# Evaluating Truth and Credibility

## INTRODUCTION

- It is established that we do business with people that we know, like and trust. In most interactions, individuals put too much emphasis on the spoken word. This can lead to relationship breakdown. This Evaluating Truth and Credibility training seminar will teach you how to read and evaluate others through their verbal and nonverbal behaviour and use this skill to accurately evaluate their credibility or uncover any deception.
- During this Evaluating Truth and Credibility training seminar you will go far beyond just analysing the words, you will learn how to read and interpret all 5 core channels of communication and how these can be used to expose the true thoughts of others.

This training seminar will highlight:

- Developing your ability to assess the credibility of others through their verbal and nonverbal behaviours
- Learning how to spot Micro-expressions using Dr. Paul Ekman's pioneering training techniques
- Practicing and honing your deception detection skills using real participants and live exercises
- Analysing the psychological processes that occur when people lie
- Employ an effective interviewing model that will enable you to elicit valuable information from others

## OBJECTIVES

By the end of this Evaluating Truth and Credibility training seminar, participants will learn to:

- Identify hidden messages & deception in others
- Enhance your ability to analyse verbal & nonverbal behavioural cues
- Develop robust questioning strategies to elicit valuable information from others
- Develop knowledge on leakage
- Identify the importance of baselines and when they occur

## TRAINING METHODOLOGY

- Participants to this Evaluating Truth and Credibility training seminar will receive a thorough training on the subjects covered by the seminar outline with the instructor utilising a variety of proven adult learning teaching and facilitation techniques. Seminar methodology includes interactive exercises involving case studies.
- This training seminar is enriched with unique content, using videos of truth-tellers and liars from high-stake contexts such as international Embassy visa applications, scientifically validated experiments conducted by Prof. Paul Ekman himself and extracts of CEOs from commercial investment contexts. Participants of this Evaluating Truth and Credibility training seminar will also use live practice sessions to build knowledge, skills, and application with high-quality feedback from the Paul Ekman Approved Trainers.
- All delegates will receive a graded Certificate signed by Prof. Paul Ekman on successful completion of the assessment during training seminar.

## ORGANISATIONAL IMPACT

After this Evaluating Truth and Credibility training seminar, your employees will:

- Identify and evaluate clues to lying and truth telling
- Adopt enhanced active listening and observation skills
- Utilise these skills to evaluate truthfulness and credibility
- Use their new skills to develop constructive and positive relationships

## PERSONAL IMPACT

After this Evaluating Truth and Credibility training seminar, you personally will:

- Identify the importance of baselines and when they occur
- Identify and evaluate 'hotspots'
- Carry out hypothesis testing
- Take a structured approach to the detection of leakage
- Adopt active listening and observation skills
- Utilise these skills to evaluate truthfulness and credibility

## WHO SHOULD ATTEND?

- This Evaluating Truth and Credibility training seminar is suitable to a wide range of professionals but will greatly benefit:
- All Professionals
- Supervisors or Managers
- Training Professionals
- Any Professional who is required to negotiate for their organisation
- Employees in any organisations whose role requires them to have a firm grasp of the truth

**Course Outline**

### Understanding Deception and Credibility

- Lies & Truth Defined
- Psychological Model of Truth
- Psychological Model of Lies
- Thinking and Feeling
- Attentiveness

### Reading the Channels

- Memory
- Understanding Emotions
- The Face
- The Body
- Verbal Style and Voice

### Undertaking Analysis

- Criteria Based Content Analysis
- Context
- Baseline
- Managing the Process
- Evaluation and Learning