



Introduction

THE WORLD OF NONVERBAL COMMUNICATION (NVC)

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Who should learn about NVC?


- Anyone who interacts with others (or even observes others at a distance) and who wants to gain additional insight about the personality, motivation, intention, and mindset of the people with whom they observe and/or interact

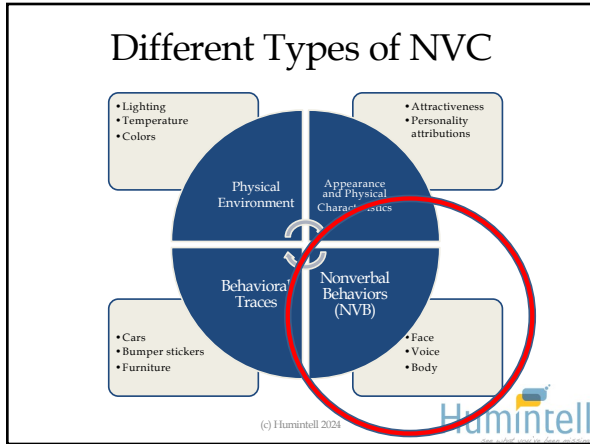
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What are you Missing in Face-to-Face Interactions?

- Two languages – the verbal and the nonverbal
- Between 65% - 95% of the messages exchanged in any interaction is communicated nonverbally
- Bias is to focus on the words
 - Especially when trying to assess credibility



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- ### Channels of NVB
- **Face**
 - Expressions
 - Blinks
 - Gaze and visual attention
 - **Hands**
 - Gestures
 - Manipulators
 - **Voice**
 - Tone, pitch, intonation
 - Speech rate
 - Silence
 - Verbal style
 - **Whole Body**
 - Posture
 - Gait
 - **Touch and space**
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- ### Types of Signals Produced by NVB
- **Emotions**
 - Specific, discrete emotions
 - General affective states
 - **Cognitions**
 - Specific verbal messages
 - Cognitive processes
 - **Physiological States**
 - E.g., sleepy, pain
 - **Imperative and Declarative Messages**
 - **Conversation regulators**
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Functions of NVB

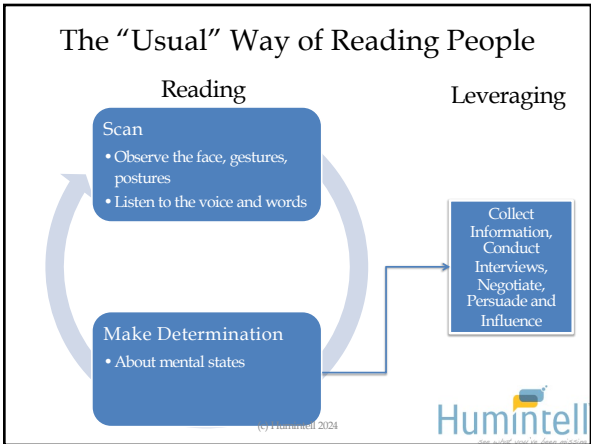
<ul style="list-style-type: none"> • Convey messages without words <ul style="list-style-type: none"> - Emotions - Cognitions - Physiological States - Conversation regulators 	<ul style="list-style-type: none"> • Comment on verbal messages <ul style="list-style-type: none"> - Complement - Supplement - Clarify or Qualify - Contradict
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Gain Insight about...

<ul style="list-style-type: none"> • An Individual <ul style="list-style-type: none"> - Unspoken or unconscious thoughts or feelings <ul style="list-style-type: none"> • Personality • Intentions • Trustworthiness and credibility • Theme development - Identity <ul style="list-style-type: none"> • Gender • Cultural 	<ul style="list-style-type: none"> • Interactions <ul style="list-style-type: none"> - Interpersonal relations <ul style="list-style-type: none"> • Status, intimacy • Who's the boss? Who's a subordinate? • An Environment <ul style="list-style-type: none"> - Where do people cluster? - What's the normal flow of traffic?
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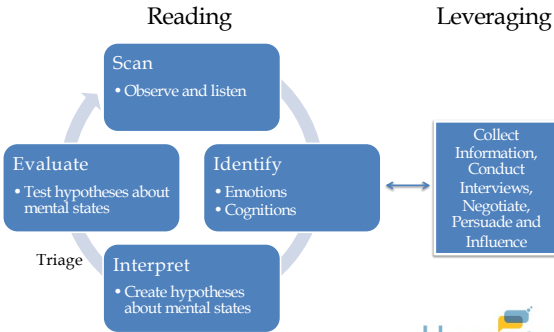
Beware of Confirmation Bias

- Searching for, interpreting, favoring, or recalling information in a way that confirms one’s pre-existing beliefs, while giving less consideration to alternative possibilities.
 - Gathering or remembering info selectively, or interpreting it in a biased way.
 - Interpreting ambiguous evidence as supporting their position.
 - Effect is stronger for emotionally charged issues and deeply entrenched beliefs.

