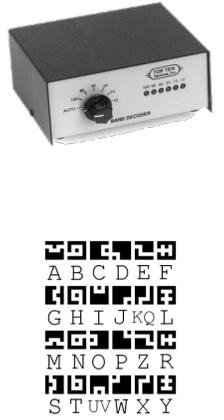


THE BODY LANGUAGE INSTITUTE



We're Saving Lives™

YOU SAY MORE THAN YOU THINK

<p>Gathering Intelligence</p>		<ul style="list-style-type: none"> •Gauge others' baseline and determine your own norm: head, shoulders, knees, and toes. •Meaning vs. perception. •3 Step Process to read people more accurately. •What messages are you giving off without saying a word. •Imploding and exploding body language. •Power poses: Increasing testosterone and decreasing cortisol to build and show confidence. 	<p>Notes:</p>
<p>Develop</p>		<ul style="list-style-type: none"> •Building rapport is key to baseline. •Inattentional blindness. •Open ended powerful questions •Belly Button Rule -“Naval Intelligence.” •Handshakes: upper handshake, palm up, palm down, hand hug, extended eye contact, left of picture. •Framing •Engaged listening •Mirror neurons: we have ability to influence each other. 	
<p>Decode & Decipher</p>		<ul style="list-style-type: none"> •Powerful liars vs. regular liars. •Change in voice and blink rate. •All Liars are tight-rope walkers •Stake Out: Facial and Micro-expressions: (1/15th of a second). Seven universal emotions. Dr. David Matsumoto. •Lip locking •Fully Body Surveillance: head, shoulders knees and toes. •Gas-lighting •Defying gravity: excitement. •Wiretap: statement analysis <ul style="list-style-type: none"> -Smoking screening -Mixed tenses -Squishy language 	
<p>Deliver</p>		<ul style="list-style-type: none"> •Strategy to seek the truth. •Ask powerful questions: Is there any reason why/maybe I am wrong here. •W.A.I.T. •Assign them the traits you want them to have. •“Don't”/Flip the script. 	

Saving lives by boosting Credibility, Confidence, and Careers

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Powerful Questions: (Get the basics down: Who, what, when, where, why and How to get them talking...its all about quantity).

1. What is it about...?
2. You said...Tell me more?
3. What do you mean...?
4. How did he show you...?
5. How do you explain...?
6. How long have you...?
7. Tell me what happened...?
8. When was the last time?
9. What were you doing...?
- 10.What you did is...?
- 11.Why would you...?
- 12.Why did you?
- 13.Repeat what you said...
- 14.Where did this happen...?
- 15.Who said...?
- 16.Who did...?
- 17.Explain...

Advanced:

When you see major deviations from the baseline:

Maybe I am wrong here, but ...?

Is there any reason why...? (Is there any reason why you are telling this but you are showing me that?)

WAIT: Why Am I Talking? (silence can be a golden interview gold).

- People hate awkward silences, and they do almost anything to fill them up. After the maybe I am wrong here..." pattern of the previous technique, follow it with the WAIT protocol.

Nonverbal Hot-spot	Verbal Hot-spot

Notes: