INSIDE THIS ISSUE

letter from the chairman
hello from the editor
questions from the field
truer words could not be spoken
legal aspects
book review
cfi north east chapter
links of interest
cfis on the move
cfis in the media
sdorca
cfis speak at conferences

www.certifiedinterviewer.com
© 2010, Center for Interviewer Standards & Assessment, Ltd.
Well, milestones are falling by the wayside. We have passed one thousand CFIs and are working on our second. The CFInsider is in its fifth year as a publication and growing better with each edition. Committees to help with the newsletter and re-certification have been formed. Things are definitely moving forward.

What seems like destiny is the formation of the first chapter of our CFI association in the New York area. There are over one hundred CFIs in the North East and they began to cross paths at the NRF’s Investigator Network meeting. It was not long before they realized they were part of a large number of CFI designates who were attending. What followed was a discussion about getting together to talk about interviewing and common problems.

Chris Batson, CFI has taken the lead in organizing the first CFI chapter. Along with other interested CFIs they have begun work on a Mission Statement, goals and conceptualizing an organizational structure. Three members of the CFI Advisory Board are mentoring the process. We owe special thanks to Steven May, CFI, President, LPI; Mike Marquis, CFI, AVP, Marshalls; and Wayne Hoover, CFI, VP, Wicklander-Zulawski & Associates who have worked with the group to begin the organization process.

There are other areas where CFIs have begun to meet and this is the beginning of an international association coming together to discuss interviewing. It will be interesting to watch as the International Certified Forensic Interviewers Association develops. I wonder what the next five years will bring.

If you have an interest in beginning a chapter in your area, contact Wayne Hoover at whoover@w-z.com.

Sincerely,
David E. Zulawski, CFI, CFE

Hello from the Editor
Cary Jones, CFI
Cracker Barrel

Our Chairman’s letter mentions milestones falling by the wayside. The CFInsider has turned five. That surprised me, as it seems like yesterday that many of us sat for the CFI exam, and had to wait for the results to come back for the first one hundred people to benchmark the process. That first group, which is now on their third certification period (with over six years as CFIs), was a milestone group, as they took the time to make sure our profession was advanced by taking a chance on the CFI program. As I was speaking with Wayne Hoover, CFI, about this issue, we discussed the first group, the following CFI’s, and “educational milestones” for the industry. This edition seems to have CFI’s jump off the pages with members taking on roles in educational leadership throughout the industry.

Dave’s Letter from the Chairman highlights the first CFI chapter. Page four recaps an article CFI’s wrote for Loss Prevention Magazine.

When you get to page six, you will see several CFI’s that were involved in helping construct the Loss Prevention Foundation’s LPQ and LPC exams. The LPF Coursework Committee has over forty CFI’s, who are helping the Loss Prevention Foundation reach their own milestone in certifying individuals in the industry. Page ten lists CFI’s in the media, creating educational awareness by attaching CFI to their name. Finally, page eighteen lists five upcoming national conferences where CFI’s are speaking. We at CFInsider are very proud that CFI’s keep setting milestones in industry awareness and education, and thank each and every one of you for participating and being part of the effort.

David E. Zulawski, CFI, CFE
Chairman CISA Advisory Committee
Questions from the Field

“If you are in the middle of an interrogation and the suspect asks to leave the room, but the police are on the way, does false imprisonment apply if you hold her? More to the story…The suspect's brother is in the next room being interrogated and has confessed and given a written statement to another interrogator stating that it was his sister's idea to steal the gift cards. He also mentioned in his statement his sister knew they were stolen and bought merchandise with them, even having the merchandise delivered to their place of residence.”

This is a difficult question to answer because there are so many unanswered questions of fact. Are both the brother and sister employees? What investigative facts were available before the interview? Did the sister give a confession, offer admissions, or an explanation for her actions?

The first question we need to consider is whether there is sufficient evidence over and above the brother's statement to consider detaining the sister. For example, if she was stopped after a transaction using stolen gift cards with her brother this could be handled like a pass off or shoplifting apprehension with the detention of the suspects. In that case there is likely sufficient evidence for the police to make an arrest after viewing video, the brother's statement, and determining the testimony of loss prevention agents. Under this fact basis the sister could be detained. However, if the arrest does not result in a conviction the sister could sue civilly for false arrest and other civil tort actions.

If you did let the sister leave what is the worse that happens? The police determine there is probable cause to arrest and they pick her up later. Or they issue a warrant for the sister's arrest and she is taken into custody. The end result is the same.

If we look at the circumstances differently our conclusions might not be the same. Let's say the brother is an employee and the sister is not employed by the company. The brother is being interviewed during his working hours regarding the stolen gift cards and the sister has been asked to come in voluntarily for an interview. If we assume other than the brother's statement there is no evidence against the sister at this point in the investigation and she wishes to depart the store it would be prudent to allow her to go.

This is the most conservative approach to handling this when there is no direct evidence against the sister. You know who she is and where she can be found so if she leaves what is the down side for the company? She came in voluntarily and when she wanted to leave she left. If the police arrive and determine there is probable cause to take her into custody they know who she is and where she can be found. Is it the police officer's decision to arrest not the loss prevention agent so it is more difficult for the sister to bring a cause of action against the company. In the same way, the loss prevention agent may present the case to the state's attorney who may cause an arrest warrant to be issued for the sister again separating the company from the decision to prosecute. This reduces the liability for the organization while still causing the arrest of those involved in the theft.

Knowing the local jurisdiction and the guidelines under which they will prosecute a case will help in making a decision to arrest. Some prosecutors will pursue a case based on a written statement alone while others require independent evidence corroborating a confession before they will proceed.

There is nothing wrong with being conservative. Present the case, have warrants issued, and separate the company from potential liability in the case.

Finally, one thing we always do before we sit with people is to answer the question you asked. If this person wants to leave what do we do? Thinking this through with the different possible scenarios allows us a seamless response to a request. Arrest. Suspension. Release. Termination.
Truer Words Could Not Be Spoken
Christopher R. Goebel, CRT, CFI
Blain Supply, Inc.

Recently I read an article in the January – February 2010 issue of Loss Prevention Magazine. The piece was prepared by Dave Zulawski, CFI and Shane Sturman, CFI and titled “A Time to Review” (see CFIs in the Media page if you wish to read it for yourself which I highly encourage).

Truer words could not be spoken about reviewing and analyzing ourselves as interviewers. The article asks the questions “…Have I fallen into a rut? Do I use the same rationalizations over and over again?…” GUILTY?

Did those questions hit home?