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The Humintell 4-Step Reading People Model



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A Humintell Workshop

Reading Facial Expressions of Emotion

Tagging Statements with Emotions



Learning Objectives

- Describe role of nonverbal (and verbal) behavior in differentiating truths from lies
- Define emotions
- Describe unique characteristics of basic emotions
- Describe briefly the science underlying the universality of facial expressions of emotion

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Learning Objectives

- Describe the universal triggers and functions of emotions
- Identify and label microexpressions of emotion
- Tag statements with microexpressions
- Develop framework for incorporating microexpression identification in interviews and interactions

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Why Focus on Emotion?


- Emotions are immediate, automatic, and involuntary reactions to events that are important to us
- Facial expressions of emotion are universal
- Emotions prepare us for behavior
- Emotions can facilitate or block the giving of information

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How does it Work?

- Gain insights about an individual's
 - Personality
 - Expressive baselines
 - Motivation and intentions
 - Trustworthiness and credibility
- Identify unspoken thoughts and feelings about specific topics
 - Identify meaningful content areas
 - Identify psychological themes that may be leveraged
 - Evaluate truthfulness and detect deception

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Complements your Existing Skill Sets

- This skill doesn't replace your existing skill set; it adds to it
- It is another tool in the toolbox; another club in the golf bag
- → All of which make your work more accurate and more efficient

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What do you See?

- Can you identify the emotions and nonverbal behaviors this individual expresses?
 - [Kato Kaelin](#)

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Microexpressions

- Extremely brief, involuntary facial expressions of emotion
- They are signs of *concealed* or *repressed* emotion
- They are characterized by:
 - Speed
 - Macroexpressions - normal expression of emotion - last from 1/2 second to 4 seconds.
 - Microexpressions can be as fast as 1/15th of a second
 - Subtlety
 - Fragmentary nature



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What have you been Missing?

- Would you like to get additional clues to what's going on in people's minds when you interview them?
- Would additional information about people's thoughts and feelings be useful to you?
- How would you use that additional information?

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Micro-Expression Pre-Test

Let's examine your ability to recognize the universal facial expressions of emotion.

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Anger, Contempt, Disgust, Fear, Happiness, Sadness, Surprise

Photo #	Answer	Photo #	Answer
1		8	
2		9	
3		10	
4		11	
5		12	
6		13	
7		14	



Purpose of Training in Reading Emotions in Others

- Improve your understanding of emotions
- Improve your ability to read emotions in others
- Gain insights into unconscious, suppressed thoughts and feelings
- Improve your knowledge of what to do when you detect emotions in others

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Outline of the Training

- What is an Emotion?
- The Universality of Emotional Expression
- Characteristics of Specific Basic Emotions
- Microexpression Training
- Cultural Differences in Facial Expressions of Emotion
- What to do Once you Detect Emotions Better
- Conclusion

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WHAT IS AN EMOTION?

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Our Definition of an Emotion

- Quick reactions to events that may impact our survival
 - Potentially require immediate action
 - Transient
 - Biological, psychological and social components
 - Influence future motivation

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Types of Emotions

<ul style="list-style-type: none"> • Basic emotions • Non-Basic emotions <ul style="list-style-type: none"> – Self-conscious emotions – Social emotions – Moral emotions – Prosocial emotions 	<ul style="list-style-type: none"> • Other psychological constructs related to emotion <ul style="list-style-type: none"> – Emotional sentiments – Emotional attitudes – Emotion-related values – Emotion-related beliefs
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Features that Distinguish Basic Emotions from Others

- Specific, universal underlying psychological triggers
- Coordinated and organized reaction systems for behavior priming
 - Physiological changes
 - Mental activities and attention
 - Subjective feelings
 - Distinctive nonverbal signals
 - Facial expressions, voice, etc.
- They are immediate, automatic, and unconscious

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Difference between Emotions and Feelings

