Reading the Tells

Reading Body Language for Audit Compliance

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Humbled!

- PPT Disclaimer (political, sports, movie stars, etc.)

Non-Verbal Communication Has Great Utility!

Professional (meetings, reading job applicants, identifying liars, etc.)

Personal to you (dating, genuine interest in what you say, identifying liars, car repair person and price, etc.)

NVC – Is a two way street!

Personal for you (projecting confidence, building rapport, connecting with others, what does your body language say, etc.)

Uses Over The Years

- Found my wife via body language
- Assisted in a boxing career
- HS Principal
- Raised two children
- Negotiating with bosses

Objectives

- Develop skills in reading non-verbal "tells". (what to look for and what it means)
- Describe the three requirements in detecting deception.
- Know how to detect deception.
- Describe the mental gymnastics that liars perform.
- Improve rapport building.

My Goal

Base Lining

Definition:

Observing a person's behavior when he or she is under normal, non-threatening circumstances.
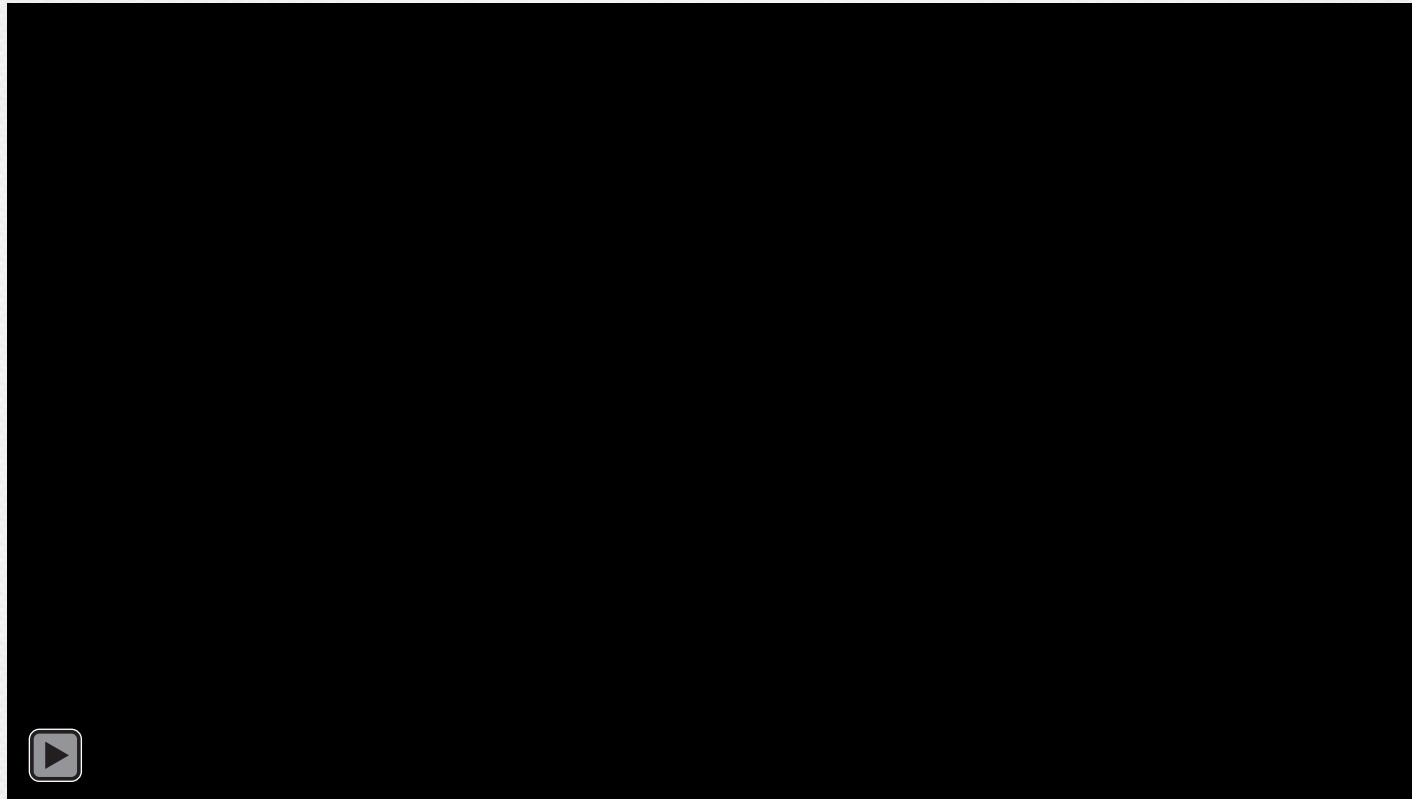
When does base lining begin?

