

Managing Emotions & Evaluating Truthfulness

INTRODUCTION

- It is established that we do business with people that we know, like and trust. Whether you are a manager, negotiator, facilitator, or parent, developing your emotional skills and interacting constructively with others is vital to the success of building successful relationships.
- In most interactions, individuals put too much emphasis on the spoken word. This can lead to relationship breakdown. This workshop will teach you how to read and evaluate others through their verbal and nonverbal behaviours and use this skill to accurately evaluate their credibility or uncover any deception.
- During this Managing Emotions & Evaluating Truthfulness 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 learn to master your own emotions and manage those of others.

This training seminar will highlight:

- A simple framework for developing your emotional skills
- Developing your ability to analyse the verbal and non-verbal behaviours of others and their credibility using real participants in live exercises
- Learning how to spot Micro-expressions using Dr. Paul Ekman's pioneering training techniques
- Analysing the psychological processes that occur when people lie
- Employing an effective conversation management model, so you are equipped for all types of encounters

OBJECTIVES

By the end of this training seminar, participants will learn to:

- Recognise & manage your own emotions
- Develop powerful strategies for building productive relationships
- 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

TRAINING METHODOLOGY

- Participants to this Managing Emotions & Evaluating Truthfulness training seminar will receive a thorough understanding on the subjects covered by the seminar outline with the tutor utilising a variety of proven adult learning teaching and facilitation techniques. Seminar methodology includes interactive exercises involving case studies.
- The 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 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 Managing Emotions & Evaluating Truthfulness training seminar, your employees will:

- Understand how emotions work
- Be able to read emotions in others through their verbal and non-verbal behaviours
- Understand the emotions of others more insightfully
- Use their new skills to develop constructive and positive relationships
- Identify and evaluate clues to lying and truth telling
- Adopt enhanced active listening and observation skills
- Utilise these skills to evaluate truthfulness and credibility

PERSONAL IMPACT

After this Managing Emotions & Evaluating Truthfulness training seminar, you personally will:

- Know your emotional triggers and how to manage them
- Be aware of emotional impulses from the outset
- Respond to emotionally charged situations, and not react impulsively towards them
- 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 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

PART 1 - Emotional Skills and Competence

Identifying Emotions & Self-awareness

- Emotions Defined
- Emotional Timeline
- Automatic Appraisal System
- Self-awareness / Management
- Attentiveness



Identifying & Managing Emotions of Others

- Components of Communication
- The Face
- Emotions & the Face
- Subtle / Partial Expressions
- Managing the Process
- Preparation & Engagement
- Evaluation & Learning

PART 2 - Evaluating Truth and Credibility

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