Emotions	Feelings
 Specific reactions to certain events	 Perceptions of sensations in the body
 Include cognitive and physiological changes	 Not necessarily related to emotion (feeling tired or cold)
 Help prime our bodies to act in a certain way	 Continuous readouts of our internal states
 Automatic and unconscious	 One component of emotion

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Our Affective World

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


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THE UNIVERSALITY OF EMOTIONAL EXPRESSION

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FACIAL EXPRESSION 400 YEARS AGO



Rembrandt Self-Portraits circa 1630

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Expressions in Art

Goya's Saturn **Goya Third of May**



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Studies of Non-Human Primates

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Case Studies of Feral Children and Adults

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The Seven Basic Emotions and their Universal Expressions

	Surprise		Anger	
Joy		Sadness		Fear

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Emotion Families

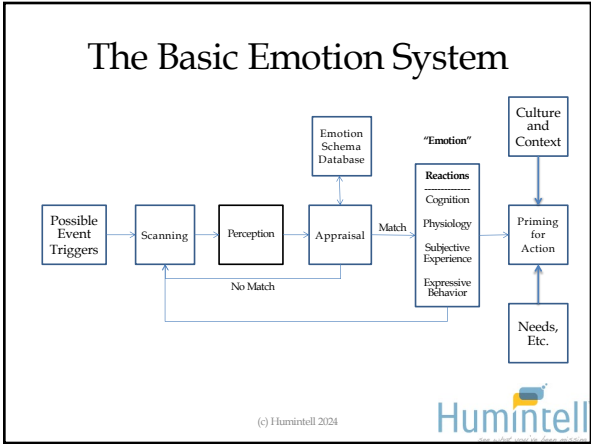
- Each emotion label is the prototype name for a host of emotion terms that differ basically according to intensity or situation, but refer to the same underlying emotional state
- Anger
 - Annoyed, frustrated, agitated, pissed off, angry, mad, enraged, hostile, furious, outraged, etc.
- Fear
 - Worried, anxious, scared, nervous, afraid, horrified, mortified, petrified

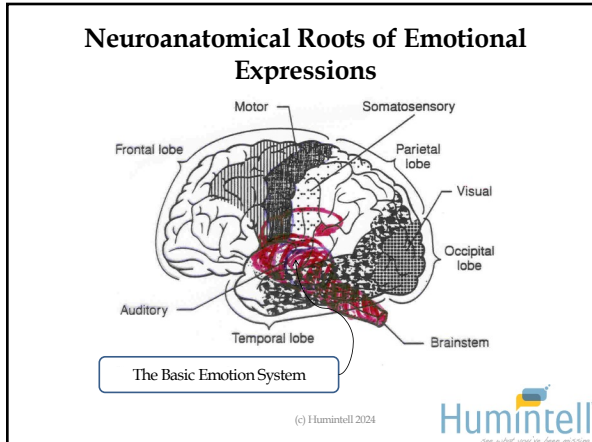
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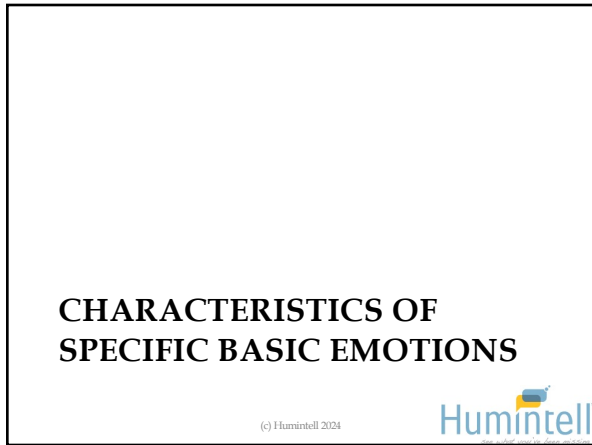
Examples of Emotion Family Members

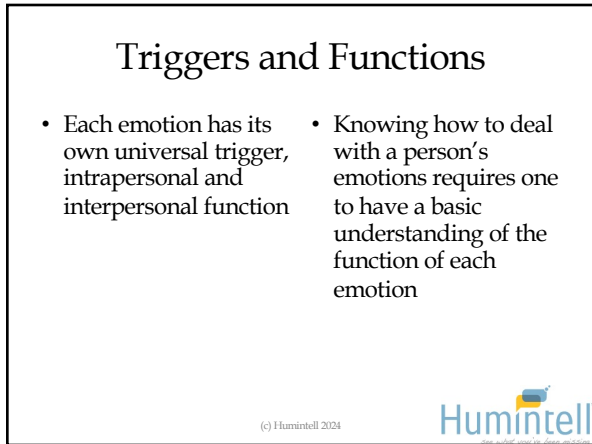
Anger	Contempt	Disgust	Fear	Happy	Sadness	Surprise
• Frustrated • Enraged • Furious • Irritated • Resentful • Pissed Off	• Disdainful • Disrespectful • Scornful • Condescending • Arrogant • Spiteful	• Abhorrent • Disgusting • Repulsive • Offensive • Aversion	• Worry • Concerned • Frightened • Apprehensive • Horrified	• Glad • Joy • Delighted • Excited • Cheerful	• Regret • Disappointed • Grieved • Distressed • Gloomy	• Shocked • Startled • Amazed • Bewildered • Astonished