(Now - and it never stops)

Why is base lining important?

(When people deviate from their baseline, that is a red flag!)

Base Lining Is Based on Observation

How good are your observation skills?

Base Lining Is Based on Observation

Further complicating observation is:

Perspective,

What your allowed to see,

Implicit bias

Your perception of reality,

Etc.

Implicit Bias Test

Source: Harvard University

Office of Equity, Inclusion,
Diversity & Belonging

The Implicit Association Test (IAT) measures attitudes and beliefs that people may be unwilling or unable to report. The IAT may be especially interesting if it shows that you have an implicit attitude that you did not know about. (14test topics) Age, sexuality, skin color, transgender, etc.

https://implicit.harvard.edu/implicit/selectatest.htm

Base Lining Is Based on Observation

One perspective

Base Lining Is Based on Observation

- Different perspective tells a different story!

Base Lining Continued

What to look & listen for:

- Speaking tone (engage in chit chat)
- Number of words/minute, and word flow
- Eye blink rate (normal relaxed rate is 20/M)
- Check for limbic reactions
- Use of hands while speaking
- Use of hands while listening
- Where the person's eyes are when asked a question
- Where a person's eyes are when answering a question
- How expressive their face is
- Etc.

What Part of the Message …
Mehrabian, Albert (1971) Silent Message, Wadsworth Publishing Co.
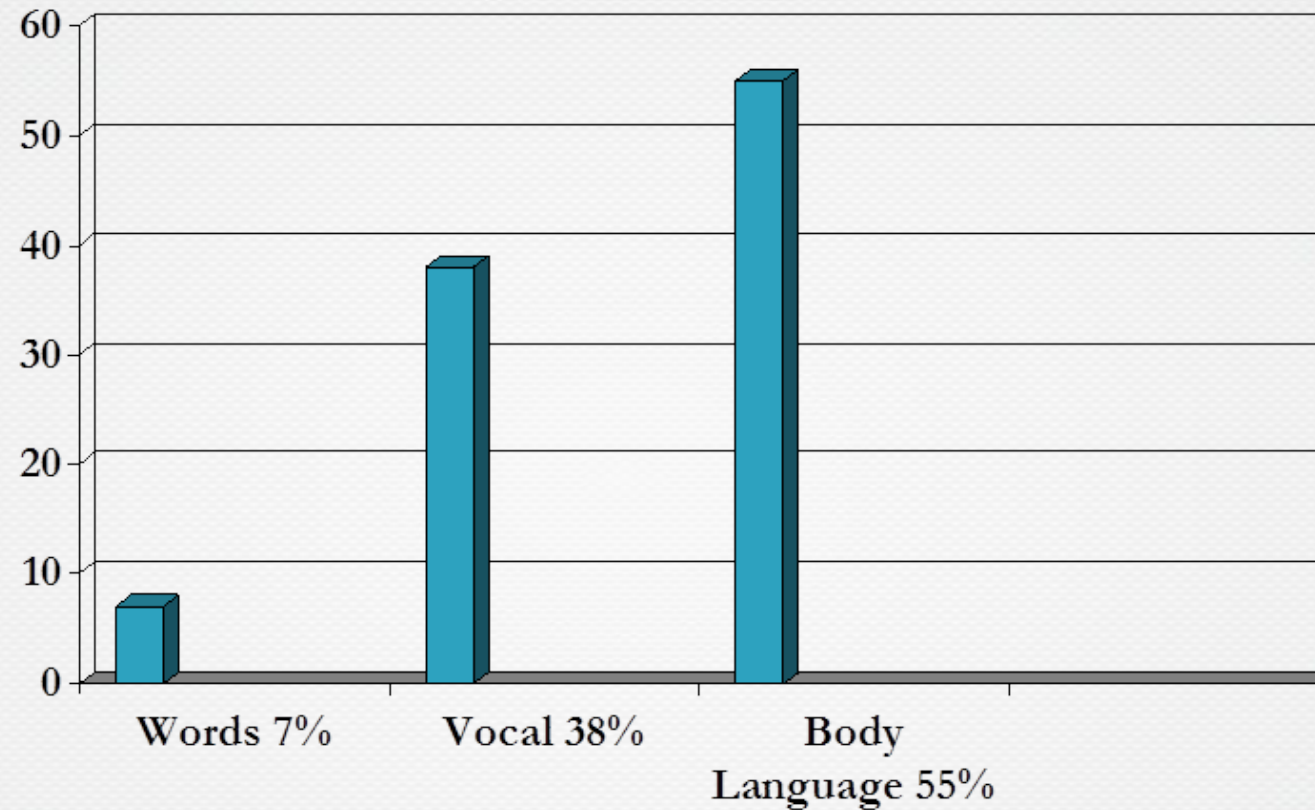
Rapport Building

