

The logo for 'newIntelligence' features the word 'new' in red and 'Intelligence' in grey. Above the 'i' in 'Intelligence', there are several small, colorful dashes (yellow, green, blue, red) arranged in a semi-circle.

newIntelligence

The page is decorated with several colorful, rounded rectangular shapes: a yellow one on the left, a green one in the upper center, a blue one on the right, a pink one on the left side, and a grey one at the bottom center.

**Reading People through
Behavioural Intelligence**

What is Behavioural Intelligence?

- “a capability or capacity for detecting, identifying analysing and interpreting behaviour.”
- Behaviour includes verbal and non-verbal actions
- Everyone has behavioural intelligence – to a point
- There is no cook-book approach
- Just like any intelligence, discovery, development or enhancement

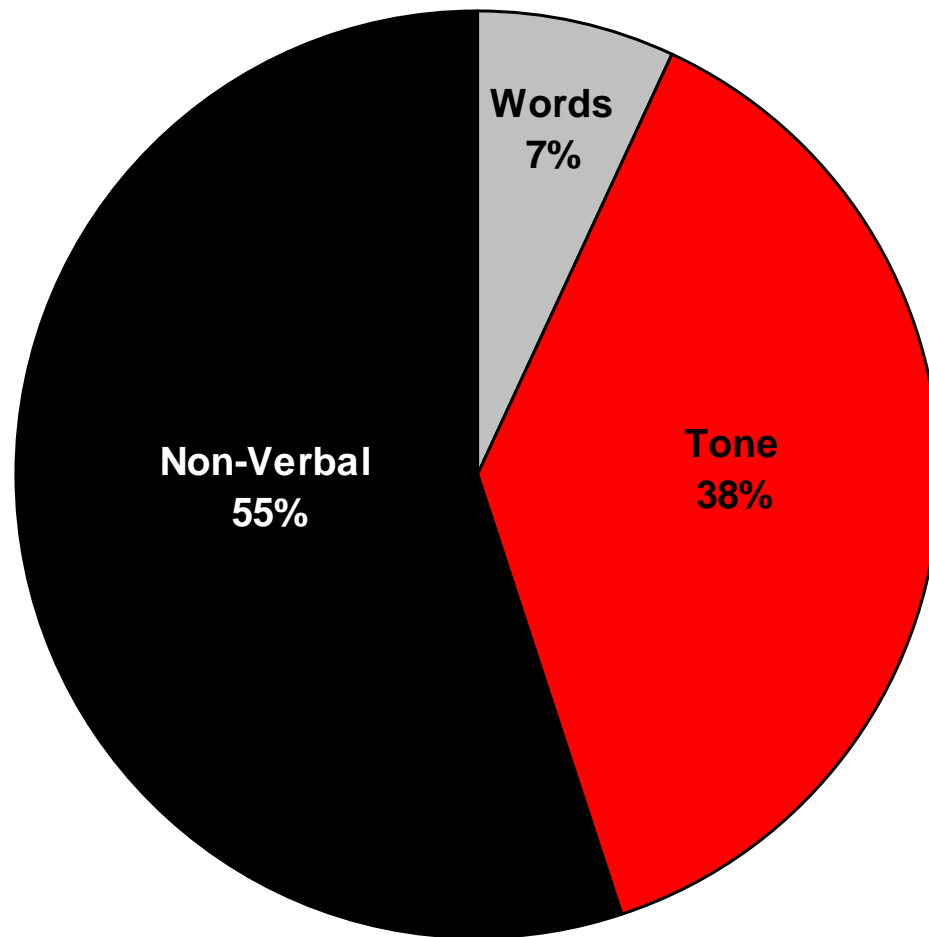
Behavioural Intelligence Framework



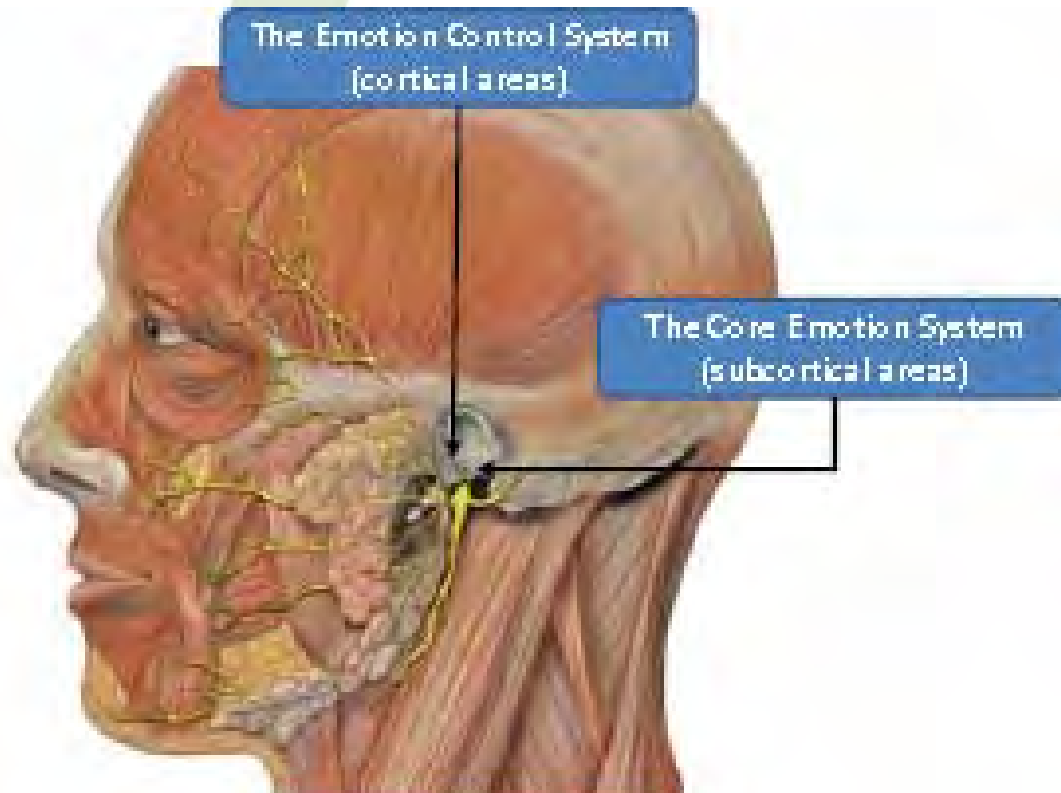
Reading People

- Two key elements of the Behavioural Intelligence Framework are most useful for reading people
- The Foundation Human Skills
 - Reading People
 - Emotion
- Very difficult to separate sensitivity from deception
- No magic formula
- Life-long practice

Why does deception “leak” through our body?



Why does deception “leak” through our body?



Reading People

- Read gestures in clusters
- Look for congruence and read in Context
- Open vs. Closed posture
- Appendage use
- Rapid vs. Slow movements
- Is this temporary or permanent
- What is choice and what is not

Reading People

- Genuine non-verbal cues
 - Blushing (embarrassment)
 - Shrugging (sign of helplessness or submission)
 - Genuine smiles (happiness)
 - Operate outside conscious control
- Geographic non-verbal cues
 - Different ways of standing, sitting, eating
- Signature cues
 - Foot shaking, repeated hand drumming, hair twirling
 - Look for signature cues and then deviations from this

Reading People

- More than just “body language”
- The pointers
 - Dress, grooming, jewellery, motor vehicle, house, office, photographs, books, art, music, toys, friends, enemies, hobbies, charity, status, overt, covert, choices.
- Language