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Universal Triggers and Functions of the Basic Emotions

Emotion	Trigger	Function
Anger	Goal obstruction, norm violations, perceived injustice	Remove the obstacle
Contempt	Immoral action	Assert one's superiority
Disgust	Offensive, rotten objects	Repulsion, elimination
Fear	Threat to physical or psychological well-being	Avoid or reduce harm
Joy	Goal attainment	Future motivation
Sadness/distress	Loss of valuable object	Call for help, recoup
Surprise	Sudden, novel objects	Orientation, get more information

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MICROEXPRESSION TRAINING

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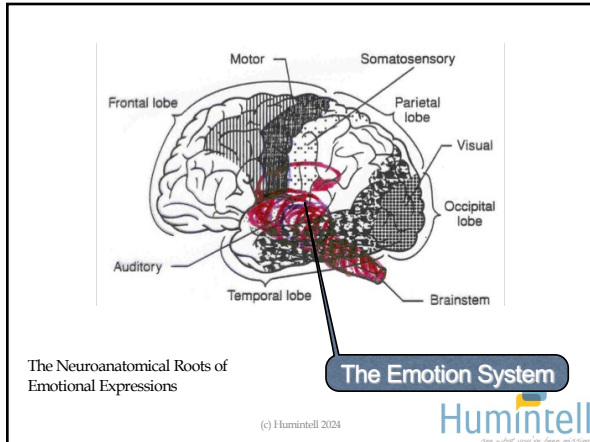
Microexpressions

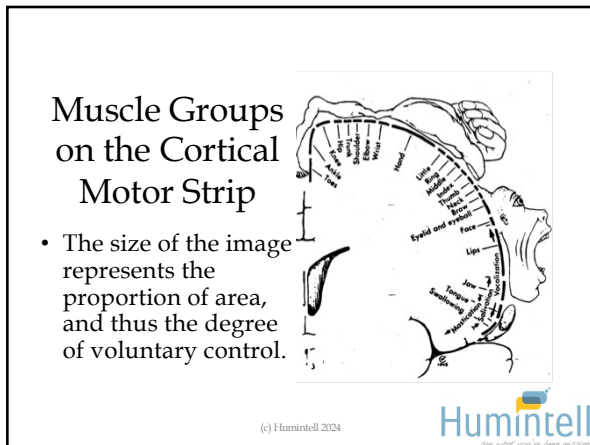
- Brief, involuntary facial expressions of emotion.
- They are signs of concealed or repressed emotion.
- They are characterized by
 - Speed (sometimes as fast as 1/15th of a second; contrast with macro expressions)
 - Subtlety
 - Sometimes fragmentary nature
- Most people don't see them
 - And those who do see "something" but usually can't identify it

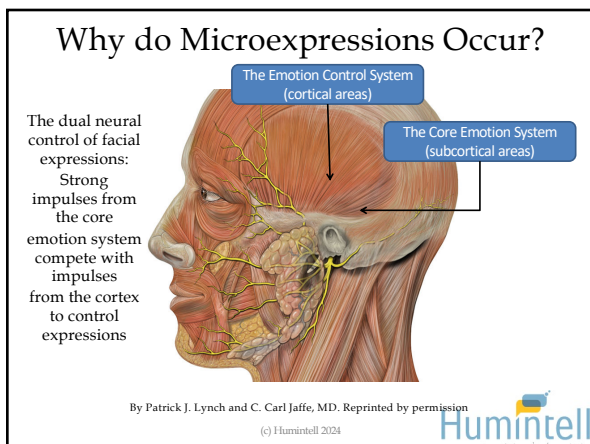


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What do Each of the Universal Expressions Look Like?

- Introduction to the universal expressions via the MiX

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Micro-Expression Practice

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Micro-Expression Post-Test

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