisory Board. The CFI Advisory Board meets annually to assess the certification's progress and oversee development of new examinations.

With David Matsumoto's addition to the board we will have the insights of an academic who has worked extensively with cultural issues and behavior. Mr. Matsumoto is currently Professor and Director of Culture and Emotion Research Laboratory at the Department of Psychology, San Francisco State University. He is also a founding associate and Executive Vice President of the Paul Ekman Group.

David did his undergraduate work at the University of Michigan and received his Masters and Ph.D. from the University of California, Berkeley. Besides his academic work he has also held numerous editorial positions for prestigious journals and obtained awards, honors, and fellowships for his work. David Matsumoto's curriculum vitae will be posted on the [CFI website](#), for those of you who may wish to examine his body of work in more detail.

The Advisory Board is pleased to have someone of David Matsumoto's stature and experience to assist in steering the new organization's growth.

Journal Committee

Cary Jones, CFI
Cracker Barrel
cjones@crackerbarrel.com
Editor

Joe Nay, CFI
Heinen's Fine Foods
jnay@heinens.com
Editor

Stefanie Hoover, CFI
Marshalls
stefanie_hoover@tjx.com
Editor

Jack Ternan, CFI
Tuesday Morning
jternan@tuesdaymorning.com

Lance Williams, CFI
Big Lots
LansingWilliams@biglots.com

Wayne Hoover, CFI
WZ
whoover@w-z.com

David Shugan, CFI
Carters
david.shugan@carters.com

Christopher T. Dmytriw, CFI
Walgreens
Chris.Dmytriw@walgreens.com

Jodie Murphy, CFI
GAP
jodie_murphy@gap.com

Dan Lottes
Express Fashion
DLottes@expressfashion.com

Don Ward, CFI
Limited Brands
dward@limitedbrands.com

Nicole Accardi, CFI
J. Crew
nicole.accardi@jcrew.com

Stephen D. Bain, JD, CFI
Bain & Barkley
steve@bainlaw.net

Byron Smith, CFI
Circuit City
Byron_Smith@Circuitcity.com

Dan Taylor, CFI
Panera
dan.taylor@panerabread.com

Jeremy Bailey, CFI
Hibbetts Sporting Goods
baileyj@hibbetts.com

Dave Dehner, CFI
Big Lots
ddehner@biglots.com

Chris Cassidy, CFI
Southern States Corp
chris.cassidy@sscoop.com

Chris Goebel, CFI
Blain Supply
cgoebel@blainsupply.com

Ben Robeano, CFI
Big Lots
benjaminrobeano@biglots.com

The Year in LP

By Joseph LaRocca
VP, Loss Prevention
National Retail Federation

It's an honor to be included in the quarterly CFI newsletter and capture a moment of time with you. While the past four months have been filled with doom and gloom about the economy and retail sales, I'd like to focus on what a tremendous year 2008 has been for the retail loss prevention community and the fantastic opportunities we have for 2009.



As 2008 got off to a start, loss prevention moved to the forefront when Sheriff Grady Judd's detectives out of Polk County, Florida broke up one of the largest organized retail crime (ORC) rings to date. The group was responsible for an astounding \$60-100 million dollars of theft and the termination of this group was a huge victory for the retail industry. ORC has remained a top priority for retailers, as it's estimated by the FBI as being a \$30 billion problem. The NRF ORC Survey published in June noted that 85% of retailers were victims of ORC in the previous 12 months. 66% of survey respondents had noticed an increase in ORC. As their stores continue to experience losses there was a notable congruency between items stolen from stores and their appearance on online auction sites. To combat this issue, NRF has led the industry on two approaches. One is through policy/legislative reform and the other is through education and training.

In July, three pieces of legislation were introduced in the House and Senate to combat Organized Retail Crime and e-Fencing. The bills are: the Organized Retail Crime Act of 2008 (H.R. 6491), the E-Fencing Enforcement Act of 2008 (H.R. 6713), and the Combating Organized Retail Crime Act of 2008 (S. 3434).

A hearing was held in September to cover these bills and testifying on behalf of retailers were Sheriff Judd, Frank Muscato (Walgreens) and myself. Opposing the bill was eBay and eBay's lobbying group. The outcome of the hearing was very much in favor of the retail industry and it was made very clear that ORC is a huge problem and while eBay has made some first steps in working with retailers, their efforts have come far short of what they need to be doing. This legislation will be reintroduced in 2009 and we are confident that the new Administration will be supportive of our initiatives.

From the training/educational standpoint, several key retailers teamed up with NRF and the International Council of Shopping Centers (ICSC) to create an Organized Retail Crime Training Video. This video has been distributed to mall security professionals, retail loss prevention and law enforcement officers throughout the country and is being integrated into the standard training regimen for mall security. Additionally, the video is being shown to loss prevention professionals through the NRF-Investigator's Network. The Investigator's Network experienced phenomenal growth this year, boasting 15 meetings throughout the country with over 1,200 attendees. Wicklander-Zulawski & Associates were guest speakers during three of the meetings, along with several law enforcement and retail speakers. In fact, through a presentation at the Northwest Investigator's Network meeting in the spring, a very big case was resolved through contacts established during that meeting. Just as a reminder, CFI attendees receive continuing education credits for each hour of the meetings and we are proud to announce that the meetings will return in full force again in 2009.

To address the needs of the industry, we most recently conducted the 3rd Annual Returns Survey. According to the survey, return fraud will cost retailers an estimated \$3.54 billion this holiday season and \$11.8 billion for the entire year. Despite these record numbers, retailers seem to be tackling the problem, as return fraud is expected to decrease to 7.5 percent of holiday returns from 8.9 percent last year. In early December, Good Morning America featured a segment on the "Secret World of Returns" and one of their guest speakers was a "wardrober," a person who returns non-defective, used merchandise – usually apparel or electronics. The wardrober's statements only further stated the case for loss prevention seeing that 64.2% experience problems with wardrobers.

Although we are six months away, the NRF Loss Prevention Conference Planning team is ready for action. We have added more sessions to the agenda, negotiated new prices with the hotels and developed admission packages for every professional level, every size department and most importantly, every budget. In 2009 the Conference will be in my hometown of sunny Los Angeles, from June 15-17 so take advantage of the early registration rates, book your hotel room and get ready. As you saw in last quarter's newsletter, several CFI's were featured speakers of the conference and another three were inducted into the Ring of Excellence for lifetime achievements to loss prevention industry. Get involved by submitting a session idea (session proposals must be in by Dec.



19th) or nominating candidates for the Law Enforcement Retail Partnership Award, LP Case of the Year, LP Ring of Excellence and LP Volunteers in Action. These programs recognize you, our partners in law enforcement and leaders throughout the industry. Conference and nomination information can be accessed at www.LPInformation.com.