A few days after reading the article while I was traveling between locations, I turned off talk radio in the car and took time to reflect back on the themes I had used recently. In my mind’s ear I heard the pattern develop very quickly.

Since many of us in the private sector may be exposed to a rather narrow range of events that require our skills as interviewers and interrogators, I believe it is very easy for any one of us to fall into a routine or “rut.”

I believe we are very capable of falling into our comfort zones and routines and not moving out of them very readily.

Shortly after reading the article the topic hit home a second time. A friend of mine, who has alphabet soup after his name from the computer world, asked me about my soup. The discussion quickly turned to intrigue and he started asking how I even start to talk to someone let alone go about getting confessions and what is it like to conduct an interrogation.

After reading the article and then having the questions put to me by my friend, I began to question myself; “had my themes and approaches become robotic and lost their sincerity?”

If I can hear it myself, I bet it would take a suspect just seconds to detect that I’m flat or off key, just like we might do when we listen to some elementary school bands play.

When I got back to the office I had to read the article again. During this second reading I really started to pick myself apart. We sure can be hard on ourselves can’t we?

A portion of the article talks about the “…interviewer gives up his evidence…”

During my self-assessment I didn’t see that as a problem area. I think I do a pretty good job at keeping both testimonial and physical evidence well hidden within the deck of cards.

The thought of being flat or off note in an interview stuck with me. While on the road again I started to think further back about the themes or maybe the lack thereof that I may have used in the past. I began to reword and rework them in my mind, looking for new angles. I even started speaking aloud to see if I could hear my own inflections. I can only imagine the looks I got in traffic as I went through this self-exercise. So I talk with my hands, oh well!

I guess to sum this up, and not turn it into a war story, had I not read the article in Loss Prevention Magazine I don’t know that I would have done my internal self-assessment at the time I did. The article served as a good reminder for me and I hope it will serve you as well.

Take “Time to Review.”

Georgia Southern University School of Business Fourth Annual Fraud and Forensic Accounting Education Conference
May 13-15, 2010

Fraud experts with knowledge and information on a wide scope of fraud topics will present at the Fourth Annual Fraud and Forensic Accounting Education Conference at the JW Marriott-Buckhead in Atlanta.

The conference features approximately 35 breakout and general session speakers, and 6 recertification credits.

Get a first-hand account from Special Agent Robert Herndon, FBI, one of the key investigators featured in Warner Brother’s movie, “The Informant.” Special Agent Herndon will be the conference keynote speaker and will explore the importance of character, leadership, and ethics in our daily lives. The conference will also feature a private screening of the film.

Join us for the conference on May 13 - 15, 2010!
To learn more, or to register, please visit: www.pkm.com/fraudconference/information.php or contact Laura Snyder directly at 404-420-5916.
Legal Aspects
In February, 2010 the United States Supreme Court ruled in Maryland v. Shatzer that a police re-interrogation of a Maryland man suspected of sexually assaulting his own son three years earlier did not violate the suspect’s right to an attorney. The defendant was questioned about the abuse three years prior and had requested an attorney before questioning then. Confronted by another police officer in two subsequent jailhouse interviews in March 2006, Shatzer waived his right to an attorney before confessing to molesting his son. At no time during the 2006 interviews did Shatzer request a lawyer.

Justice Antonin Scalia, writing for a unanimous court, said “The duration of the break in custody here (2½ years) was plainly enough to eliminate the residual coercive effect of his prior custody. But would one year be enough? Or one week?” Scalia said it is important for lower courts to have some guidance on an acceptable period, so the justices settled on 14 days, “plenty of time for the suspect to get re-acclimated to his normal life, to consult with friends and counsel,” after being in custody. To read the full decision please click here.

CFI Website: Getting New Look
We are in the process of creating a more useful and interactive website for CFIs. Some of the preliminary changes are creating a CFIs Only section. This will enable CFIs to view areas to which non-CFIs will not have access. With the nature of our profession, not all the data we currently have on the site needs to be viewed by anyone searching the web.

In the past we had created a CFI Rationalization Committee that has started working on Rationalizations to use for your next interrogation. We are now looking to create an interviewing matrix, so CFIs can visit this portion of the site and select the type of case they are doing, which will then provide an outline of the strategy, as well as some examples of rationalizations that can be used.

These are just a couple things we are looking to add; if anyone has other ideas, or would like to be involved in creating the new website, please email Wayne Hoover.

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. To write us click here.

Nelson Harrah, CFI (Gap Inc., Sr. Mgr. of ORC) recently presented at the LAORCA meeting. Pictured here (right) with LAPD Chief Charlie Beck and the Director from Smart and Final, Al Hrubeniuk (left).
CFI - North East Chapter

In case you have not heard we have started working towards a North East Chapter for the CFI designation. This will be the first chapter. They had a nice turnout last week to create their goals and mission statement. Mike Marquis, CFI and Steven May, CFI have agreed to be mentors from the Advisory Board, for this Chapter.

Those responsible for submitting for the Charter of the North East Chapter of CFIs are:

- Chris Batson, CFI (Chairman) Gap, Inc.
- Neal Parke, CFI (Recording Secretary) Nike
- Carol Rusinko, CFI, Nike
- Rob Frasco, CFI, Nike
- Joe Barbagallo, CFI, CFE, Margolis & Company PC
- Dave Dehner, CFI, Big Lots
- Andre M. Stevens, CFI, Northampton District Attorney’s Office
- Brian Kristel, CFI, Tiffany
- Erick Means, CFI, Armani Exchange
- Steve Palumbo, CFI, Tiffany
- Nathan Prusi, CFI, Abercrombie & Fitch

Mission Statement:
Enable CFIs to be lifelong learners of interview and interrogation skills through a network of elite professionals dedicated to growing the CFI Brand.

Goals:
1) Continue Education
   a. Innovative programs which are responsive to the needs of CFIs.
   b. Meeting the continuing education requirements of the CFI program.
2) Network
   a. Create a diverse community that facilitates opportunities for personal and professional networking.
3) Grow the Chapter
   a. Provide compelling reasons for active CFIs to participate in the Chapter.
   b. Encourage interview and interrogation practitioners to advance their professionalism via the CFI designation.
4) Advance the CFI Brand
   a. Uphold the integrity of the CFI designation.
   b. Promote the CFI brand as an elite designation.
5) Define Value for our Organizations

After the Charter is approved, elections will be held for the Vice Chairman and Treasurer at the next meeting. If you are interested in becoming a member of this chapter or would like to run for one of these positions, please email Wayne Hoover.

