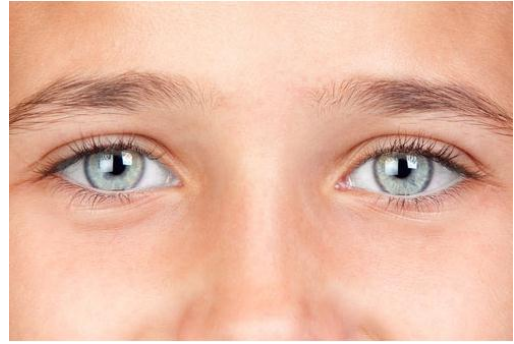


Non-Verbal Communication: How to Hear What's Not Said

**Presented by
FBI Special Agent Jeff Lanza
(Retired)**



Description:

In communicating, the body projects useful information that can help listeners to “hear” what is not being said. If read properly, it can tell you whether a person is buying into your message, if what they are saying is the truth, and much more. According to communication experts, more than half of the information from a message is delivered through expressions displayed through the movement of forty-three facial muscles. Not all are obvious to read. This program will enhance the audience’s communication skills in sending and receiving information. It will also further business relationships by increasing their ability to understand and use the powerful tool of non-verbal communication to help them comprehend what is really being “said”.

Key Points Covered in the Presentation:

1. Seven ways to tell if someone is not being truthful.
2. How to read body movements and positions, including the hands, arms, legs, head and neck.
3. How to tell the difference between a genuine and a fake smile.
4. The role of micro expressions in uncovering what a person is hiding.
5. How a sender can change their communication strategy based on the reading of nonverbal information.
6. Those in sales positions can learn to employ this knowledge to increase the persuasiveness of their communication.

Jeff’s presentation style:

All of Jeff’s programs keep the audience engaged and are presented in a compelling way that provides great take home learning points and just the right touch of humor.

Presenter Qualifications on topic:

Jeff Lanza was an FBI Agent for more than 20 years and was one of this country’s most utilized FBI spokespersons. During his career as an agent, he has interviewed hundreds of witnesses, suspects and criminals. He is a certified FBI instructor and a graduate of the world renowned John E. Reid School of Interviewing and Interrogation.

He has provided more than one thousand presentations on risk management to associations, corporate boards, and employees of major corporations around the world. His presentation on crisis communication was selected for a worldwide audience at the Society of Human Resources national convention for three consecutive years beginning in 2009. He holds a Master’s Degree in Business Administration.