Lastly, looking to 2009, a national audience of retail executives was asked this one simple question, "What issue do you expect will become even more important in 2009?" Outside of the economy, loss prevention was ranked the top issue. In fact, just last month the holiday season began with three mall shootings and a stampede, which resulted in one death and several injuries. We received feedback from the industry about shoplifting and employee theft trends. By all accounts, not only are we seeing more cases across the country, but a more aggressive style and combative response. Expect this to continue in the new year and prepare your associates for this unfortunate tendency. Loss prevention is at the top of everyone's mind and now is the time to make sure your department is noticed for the positive work you are doing.

Not Perfect, But Kind of Fun....

Google has come out with an information service to obtain phone information. That is like a free call to 411, but with a twist. Deciding to try it out I called 1-800-goog-411.

The voice asks for city and state. I said Downers Grove, Illinois. It then asks for Business, name or type of service. I said Mrs. T Pizza. The voice replied, Mrs P and then gave me three places in Chicago. However, it was seamless to return to the menu and ask again. I decided to try just pizza in Downers Grove. I got a list of eight pizza businesses and their location, but still no Mrs. T. I think it has trouble with single letters, but it worked just fine when you asked for Pizza Hut.

This could be a real nice addition to the travel arsenal when you are in an area you don't know well. Ask for the details and it will give you the phone number and address. Pretty cool and kinda fun. [Click here](#) to watch a short demonstration.

Police Agencies and Private Security Personnel Receive Complimentary Access to ORCIN's Organized Retail Crime Database and Alert System

Organized Retail Crime Investigator's Network (ORCIN) announces the launch of the first complimentary online information resource center and e-mail alert system created for organized retail crime investigators and law enforcement.

Organized retail crime accounts for over \$30 billion in loss annually in the United States, and with the limited number of statutes and laws prohibiting the participation of involvement, this number is projected to climb to even higher levels. ORCIN's launch of the online information resource center and e-mail alert system is designed to counteract such criminal behavior.

The ORCIN Web site allows Organized Retail Crime Investigators and Loss Prevention Personnel to communicate in a safe and secure forum with members of law enforcement and other members within the field. ORCIN members may post an alert, receive and send real time alerts (B.O.L.O. Hot Sheet) specific to their area, review archived alerts, access the ORCIN member directory, and research the latest in industry news. ORCIN members will also receive the latest information on industry events through quarterly newsletters.

According to the National Retail Federation's third annual Organized Retail Crime survey, more than three-fourths of retailers (79 percent) said their company has been a victim of organized retail crime within the past year. "Despite retailers' best efforts, organized retail crime continues to proliferate in stores around the country," stated NRF Vice President of Loss Prevention Joseph LaRocca. "Organized retail crime rings are sophisticated and smart, but with the partnerships created between retailers and law enforcement agencies, retailers have a real chance at stopping these criminals dead in their tracks."

ORCIN offers free, up-to-date alerts for industry professionals in a safe and secure environment. The goal of the Web site is to streamline communication between loss prevention and law enforcement personnel. All members are carefully screened and accepted upon verification of credentials.

ORCIN is a non-profit organization created to assist in the communication, detection, and deterrence of organized retail crime. Enrollment to ORCIN is free and limited to loss prevention and law enforcement personnel only. [Click here](#) for further information.



Training a New Investigator

By Nicole Accardi, CFI and Vince Briguglio, CFI
J Crew

Training an individual to conduct integrity interviews can be challenging, yet rewarding. The new investigator must be taught to investigate theft, policy violations, harassment and other employee misconduct. Your pupil may be a seasoned investigator advancing their skill set in order to conduct successful general loss interviews or phone interviews or you may be tasked to train a Regional or District Manager with a "smoking gun" case. We have trained many new LP investigators and field business partners on the skills necessary to conduct integrity interviews and the philosophy is really the same – obtain the truth from the associate.

The investigator's experience should dictate the number of interviews that should be witnessed prior to becoming the lead interviewer. They must understand the psychology of the interviewee as well as the importance of the investigation that lead to the interview. A well researched investigation and asking the new investigator "key questions" will help to determine whether or not they understand. Prior to the actual interview, the trainer should explain to the new investigator several factors that "set the stage for the interview." The new interviewer must understand how the investigator came to the conclusion that the suspect should be interviewed. Who, what, where, when, why and how should be answered by the new interviewer in order to determine competence prior to the interview. The new interviewer should be able to explain the importance of pre-interview preparation. i.e. setting up the room, reasonable amount of time, same sex witness and what is acceptable behavior in an interview as well as minimizing distractions (phones) and the most appropriate method of approaching the associate. The new interviewer should be taught and understand the psychology of a WZ accusatory interview.

- a. Establish credibility through the introduction (who we are/what we do)
- b. Persuasion
- c. Interpret verbal & non verbal behavior
- d. Handling denials
- e. Gaining trust
- f. Minimizing theft through rationalization
- g. Gaining the truth

After the new interviewer has witnessed many interviews and has been through a WZ seminar, they should be ready, willing and very

eager to conduct their first interview. At this point we must establish whether or not they are ready. Role play is the easiest way to ensure the interviewer is ready to conduct their first interview. Sitting down and role playing with the interviewer through the many directions they could face during an interview is a great way to achieve a comfort level for you as well as the new interviewer. Once a good comfort level is established they should be ready for their first interview.

A seasoned interviewer should be their witness to assist in controlling the interview, developing the admission, writing the statement and communicating with the appropriate business partners to determine corrective action, termination and/or prosecution. This seasoned interviewer should be someone whom you have high confidence in their interviewing style/ability and has continued their education in the field/art of interviewing. One of the most important parts of setting someone up for success is to place them with someone who is current on the ongoing changes in the field of interviewing and understands the difference in interview styles. During the interview, the seasoned interviewer should be taking detailed notes of the interview and how the new interviewer could get better, as well as what they did right. Once the critique is completed the new interviewer should begin completing cases with the assistance of the seasoned investigator. After the completion of at least three interviews, a formal evaluation is conducted with all parties involved in the training process to see where the new interviewer is in his/her progression. Many new interviewers have issues with three portions of the interview:

- 1) Handling denials
- 2) Transitioning from rationalization to asking the assumptive question
- 3) Asking the assumptive question.

This can be alleviated through practicing in front of the mirror, "interviewing" friends and through experience conducting interviews. We have found our biggest issue is the interviewer not making the interview his/her own. During the interview process, most new interviewers sound like a robot, like they are reading from a script. When this has happened we have conducted an exercise where we ask the interviewer to read the local paper and interview us using a rationalization from something they read out of a newspaper article. This has seemed to bring them into a comfort zone where they can use their own style of rationalization instead of what they heard during their training, making it more their own style.