The Loss Prevention Foundation and Iverify Team Up To Advance Certification Initiative

LPF’s newest Masters level partner commits to certifying every Iverify associate monitoring retail locations

Charlotte, NC (March 1, 2010) - The Loss Prevention Foundation and Iverify recently signed an agreement that will certify every Iverify associate monitoring a retail establishment as LPQualified. With nearly 200 associates to certify, Iverify has also received status as an official LPQualified (LPQ) and LPCertified (LPC) testing facility to administer both proctored examinations. Iverify plans to certify their associates to equip them with the most comprehensive loss prevention knowledge in the industry. The LPQ certification is designed to be a benchmark educational program for both entry level and individuals already within the profession, while the LPC is designed as advanced education for loss prevention professionals interested in career advancement.

The creation of the Loss Prevention Foundation’s certifications was a process that required many experts to finalize the finished product. CFInsider would like to recognize the following CFIs for being a major part in this process.

LPF Committee Involvement of CFI’s
3/29/2010
LPF Coursework Committee

Aaron Henderson, CFI
Aaron Wichmann, CFI
Al Dauser, CFI
Andrew Henderson, CFI
Bill McLaughlin, CFI
Chris Barkis, CFI
Dan Gilvary, CFI
Danny Walker, CFI
Dave George, CFI
Dave Zulawski, CFI
David Lund, CFI
Denise Hunter, CFI
Don Ward, CFI
Garth Gasse, CFI
George Schweitzer, CFI
Greg Hord, CFI
Jeff Valentine, CFI
Jerry Snider, CFI
Jim Carr, CFI
Joe Hajdu, CFI
John Fice, CFI
John Slutz, CFI
Karl Langhorst, CFI
Kathleen Farrell, CFI
Ken Boremi, CFI
Mark Neapolitan, CFI
Mark Witsoe, CFI
Mike Iverson, CFI
Nelson Harrah, CFI
Peggy Schwingel, CFI
Ray Cotton, CFI
Robin Rosario, CFI
Roger Coursey, CFI
Scott Flint, CFI
Shannon Hill, CFI
Stan Berger, CFI
Steve May, CFI
Steve Palumbo, CFI, LPQ
Tracey French, CFI
Vince Briguglio, CFI
Walter Palmer, CFI
Repairing Business Relationships
Don Ward, CFI, CFE

Over the years, I’ve witnessed and been a part of situations that have caused business relationships to be damaged or at the very least injured. In many cases, the individuals responsible for the damage handled it professionally; the relationship was repaired and ended up in a better place. Unfortunately, I’ve also seen how improper handling of a bad situation further damaged a business relationship beyond repair. Typically, I’ve found that the reasons are due to damage done by subordinates, your predecessor, a supervisor or yourself. In this article, I’ll be focusing on the damage done by you.

Building partnerships is an integral part of our success in the loss prevention community. These partnerships consist of other retailers, law enforcement, mall management and internal business partners.

In the retail world, loss prevention professionals often experience conflict with executives in other departments due to personality differences, policy and procedure non-compliance, or business decisions affecting shrink and employee turnover. It is important to remember that decisions are often made because of many factors affecting the business. Although you may not agree with the decision, the decision probably wasn’t made to spite you personally, but rather for the betterment of the company.

It is difficult for many people to diagnose that their actions were the cause of a damaged relationship. Often times, individuals resort to blaming the other person. Usually, there is a part of it that you own. So, you need to ask yourself and answer honestly: Could I have handled this situation differently? What part of this problem am I responsible for? How can I de-escalate this situation? Who can I ask for advice?

After you’ve realized what part you own, then it is time to get into repair mode. The most effective way to do this is to own up to your mistake and apologize for your action(s). However, apologies are not always easy for everyone to communicate. In these cases, the responsible party may want to consider an alternate path. An explanation of how you will handle the situation differently in the future may also help to repair the relationship.

Once the repair has been made, be cognizant of the little dings and scratches that caused the original damage. Sometimes it is the little things that set people off. For instance, that snide remark or short email response to a complex situation can put you right back into repair mode. If the scenario is too complex to communicate via email, then pick up the phone and call.

Finally, use the tools that you have at your disposal to develop yourself. Consider taking a course or reading a book on conflict management. If you don’t have a mentor, get one and have discussions about how to improve business relationships. Encourage 360 degree feedback from all of your business partners and keep an open mind to changing your behavior.

Don is a Loss Prevention Executive, who has held corporate and field level loss prevention positions with various retail companies. Don became a CFI in June 2004 and has conducted interrogations for over 10 years. He can be reached at warddon@ymail.com or by phone at 724-971-2689.

Attention Yahoo.com Email Addresses
We have been experiencing a problem with Yahoo email addresses recently. A number of our emails are kicked back as undeliverable from these domains. If you have another email address, or a way of making emails from w-z.com accepted please do so. If you have an alternate email, please let us know as well. (Click here for Wayne’s email)

Have you added CFI to your card?

Finally, use the tools that you have at your disposal to develop yourself. Consider taking a course or reading a book on conflict management. If you don’t have a mentor, get one and have discussions about how to improve business relationships. Encourage 360 degree feedback from all of your business partners and keep an open mind to changing your behavior.

Don is a Loss Prevention Executive, who has held corporate and field level loss prevention positions with various retail companies. Don became a CFI in June 2004 and has conducted interrogations for over 10 years. He can be reached at warddon@ymail.com or by phone at 724-971-2689.

Attention Yahoo.com Email Addresses
We have been experiencing a problem with Yahoo email addresses recently. A number of our emails are kicked back as undeliverable from these domains. If you have another email address, or a way of making emails from w-z.com accepted please do so. If you have an alternate email, please let us know as well. (Click here for Wayne’s email)

Did You Know?

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 67 commemorative CFI leather bound folders available. The cost is $30.00 plus shipping. Please click HERE to order yours today!
Gen-Y Nonverbal Cues

Vince Briguglio, CFI

It’s that time of the month again when the dreaded cell phone bill hits the mailbox. It was a good month; both of my teenage kids were good to their Dad, both stayed in our family plan shared minutes. Nice!! Then as I reviewed the bill I noticed something I thought was amazing; how many texts they sent in a month. Wow, unbelievable, well over 3,000!! I immediately ran and checked both of my kid’s hands to ensure they still had fingers. Good, we are okay…

Surprisingly enough we all have been using this form of communication more than ever with the wonderful inventions of the Blackberry, iPhone, etc. The new world of social networking is in full swing; people now would rather send an email or text than pick up the phone and have a personal conversation with someone. Also, many emotions are now left out of the thought process. Many people will write exactly the point they want to make. However, in some cases this form of communication can be disastrous. The text or email is taken out of context by the reader who may not feel the emotion or understand what the writer was trying to portray. The reader then becomes confused, possibly angry or hurt all because of misunderstanding and the inability to read the writer’s body language or hear their tone of voice.