Establishing Rapport:

How do most people go about establishing rapport?
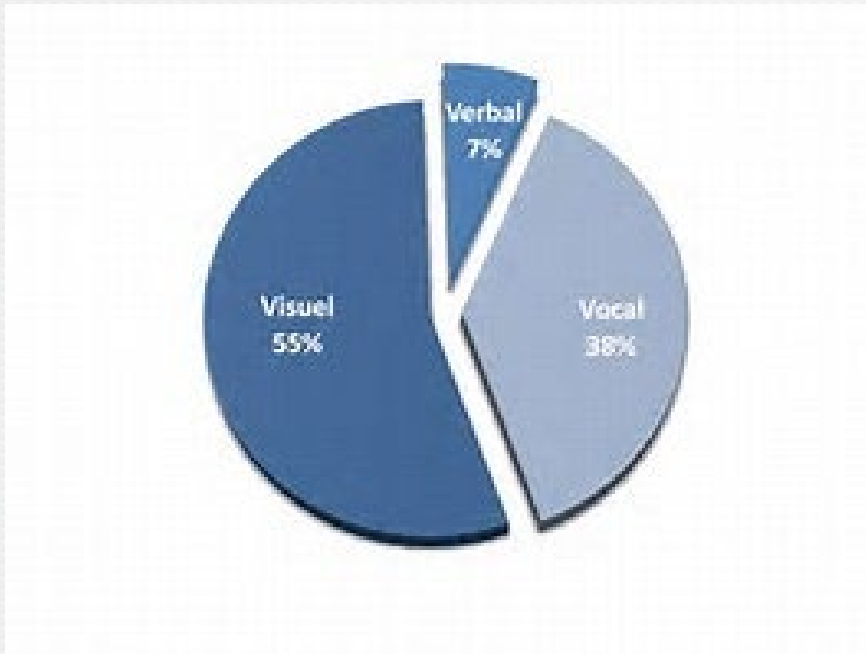
Rapport Building

How do most people go about establishing rapport?

Answer –   Through words, they ask questions.

- Questions don't create rapport, they are a tool to dig for something.

- What percent of communication skills use words?

Rapport Building

Mehrabian, Albert (1971) Silent Message, Wadsworth Publishing co.

Rapport Building

Questions induce skepticism.