Critiquing a new investigator may be nerve racking, but the feedback is critical to their development.

Timing the interview and every portion of the interview will help them become succinct and stay within reasonable guidelines that our company has set of 1 hour. Long winded and confusing interviews have difficulty gaining an admission as the suspect is confused and may believe the interviewer is bluffing.

Once the interviewer is able to gain an admission without the support of the seasoned investigator, developing the admission and documenting the conversation should be the subsequent training, as well as closing an interview. This is measured by the results the interviewer has produced and the comfort level of all parties involved in the training process. Closing or backing out of an interview would occur if it was determined the suspect was innocent or guilty but they won't admit wrongdoing.

As with any new interviewer, all cases should be followed up to determine if any steps were missed that could have lead to a confession. The "jitters," nerves and "dry mouth" diminish over time as the new investigator gains experience and confidence. As they learn to identify behavior, verbal and non verbal cues, they become more calculating in their rationalizations and overall verbiage, resulting in weaker denials and robust admissions. Even seasoned interviewers should continue to witness others as every style is a learning experience. Interview and interrogation is an art and there is always opportunity to learn a different technique even if it is phrasing a sentence differently, or taking a different posture or altering your tone of voice. You should always continue to monitor your interview process both with new interviewers as well as seasoned. We monitor our interview process monthly as a group to insure compliance and discuss wins as well as failures and how we could have done better. We also measure our performance against peers in the company as well as our last year's performance collectively and. This is done by confession, admission dollars and restitution. We believe as a department, that training is something that should never stop happening as we continue to grow into a world class Loss Prevention department.

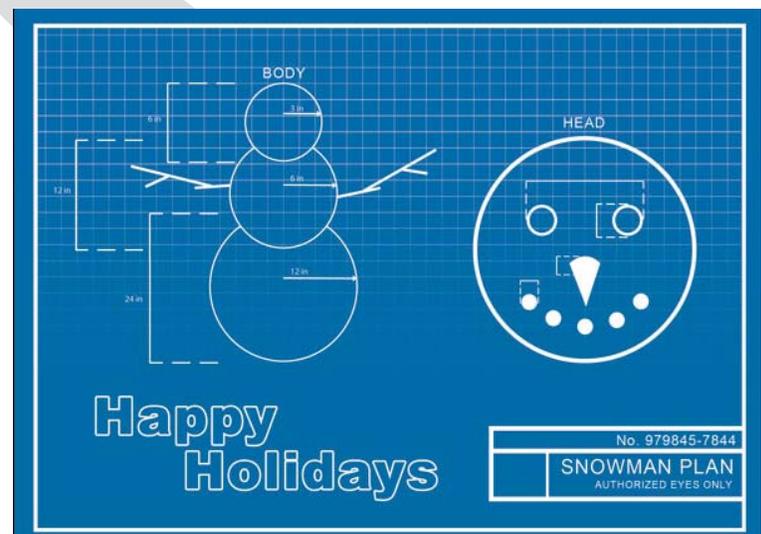
LinkedIn

As mentioned in a previous issue, a networking group has been created for CFIs. We now have more than 125 members to the CFI networking group on LinkedIn. If you would like to join the CFIs on www.linkedin.com select the groups tab and search for CFI. Request to join and we will approve you as a member. As a member you will be able to take part in:

- Discussion forums—simple discussion spaces for members.
- Enhanced roster—searchable list of group members.
- Digest emails—daily or weekly digests of new discussion topics that members may choose to receive.
- Group home page—a private space for your members on LinkedIn.

Should you have any questions you may contact [Ray Cotton](#).

Are You Carrying Yours?





CFI's Perspective-Defense Case Reviewed

By Dan Taylor, CFI
Panera, LLC

Traditionally, most of us conduct our interviews with the goal to obtain a voluntary admission from our dishonest employee who has committed a theft or fraud against the company. Our interviews help bring resolution and allow the decision makers to take the appropriate action to terminate, prosecute, and/or seek restitution. Being accustomed to the retail environment, I was surprised to be asked to use my experience and skills in a very different way to aid the defense side. An attorney contacted me after hearing of my CFI designation from a prior colleague. I was asked about the designation, my interviewing and interrogation experience, and analyzing deceptive behavior. After meeting with the attorney and being interrogated myself about background and experience. I was asked if I would be interested in analyzing a video of a police interrogation of their client. After ensuring it would not be a conflict of interest by assisting the attorney, I accepted the opportunity and welcomed it as a great learning experience. Subsequently, I was briefed about a murder case from the attorney. The case involved a defendant who was charged with 1st and 2nd degree murder of his wife. The apparent murder took place at their shared residence. After hearing of the defendant's background, I asked to not receive any discovery, police reports, or evidence from the case. I felt I wanted to not be swayed in any way to his guilt or innocence and to form my opinion based on the analysis of the interview.

I specifically was asked to analyze the police interrogation and provide the following synopsis:

- What police knew or didn't know at the time of questioning
- What theories the DA might use or develop from the interview
- Determine the culpability of the client
- Alert the defense as to areas to avoid and/or further develop with client
- Any reason for the delay in filing charges against the defendant

I reviewed the 3-hour videotape of the interrogation and presented my findings to the defense and quickly saw the same deceptive behavior of a typical dishonest person.

It should be noted the police conducted the interview with the client on the same day his wife's body was found.

Summarized key points:

- Client overall behavior was deceptive during interview:
 - Posturing changes in chair, when he admitted to not telling the initial truth of events to investigators
 - Wiping face and squeezing hands, indirect eye contact through the interview
 - Physical and verbal behavioral responses/changes
- Lack of commitment to sequence of events:
 - Client story and recollection of events changed throughout interview
 - Originally told story of suicide pact he had with the victim, later admitted no pact took place
- Minimization and omission of his role in the drug administration and reporting of the death to authorities
- Client made statements contradictory to his actions:
 - "I need to go to jail. . .it was a dumb thing to do," but later "I did nothing to hurt her"
 - "I loved my wife and would never hurt her," but originally stated he allowed her to take a whole bottle of oxycotin. However, no oxycotin was found to be in her system
 - Stated he didn't know she was dead until police arrived at the house looking for the victim (wife). Later, he said he knew she passed early that morning
 - Client said "If I would have seen blood coming from her nose, I would have called the cops, because that would have indicated something was going on in the brain." He never called the police based on checking her pupils and finding they were "dilated"
- Client made statements indicating his own guilt:
 - I'm sorry for this
 - I need to go to jail
 - I'm nervous

Overall, I observed the defendant's behavior and responses to be deceptive. He had made multiple changes to the sequence of



events on the day of his wife's death. Clients use of modifying or equivocating verbiage (i.e. I guess, I think, kind of. . .) undermined his own assertions. I felt he had difficulty with committing to what he told investigators, resulting in his obvious behavioral changes. He continued to omit events, which led me to believe he was concealing the truth.