Researchers have seen over the last couple of years that people are losing their ability to be able to read the simple verbal clues or body language that a person will give off during a conversation. On August 28, 2009, The Wall Street Journal published an article on this. Surprisingly we have developed our own verbal clues and body language in the art of texting such as a smiley face, LOL (laugh out loud), etc. However, people now seem to have trouble reading each other’s posture, hand gestures, eye movements, shifts in personal space and other non-verbal behaviors. The article also refers to an anthropologist by the name of Edward T. Hall who in 1959 labeled these expressive human attributes as “The Silent Language.” His argument was that body language, facial expressions and stock mannerisms function in juxtaposition to words, imparting feelings, attitudes, reactions and judgments. In our world of interviewing, we can all agree this anthropologist was more than right on with his research. Many times we as investigators can read/see the verbal cues in a person’s guilt, way before they even admit to their wrong doing.

Most of the studies on the effects of texting and the new Gen-Y abilities to read body language are just in the beginning stages. However, I personally see a new chapter of investigators in the near future. Also, with the new wave of texting, blogging, Facebook and the new world of Twitter, people are now allowing outsiders into their personal lives without even understanding they are doing this. An example of this is we as a department have begun using some social networking sites to develop internal theft cases. On these sites we have seen individuals openly discuss many things which they see or do against our company policy. This collection of data has led us to theft admissions in many cases across our company.

So as we continue down the road of technology in the field of communication, we should all ask ourselves what verbal cues we can pick up in an email or text which could lead us into a theft investigation in uncovering the truth. Or, as we are training our next generation of interviewers, we may need to spend extra time educating them on the nuances of non-verbal cues.

Survey Ideas

A few issues ago we posted the results of a survey regarding torture with great input from our CFIs. Should you have a topic you would like to survey other CFIs, please email Wayne Hoover with your ideas.

How to Become a CFI

We know that CFIs circulate issues of the CFInsider for others to read, and wanted to make sure you knew how to earn this designation. Click here to learn more about becoming a CFI.

Links of Interest

Backwards storytelling surfaces deception cues, new study reveals
As seen in Calibre Press Street Survival Newsline.

The Use of Trickery and Deceit During an Interrogation, as seen in PoliceTraining.net’s Newsletter.

Loss Prevention 2010: Retailers Battling Shrink in Tough Economic Times Report as seen on retail system research.com

Darkness Begets Dishonesty, Study Finds as seen on Yahoo.com

Social Engineering and the Art of Influence as seen on socialengineering.org

Canadian Researchers call for an end to aggressive interrogations in Canada.
CFIs On the Move!

December 3, 2009-March 15, 2010

Information was generously provided by:

The Loss Prevention Foundation

losspreventionfoundation.org

Eric Balmoja, CFI was appointed Area Loss Prevention Manager, Limited Brands
Barry Berkowitz, CFI was promoted to Senior Regional Loss Prevention Manager, Banana Republic
Michelle Cabrita, CFI was promoted to Director of Global Analytics, The Zellman Group
Marcos Chapman, CFI was promoted to Regional Loss Prevention Director, J.C. Penney
Roger Coursey, CFI was appointed to Special Agent, Social Security Administration, Office of the Inspector General
John DeYong, CFI was appointed to Loss Prevention Project Manager, Ross Stores
Donna Dollen, CFI was promoted to Loss Prevention Director, Gap Inc.
Nathan Frazier, CFI was appointed Senior Regional Loss Prevention Manager, Abercrombie & Fitch
Christopher Gibson, CFI was promoted to Regional Loss Prevention Manager, Rite Aid
Shaun Gilfoy, CFI was promoted to Senior Regional Loss Prevention Manager, Old Navy
Nelson Harrah, CFI was promoted to Director of Retail Crime for Gap Inc.
Sandra Hughes, CFI was appointed to Loss Prevention Systems Analyst, HMS Host
Tameka McCray, CFI was appointed to Regional Asset Protection Coordinator, Toys R Us
Stephen McIntosh, CFI was appointed to Supply Chain Asset Protection & Safety Manager, The Home Depot
Andy Montoya, CFI was appointed to District Loss Prevention Manager, Big Lots Inc.

Joseph Ortega, CFI was promoted to Senior Regional Loss Prevention Manager, Old Navy
Michael Peteja, CFI was appointed to Regional Loss Prevention Manager, Dress Barn Inc.
Joe Pfeifer, CFI was named the Vice-President of Loss Prevention for Eby-Brown
Dan Poelstra, CFI was appointed to Corporate Loss Prevention Manager, Forever 21
Leroy Quarles, CFI was promoted to Director of Central Loss Prevention, Helzberg Diamonds
Sam Reichman, CFI is now Regional Loss Prevention Manager, Radio Shack
Laura Roby, CFI was appointed to Regional Loss Prevention Manager, GNC
Denise Roe, CFI was appointed to Retail Development & Loss Prevention, Tumi, Inc.
Mike Saphos, CFI was appointed to Regional Loss Prevention Manager, Hollywood Video
Mike Scafidi, CFI was appointed to Manager of Loss Prevention, Uno Chicago Grill
Dave Shaffer, CFI was appointed to Regional Loss Prevention Manager, Dots
David Siler, CFI is now Director of Loss Prevention, Bartell Drug Stores
William Wells, CFI was promoted to Regional Loss Prevention Manager, Rite Aid
Dermott White, CFI is now Area Asset Protection Manager, Pep Boys

Quote of the Quarter

“The only thing that separates successful people from the ones who aren’t is the willingness to work very, very hard.”
--Helen Gurley Brown
Interesting Tidbits

Does Time Slow In Crisis? No, Say Researchers

Sam Reichman, CFI
Regional Loss Prevention Manager, RadioShack

Below is a science article I found online doing some research. Many people report that in times of extreme stress or threat that time appears to expand or slow down….such as in a car accident or fight. Research was done and found that although people cannot remember more details during this feeling of expanding time, the perception is real. This is important to note as subjects being interrogated will likely feel as though their interrogation has been much longer then it actually was.

