

Micro-expression: what people won't tell you but nevertheless show you



Course Description

Micro-expression is a flash of emotion that gives reliable information about what people really feel. For example, when someone tells you he's doing really great - when in fact he is not - is very likely to flash his real experienced emotion. It usually occurs in high-stake situations, where people have something to lose or gain. Unlike regular facial expressions, micro-expression is difficult to fake.

Drs. Paul Ekman and Maureen O'Sullivan studied the ability of people to detect deception. Of the thousands of people tested, only selected few (called wizards) was able to accurately detect when someone was lying. They found that successful human lie detectors use micro and subtle expressions-among many other behavioral detection cues- to determine if someone is being truthful or lying.

Micro expression detection is based on

advanced scientific system devised by Dr. Paul Ekman - scientific consultant to the hit TV series 'Lie To Me' - called Facial Action Coding System or FACS. FACS coders manually code nearly any anatomically possible facial expression, deconstructing it into Action Units (AU) and their temporal segments that produce the expression. Since AUs are independent of any interpretation, they can be used for higher order decision making process including recognition of basic emotions.

Course Objective

We will explain about basic emotions, micro and subtle expressions and how you can perceive emotional information in others using METT and other behavioral and psychological tools that experts used in differentiating truth from deception.

Course Fee: RM2200 per person or RM2100 for group of three from the same organization

Venue: Dorsett Regency Hotel, Jalan Imbi, Kuala Lumpur

Date: 21-22 May 2012

Time: 9 am to 5 pm

Closing Date: 30 April 2012

The first 10 participants to register will receive a free book "Telling Lies" written by Dr. Paul Ekman

This course is HRDF claimable

Learning Outcome

1. Establish a baseline on non-verbal communication
2. Understand 7 basic emotions and their behavior when emotions are triggered
3. Detect facial micro-expressions with METT.
4. Recognize the traits of your emotions and facial expressions
5. Understand the scientific research about lie detection
6. Make a distinction between truthful and deceiving behavior
7. Accelerate skills to detect lies and deception through practical exercises

Course Content

Day 1: Basic emotions & Micro Expression

1. Why study emotion & facial-expression?
 - Developing the art of acute observation.
 - Establishing a baseline of one's expression & behavioral languages is critical to avoid wrong judgment.
3. Describing 7 basic emotions & triggered behaviors
4. Practical: analyzing your own emotions
 - Participants will share a story that is emotionally significant to them. We will record to show visible emotions and micro-expressions.
5. Detecting micro-expressions with Micro-Expression Training Tool (METT)
 - Use METT to help you to make a baseline assessment and to measure your initial and improved performance.

Day 2: Lie detection & Subtle Expressions.

1. Let's go to the 'Cinema'
 - We will view cross-cultural video fragments of real life emotions. What do you see and how do you interpret what you see?
2. The science behind lie detection
 - Research shows that untrained observers rely on false clues to detect lies and deception. They are no better- and are often worse than chance- at accurately detecting deception. What does science have to say about it?
3. Behavioral signs of lies & deception
 - We will study 'spontaneous denial', 'hot spotting', 'Pinocchio nose' & 'distancing language' beside viewing video footages of people caught lying.
4. Explaining Subtle Expressions
 - Subtle expressions, though difficult to detect, maybe key to detect deception or spot signs of concealed emotions.
5. Finale: learning from 'lie detection game'
 - Participants will apply the theory & skills to establish a baseline & use multi channel observation & pattern analysis.

Who should attend?

Finance officers, law enforcement agencies (government & private) lawyers, legal aide, HR & HRD, Coach, Consultants, Counsellors, Therapists, Procurement, Sales, Leaders/Managers, Mental health workers, Social Services, Claims adjusters, Compliance officers, Mediators, Negotiators, Labour relations, Accountants, Auditors, Teachers, Pre-School Child Care, Interviewers, Interrogators etc

Q5 Plus Consultancy

is registered with the Human Resource Development Fund (HRDF) and Ministry of Finance, Malaysia.

Training Method

This course blends science with tool kits to help you understand emotions & micro-expression. We will facilitate this course with lectures, pairs & group discussion, videos, & role plays. Each participant need to bring a hand mirror, camera, local cinema footage (via YouTube stored in thumb drive) and personal photo which we will analyze together.

Dr. Job Boersma

hails from The Netherlands. An international trainer and psychologist specializing in emotional expression and organizational conflicts, he has studied 'Facial Action Coding System' under Dr. Erica Rosenberg - scientific consultant for the hit TV series 'Lie To Me'. He has also studied 'Lie Detection' from Cliff Lansley of Paul Ekman International Group of Manchester, UK.



Job studied clinical psychology with The Free University in Amsterdam. He not only teaches psychology at the University of Amsterdam but has trained doctors and medical professionals on emotion recognition and medical conversation techniques. He has been involved in HRD for over 10 years. He is part of Dutch most prestigious training institute, Vergouwen Overduin.

Job has trained employees from Dutch Central Bank, the Authority Financial Markets, ING Bank, ABN AMRO, NIBC Bank, Nyenrode Business University, Shell, Electra bel and Cameron. He speaks for BNR business radio on financial issues and writes for Psychology Magazine.

Currently, Job is designing a software to help parties in conflict situations to detect hidden emotion and behavioral languages using micro-expressions.

Testimonials

Nicolette Kroon, Director NIBC Bank
Our team of bankers attended micro-expression training. We wanted to understand how people communicate and make better judgements on what they meant but don't say. This course is an eye opener, given by a very experienced person. It has changed the way we 'listen' to people.

Keith Ashcroft, Investigative Psychologist at Centre for Forensic Neuroscience.
Having attended 'Evaluating Credibility & Truthfulness' course, it becomes clear that Job has a wealth of knowledge and experience in this area. His excellent analytical, communicative & teamwork skills make him a proficient trainer. Understandably he is in great demand from a number of high profile companies both in the Netherlands and internationally. I have no hesitation in recommending Job as a trainer. His integrity, passion and warmth will be well-received by all

Bram Bosch, Legal counsel antitrust at Shell
It was really fun learning the skills and the group reached optimum results. Without a doubt I recommend Job to all

Nick Vos, program manager at Nyenrode Business University (NBU)
Participants attending Job's course on micro-expressions & lie detection were really enthusiastic about it not because of the topic but by the way Job presented it. NBU would like to do business with Job again



Information center

1. Download free articles about Micro-Expression from www.qsplusconsult.com
2. Call Thomas Lai at 012-3191850 if you would like to have Job Boersma for your in-house training program