AGENDA

Reading the Tells is a powerful training seminar that gives you practical techniques, tools, and strategies for understanding and using non-verbal communication for the highest impact and effectiveness. This training is specialized and targeted to assist in the CFE interview process. Foundations of the training will be centered on reading body language, the science of lying, and examination of the content and structure of interviewee's that may be deceptive.

The outline of topics covered for the day is as follows:

1. What is non-verbal communication (NVC)
    a. What is isn't
    b. History of NVC
    c. Why bother studying NVC
2. How NVC can be used
    a. Professional life
    b. Personal life
3. The Limbic System
    a. How it connects to NVC
    b. How it provides an honest response
    c. Dispel the fight or flight myth
4. Rapport Building for CFE Interviews
    a. How most people go about it
    b. Dr. Erickson's approach
5. Areas we look for "tells"
    a. Face
    b. Hands and fingers
    c. Arms
    d. Upper torso
    e. Lower body6
6. Detecting Lying & Deception Basics
    a. Why it's important
    b. Base lining defined
    c. How to build rapport
7. Body Language and Detecting Lying & Deception
    a. Lying & deception leakage
    b. Body language "tells" of a liar
8. The Science of Lying and Detecting Liars
    a. Lying defined
    b. Lying statistics
    c. Types of lies and harm done
    d. Mental gymnastics of liars
9. Content & Structure and Detecting Lying & Deception
    a. Eliciting statements
    b. Analyzing Content

      c. Analyzing Structure
      d. Getting a no reply
10. Closing
      a. Q&A