Think about it… the trigger is the threat; in the WZ introductory statement the perception becomes real that their theft is known and the subject becomes stressed….their perception of time expands and as a result the confessions come quicker. With the strength of the denial rising and falling over a period of time, the subject perceiving more time has passed actually accelerates the cycle.

Make sense?
During a frightening event, a brain area called the amygdala becomes more active, laying down a secondary set of memories that go along with those normally taken care of by other parts of the brain.

"In this way, frightening events are associated with richer and denser memories. And the more memory you have of an event, the longer you believe it took," Eagleman explained.

Click here to read article.

---

CFIs in the Media

Nicole Accardi, CFI, Chris Batson, CFI, and Steven Palumbo, CFI were quoted numerous times in the article "LP Certification is Now Reality" as found in the Loss Prevention Magazine (January-February Issue) Pages 22 and 29.

Kevin Valentine, CFI is seen listed on Page 28 of the Loss Prevention Magazine as a Member of the Board of Directors for the Loss Prevention Foundation.

Mike Marquis, CFI wrote an article titled "Defining ORC Losses...Or Not" as found in the Loss Prevention Magazine (January-February Issue) Page 56 & 58.

Glenn Eddleman, CFI was seen under the Financial Section of the Tulsa World News. Tulsa World: Business People.

Dave Zulawski, CFI and Shane Sturman, CFI wrote an article titled "A Time to Review" as found in the Loss Prevention Magazine (January-February Issue) Page 18 & 19.

Truth Easier to Tell Than Lies

A psychologist at the University of Southhampton in the United Kingdom developed a timed test using a computer keyboard to measure responses from test subjects, reported the Times of London.

The study was designed to see if there was a difference in the time it takes to tell the truth or lie. Dr. Aiden Gregg found that it takes about 30 percent longer to lie. With his test subjects he found it took 1.2 seconds to respond with the truth while a lie took 1.8 seconds. This was true in 85 percent of the cases in his study.

CFInsider note: This makes sense in light of the cognitive process a liar must go through when telling a lie. Before he can respond he must test the lie against other statements he has made and consider possible evidence which might contradict his assertion. This takes time to do and it can be measured.

This type of test has been done here in the United States using a telephone touch pad to input answers in pre-employment screening. Applicants who were deceptive tended to take longer to input their answers to the pre-employment inquiries of the automated system.

---

Steal From Work Day Slated

The internet is an amazing place for information. Here is one link that might surprise or even scare you. On April 15, 2010 a campaign for Steal From Work Day has been proclaimed. We are not sure if it is just a hoax, but decided to err on the side of caution in case it is legit, or people take it upon themselves to make it legit.
Continued...

Herman Laskey, LPQ, CFI
Senior LP Coordinator for Academy Sports and Outdoors
Law Enforcement Cooperation
I just want to know if anyone feels the same way I do about law enforcement cooperation. It seems that we can give them a case all wrapped up with a pretty bow and they still will not react in most cases. One Detective would not even interview the subject because we had no video of him actually concealing the product. Yet he is on video selecting the items and leaving with two large bulges in his pocket.

JD Daniel, CFI
Southern Division Loss Prevention Manager
I think it varies agency to agency and officer to officer. Oftentimes you have to really "build-up" the partnerships with the officers, detectives, and even the state attorneys that usually handle your type of cases. I have gone directly to the state attorney and reviewed the case with them prior to going to the police.

Doug Cash, MBA, CFE, CFI, CFCI
Manager, Forensic Accounting at Eide Bailly LLP
As a retired detective I can tell you first hand that the educational gap between officers that are asked to investigate or prosecute fraud related crimes is huge at times. I personally do not have issues getting cases prosecuted because of my background. However, I still spend a lot of time "educating" the law enforcement field on fraud. The more they understand the better it is for all of us.

I would suggest that you spend some time "networking" with law enforcement agencies in your area. Learn the "culture" that is present in each area and help educate them in what you do.

It takes time but it will pay off in the end. Let me know if I can help in any way.

Jennifer DiCarlo, CFI
Administration Manager at Walmart.com
I have to agree with both Doug and JD. I have found that over time networking and educating officers does help in getting the cooperation we need. Oftentimes when the officer is reluctant to go forward with a case it is because he/she doesn’t understand what has happened or how to even go ahead with a charge (theft or fraud). Networking with officers and helping educate them has worked for our team. Good luck!

Mark Neapolitan - CFI
Director of Loss Prevention at Sterling Jewelers Inc
I agree totally with Doug’s comments as a 9 year veteran and retiring as a Lieutenant and former FBI National Academy Graduate I have had very little if any trouble on prosecution of cases with PD at any level. I believe the issue may be twofold. One, the inability of the retail field to be understood in the criminal/legal prosecution process and two, the inability or reluctance of law enforcement to deal with the retail sector not knowing what the case involves.

Herman Laskey, LPQ, CFI
Senior LP Coordinator for Academy Sports and Outdoors
Thanks Doug and group. I just had an ORC case that involved five people. Two have been apprehended and told me their methods and how they sell the merchandise. The local PD are treating this as a simple "Grand Larceny." Despite contacting the ATF, FBI and detectives handling this case, I have yet to hear from anyone. (This case involves ammo and firearms) In short, these people have stolen over six figures worth of ammo from my stores. I am continuing to network and relay all case info but I am not seeing any response as of yet. Any comments or advice would be greatly appreciated. Correction guys. The FBI did put out a law enforcement bulletin on this case.

I am snowed in here in Edmond, Oklahoma and bored to death. I got a wild idea to start writing an article to submit to LP mag and the CFI newsletter about Law "Enforcement Cooperation." It would be great to do this as a group so we can really make an impact. You all have already provided many stories and I would like your permission to quote you. I am also researching other magazines that detectives and police read. They need to know how we feel on this issue. Please feel free to submit any other examples of difficulty when trying to resolve a major case for your company.

I may be retired but I still read Police magazine every month, cover to cover. Let me know how I can help.

Continued...
One of the organizations that I assisted to change and assist these perceptions is C.L.E.A.R. USA - Coalition Law Enforcement and Retail. (Free to join), Check out the web site and join to change perceptions and facilitate cooperation.

Brian Burke
Police Officer at San Francisco Police Department, Tenderloin Task Force, Swing Watch
Having over 9 years in the Loss Prevention Field before making the switch into Law Enforcement I can say I personally know what it’s like on both sides of the coin.

(LOSS PREVENTION SIDE)
I worked with several retailers and sometimes had $10,000.00 internal theft cases to try and prosecute. I contacted the local jurisdiction’s non-emergency number and requested a “detective/inspector” to review my case with. Sometimes I got the cold shoulder, mostly in big cities, but sometimes I got through to someone who was eager to help me out. Being able to go over the street level Officer was usually successful in getting the case into PD hands, however, the next step is getting the DA to prosecute the case... and that can be just as big of a struggle, without discussing the case directly with him or her.

(LAW ENFORCEMENT SIDE)
I work in a big city where “theft” related crimes rarely get prosecuted and therefore, the majority of Officers, Sgt’s, and even LT’s at station level will not push for more than a (666PC petty theft with prior) (459PC Burglary) (487PC Grand Theft) etc.

The problem is that we see so many retailers grabbing the repeat drug motivated petty thieves who don’t see a day in court and get off with "drug diversion" or the case is “dismissed in the interest of justice” which is VERY common in our city.

I would say it’s kind of like the boy who cried wolf. PD’s are bombarded with low value, go nowhere cases. Officers get frustrated with the retail theft cases so when a “FAT, JUICY, SILVER PLATTER” case is laid out in front of them they arrive on scene and generally have a bad taste in their mouth. You probably won’t be able to explain your silver platter to a street level Officer.

My advice, If you are working on a case (Internal or ORC) that you feel that you are going to make an ORC arrest, or have a high dollar internal theft interview scheduled then contact the local law enforcement agency in the jurisdiction of the planned arrest or interview. Talk to a Detective, or someone in Investigations. While speaking with this Detective, ask to meet him for coffee and review the facts of the case in person. (Cops will make time for a free cup of coffee) During your discussion tell him or her that you would be available to review the case with the prosecuting District Attorney if they would like.

This is not a fool proof plan to get your case prosecuted, however, it has just worked for me in the past and may work for you. Good Luck!

R. Kyle Thompson
Loss Prevention/Reserve Police Officer
I’m a former Police Officer and currently in the loss prevention field. Sometimes, you have to detective shop...just like cops will have to judge shop. I think it depends on who you’re working with and who responds to the call a lot of times. Of course, networking always helps, but make sure you know your stuff... just in case they don’t! In my area, all of the detectives are excellent except for one. Sometimes, you gotta know who to call. That’s my two cents worth! :)

Valerie Nielsen
Corporate Investigator at L.L.Bean, Inc.
Build a sound well-rounded relationship over time, not just when you need assistance in prosecution, or when it is convenient for you. This may be more difficult in high population areas with multi-jurisdictional complications, but it is still achievable. Establishing relationships with key people in key departments will lead you to others when needed.

Structuring the report and presenting the case to law enforcement so that the elements of the crimes violated are clearly identified is extremely helpful. If you have an internal process that was taken advantage of, which resulted in a crime being committed by an employee, succinctly describe the employee’s responsibilities, then articulate how the access and trust was misused for personal gain, again stressing the elements of the crime committed.

An error that is often made in case report writing is the overuse of industry or company jargon, which is not understood by law enforcement, nor should we expect it to be. It is incumbent upon us to present the case clearly, using layman terms. After the violations are named, only use systems names or company short names as references to processes already described.

Patience and persistence go a long way toward promoting cooperation. Remember that we are just a piece of the puzzle in the big world, and no longer the whole puzzle as we are in our corporate world.

Continued...
The following list comprises the new organizations that have individuals who have successfully achieved the CFI designation during the quarter, NOVEMBER 2009-JANUARY 2010.

Organizations Represented

To view the current list of organizations represented, visit our updated web site, or click here.

- Canada Border Services Agency
- Bartell Drug Stores
- Belk Inc.
- Chicago Fire Department
- Crocs Inc.
- Foot Locker, Inc.
- Harbor Freight Tools
- Hollywood Video
- PICA Corporation
- Sephora USA, Inc.
- SOC-LLC
- Spartan Stores
- Waukegan,IL Police Department

Welcome CFIs

The following individuals became CFIs during the quarter, NOVEMBER 2009-JANUARY 2010. 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.

- Robert Andrews
- Jill Bogan
- David Brown
- Dustin Brown
- James Daniel
- Jason Ditkowsky
- Russell Eilrich
- Christopher Girone
- Michael Hagenbush
- John Heider
- Philip Hummel
- Dawn Johnston
- Ami Jordan
- Jonathan Mayes
- Matt Morgan
- Justin Neese
- Nicole Nelson
- Trent Pringle
- Darel Reese
- Jacob Sawyer
- Nathaniel Shinsky
- Scott Speno
- Victor Spigner
- Jackson Trawick
- Bryan Treat
- Carla Van Eerd
- Jarrod Whipker
- William Wright
- Anthony Zenari
- Keith Zupec

Brian Burke
Police Officer at San Francisco Police Department, Tenderloin Task Force, Swing Watch

Report writing is one of the biggest components in Law Enforcement. In fact, other than Officer Safety, it is what gets most people fired during FTO (Field Training) or probation. We are taught to write a report to ease the reading of our audience, the Jury. We all use some sort of jargon in our every day life. Loss Prevention has hundreds maybe thousands of terms that an average juror may not understand ie: EAS Tag, refund fraud, booster bag, etc. Another thing is that you are a subject matter expert in the Loss Prevention field. Speak to your "TRAINING AND EXPERIENCE" ie: classes you attend, certifications you have earned, organizations you belong to, how long you have been a Loss Prevention professional, how many investigations, admissions, convictions etc... A district attorney will most likely subpoena an expert witness rather than an inexperienced Loss Prevention agent. If you don’t articulate your training and experience the District Attorney may mistake you for a new LP Agent with little to no training and experience.

Just remember, if you are trying to prosecute this case, the end game is not the police officer coming to pick up your body. Your suspect may go to trial. If your report is written well and you have made sure to include all the elements of the crime committed (State Penal Code), not company policy, your case is more likely to be prosecuted. Also make sure you have included your training and experience, that way you can get on the stand in front of the jury and testify to your training, experience, and why you put that suspect into the seat next to the Defense attorney. :)

If you are nervous about testifying in court, the District Attorney and usually the arresting officer will have a copy of the police report. The police report will contain your written statement. The Officer or the DA will walk through your testimony and what to do while on the stand.

Hope this helps,
Brian

Are you on LinkedIn? Have you changed your screen name to be recognized as a CFI? John Doe, CFI.

Certified Forensic Interviewers (CFI) Networking Group:
A place where CFIs blog about interviewing and interrogating.
The Retail Industry Leaders Association (RILA) Loss Prevention Steering Committee has managed to outdo themselves once again, as they invite attendees to Dallas, Texas, May 2-5 for the 2010 RILA Loss Prevention, Auditing & Safety (LPAS) conference.