In conclusion, investigators had little evidence but knew drugs played a role in the wife's death. The defendant admitted to being present and inside the home at the time of death. Although the client did not admit to murdering his wife, investigators attacked his repeated changes in the sequence of events. He stated he had administered pain patches at his wife's request. By his own admission, he did not report the death of his wife for 2 days. According to prosecutors, evidence indicated the defendant administered 3 times the lethal amount of pain-killing patches to his wife.

What I learned:

The police allowed the suspect to tell his story and attacked the changes in his sequence of events. Investigators conducted the interview immediately with him to document his story and obtain a confession as soon as possible. The suspect was negligent in not reporting his wife's passing to authorities and convinced them he had concealed the truth. The suspect stated he had been a naval corp man for 20 years and knew the stages of death, but failed to assist or prevent his wife's passing.

If the case went to trial, the defense was going to have a leading pharmaceutical expert testify of the post-mortem levels that the pain-killing patch "fentanyl" would actually increase after death. The prosecution would have relied on his own admission administering the drug and his to contradictory statements made during the interview with police. In the end, the case never went to trial and the defendant pled guilty to second-degree murder and was subsequently sentenced to 30 years in prison.

I've learned how the CFI can be applied to all sides of the interviewing/interrogation spectrum. This was my first encounter with looking at an interrogation/interview from the defense side and this gave me additional insight on how the defense would defend against the interview. Having the CFI designation, allowed me the opportunity to expand beyond the retail environment and educate others about the certification. Hopefully, the designation provides you opportunities to educate and promote the CFI to professionals outside your traditional environments.

Coalition of Law Enforcement and Retail

Mark Neapolitan, CFI has been asked to be on the board of a "new and needed" organization. C.L.E.A.R. has been formulated, in his belief, in what has been dramatically needed in Loss Prevention and Law Enforcement for years.

The Coalition of Law Enforcement and Retail (C.L.E.A.R.) exemplifies cooperative efforts in training, education, investigation, contacts, and intelligence between Law Enforcement throughout the United States and one International Affiliation so far and the retail sector towards a common goal.

C.L.E.A.R. is a non-profit organization and is currently soliciting for donations. If you feel that this is something that you would like your organizations to advertise on and be affiliated with, please email Detective [Jack Gee](#) - Ft. Lauderdale, FL PD.

Mark also urges you to forward this information on to anyone in Law Enforcement and/or Retail who you feel would like to be involved in this association.

By contacting Jack via email he will let you know what manner to forward your donations if any. In return, please email him with your companies logo for inclusion on the web site now under construction.

Thank you in advance for your attention and consideration. If there are any questions, please do not hesitate to contact [Mark](#).





How 24?

By Chris Goebel, CRT, CFI

When I first started exploring and learning about the CFI certification, I quickly learned that I would need 24 Continuing Educational Credits (CECs) over a three year period to maintain the certification. My first sight was set on initial certification with recertification requirements to follow. Well I earned my CFI and then it was time to really roll up my sleeves and get to work.

I found that the best source to provide guidance and assistance would be Wayne Hoover. I corresponded with Wayne both by e-mail and phone and found him to be incredibly helpful. Over the past few months Wayne and I have talked about a number of ways to achieve my 24 CECs. I want to share one approach with you that benefited the company I work for, our personnel as well as myself.

I believe knowledge much like a gift, is of little value if you can't share it with someone else. I took the knowledge of what I had learned about obtaining statements and developed it into a training program for our store level Loss Prevention Officers and management teams. This approach required that I research the topic, develop the presentation and actually present the topic. With my Power Point presentation, flash drive, laptop computer and printed training materials in hand, I set out to train personnel from all of our stores. I presented the topic at 4 different regional locations that lasted about an hour each.

Okay, I'll get to how all of this adds up. This type of effort falls into area 2-"Courses, Conferences and Internal Training" item 2.2 on the Re-Certification Credit Guide.

After coordinating with Wayne it was preliminarily decided the training totaled up this way:

| | |
|-----------------------------|---------|
| Course Development and Prep | 4 hours |
| First Presentation | 1 hour |
| Second Presentation | 1 hour |
| Third Presentation | 1 hour |
| Fourth Presentation | 1 hour |
| For a total of | 8 hours |

Those 8 hours translated into 8 CECs towards the 24 required for recertification. Sorry, travel and setup time don't count.

After completing the presentations my Assistant Director signed a letter certifying the hours I spent on the project. I then put the letter, presentation and supporting data on file. One thing I learned about earning your CECs, you are only limited by your imagination. What would benefit you should also benefit your company and its employees. Another lesson is to have some form of certification from a superior if you plan to conduct in-house efforts and keep honest records of your efforts. Don't settle for just 24 CECs. Shoot for 48, 60 or even 100 CECs. Going beyond the 24 credits only enhances your professionalism and knowledge. Not to mention it gives you a safety margin should you be selected as one of the 10 percent chosen for audit.

So use your imagination and good luck on your recertification efforts.



CFIs in the Media

Frank Borecki, CFI and Chris Norris, CFI teamed up to write an article on Telephone Interviewing as seen in Nov/Dec issue of [Loss Prevention Magazine](#).

Shane Sturman, CFI, CPP and Doug Wicklander, CFI, CFI wrote an article titled: Don't Be a Tattletale! Seen in the Nov/Dec issue of [Loss Prevention Magazine](#).

Mike Marquis, CFI wrote an article titled: Creating a New LP Culture. Seen in the Nov/Dec issue of [Loss Prevention Magazine](#).

Walter Palmer, CFI, CPP, CFE has an article titled: LP in the Land of the Rising Sun. Seen in the Nov/Dec issue of [Loss Prevention Magazine](#).

Mike Keenan, CFI was interviewed by Stores Magazine (November Issue), discussing Policing the Internet.

Steven May, CFI was is mentioned in an article found in the October Issue of [Loss Prevention Magazine](#), discussing their National Shrink Database they have helped create.



CFIs Recertify

We are proud to list those who have recertified. This list includes those who have submitted their paperwork from August - October, 2008, to continue their CFI designation through 2010. Congratulations on maintaining your CFI.