 - Pro-nouns, introductions, statements
- Attention
 - Support responses and shift responses

The Role of Emotion

- Emotions are immediate, automatic, and involuntary reactions to events that are important to us
- Emotions prepare us for behavior
- Emotions can facilitate or block the giving of information
- Accurately **reading** another person's emotions and **reacting well** is a key factor in any interaction involving the **Human Skills**
- Emotions are at the base of all deception

The Seven Basic Emotions



Happy



Surprise



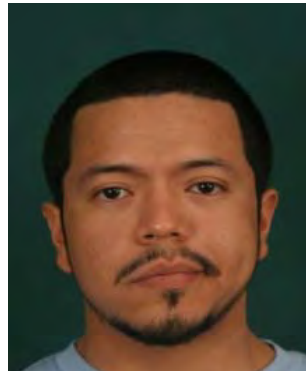
Sadness



Anger



Fear



Contempt



Disgust

Features That Distinguish Emotion

- Specific events will trigger an emotion
- A number of coordinated and organised response systems for priming behaviour
- Physiological changes
- Mental activities and attention
- Subjective feelings
- Distinctive nonverbal signals shared with other primates
 - Facial expressions
 - Vocal characteristics
 - Postures
- They are immediate, automatic, and unconscious

Our Affective World

Personality Traits	Moods	Emotions	Psychopathology
Hostile	Irritable	Anger	Chronic Impulsivity
Shy	Apprehensive	Fear	Panic anxiety, phobias
Melancholy	Blue	Sadness	Depression
Optimistic	Euphoria	Joy	Mania
Arrogance	Disdainful	Disgust	Anorexia

Micro-expressions

- Micro-expressions are a special case of facial expressions of emotion.
- They are signs of *concealed* emotion.
- They are characterized by
 - Speed (sometimes as fast as $1/60^{\text{th}}$ of a second; contrast with macro expressions)
 - Subtlety
 - Sometimes fragmentary nature

Conclusion

- Anyone can learn to read people
- Not an overnight proposition
- In order to detect emotion we must first see the non-verbal cues
- Watch more and listen less
- Recognising the emotion enables us to understand the motivation and therefore the behaviour
- Better than detecting deception?

The logo for newIntelligence features the word "new" in red and "Intelligence" in dark grey. Above the letter "i" in "Intelligence", there are five small, colorful dots (yellow, green, blue, red, and purple) arranged in a slight arc.

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