Stan Walters, or as some may know him, The Lie Guy, and author of The Truth about Lying, will deliver an insightful keynote address in addition to offering a complimentary 4-hour training seminar on kinesic interviewing techniques. Walters will provide attendees with subject matter expertise on how to spot a lie in a non-confronting manner. Walters has appeared on CNBC Money, National Geographic, Channel, and Anderson Cooper 360. Whether interrogating alleged organized retail criminals or interviewing a new candidate for hire, this session is an invaluable opportunity to gain hands-on experience from an industry expert. This session can also be used to earn Certified Forensic Interviewer (CFI) credits above and beyond the 6 credits earned for attending the conference.

On track for another successful year LPAS boasts an excellent line up of speakers, including Brian Dunn, CEO of Best Buy, and Paul Raines, COO of GameStop, as well as an event program to top all others with a strong focus on the investigations discipline.

Attendees will hear from Brent Bailey of Cellular Data Resources regarding the new capabilities available to Loss Prevention practitioners to navigate the challenges and opportunities that come with the “mobile era” world we live in, such as how to use cell phone records and social media as investigative tools.

With the world changing and more companies using cross-channel retailing via Twitter, Facebook and MySpace, employees are keeping pace with retailers and becoming technologically savvy themselves. With LP departments scratching their heads on how to best utilize and tackle social media, speakers Cynthia Hetherington and Ruth Kinzey will have the answers that practitioners are looking for. Hetherington will address the role that social media can play in ensuring the best hires are brought on board, as well as how to seek out criminals using social media, and co-presenter, Ruth Kinzey, will cover the value that social media can lend in the face of a crisis.

With the goal of helping companies to establish and manage the delicate balance between loss prevention and law enforcement during an ORC investigation, which is a critical component to ensuring the best investigative results.

Lastly, Assistant Prosecuting Attorney Dennis Doherty will explain how to ensure that apprehensions turn into convictions. While penalties and thresholds vary from state to state, Doherty will share his insight into the discussions that take place behind the closed doors at the prosecutor’s office.

Other notable sessions include: LP Controls in eCommerce Versus the Traditional Brick and Mortar Store presented by experts from J. Crew and the Gap, as well as Solving Serial Burglaries through Law Enforcement Partnerships presented by Mark VanBeest, CFI of J.C. Penney and Michael Cooper of Pasadena City PD.

In addition to the investigations aspects, LPAS 2010 is divided into focused tracks that cover: Leadership and Development; Workplace Safety and Risk Management; Investigations; Operational Audit; Strategy and Planning; and Technology and Innovation. Sessions are comprised of a range of topics, including shrink reduction, organized retail crime, threat assessment and preparedness, social media as investigative and PR tool, and a legislative update, to name just a few.

Designed by retailers for retailers, LPAS is an opportunity for practitioners to join their peers in the industry and discuss emerging trends, learn about advancements in technology, and develop a stronger methodology moving forward to seize on future opportunities and tackle the challenges ahead.

The attendance for the 2010 LPAS conference is trending ahead of all other years, and we are excited to bring together the most educational conference in the industry, not to mention an intimate networking venue with only the leaders in the field.

RILA remains dedicated to strengthening the position of the retail industry and providing support, thought leadership, networking, research and benchmarking, and education to the loss prevention community and encourages all retailers to get involved in these efforts.

RILA represents 9 out of the top 10 retail companies in America, and members include more than 200 retailers, product manufacturers and service suppliers, which together account for more than $1.5 trillion in annual sales, millions of American jobs and more than 100,000 stores, manufacturing facilities and distribution centers domestically and abroad.

For more information on this conference or the investigations track, please visit www.rila.org/lp to see all of the speakers and their sessions.
Police Technique ‘Troubling’

The Lincoln Journal Star reported in January 2010, Judge Jodi Nelson suppressed statements made by rape suspect Armon Dixon to police citing his invocation of the right to remain silent. Dixon is a suspect in two Lancaster County rapes and told police “I'm not answering....I'm not making no statement.”

Following Dixon's request to remain silent he was interrogated for almost two hours. Judge Nelson said Dixon invoked his right to silence after being read his Miranda rights by Detective Greg Sims. Yet another detective, Brian Golden read Dixon his rights again and continued to question him after he refused to sign the Miranda waiver.

At 12:19 p.m. Dixon said, “I don't want to talk no more.” And Detective Golden's response was to sit and stare silently at Dixon for the next 49 minutes. Finally, Dixon asked, “We done?”

Dixon reportedly tried to take Detective Golden's gun which finally ended the interrogation.

Judge Nelson called the police conduct “a clear violation of the defendant's constitutional rights.” Of the staring match she said, “This 49-minute period of time is, stated mildly, extremely troubling,” and she went on to say she could imagine no purpose for staring other than to induce Dixon into making an admission. Judge Nelson went on to say the officer’s actions violated the purpose and spirit of the Fourth, Fifth, Sixth and 14th Amendments to the United States Constitution.

CFInsider note: The law is very clear when a suspect invokes his Miranda rights all questioning must cease.

The use of long silence, such as the officer used here, is rarely effective in obtaining a confession or admission. This is especially true when the suspect is uncooperative. The long silence does not move the resistant suspect, but allows the status quo (no confession or admission) to be maintained. We bet this was a long and boring 49 minutes for both of them.
Recertification: Certificates

The timing of recertification processing is a question that has been asked numerous times. We thought we would take a moment to clarify some questions that have been asked. When you send in your money and recertification paperwork early, that doesn’t mean you will receive your new certificate immediately. All certificates are processed together, immediately after your recertification month ends. This is because we do a random audit of all that recertified so they all need to be done at the same time. After the individuals to be audited have been selected, we then send out the new certificates for those that were up for recertification in that month.

Recertification: Options

During tough economic times when travel and training budgets are limited for you and your staff, obtaining Continuing Education Credits may seem difficult, but there are other options available. One of the best ways to get those credits for your recertification and provide additional training for you and your staff is the use of a webinar. On-line, interactive training webinars with live instructors is a great resource to enhance your and your team’s interview skills. To learn more about interviewing webinars, click here.

A directory providing details of computer forensics courses offered by academic institutions worldwide is now online.