Joseph Barbagallo
 Mike Battles
 Troy Bennett
 Michael Bidwell
 Lane Blackwell
 Lindley Boyd
 Salvatore Briguglio
 Todd Burchfield
 Maurice Edwards
 Kathleen Farrell
 William Farris
 Steven Gardner
 Garth Gasse
 Wayne Glover
 David Hinojosa
 Michael Hofstetter
 Shane Hunter
 Brian Janisse
 David Lane
 Craig Lansberry
 Joseph Lawrence
 Dan Lottes

Denise Lundeen
 Jason Martin
 Jim Mauldin
 Michele McCarthy
 Shawn McCullum
 John Mulheran
 Douglas Newstrom
 Elmer Pascual
 Kimberly Russell
 Edward Shelley
 Richard Silcox
 Kenneth Smith
 Erik Stephens
 Gregory Stocker
 Lawrence Stoves
 Jose Trevino
 Ian Vernon
 James Walker
 Chad Welch
 Brian Wildman
 Eric Wilhoit

Article Submissions

All CFIs are invited to submit articles, book reviews or other materials for publication. Submission of an article to *CFInsider* does not guarantee it will be published.

CFInsider reserves the right to edit any article for grammar, clarity, and length, but the content or opinions contained therein will be those of the author.

Publication of an article, its contents, and opinions do not necessarily reflect the opinion or beliefs of *CFInsider* or the Advisory Committee.

In addition to the CFI Coin, we have received requests for numerous CFI items. While several are under development, including a new logo for shirts, we do have 95 commemorative CFI leather bound folders available. The cost is \$30.00 plus shipping. Please click [HERE](#) to order yours today!



Have you added CFI to your card?



Dan Taylor, CFI
 Investigator - Asset Protection

Panera, LLC
 1600 S. Brentwood Blvd. Suite 300
 Brentwood, MO 63144
 (314) 633-4236
 Fax: (314) 256-7084
 (314) 239-6365:
 E-mail: dan.taylor@panerabread.com

QUOTE OF THE QUARTER

The time is always right to do what is right.

Martin Luther King Jr.



Interesting Tidbit

As seen in the Arizona Republic July 2, 2008.

'Google'-like tool will link police records, go after criminals. Crime-fighting just got a lot easier at the Mesa Police Department. The department jumped a significant hurdle in implementing a new investigative tool for officers called COPLINK, known as "Google" for police, to search confidential criminal information maintained by law enforcement agencies. Currently, Mesa can only search its own database.

The system uploads new Mesa police reports and field information taken by officers every hour. They eventually hope to bring in new data every 10 minutes.

"It gives the police an ability to look at what might be unrelated events and link them together for a quicker or better resolution for the crime," Mesa Police Technical Services Administrator Shirl Butler said.

Sgt. Lance Heivilin, who oversees the East Valley Gang and Crime Information Fusion Center, said the change will increase the productivity, efficiency and effectiveness of the center.

"It opens all kinds of doors for us," Heivilin said. "It will reduce the time it takes to show the links and time is critical in these investigations. It takes work that would take hours to a day, to minutes or seconds."

What is COPLINK

COPLINK is software that taps into the databases of numerous law enforcement agencies and analyzes information to generate lists of potential suspects. It searches connections between people, places and crime patterns by looking up mug shots, partial license plates, arrest records and identifying marks such as tattoos.

More than 500 agencies nationwide have adopted the program since it was developed in 2002 by Knowledge Computing Corporation of Tucson.

The bigger picture

Four law enforcement departments serve as providers of AZLINK, the state's version of COPLINK: Mesa, Phoenix and Tucson police, and the Maricopa County Sheriff's Office.

Mesa will house the system and provide access to other East Valley agencies like Chandler, Gilbert and Tempe. Peoria police tap into Phoenix's system.

Who's on board

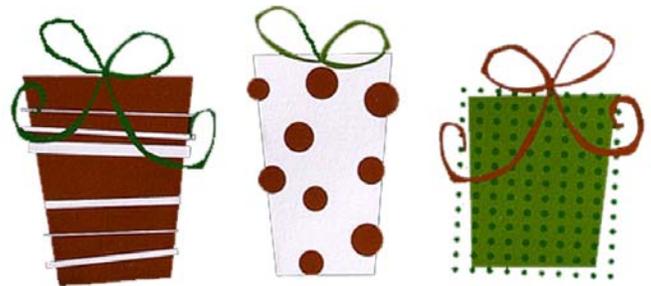
Gilbert police are undergoing testing to make the system operational, Butler said. Chandler and Tempe police are installing communication lines, and Scottsdale is ordering the equipment. All the agencies are working to prepare data for conversion to COPLINK. Local divisions of the U.S. Immigration and Customs and Alcohol, Tobacco, Firearms and Explosives (ATF) are on board to join the system. Salt River Pima-Maricopa Indian Community police are considering joining.

What's next

This month, Mesa patrol officers will learn to use the system. Thus far, Mesa detectives, crime analysts and East Valley Gang and Crime Information staff have been trained. The department's major case squad has had some success already.

By the end of the year, the East Valley agencies are expected to be sharing information. Mesa police installed the system in October and began loading data in early November. The system has about 275,000 police records dating to May 2005. They hope to go back 25 years.

Early next year, Mesa police hope to start sharing information with Tucson, Orange County, Calif., Phoenix and San Diego.

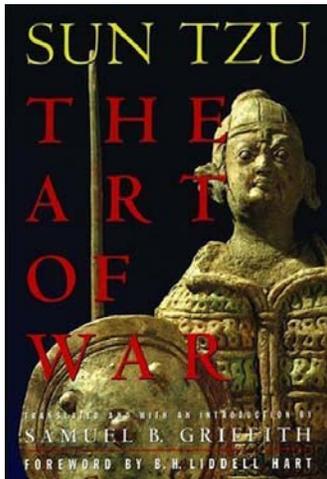


Missing CFIs E-mail/Contact Information

Please click [here](#) and review the list of current CFIs, to see if you or someone you know is listed in BOLD. If so, it indicates we do not have current phone numbers, titles, organizations, or e-mail addresses to reach these people.



Book Review



Sun Tzu The Art of War

By Samuel B. Griffith

Published by Oxford University Press

Reviewed by Michael Reddington, CFI

As CFIs we consistently look for ways to strengthen our knowledge base, teach others, and improve our interrogation skills. We educate ourselves in different techniques for obtaining admissions and detecting deceit. One of the challenges our education creates is

retaining the ability to take a step back and consider the totality of circumstances before an interrogation. Creating a sound strategy before an interrogation can make the difference between a well developed confession and a darker alternative.