Example:

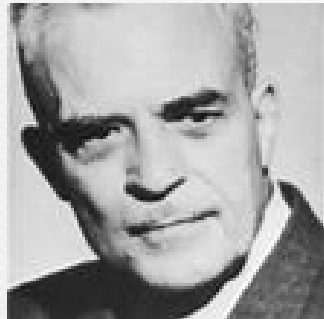| What do you do?	What do you do?
• Position within the company	• Salary range
• Work hours	• Type of housing
• Status	• Type of car
	• Life style

Rapport Building

Establishing Rapport:

Rapport is created by a feeling of commonality.
(A connection is made)

People like people who are like _____?

Rapport Building

Matching & Mirroring

Widely credited to Dr. Milton Erickson (1901-1980)

Noted MD, psychiatrist and psychologist who did pioneering research on techniques to influence the subconscious mind.

Rapport Building

- He discovered the subconscious mind is much more powerful than the conscious mind. (Example - our heart beating 100,000 a day without us thinking about it)

- He took whatever his clients put out and he sent the same message back.

Areas To Look For "Tells"

- Face
- Hands & Fingers
- Arms
- Upper Body (chest, shoulders, etc.)
- Lower Body (feet & legs)

Feet & Leg Non-Verbals

- Bouncing feet – high confidence, happy, elated

Feet & Leg Non-Verbals

- Bouncing feet – nervous, anxious, stressed

Feet & Leg Non-Verbals

- Pointing feet – direction of intention
- Toe point – happy, elated (gravity defying)
- Starter position – ready to leave, disengaged
- Leg/foot splay – control, intimidation, threaten, territorial
- Leg crossing (standing) – high comfort
- Leg crossing (seated) – leg direction dictates emotions
- Foot lock w chair – freeze behavior due to nervousness

Upper Body Non-Verbals (chest, shoulders, & trunk)

- Torso lean (away) – avoidance, dislike, disagreement

- Torso lean (in) – interest, comfort, agreement

Upper Body Non-Verbals

- Torso embellishments – affiliations, denotes purpose, attitude (clothing, badges, emblems, gang dress, etc.)
- Shoulder rise – weakness, insecurity
- Mirroring – comfort

Arm Non-Verbals

- Hooding – territorial, in charge
- Arm/finger splay on table – territorial, confidence, authority
- Folded arms – disapproving, anger, defensive, protecting

Hand & Finger Non-Verbals

- Steepling – high confidence, superiority

Hand & Finger Non-Verbals

- Pistol Steepling – I have veto power!

Hand & Finger Non-Verbals

- Pistol Steepling – I have veto power!

Hand & Finger Non-Verbals

- Resting face in hands – genuine interest or extreme boredom
- Wringing hands – nervous, anxious, stressed
- Finger point/snapping fingers – negative, rude, offensive
- Tapping fingers – nervousness, tension, boredom
- Hand shake – strength of character
- Clenched fist – determination, hostility, anger
- Thumbs in/out of pocket – low confidence, weakness vs. high confidence, high status
- Stroking and rubbing hands – concern, anxiety, nervousness

