EMPOWER
people.property.profits.

OCTOBER 24, 2019
GAYLORD PALMS RESORT | KISSIMMEE, FL

PRESENTED BY

Florida Retail Federation
THE VOICE OF FLORIDA RETAILING
Learn from industry leaders, share best practices, and explore new products, services & solutions.

The one-day summit is the only event in the Southeast where Loss Prevention, Law Enforcement, and Human Resources experts unite to share insights and strategies vital to all in protecting your brand and its most valuable assets.

MISSION:
Empowering, educating, and training professionals united by one mission: protecting the people, property, and the profits of the brands they serve.

WWW.FRF.ORG/EMPPOWER
WEDNESDAY, OCTOBER 23, 2019

12:00 – 5:00 PM  EXHIBITOR MOVE-IN
(Emerald Plaza)

1:00 – 5:00 PM  PRE-CONFERENCE SOCIAL MEDIA INVESTIGATIONS WORKSHOP
(Sgt. Heather Mundell, Polk County Sheriff’s Office)

6:00 – 7:00 PM  46th ANNUAL LAW ENFORCEMENT OFFICER OF THE YEAR RECEPTION
(Emerald Plaza)

7:00 – 9:00 PM  46TH ANNUAL LAW ENFORCEMENT OFFICER OF THE YEAR AWARDS DINNER
***This is a ticketed event not included in Empower Registration***
(Orange Blossom Ballroom)

9:00 – 11:30 PM  HOSPITALITY SUITE
THURSDAY, OCTOBER 24, 2019

7:30 – 8:30 AM
REGISTRATION, BREAKFAST & NETWORKING
(Emerald Plaza)

8:30 – 8:45 AM
OPENING CEREMONIES & WELCOME
(Orange Blossom Ballroom)

8:45 – 9:00 AM
ORGANIZED RETAIL CRIME LEGISLATIVE UPDATE & THE PATH FORWARD
Grace Lovett, Florida Retail Federation
(Orange Blossom Ballroom)

9:00 – 10:00 AM
CAN YOU HEAR ME NOW? THE KEY TO EFFECTIVE COMMUNICATION
Kimberly Overton Spahos, Chief Resource Prosecutor, North Carolina Conference of District Attorneys
(Orange Blossom Ballroom)

10:00 – 10:25 AM
MORNING BREAK & NETWORKING

10:30 – 12:00 PM
NOBODY TO SOMEBODY: MITIGATING WORKPLACE VIOLENCE
Steve Millwee, CPP, President & CEO, SecurTest
(Emerald Plaza)

12:00 – 1:00 PM
NETWORKING LUNCH
(Orange Blossom Ballroom)

1:00 – 1:50 PM
BRACING FOR IMPACT & RESPONDING TO DEVASTATION: THE TJX HURRICANE MARIA STORY
Mike Marquis, CFI, AVP, Director of Global Investigations, TJX Companies
Steve DellaZoppa, AVP, Director of HR, Marshalls
(Orange Blossom Ballroom)

1:55 – 2:45 PM
BREAKOUT SESSIONS:

STAR WITNESS? A PROSECUTOR’S GUIDE TO TESTIFYING
Kimberly Overton Spahos, NC Conference of District Attorneys
(St. George 108)

PARADISE TO PURGATORY: FIRING VIOLENT WORKERS WITHOUT BEING FIRED ON
Steve Millwee, CPP, SecurTest
(St. George 106)

FROM HOMICIDE TO HUMAN RESOURCES: APPLYING THE CONCEPTS OF NON-CONFRONTATIONAL INTERVIEWING
Dave Thompson, CFI, Wicklander-Zulawski
(St. George 114)

ALL GAS NO BRAKES: GAS PUMP SKIMMER DETECTION & FUEL THEFT INVESTIGATIONS
Agent Justin Wood, Brevard County Sheriff’s Office
(St. George 102)

2:45 – 3:05 PM
AFTERNOON BREAK & NETWORKING
(Emerald Plaza)

