



Human Skills SEMINAR

2 and 3 September 2008
Next Generation
War Memorial Drive
North Adelaide SA

Behavioural Intelligence describes the capability to observe, identify, articulate and leverage behaviour and the speed with which it is done.

An individual with high Behavioural Intelligence is able to detect and identify extra aspects of behaviour, and derive more meaning from them than others by using a process that mitigates the ambiguous nature of behaviour.

They are better able to use that information to interact with that individual, forming faster and stronger relationships, influencing their decisions, dealing with their emotions, detecting deception or understanding motivations and issues. High level Behavioural Intelligence provides an increased effectiveness and efficiency in human interactions.

Behavioural Intelligence is constituted by five human skills each of which interacts with and is dependent upon the others. Excellence in any one area does not constitute an overall excellence in Behavioural Intelligence.

The five human skills are as follows:

- Reading People
- The Role of Emotion
- Building and Testing Rapport
- Decision Making
- Power + Control = Persuasion



Steve Longford Presenter

Steve Longford is a former Australian Police Officer who served as a Detective, a Senior Intelligence Analyst and a Behavioural Analyst. He resigned in 2000 as the head of the Queensland Police Service's Violent Crime Analysis Unit where he trained with the FBI as a profiler and worked on serial violent crime.

He was also engaged in detection of deception in written and oral statements and compilation of interview and investigative strategies in relation to homicide, sexual assault, extortion and kidnapping offences. He has tertiary qualifications in Psychology and Intelligence.

He has worked on cases such as the Childers Backpacker Hostel Fire, the Snowtown Serial Killers, Panadol/Herron Extortion and consulted directly to the Indonesian Government and the AFP on the Bali bombings.

For five years he was the Principal Consultant with the Distillery; an Australian company providing intelligence solutions to law enforcement, intelligence and compliance agencies in Australia, New Zealand and the United Kingdom. As Manager of the Distillery's Corporate Intelligence Division, he has spent three years researching and combining different facets of profiling, psychology,

deception detection, body language, Neuro-Linguistic Programming and interview methodologies into a single tool called Behavioural Intelligence.

He is now the Managing Director of New Intelligence where he is concluding the commercialization of Behavioural Intelligence, Behavioural Interviewing and Corporate Intelligence as concepts through compilation and delivery of behavioural and intelligence training programs and consulting services.

Day 1

Reading People & the Role of Emotion

Day 2

Building and Testing Rapport and Power + Control = Persuasion

Places are strictly limited to ensure an interactive and rewarding learning experience.

Reading People is one of the foundation Human Skills. For many reasons people do not always expose their true thoughts to others, especially if they feel threatened, embarrassed, angry, contemptuous or dissatisfied and often their motivation for action is difficult to read. This program explores the role of verbal and non-verbal cues that allow participants to gain more insight into what others are thinking.

The core principles are:

- Detecting non-verbal cues
- Interpreting non-verbal cues
- Content analysis of verbal statements
- The use and impact of tone
- Understanding motive and personality
- Congruence between verbal and non-verbal cues
- Putting into use what is read in others

Reading People can be delivered as a standalone skill but on this day will be combined with the other foundation Human Skill: Reading And Responding To Emotion.

The Role of Emotion

Many courses wrongly teach participants to remove emotion from all situations yet the latest research strongly disputes this. Emotion is a complex but pervasive issue that can influence and distort situations and relationships. It is for these reasons that emotion is the second of the core Human Skills. This program not only focuses on the role of emotion in daily activities but also its function, triggers and discernable features.

The core principals are:

- Defining Emotion
- Explaining the role of emotion
- Demonstrating an understanding of the seven universal emotions
- Demonstrating an understanding of the function of the universal emotions
- Differentiating between mood, traits, emotions and psychopathology
- Detecting macro expressions
- Recognising macro expressions
- Demonstrating an ability to respond appropriately to emotion
- Demonstrating an ability to validate emotional states

Building of rapport is a critical yet second tier human skill as many people are able to function without ever building rapport. This program teaches participants how to build relationships of trust, understanding, and co-operation in short periods of time. This ensures that miscommunication and misunderstanding is minimised, thereby enhancing the relationship and the bridge of communication. The course confronts the thinking patterns of the participant and teaches them how to use perspective to manage for biases and perception flaws. It explores how to engage with others who may have opposing or conflicting views without having to compromise integrity.

The core principals are:

- Defining Rapport (conscious and subconscious)
- Explaining the role of rapport
- Differentiating between rapport and liking
- Explaining the rapport models
- Understanding the impact of biases on rapport
- Explaining the role of perspective (subject needs) in rapport
- Demonstrating the skills required to build rapport
- Demonstrating the skills required to test rapport

Persuasion is a top tier skill and to effectively persuade others participants must understand the role and application of the other Human Skills. This program teaches participants how to recognise and use various types of power to reduce the reliance on fallback positions. It highlights tactics used by others to control situations and individuals and provides techniques for countering them. Finally this course doesn't just teach participants how to persuade using powerful persuasion principles but to fully understand each of these principles and how and why they work in our daily interactions with others.

The core principals are:

- Defining power, influence and control
- Defining the attributes of persuasion
- Demonstrating the use of principles of persuasion
- Explaining the different forms of power
- Recognising the control tactics used by others
- Applying control techniques to manage control tactics used by others
- Demonstrating an ability to combine power, control and persuasion to deal with difficult people
- Understanding how to reduce uncertainty in human interactions

Registration Form Human Skills Seminar, 2 & 3 September 2008

Name

Organisation

Phone

Email

Address

Mobility or dietary requirements? Please Specify. Yes

Price (including GST)

Early Registration Fee (until 19 August 2008) \$495.00

Late Registration Fee (closing 26 August 2008) \$550.00

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