

COURSE OUTLINE:

# Understanding Truthful and Deceptive Communication

1 day  
8 CPE Credits

## Overview

This course is designed to raise awareness of the possibilities and the limitations of assessing credibility. Myths about deception and deceptive behaviour are dispelled, and understanding is developed of behaviours that are more likely to occur during deceptive or honest communication. The aim is to aid identification of hot spots that may require further investigation.

The course content is delivered in a dynamic, interactive format that includes analysis and discussion of real world examples, and practical exercises, allowing the opportunity to practice new skills, and develop ability.

The course is designed and led by an academic expert in deception and is based on the latest scientific research.

## Learning Objectives

Upon completion of this seminar delegates will gain:

- » Awareness of the major aspects of credibility assessment
- » An understanding of common misconceptions, and knowledge of behaviours that may aid in assessing credibility across domains of communication.
- » Self-assessment measures and immediate feedback enable self-monitoring of learning.

## Program Level

**Program Level:** Introductory

**Delivery Method:** Live. Max. group size:10

## Accreditation

Moody's Analytics is registered with the National Association of State Boards of Accountancy (NASBA) as a sponsor of continuing professional education on the National Registry of CPE Sponsors. State boards of accountancy have final authority on the acceptance of individual courses for CPE credit. Complaints regarding registered sponsors may be submitted to the National Registry of CPE Sponsors through its website: [www.nasbaregistry.org](http://www.nasbaregistry.org).

## WHY MOODY'S ANALYTICS?

### Current and Consultative

Our seminars are created and updated utilizing the extensive experience, skills and research of Moody's Analytics. For in-house training, we work with you to understand the distinct needs of your organization and design, implement, and track the performance of your learning programs from end-to-end, including skills assessment, program design, implementation, evaluation, and enhancement.

### Comprehensive Coverage

We offer a broad set of technical and soft skills programs that can be combined and adapted to the needs of your staff. Our areas of expertise include banking, finance, sales negotiation and leadership development:

### Unparalleled Expertise

Our training solutions leverage over a century of experience in risk assessment and the comprehensive tools, data, and analysis of Moody's Analytics to deliver timely, in-depth, and comprehensive knowledge. In delivery, our people make the difference – they combine deep experiences as financial practitioners, intellectual passion for the content, and superior academic credentials with a commitment to delivering outstanding quality.

# Understanding Truthful and Deceptive Communication – Agenda

## COURSE CONTENT

- » Who lies, why, when, and how
- » Can we spot lies? If not, why not?
- » Addressing common misconceptions and incorrect beliefs, and avoiding red herrings
- » Psychological factors related to deception: why people may behave differently when lying
- » Can we observe these differences? Behaviours that may indicate hot spots:
  - language used
  - nonverbal behaviour
  - vocal characteristics
- » The importance of baselines and individual differences
- » Discrepancies between channels of behaviour
- » Strategies to maximize the differences between liars and truth tellers
- » A closer look at context: Does it matter what we are lying about?

### Tailor Any Seminar for Your Organization

Moody's Analytics offers customized training and eLearning solutions to help you maximize your training investment. Our hands-on approach benefits companies of all sizes and requirements – from those with just a few local employees to those with staff dispersed around the globe. Contact us to learn more and to work with one of our training consultants to design the right program for your organization.

### Multiple Bookings

Special rates may be available for multiple seminar or group bookings. Please contact us for details.

### Fees & Cancellations

The fee listed is per participant and includes refreshments, lunches and seminar materials. Seminar fees do not include tax, transportation or hotel accommodations. Payment must be received in full prior to the start of the seminar. Registrations may be cancelled in writing via letter or email at least 30 days before the first date of the training for a full refund. Cancellations received less than 30 days in advance are eligible for substitution with another seminar, but fees will not be refunded. We reserve the right to cancel or reschedule seminars at any time. For further information on our refund and complaint policy, please contact us.

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