The Art of War, by Sun Tzu, is a book that I revisit regularly to remind myself not to lose sight of the importance of thinking strategically. Although there remains some debate as to the date of origin and actual author of this text it is generally accepted that Sun Tzu authored these thirteen chapters over 2000 years ago in China. Many authors have translated The Art of War and added their own forwards, insights, and recommendations for the text. The Art of War is prescribed reading for military officers, CEO's, sales professionals and college students alike. In this review I will examine how, as interrogators, we can benefit from Sun Tzu's lessons of leadership, preparation and confrontation.

Sun Tzu's biography includes a story in which the king of Wu requested Sun Tzu to conduct a training exercise with his concubines. According to the legend Sun Tzu clearly explained his expectations to the two columns of concubines twice. When his second consecutive order was disobeyed he ordered the execution of the king's two favorite concubines. The moral of this story is as leaders it is our responsibility to provide clear instructions and only after clear instructions can we hold our employees responsible for their actions. As we develop our employees we need to be conscious of the fact that things appearing trivial to us may be challenging to them. We can work to inspire them through education and provide critical feedback when appropriate.

Sun Tzu lists five factors to consider before going into battle, or an interrogation. These five factors are moral influence, weather, terrain, command and doctrine. We will often make tough decisions regarding an individual's employment or their freedom and the morality of those decisions should always be considered. Weather can be translated to the political climate of our situation. We should consider if our current climate supports the interrogation or if we should wait for a political storm to clear. The physical location of the interrogation constitutes the terrain. Although some environments are more challenging than others we should find a location that gives us an advantage as opposed to providing an advantage to our subjects. In many cases the command consideration involves us. Are we making good legal and business decisions and are we properly training our employees to conduct interrogations? Doctrine represents the methods we use to elicit information from people. Here is where we follow any applicable laws and policies as we execute our interrogation techniques.

Once the decision has been made to conduct the interrogation the focus turns to preparation. Sometimes we have days to prepare and on other occasions we may only have a few minutes. According to Sun Tzu, whatever preparation time we have should be focused on creating advantages for ourselves. We can create advantages by researching our subject's background, choosing the right location to conduct the conversation, reviewing the investigation or taking a few seconds to make the conversation appear spontaneous or well planned. If we look at preparation as an ongoing process we can consider Sun Tzu's assertion that better trained armies will typically prevail. As CFIs it is safe to assume that we make training a priority for ourselves so the question becomes how we train others. Activities including formal training classes, reviewing previous interrogations, assigned reading or even trading rationalizations and themes will continue to develop those whose careers we are trying to enhance.

When Sun Tzu states that the acumen of skill is to win without fighting he could have been speaking of obtaining admissions without having to overcome denials. He continues to discuss two very important points of knowledge. First is the importance of knowing when to fight and when to walk away. As interrogators there are many occasions when we want to interrogate someone as fast as possible, but we need to understand that it could be far more important to live to fight another day. By considering the political climate, the depth of the investigation, our subject's background and ourselves, we can make educated decisions regarding the best time to speak with someone. This leads us to his second point which is to know ourselves and our subjects. Sun Tzu accurately states that if

we only know ourselves we have, at best, a 50% chance at success. Each of us can probably recount interrogations that we salvaged because of one little detail we learned about our subject. Knowing ourselves is an underrated aspect of our preparation. It can be difficult to acknowledge that we have areas of our game that need improvement or that there could be holes in our investigations. When we understand our personal challenges we will be better prepared to avoid or overcome them during an interrogation. If we go into an interrogation and do not know ourselves or our subject we are almost certainly preparing to fail.

One of my favorite Sun Tzu assertions is that it is better to capture an enemy than it is to destroy him. Assuming we are having a conversation with a guilty subject, one of our goals will be to develop a complete confession. If we attack, belittle, and threaten him we could destroy him and if he admits to anything it will be to what we already knew. However, if we use the strategy of convincing him of his guilt while helping him understand that good people make mistakes we can psychologically capture him and obtain a thoroughly developed confession. Sun Tzu goes on to include a technique for capturing our opponent; never fully surround him. When people find themselves completely surrounded in an adversarial situation they often feel the need to fight to the death. In an interrogation this could cause our subjects to continue to deny even if they believe they are caught. The alternative is to leave them a perceived way out. Regardless of what technique we choose we can surround our subjects by convincing them that their guilt is known. We leave their perceived escape route open by using the right rationalization/theme and following it up with a well conceived and properly timed soft accusation or choice question. When they choose to take that escape route by providing us an initial admission they unknowingly play right into our strategy without feeling the need to defend themselves.

During our preparation we will need to create an offensive and defensive strategy. Sun Tzu discusses the importance of understanding our own, and our subject's, strengths and weaknesses. This is similar to any SWOT (Strengths, Weaknesses, Opportunities, and Threats) analysis we have previously completed. Weaknesses can include time restrictions, incomplete investigations, language barriers or a lack of familiarity with our subject or their profession. Our strengths start with our training, education and experience but they may vary from there. We want to focus on protecting our weaknesses, avoiding their strengths and attacking their weaknesses with our strengths. Above all we never want to underestimate our subjects.

Although he is talking about a military battle Sun Tzu speaks of the importance of occupying the field first. We want to dictate the terms and pace of our interrogation and a great way to begin is by waiting in the room when our subject arrives. We may choose to alert him in advance to the conversation, have an escort explain the reason for the conversation on the way to the interview room or we could use an "ambush" technique, either alternative will allow us to set up our room, collect our thoughts and gain a psychological advantage without saying a word. When Sun Tzu considers waiting for his opponent's arrival his recommendation is to "wait in serenity". Every interviewer experiences varying levels of nerves and excitement before and during an interrogation. By cultivating a calm spirit before we start the conversation, we will not allow these emotions to effect our judgments.

Building rapport and verifying background information are steps that many individuals rush through or avoid due to lack of time, confidence or interest. In a military application Sun Tzu states that it is important to understand your opponent's movement so you can use it to your advantage. When we take the time to build rapport and verify background information we can learn our subject's normal speech and behavior pattern, what they look like when they are being truthful, and allow them to give us ideas for rationalizations/themes. This information becomes the foundation for our entire interrogation to be built on.

Another statement Sun Tzu makes is to "Be without shape". We are all comfortable with the fact that the best laid plans will somehow fall apart. At any point during an interrogation we might hit an unexpected roadblock or uncover new information. By "being without shape" we allow ourselves to remain flexible, transition between techniques, and become who ever our subject needs us to be.

It is also important to consider Sun Tzu's "five dangerous qualities of a general". He lists these negative qualities as being reckless, cowardly, quick tempered, having a delicate sense of honor and being too compassionate. These negative attributes should always be considered when we are deciding to interrogate an individual or to trust what we are being told.

In summation if we educate and inspire our employees, prepare by understanding ourselves, our subjects and our investigations, create advantages for ourselves, remain calm and exercise good judgment we will set ourselves up for success. The Art of War is a quick read and Sun Tzu's chapters are written in a bullet format, and depending on the translation you choose the author's notes and contributions could vary. I would recommend browsing through several translations and choosing the one that fits your reading style.



Links of Interest

An article in the [Journal of the American Chiropractic Association](#), speaking of how physicians can use an interviewing technique to evaluate actual medical conditions (i.e. fake injury claims, etc). It contains discussions about having a subject tell their story backwards so that their lie is easier to detect. Some may even not bother trying to tell it backwards as it may be too much trouble to not tell the truth. [Click here](#) to link.

[Forensic Focus](#) is a newsletter provided by McGovern & Green, LLP, discussing fraud and related activities.

National Institute of Justice, [Issue 259-CIS Effect](#): Does it really exist?

[The DNA Age: Lawyers Fight DNA Samples Gained on Sly](#)
DNA gathered surreptitiously helps get guilty verdicts, but critics say the practice violates privacy rights.

This site has a [Crime & Courts](#) section for current events. Resources are listed to the lower left of the page.

[Leandsonline](#) is a site that lets Police and Businesses post information to help solve crimes from Burglary, Identity Theft, and many other areas of concern.

Criminal confessions: overcoming the challenges - [Interview and Interrogation Techniques](#) The FBI Law Enforcement Bulletin, November 2002 by Michael R. Napier, Susan H. Adams.

Dan Taylor, CFI submitted the use of this [search engine](#) to provide results to aid investigative purposes, information gathering, general knowledge, etc. For example, if you want to know any information on web concerning thefts or frauds attached to a company name. You would input: theft NEAR (company name) or fraud NEXT (company name) in the search engine. *Results are:*

The NEAR operation finds documents where the query terms are within 16 words.

The NEXT operation finds documents where the query terms are next to each other.

This information would be invaluable if you were able to identify someone trying to defraud your company or information being provided or used that could expose your company's risk areas. Furthermore, the website is free and the information open to the public. It's a good investigative resource for intelligence gathering or background investigation.

Jay Martin, CFI sent us the following link to the professor that has done research on the [influence of camera perspectives](#). He co-chaired the conference on interrogations and confessions at UTEP last year. Thanks to Jay, and we hope others are on the lookout for this type of information to share with other CFIs.

Welcome CFIs

The following individuals became CFIs during the quarter, August-October, 2008. Congratulations to those who have achieved the CFI status this last quarter!

To view the current list of all CFIs, visit our [web site](#), or [click here](#).

Dickson Bertrand
Mark Blasius
Michael Bransford
Janene Dempsey
Michael Holmberg
James Latham
Andie Millaway
Joseph Nowakoski
Daniel Robertson
Jason Sibulkin
Paul Zelko
Joshua Anderson
Tammy Cunningham
Shane Dalton
Richard Dobson
Debra Fletcher
Carla Flinn
Andrew Fossler
Henry Johnson, IV
Christopher Lutgen
Michael Mainville
Stephen Munson
Bradley Taylor
Robert Thompson
Ryan Wagers
Stephen Waters
Ryan Bonk
Ronald Cote
Jarett Domes
David Hall
Kevin Krotenberg
Paul Pickard
Edwin Rodriguez
George Sanchez
Michael Staines
Adam Stoddard
Damon Tritte
Sheila Zile-Pecoraro

cfinsider

■ 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. Statement of fact and opinions made are the responsibility of the authors and do not imply an opinion on the part of CISA, 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 CISA.



CFIs Needed

Rationalization Committee

We are looking for a number of CFIs who are interested in participating in a project for Rationalizations/Themes. We have created a chart of about 78 different Rationalizations/Themes and would like to have a few different Rationalizations/Themes for each of the 78. The goal of the project is to have a place CFIs can go when they have an interview to gather possible Rationalizations/Themes for their case.

As part of this project we will be assigning Continuing Education Credits for your recertification should you be a part of this research project.

Information Requested

We are asking CFIs to inform us of any conferences, symposiums, of seminars that deal with ideas relevant to CFIs.

CFInsider Journal Committee

We have had many people involved in creating these CFInsider issues that are enjoyed by CFIs. Every year we have turn over as our responsibilities change with our personal life and our professional life. As we enter 2009, we are seeking CFIs that would like to be part of this committee to create these issues. As part of this CFInsider Journal Committee, you will receive 4 Continuing Education Credits per year that you are an active member. Whether you are a current member or want to be a new part of the committee, an email saying you would like to be involved is required. Please email [Wayne Hoover](#) to be part of this committee, or if you have questions in regards to the requirements.

Continuing Education Committee

Every 3 years a CFI is required to recertify and prove that they have continued their education to maintain the CFI designation. From those that submit their continuing education, we select a percentage to be audited. This committee of CFIs conduct the audits of those submissions. As part of this committee, you earn 4 Continuing Education Credits towards your recertification for your active participation.

Current members of this committee are not required to "re-up" as all have been active over the past year. However, if anyone would like to join this committee, that is not currently a member, please email Wayne Hoover ([link to email](#)) and state your interest.

NEW Regional Chapter Committees

We have had numerous requests to create Regional Chapters for CFIs to have meetings to discuss ideas, do presentations, and earn Continuing Education Credits. Based on these requests the Advisory Board agreed there are certain areas that could support such an effort. As a member of these Regional Chapters, you would be required to coordinate with Wayne Hoover possible dates, times and locations to provide meetings. If you are interested in creating a Chapter in your area, please contact [Wayne Hoover](#).

Pictures of CFIs Wanted

I think we all agree the CFInsider looks better with pictures of CFIs in action. Whether it be a company meeting, training seminar, or national/regional conferences please remember to take pictures and send them to Wayne Hoover ([link to email](#)) to include in future issues. Thanks for any help you can provide in this area.



CISA

The objective of this certification program is to create comprehensive, universally accepted professional standards combined with an objective measure of an interviewer's knowledge of those standards. The ultimate goal is that every person and every organization with a stake in interviewing will benefit from the program, as will the reputation and effectiveness of the entire profession.

CFI Code of Ethics

The Certified Forensic Interviewer is a professional with the expertise to conduct a variety of investigative interviews with victims, witnesses, suspects or other sources to determine the facts regarding suspicions, allegations or specific incidents in either public or private sector settings.

The Certified Forensic Interviewer demonstrates understanding of legal aspects of interviewing and proficiency in interview preparation, behavioral analysis, accusatory and non-accusatory interviewing, documentation, and presentation of findings.