Supra Sternal Notch

Let's Practice – Pair & Share

What We Saw

- Hand to bridge of nose with head down – (shame, embarrassment)
- Supra sternal notch – (stress, tension)
- Crossed hands – (stop, no more, cut off)
- Finger to chin – (analysis, evaluation)
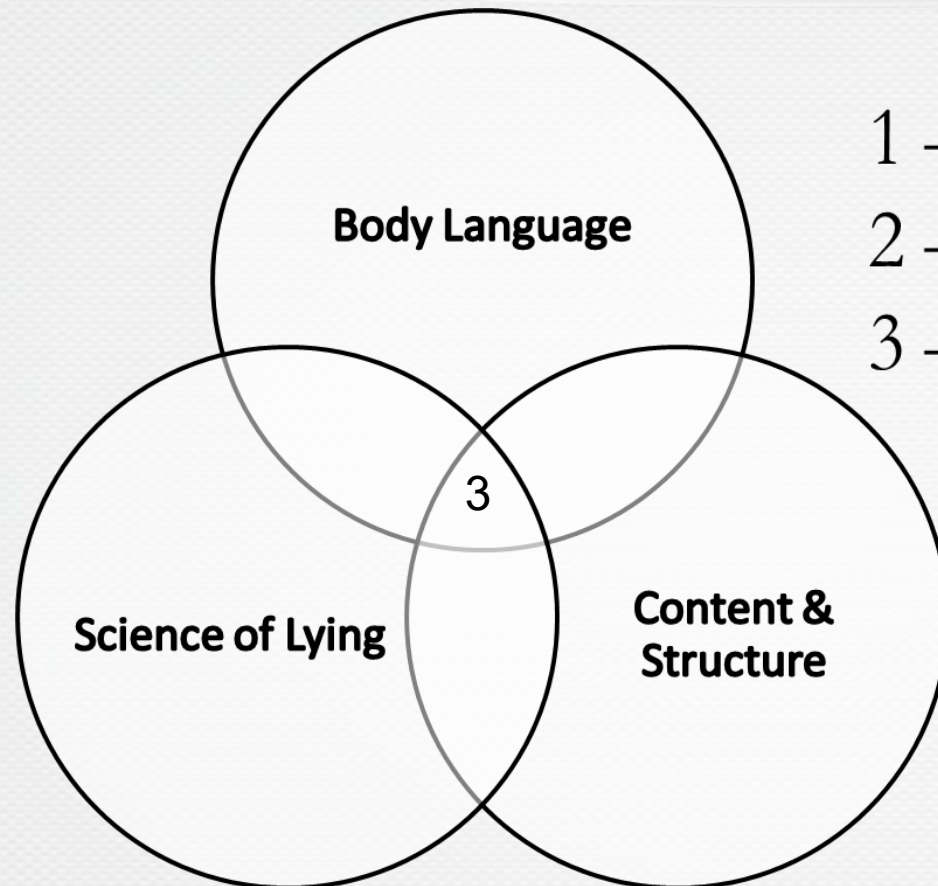
What Were They Saying?

Face Non-Verbals

- Jaw tightening – tension
- Furrowed forehead (frown) – disagreement, resentful, angry
- Lips tight together – hesitancy, secrecy

Detecting Deception & Lying Is a Three Pronged Approach

1 – Inadequate

2 – Good but incomplete

3 – Best chance to detect deception

Lying & Deception Defined

Deception – to intentionally cause to have a false belief that is known or believed to be false.

Mahon 2007, 189–190
2007. 'A Definition of Deceiving,' *International Journal of Applied Philosophy*, 21: 181–194.

Lying – A message knowingly transmitted to another person with the intent to foster false beliefs or conclusions and without prior notification of purpose.

Meyers, *Liespotting*, 35
Vrij, *Detecting Lies and Deceit*, 7-8
Eckman, *Telling Lies*, 329-330

Lying & Deception Defined

Deception is a much broader term than lying. It is the umbrella term under which numerous types of deception can be found, one of which is a lying.

