Behaviour and Deception
How Body Language Speaks Louder Than Words

Overview:
CFA Singapore, in collaboration with Gerson Lehrman Group (Singapore), is proud to present an interactive communication course on detecting deception from one’s body language. Learning to interpret body language can be a powerful tool in deciphering the true sentiment of the opposing party.

This class will be conducted by Professor Mark G Frank from the University of Buffalo, a leading expert on verbal and non-verbal communication. During the session, Professor Frank will provide in depth insights into verbal and non-verbal communication, as well as expand into each behavior and provide extended examples of how to detect and correctly identify behavior manifestations. Additionally, there will be specific training on micro expressions as well as memory based tests.

Date : 25 June 2015 - module 1.0 (Thurs)
       1 July 2015  - module 2.0 (Wed)
Time : 9:00am – 5:00pm
Venue : M Hotel, Singapore
Instructor : Dr. Mark G. Frank

Objectives :
By the end of the course, participants will learn to:
- Analyze how lies are betrayed by demeanor.
- Examine cognitive clues including verbal and body language
- Observe reliable muscles most prone to ‘leakage’
- Explore applications for meetings with company management

Who should attend ?
This course is most suitable for any manager or executive who are involved in meeting and interacting with people in their daily job roles
Module 1.0 – 25 June 2015

Program Description
The average person admits to telling 1-2 lies every day. How often people actually lie is up for debate. Although most lies are told for polite reasons, it is those lies told for malevolent reasons that must be detected. In the business world, as in the law enforcement world, an undetected malevolent lie can reap millions of dollars to the liar and cause untold hardship to the honest business person, and the financial system in general. In contrast, a detected malevolent lie can save money, people’s retirement income and livelihood, and restores confidence in the financial system. Moreover, depending upon the nature of the lie, it can also get the liar arrested and imprisoned.

Detecting lies is more complicated than simply watching someone’s eyes or looking for that single tell-tale sign. This all day course is designed to be the first step in training individuals to recognize the wide variety of behaviours that may be associated with deception. Attendees will be introduced to behavioural clues in the face, body, voice, and words that research has shown to be associated with internal states, and how the identification of those clues promotes better deception detection. Attendees will be trained to better recognize the subtle signs in facial expressions, body actions, and in memory based accounts.

This course aims to teach attendees:
- The behavioural signs associated with feelings and mental effort
- How to interpret properly these signs, and to not over interpret them
- How to use them in interpersonal interactions to better get to the truth

Thus be the end of the course attendees should be able to:
- Better read subtle signs of emotion in the face
- Better read subtle body actions
- Better detect subtle style and tone changes when speaking
- Better detect genuine memories from the words used by people
- Better understand how the interaction affects the behaviours shown by people

Methods & Approach
This course will use the following methods:
- Videotape examples that will be analysed
- Pre and post-test of one’s abilities to recognize subtle behavioural signs
- Lecture that points out the subtle distinctions that show one is feeling an emotion, or thinking on their feet, or drawing from memory vs. inventing a story that did not happen

Course Outline
Introduction, Psychology of deception, emotion pretest
- The psychology of deception and the hot spot
- Testing your ability to spot micro expressions
- Understanding emotions

Emotions and deception
- Facial expressions, micro expressions, and emotion
- Training to recognize micro expressions
- How to interpret these subtle signs when you see them

Cognition, mental effort and the voice and body
- How mental effort and behavioural control are manifested
- Gestures – illustrators, manipulators, and emblems – and what they mean
- Vocal style – how you say it and how it sounds and what it means
Course Outline (Module 1.0) – cont’d
Cognition, memory and the words
• Recalling events versus inventing events
• Context, interactions, detail, and ability to move around in the story line
• Sensory information and articulations of cognitive awareness

Additional practice, putting it all together
• More video examples
• Feedback on examples, behaviours observed
• How might one follow up with questions?

Module 2.0 – 1 July 2015

Program Description
In Step 1.0 attendees learned the subtle signs and behaviours that indicate hidden emotion, mental effort, and when people are drawing from memory or inventing accounts. This all day course is designed to be the second step in training individuals to recognize the wide variety of behaviours that may indicate deception. Attendees will be given a refresher training session of the array of behavioural clues in the face, body, voice, and words that research has shown to be associated with deception. Attendees will be then move on to the tactical strategies, such as building rapport, designing a question regime, and developing an interview process that will better lay bare deception when it occurs, and to maximally obtain truthful and or accurate information during interviews.

This course aims to teach attendees:
• A review of behavioural signs associated with feelings and mental effort and how to interpret them to better detect deception
• How to develop interpersonal styles that maximally extract information from others
• How to develop question plans to undo deceptive accounts
• How to examine the accounts presented by others and detect hot spots
• How to phrase questions to maximally confound the liar and assist the truth teller

Thus be the end of the course attendees should be able to:
• Better build rapport with others
• Better read others and listen to their accounts at the same time
• Better formulate questions that obtain information that better separates truth tellers from liars
• Deploy new techniques for phrasing and challenging others to get to the truth

Methods & Approach
This course will use the following methods:
• Videotape examples that will be analysed
• Text of speeches will be analysed
• Lecture that points out the workings of memory, identifies the subtle distinctions that show one is feeling an emotion, or thinking on their feet, or drawing from memory vs. inventing a story that did not happen, and articulates techniques to develop maximally effective questions