[Click here](#) to link to the complete CFI Code of Ethics.

Opinions and ideas in cfinsider are intended for information, and is not meant to be used as legal advice.



CFIs On the Move!

Elizabeth Christensen, CFI was appointed Regional LP Manager for Harbor Freight Tools.

Dan Cruz, CFI is now the Regional Manager of Loss Prevention for Louis Vuitton.

Christopher Dalton, CFI is now a LP Manager for T-Mobile.

Jim Elder, CFI is now a Divisional LP Manager for T-Mobile.

Jayne Escobedo, CFI was promoted to Divisional Loss Prevention Manager - Pep Boys.

Lee Foley, CFI was appointed Regional LP Supervisor for Dollar General.

Robert Frasco, CFI was promoted to District LP Manager - Nike.

Bruce Grundy, CFI was promoted to Divisional Loss Prevention Manager - Pep Boys.

Marc Health, CFI has been promoted to Corporate LP Manager for BJ's Wholesale Club.

George Hines, CFI was promoted to Interim Director of Loss Prevention Babies "R" Us.

Dan Horowitz, CFI has been promoted to Senior Regional LP Manager for Rue21.

Dustin Hudgins, CFI has been promoted to Regional LP Director for Rite Aid Corporation.

Michael Korso, CFI is now the Area LP Manager for Tween Brands.

Kevin Larson, CFI has been promoted to Director of LP for Bath & Body Works.

Karla Leitgeb, CFI was appointed to Zone Loss Prevention Manager – Michaels.

Matt Lincoln, CFI was named Regional LP Manager for PetSmart.

David Lund, CFI has been promoted to VP of LP for Dick's Sporting Goods.

Juan Madrid, CFI was named Regional LP Manager for KB Toys.

Janine Marin, CFI was appointed Director of Security North America for Henry Schein.

Janice McCort, CFI was promoted to Director of Business Development - The Zellman Group, LLC.

Bryant McAnnally, CFI was appointed to Regional LP Managers for Disney Stores.

Bobby Mothershed, CFI has been promoted to Director of LP Training and Administration.

Juan Ospina, CFI was appointed Regional LP Manager for New York & Company.

Shane Owings, CFI was appointed District LP Manager for Polo Ralph Lauren.

Paul Paglia, CFI has been promoted to Regional LP Director for Bloomingdale's.

Doreen Pavese, CFI was appointed to Regional LP Manager for New York & Company.

Rosario Rodriguez, CFI was appointed to Loss Prevention District Manager Ross Stores.

Marcus Smith, CFI was appointed to Regional Loss Prevention Manager - Abercrombie & Fitch.

Gregg Smith, CFI was named Senior Director of LP for Donna Karen.

William Tessier, CFI, was named Regional LP Manager for Wet Seal.

Joseph Throneberry, CFI is now the Market AP Manager for Wal-Mart.

Earl Watson, CFI is now the Senior Director of LP for Wal-Mart.

Kathy Laws, CFI has been promoted to Senior Regional Loss Prevention Manager for Banana Republic.

Glenn Justus, CFI was named Senior Corporate Investigator for Barnes & Noble.

Jason Shaw, CFI was promoted to Regional Loss Prevention Manager at Nike.

Ron Taylor, CFI was promoted to Regional Loss Prevention Manager at Nike.

Chris Mintz, CFI was named Area Asset Protection Manager for Circuit City.

John MacLeod, CFI was promoted to Regional Asset Protection Director for Polo Ralph Lauren.

Patricia Morgan, CFI is now working as a LP Manager-Distribution for Publix Super Markets, Inc.

Joseph Reyes, CFI has accepted a Divisional position with Axxess Financial Team.



CFI Recertification Information

A link to the http://certifiedinterviewer.com/seminar_classes.htm will give you a list of some of your options. To download the recertification form, please click the following link: http://certifiedinterviewer.com/pdfs/CISA_Certification.pdf

Here are some links that take you to pre-approved seminars or programs that can be applied to your recertification:

www.policetraining.net
www.w-zcampus.com/campusV2/campus/course_catalog.html
www.w-z.com/schedulecfi.php#schedules
www.lsiscan.com/scan_training.htm

[NRF Investigator Network Meeting Calendar](#)

CFI Continuing Education Credits - Upcoming Meetings:

*March 1-4, 2009

[Food Marketing Institute Loss Prevention Conference](#)

*March 15-17, 2009

[International Council of Shopping Centers-Security Conference](#)

*April 20-25, 2009

[International Law Enforcement Educators & Trainers Association \(ILEETA\)](#)

*May 3-6

[Retail Industry Leaders Association-Loss Prevention Conference](#)

*June 15-17, 2009

[National Retail Federation-Loss Prevention Conference](#)

*July 12-17, 2009

[Certified Fraud Examiners Conference](#)

*September 21-24, 2009

[ASIS Conference](#)

***Note:** CFIs have mentioned that they will be at these conferences and/or presenting at the these conferences. For networking possibilities with other CFIs, please contact [Wayne Hoover](#) for an introduction.

Should you be attending a national conference, company conference, or seminar that requires name tags, email [Wayne Hoover](#), and he will send you your CFI ribbon to attach to the name tags.

CFI Recertification

Below are the individuals who are up for recertification who have not sent in their signed sheet saying they met the requirements to be recertified, the payment, or both. The individuals listed are for January - March, 2009. Please [click here](#) to download a form. Send in your payment and form as soon as possible, so you will not be required to take the CFI examination again to keep your CFI designation.

January

Matthew Haughton
 John Ludwick
 Gary Moncur
 Juan Perez
 Chad Sellers

February

Elaine Buksa
 Robert Church
 Bruce Couling
 Timothy Springer
 James Wentworth

March

Suzanne Castillo
 Jim Contakos
 Jacinto Davila
 Kasondra Fehr
 Justin Fielder
 Jeffrey Foster
 Sylvia Garlowich
 Michael Hooper
 Tiawan Pinkney
 Jacqueline Vaught

Organizations Represented

The following list comprises the new organizations that have individuals who have successfully achieved the CFI designation during the quarter, August-October 2008.

To view the current list of organizations represented, visit our updated web site, or [click here](#).

Danville, IL Police Dept.
 Rowlett, TX Police Dept.
 Ace Hardware
 Fair Lawn City Fire Dept.
 Family Dollar

Sportsman's Warehouse
 Movie Gallery
 Cadfael Investigative Group
 Grant Thornton LLP
 Quinn Consulting Services

Letters to the Editor

Every magazine provides an opportunity for readers to express their feelings about the content of the publication. We welcome your thoughts and comments to help us better address your issues. [Click here](#).