Deception

Bad faith
Distortion
Avoidance
Propaganda

Mislead
Misdirect
Bad faith
Omission

Faking
Lying
Bluff
Mystify

Camouflage
Conceal
Distract
Slight of hand
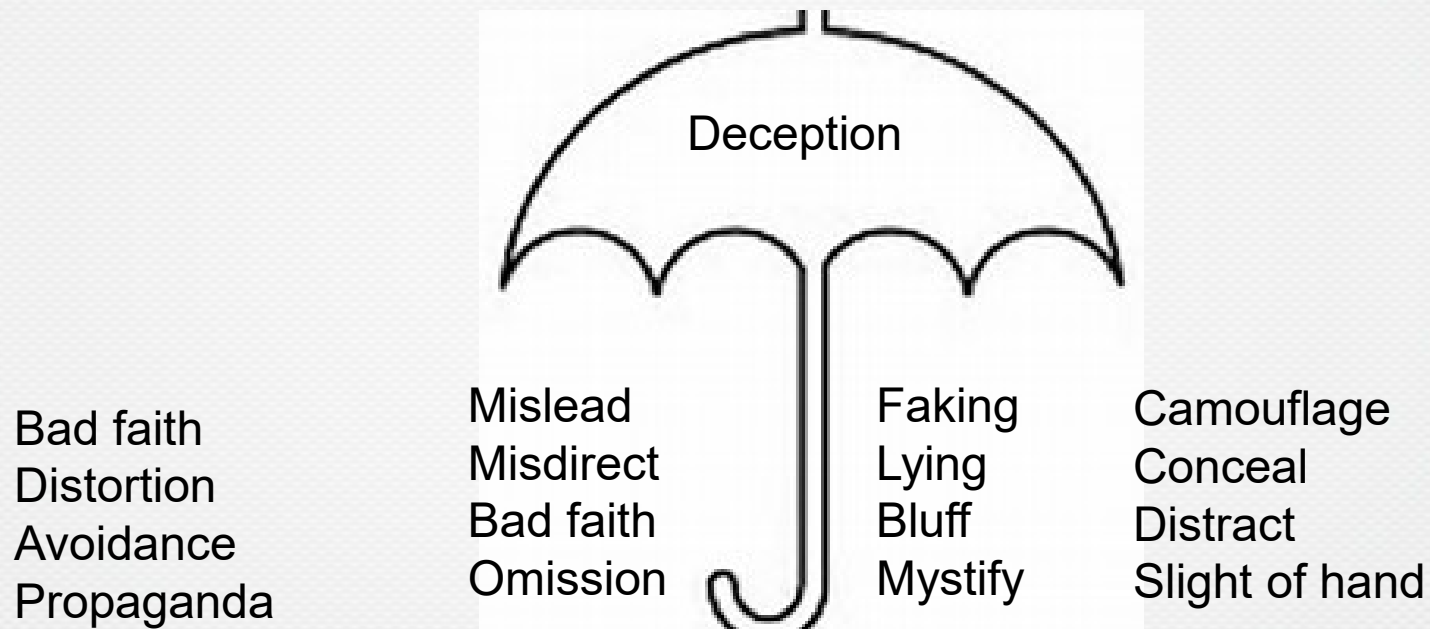
Where Are We Most Likely To Hear A Lie?*

- 37 percent on phone calls
- 27 percent of face-to-face meetings
- 21 percent IM chats
- 14 percent of e-mails

*DePaulo et al, Lying in Everyday Life", 979-995.

Why are IM chats & e-mails lowest percentages?

fppt.com

"Paltering"

"The art of lying by telling the truth."

Example: (Kaine/Pence Debate)

Tim Kaine asserted that "Richard Nixon released his tax returns when he was under audit," leaving the impression that Nixon, a Republican, did so while running for re-election, creating a precedent for Trump. But as the New York Times pointed out, "Mr. Nixon released his taxes while under audit — but it was not until a year after his 1972 re-election."

The Science of Lying

Why do people lie?

1.   Help someone & make ourselves feel good. (pro-social lie)
Example – Answering, "Does my hair look nice?"

Paul Ekman 2001
UC-San Francisco

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Example – Answering, "Does this dress make me look awkward?"

2.   Make ourselves look better while not hurting another. (self enhancement lie)
Example – I also have a Ph.D!

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(REAL LIFE EXAMPLE)

Paul Ekman 2001
UC-San Francisco

Real Life Embellishment

Brian Williams

On a *Nightly News* broadcast on Jan. 30, 2015, he claimed that a military helicopter in had been "forced down after being hit by an RPG". He later apologized.

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      Example – I also have a Ph.D!

3.   Personal benefit at the expense of another. (a selfish lie)
      Examples – I can't do this presentation because I have to take my wife to the airport, or I'm working on my tax preparation.

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Examples – I can't do this presentation because I have to take my wife to the airport. Tax preparation.

