



course : Managing Emotions & Evaluating Truthfulness

City :	Amsterdam	Hotel :	Hotel Okura Amsterdam
Start Date :	2025-10-27	End Date :	2025-10-31
Duration :	1 Week	Price :	5950 \$

Course Overview

It is well recognized that we do business with people we know, like, and trust. Whether you are a manager, negotiator, facilitator, or parent, developing emotional intelligence and interacting effectively with others is essential to building strong and lasting relationships.

In many interactions, individuals place too much emphasis on spoken words, which can sometimes result in misunderstandings or even relationship breakdowns. This program will equip you with the ability to read and evaluate others through both verbal and nonverbal behaviors, helping you assess credibility and detect possible deception.

In this Managing Emotions & Evaluating Truthfulness training course, you will go beyond analyzing words alone. You will learn to interpret all five core channels of communication while mastering your own emotions and effectively managing those of others.

Course Objectives

By the end of this training course, participants will learn to:

Recognise & manage your own emotions

Develop powerful strategies for building productive relationships

Identify hidden messages & deception in others

Enhance your ability to analyse verbal & nonverbal behavioural cues

Develop robust questioning strategies to elicit valuable information from others

Target Audience

This training course is suitable to a wide range of professionals but will greatly benefit:

All Professionals

Supervisors or Managers

Training Professionals

Any Professional who is required to negotiate for their organisation

Employees in any organisations whose role requires them to have a firm grasp of the truth

Methodology



comprehensive understanding of the subject matter through a variety of proven adult learning techniques and facilitation methods. The methodology incorporates interactive exercises, including case studies, group discussions, and practical applications.

The course is further enriched with unique content, featuring video examples of truth-tellers and deceivers in high-stakes contexts—such as international visa interviews, scientifically validated experiments conducted by Prof. Paul Ekman, and excerpts from corporate investment settings.

In addition, participants will take part in live practice sessions designed to develop knowledge, strengthen skills, and enhance application, with constructive feedback provided by Paul Ekman Approved Trainers.

Course Outline

DAY 1

Identifying Emotions & Self-awareness

Emotions Defined

Emotional Timeline

Automatic Appraisal System

Self-awareness / Management

Attentiveness

DAY 2

Identifying & Managing Emotions of Others

Components of Communication

The Face

Emotions & the Face

Subtle / Partial Expressions

Managing the Process

Preparation & Engagement

Evaluation & Learning

DAY 3

Understanding Deception and Credibility

Lies & Truth Defined

Psychological Model of Truth

Psychological Model of Lies

Thinking and Feeling

Attentiveness

DAY 4

Reading the Channels

Memory



Understanding Emotions

The Face

The Body

Verbal Style and Voice

DAY 5

Undertaking Analysis

Criteria Based Content Analysis

Context

Baseline

Managing the Process

Evaluation and Learning

Certificates

On successful completion of this training course, HighPoint Certificate will be awarded to the delegates. Continuing Professional Education credits (CPE): In accordance with the standards of the National Registry of CPE Sponsors, one CPE credit is granted per 50 minutes of attendance.