Comments from CFIs who have attended these webinars:

I just wanted to let you know the Webinar today on Preserving The Admission/Obtaining The Statement was excellent. Even though I have been doing Interviews for some time, I took a lot from the Webinar.
Stephen Munson, CFI - Sr. Corporate Investigator, Sportsman’s Warehouse

Where we have Loss Prevention people covering entire states this program offers an excellent opportunity to increase our efficiency and reduce shrink at a lower per case cost.
William Miller, CPP, PCI, CFI - Senior Director, Loss Prevention Rite Aid Corp.

First Quarter Meeting - Birmingham Area LP Association

Don Hill, CFI

I am excited to announce that we will be having our First Quarter Birmingham Area Loss Prevention Association on Wednesday, 31 March 2010 at 10:00 am in Room 116 at the Homewood Public Library. Our primary speaker for the meeting will be John Bailey with the US Postal Inspector’s Service discussing detecting and investigating mail fraud, check fraud, and check washing methods that I think will be very interesting and useful for both our Retail and Law Enforcement partners. I will discuss Cargo Theft Prevention and a recent case and recovery of merchandise stolen by a major Cargo Theft ring in South Florida.

Please help us start the year off right with great attendance so we can refresh our network contacts and build stronger cases. We would also like to have an open discussion concerning ongoing theft trends and cases within our market, so please, bring whatever case notes, photos, or video you can to make the most out of this opportunity.

*Note: CFIs will receive 1 Continuing Education Credit per hour of this meeting. Don will send a list of attendees to Wayne Hoover.

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.
CFI Recertification
Below are the individuals who are up for recertification who need to send in their signed sheet saying they met the requirements to be recertified, the payment, or both. The individuals listed are for APRIL - JUNE, 2010. 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.

- Dorcas Agyei
- David Alves
- Michael Anderson
- Anthony Antonelli
- Rodney Armston
- Jennifer Avery
- Angela Bain
- Andrew Barborak
- Ernest Bell
- Jennifer Bennett
- John Burkowski
- Christina Calidonio
- James Cardenas
- Christopher Cassidy
- Chris Collier
- Joseph Conte
- Jason Contreras
- Greg Conyers
- Christopher Dalton
- Catherine Daniel
- Gerald DeClemente
- Donna Dolten
- Mike Dorey
- Gayle Eberhardt-Mitchell
- Kristy Evans
- Mario Fernandez
- Lee Foley
- Dustin Frady
- William Goga
- Stephen Gonnella
- Robert Greenlee
- Jong Han
- Micah Hawk
- Andrew Heimkreiter
- Jason Heisser
- Matthew Higgins
- Christopher Hinger
- Kimberly Horstman
- Elizabeth Hunt
- Robert Hymer
- Michael Iverson
- Carmon Jones
- Kim Kidwell
- Michael Lawler
- Rosemary Lernowich
- David Lu
- Juan Madrid
- Sergio Martinez
- Mindy Marzec
- Tameka McCray
- James McLemore
- Mark Miller
- Kearly Mitcham
- Patricia Morgan
- Kelly Mote
- James Mulligan
- John Nicholson
- Kate O’Donnell
- Dawn Olson
- Kelly O’Reilly
- Joseph Ortega
- Diane Parker
- Daniel Patasnik
- Joyce Penrod
- Laura Riggiola
- Rosario Rodriguez
- Ralph Ruppe
- Jerett Sauer
- Christine Scoggin
- Martha Scradow
- Julie Shamp
- David Shugan
- Joseph Sinischo
- John Slutz
- Marcus Smith
- Thomas Smith
- Brady Sowell
- Scott Springer
- Kevin Stewart
- Mark Storts
- Shawn Streyle
- Julie Sutera
- Alan Swayne
- William Tessier
- William Thompson, Jr.
- Michael Toledo
- George Torres
- William Tursi
- Monica Walter
- Donald Ward
- Earl Watson
- Thomas Wilson
- James Wilson, Jr.
- Al Wood
- Jane Woodland
- Christopher Yadanza
- John Zeisloft

CFIs Recertify
We are proud to list those who have recertified. This list includes those who have submitted their paperwork from NOVEMBER 2009-JANUARY 2010, to continue their CFI designation through 2012. Congratulations on maintaining your CFI.

- Eric Agredano
- Joshua Alexander
- Carlos Alo
- Mary Ellen Anastas
- Aas Ivey
- Michael Kanaby
- Bryan Lee
- Christopher Lombardi
- Travis Marsh
- Jayne McGrath
- Christopher McKeand
- Jeffery Mote
- Jack Pellerin, Jr
- Lawrence Pennino
- Bryan Rice
- Kimberly Rogers
- Eric Strom
- Michael Zografos

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.
CFI Recertification Information

Link here for a list of some of your options. To download the recertification form, please click here.

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
http://www.w-z.com/schedule_basic_private.php
www.lsiscan.com/scan_training.htm
NRF Investigator Network Meeting Calendar

CFIs Speaking at Conferences

George Torres, CFI will speak at the 2010 National Retail Crime Investigations Seminar.

Wayne Hoover, CFI will speak at the Fourth Annual Fraud and Forensic Accounting Education Conference in Atlanta in May.

These CFIs are speaking at the 2010 NRF Loss Prevention Conference in Atlanta, GA on June 14-16, 2010:
Andrew Barborak, CFI (Gander Mountain) Inspect What You Expect - Audits Drive Success
Denise Hunter, CFI (Marmaxx) Top Down Strategies to Develop & Advance Women in Loss Prevention
Micheal Keenan, CFI (Banana Republic) Developing Effective Communication, Influence and Partnership Skills.
Brett Ward, CFI (WZ), Mike Reddington, CFI (WZ), and Wayne Hoover, CFI (WZ) are presenting at the NRF Conference June 16 on Koala Bears Aren’t Just for Australians.

April 6 International Association of Financial Crimes Investigators (IAFCI) One Day Conference at Mohegan Sun
April 11-13 ACFE European Fraud Conference
* April 19-24 ILEETA Law Enforcement Conference
* April 21 Wireless Retail Loss Prevention Spring Conference, Atlanta
April 27-28 IAPCI National Retail Crimes Seminar
* May 2-5 RILA Loss Prevention Conference
May 2-5 ACFE Canadian Fraud Conference
* May 13-15 Fourth Annual Fraud and Forensic Accounting Education Conference
* May 17-18 Emerging Trends in Fraud Investigation and Prevention Conference, Columbus, OH
* June 14-16 NRF Loss Prevention Conference
* July 25-30 ACFE Fraud Conference
* August 1-4 NFSSC Loss Prevention Conference
* October 12-15 ASIS International Conference

*Note: CFIs have mentioned that they will be at these conferences and/or presenting at the 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.