4.   Deliberately damage another. (anti-social lie)
Example – I saw Bob take the money.

Paul Ekman 2001
UC-San Francisco

"For every lie told, two to three more must be invented to cover the tracks of the first lie."

Scientific Content Analysis (SCAN) 1992

Liars must:
- Remember the first lie
- Create new lies that connect to the first lie
- Have a great memory
- Sound convincing without deceptive leakage

Truthful people do not have to go through those mental gymnastics!

What Does Thinking Time Look Like?

Source: NBC Dateline "Shinning Star" Episode, 2015

Content & Structure

What creates content and structure?
<u>YOUR QUESTIONS!</u>

There is no such thing as a bad interviewee. There are only bad interviewers. Questions must be structured clear and concise, so there is no room for the respondent to wiggle out of.

Example: Do you know the location of the body?

Content & Structure Continued

That was a poorly stated question for the following reasons:

1. What if an accomplice disposed of the body?

2. What if your suspect dumped the body in a river and the body is now miles downriver from the dump site?

Fraud related questions:

Where did you last see the ring before filing the claim?
What do you know about the fire?
How did you get injured?

Content & Structure Continued

What to look & listen for?
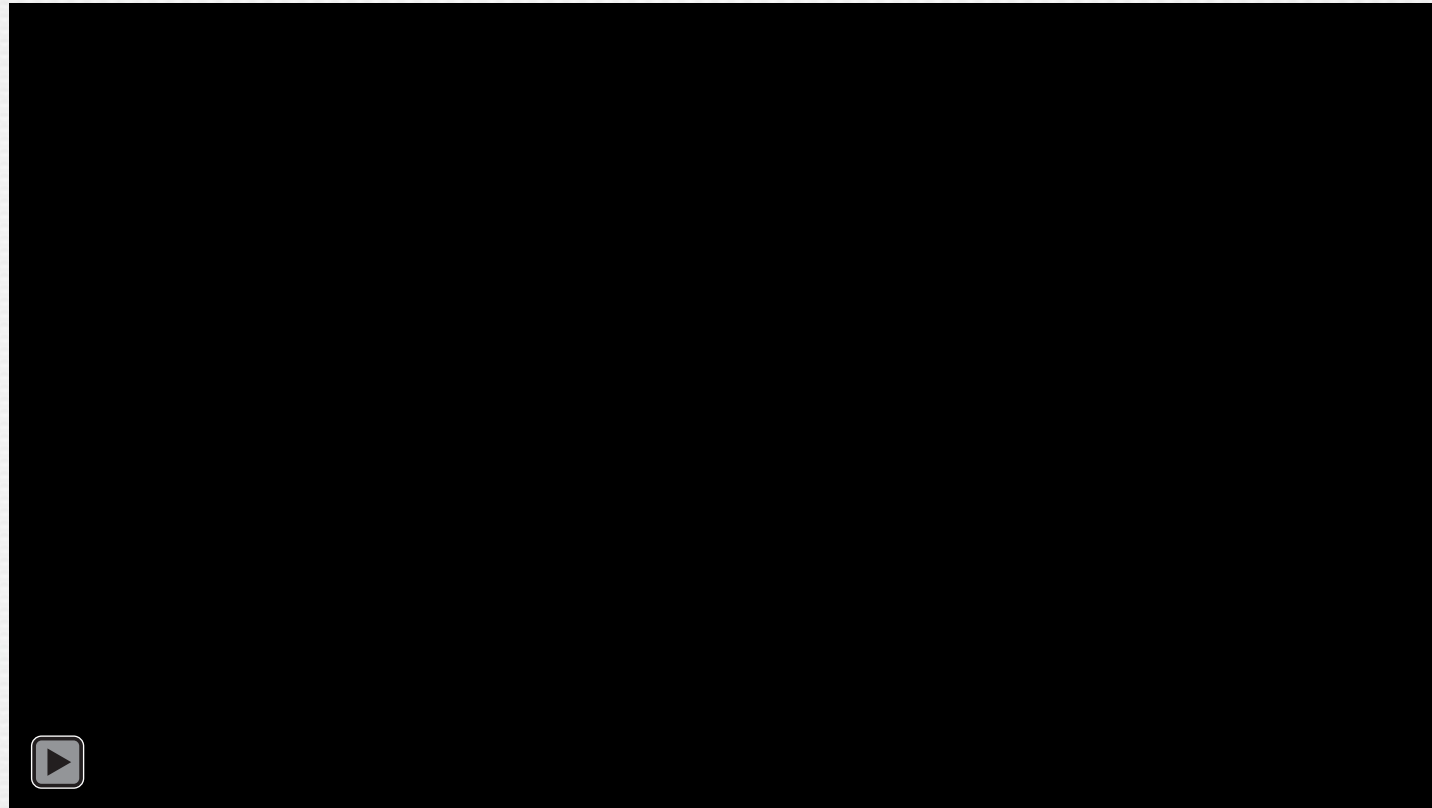
1. Didn't answer the question.