Course Outline (Module 2.0)
Introduction, review & refresh
• Clues in the face
• Clues in the body
• Clues in the voice
Behavior and Deception (module 1.0 and 2.0) | 25 June & 1 July 2015

Course Outline (Module 2.0) – cont’d

Interpersonal behavioural strategies to maximize the truth
• Techniques for rapidly building rapport
• Techniques for generating good baselines

Question plans; preparation and identifying obstacles to the truth and themes
• Identifying reasons for lying
• Setting the stage for admissions
• Developing question plans and alibi analyses

Tactical models in questioning style, phrasing, listening, challenging
• Examining peripheral information
• Obtaining the uninterrupted account and hot spot identification
• The strategic use of open ended questions
• How to apply more obstacles onto the liar’s account
• The strategic use of evidence and when to reveal
• How to make them thing you know more information

Putting it all together:
• Awareness; Baseline; Changes; Discrepancies; Engagement; Follow up

Instructor’s Bio data

Mark G. Frank is a professor and director of the Communication Science Center at the University at Buffalo, State University of New York, and is also the sole proprietor of Mark G. Frank, LLC. Dr. Frank received his Ph.D. in Social Psychology from Cornell University in 1989. Afterward he received a National Research Service Award from the National Institute of Mental Health to do postdoctoral research with Dr. Paul Ekman in the Psychiatry Department at the University of California at San Francisco Medical School. In 1992 he joined the School of Psychology at the University of New South Wales in Sydney, Australia, where he worked for 4 years until he joined the Communication Department at Rutgers University in New Jersey.

In 2005 he accepted a position in his hometown at the School of Informatics at the University of Buffalo, where he created and directs the Communication Science Center. He has published numerous research papers on facial expressions, emotion, interpersonal deception, and also violence in extremist groups. He has had research funding from The National Science Foundation, US Department of Homeland Security, and the US Department of Defense to examine deception, aggression, and hidden emotion behaviors in checkpoint, law enforcement, and counter-terrorism situations. He is also the co-developer of a patented automated computer system to read facial expressions, for which he won a Visionary Innovator Award from the University at Buffalo. He has used these findings to lecture, consult with and train virtually all US Federal Law Enforcement/Intelligence Agencies, as well as local/state and select foreign agencies such as CSIS (Canada), the Australian Federal Police, and Scotland Yard (UK). He is also one of the original members and Senior Fellow of the FBI Behavioral Science Unit’s Terrorism Research and Analysis Project. He has presented briefings on deception and counter-terrorism to the US Congress as well as the US National Academies of Sciences.

He has also given workshops to the US Federal Judiciary, various state Courts, and foreign judges and magistrates. He has also presented to numerous business groups as well including fortune 500 companies. Finally, he has appeared in over 100 print, radio, and television appearances to talk about his work, including The New Yorker Magazine, Time Magazine, New York Times, Wall Street Journal, CBS Evening News, CNN, Fox News Channel, CNBC, National Public Radio, The Learning Channel, the Discovery Channel, the Oprah Show, the CBC, BBC, London Weekend Television, the Australian Today Show, the Sydney Morning Herald, and ABC Radio National, among others.
Registration Form
Advanced reservation is required due to limited capacity. For participation, please complete the fields below and fax or email back to CFA Singapore. Please indicate membership ID to enjoy members’ rate.

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<tr>
<th>Course Fee</th>
<th>Early Bird Fee (before 1 June 2015)</th>
<th>Standard Fee (after 1 June 2015)</th>
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Company: ___________________________________________ Tel: ___________________________
Address: ___________________________________________
Contact person: ____________________ email: ____________________

Delegate 1) Name: Mr./Mrs./Ms./Dr./_________________________ Membership No. ________________
Email: ___________________________ Tel: __________________ Mobile No.: __________________
Designation: ____________________ Food preference: None / Halal / Vegetarian / others ______________
I would like to sign up for : module 1.0 / module 2.0 / Both module

Delegate 2) Name: Mr./Mrs./Ms./Dr./_________________________ Membership No. ________________
Email: ___________________________ Tel: __________________ Mobile No.: __________________
Designation: ____________________ Food preference: None / Halal / Vegetarian / others ______________
I would like to sign up for : module 1.0 / module 2.0 / Both module

Delegate 3) Name: Mr./Mrs./Ms./Dr./_________________________ Membership No. ________________
Email: ___________________________ Tel: __________________ Mobile No.: __________________
Designation: ____________________ Food preference: None / Halal / Vegetarian / others ______________
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Payment Details

☐ By Check : Bank, Cheque number ___________________________ Amount : ___________________________
All cheques to be made payable to ‘CFA Singapore’ c/o 10 Shenton Way #13-02 MAS Building, Singapore 079117

☐ Please charge to my credit card (VISA/AMEX/MC): ___________________________ (Expiry: __/20)
I, ___________________________ hereby authorize CFA Singapore to charge my credit card account for the amount of $______________

☐ Please invoice to: ___________________________________________

Terms and Conditions:
• Registration will only be confirmed upon receipt of registration form and full payment.
• If any registered delegate is unable to attend the workshop, a replacement is welcome at no extra cost. No refund will be made.
• CFA Singapore reserves the right to cancel or postpone the workshop due to unforeseen circumstances and also the right to reject any registration.

I have read and accept the terms and conditions stated above.

__________________________________  __________________________
Signature/ Date  Company Stamp

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