3:10 – 4:10 PM
CAN YOU AVOID THE TRAP? THE INVESTIGATION THAT SNAPS BACK
Dave Thompson, CFI, VP of Operations & Partner, Wicklander-Zulawski
(Orange Blossom Ballroom)

4:10 – 4:30 PM
WRAP UP
(Orange Blossom Ballroom)
Bracing for Impact & Responding to Devastation: The TJX Hurricane Maria Story

Steve DellaZoppa and Mike Marquis are part of a team that prepared for and reacted to the devastation brought by Hurricane Maria to the 2,495 TJX associates in Puerto Rico. They will share the wins and losses the team had during preparation, impact and aftermath of the Hurricane. As the first two US based associates on the island after Maria, they are able to share firsthand knowledge of how the associate teams focused and responded to the greatest disaster the Island has ever seen.

Nobody to Somebody: Mitigating Workplace Violence

A growing phenomena is the employee that sees himself as a nobody, invisible to the rest of the world, a misfit, often rejected by society, with deep-seated anger. Suicidal ideation and fixed on revenge; he is the person that murders innocent victims. Learn threat assessment and mitigation protocols that create an early warning and intervention system to help identify these delusional violent offenders and then mitigate the threat protecting your employees, customers, enterprise and brand.

Paradise to Purgatory: Firing Violent Workers Without Being Fired On

Violence by disgruntled employees and outsiders continues to be the number one threat with one out of six violent crimes in society occurring at work. Enhance your ability to identify, defuse, and deal with potentially violent employees. Learn the essential steps in dealing with potentially violent situations- ranging from creating a reporting protocol, developing case facts, and interviewing the disgruntled worker, to terminating without retaliation.
Can You Hear Me Now? The Key to Effective Communication

More than ever, success in business depends on your ability to communicate. Understanding your communication partner empowers you to tap into the motivations, experiences, and style of communication that drives them. In this session, you will hear how to identify different learning styles and how principles of accelerated learning can help you adjust your style of information sharing to promote strong and trusting relationships with internal business partners and external stakeholders.

Star Witness? A Prosecutor’s Guide to Testifying

If you apprehend shoplifters, investigate organized retail crime or conduct internal investigations, chances are you'll be called to testify at some point in your career. Presenting yourself as a credible witness is not as easy as you may think.

Your investigation doesn’t end once the subject is arrested. In fact, it's only the beginning! Probable cause hearing, deposition, grand jury, trial...Your testimony could be the difference between a dismissal and a conviction. Don't make the mistake of thinking there is nothing to it. In this session, you will learn how to persuasively articulate your case and present yourself as a credible witness in the eyes of a judge and jury.
Can You Avoid the Trap? The Investigation That Snaps Back
This session is not your average “Whodunit”! Join Dave Thompson, CFI as he leads attendees through an interactive investigation where a suspect has been identified and the results of the case lay in the hands of participants. As clues are produced throughout the event, attendees will have the opportunity to determine who is the real culprit. In the session, there will be a comprehensive recap of the evidence obtained highlighting some of the common traps that seem to capture the investigator.

Homicide to Human Resources: Applying the Concepts of Non-Confrontational Interviewing
Using the core principles of the WZ Non-Confrontational Method, attendees will learn how to adapt these concepts to an interview in an employee relations investigation. Accusing an employee of sexual harassment, workplace violence or inappropriate behavior can be a sensitive and high-risk conversation to both the interviewer and the employee. In this session, we will discuss the strength of non-confrontational techniques when making these types of accusations. The importance of developing an admission into other unethical acts at the workplace is also a crucial element of the interview and subsequent employment decision. The methods discussed will give interviewers in both loss prevention and human resources insight into these strategic conversations.

All Gas No Brakes: Gas Pump Skimmer Detection and Fuel Theft Investigations
Take a deep dive into gas station skimmer identification, learn to identify various gas pump technology, and proactive ways to combat skimmer devices. Fuel theft via fuel bladder tanks is on the rise and skimmer devices have been a major component of these investigations. This session will cover re-encoded cards, fuel bladder vehicles, trends in fuel theft and subsequent investigations.