   Example:
   Question – "Did you take the wallet?"

   Response "Why would I take that wallet? I don't need to steal, I make good money. I'm not the type of person that would steal."

Content & Structure

Do they answer the question?

Content & Structure Continued

2.   Changes in tenses and nouns.

Susan Smith, TV Appearance October 1994

"I just can't stress it enough that we –– we just got to get them home. We're –– that's just where they belong, with their mamma and daddy."

<u>Critical Review</u>?

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Susan Smith, TV Appearance October 1994

"I just can't stress it enough that we –– we just got to get **them** home. We're –– that's just where **they** belong, with **their** mamma and daddy."

<u>Critical Review</u>?

When a pronoun takes the place of a noun, that's an indicator of deceit and distancing. No first person usage.

Content & Structure Continued

Susan Smith, TV Appearance November 1994

"I would like to say to whoever has my children, that they please, I mean please bring 'em home to us where they belong. I have put my faith in the Lord, and I really believe He's taking care of them. They're too beautiful and precious that He's not going to let anything happen to them."

Critical Review?

Content & Structure Continued

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"I would like to say to **whoever** has my children, that **they** please, **I mean** please bring 'em home to us where they belong. I have put my faith in the Lord, and I really believe He's taking care of them. They're too beautiful and precious that He's not going to let anything happen to **them**."

Critical Review?
Changing pronouns (whoever to they) Distancing (them) I mean (same as I meant to say something else)

Body Language

What to look and listen for:

1. Pacifying behaviors. (hands to face, neck, ears, suprasternal notch, etc.)
2. Any "blocking" maneuvers.
3. Question induced responses. (limbic)
4. Change from "baseline". (breathing, sweating, dry mouth, voice pitch, etc.)
5. Speech errors. (enunciation, hesitations, etc.)
6. Create silent time between questions. (uncomfortable silent and watching induces more detail)
7. Observe the entire body. (knowing their eyes are being watched induces limbic reactions)
8. Subject asks for questions to be repeated. (thinking time, stalling)

Detecting Deception

- Deception and/or lying initiates a stress reaction in most people. The stress is fear of being detected or caught. Stress can be further induced via guilt.
- Nervous fingers
- Eye contact shifting
- Rigid and/or defensive posture
- Sweaty palms and/or face
- Variations in pitch, amplitude, and rate of speech
- Abnormal speech hesitation and speech errors (thinking)
- Increased embellishments of story or parts of the story
- Inconsistency in story (BTW, I forgot to tell you something)

Putting It All Together

- Science of Lying (Lied to benefit self, and harm others)

- Content & Structure (word usage – tense, pronouns, contractions, etc.)

- Body Language (no tears, eyes cast down, pacifying behaviors)

Let's Practice – Pair & Share (Detecting Deception)

Are You Observant?

- To get good at any skill requires practice (basketball, golf, etc.)

- Doctor/student story

- What changed on Jerry?

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I hope we learned something today?