



Human Skills TRAINING

3 and 4 December 2008
3 February 2009
3 and 4 March 2009
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
- Influencing People



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.

PRESENTED BY

 newIntelligence



Why should you attend?

In their ground breaking book, *Human Sigma*, Fleming and Asplund cleverly use an excerpt from the movie *Terminator 2: Judgment Day* to illustrate the typical executive and managerial attitude to humanity in the workplace:

John Connor "Can you learn stuff you haven't been programmed with so you could be, you know, more human? And not such a dork all the time?"

The Terminator "My CPU is a neural net processor, a learning computer. But Skynet presets the switch to "read only" when we're sent out alone."

Sarah Connor "Doesn't want you doing too much thinking, huh?"

The Terminator "No."

Unfortunately technology and systems have failed to provide the expected infallibility that they promised and the need for Human Skills is becoming more obvious every day. Human Sigma again provides the rationale for this, "Put simply the problem is this: Even the most perfectly designed and built process or system is only as good as the human being who uses it. And, for many executives, because controlling quality in processes and systems is infinitely easier than similar activities with people, it seems reasonable to try and factor people out of the equation all together."

Human Skills Training will provide participants with a practical knowledge of the Human Skills that are necessary to operate effectively and efficiently in the workplace and in life; challenging them to assess their own abilities and potential in this new and exciting field.

Places are strictly limited due to the interactive nature of this training program. Opportunities for one-on-one training/coaching will be available with a full day available to focus on each skill enabling the participant to advance towards proficiency.

New Intelligence is the home of Human Skills – and Australia's only provider of Human Skills training.

Who should attend?

Anyone dealing with people where understanding and applying Human Skills would be beneficial.

Practitioners who would gain advantage from better managing human interactions to achieve faster and more productive outcomes.



COURSE 1 - Day 1
3 December 2008

Reading People

Detecting, interpreting and using verbal and non-verbal cues

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, dissatisfied or disgusted. Often their motivation for action is difficult to read. Reading people is not as simple or as reliable as some popular media would have us believe. However, reading people is a foundation Human Skill and everyone has some ability to read others.

Unfortunately few possess it to the extent that it makes a significant difference in their day to day interactions with others. For some participants the *Reading People* course will teach completely new skills and techniques necessary for reading others whilst for others intuitive skills will be enhanced. This program teaches participants to detect, analyse and interpret the verbal, paralinguistic and non-verbal cues that allow them to gain more insight into what others are thinking.

The core learning outcomes are:

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



COURSE 1 - Day 2
4 December 2008

The Role of Emotion

Recognising, understanding and dealing with emotion

Emotion is at the core of everything we do yet it is difficult to convince people and organisations to take emotions seriously. Often this is because emotions have been viewed as vague, messy or unnecessary feelings that don't lend themselves to management science or rational rules. Emotion is a complex and pervasive issue that can radically influence and distort situations and relationships taking up valuable time, effort and resources. Emotion is regulated by the brain but the body expresses it before the brain can mask it and people can learn to detect and recognise these micro expressions of emotion. Many courses wrongly teach participants that in order to

better deal with a situation they should remove emotion from it, yet the latest research strongly disputes this. 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 learning outcomes are:

- Defining and 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 and recognising macro and micro expressions
- Demonstrating an ability to respond appropriately to emotion
- Demonstrating an ability to validate emotional states



Building and Testing Rapport

Creating and sustaining relationships of trust and understanding

Rapport is a term that is often used but seldom understood. It is often interpreted as a conversation that will cause liking to occur between two people but this is not the case. Building rapport involves building relationships of trust, understanding, and co-operation in short periods of time using tactics and techniques that go far beyond a conversation about the weather or the football. Testing rapport requires knowledge and understanding of how rapport is created at social, psychological and neurological levels.

It requires an understanding of how people form connections and how those connections may be

enhanced or eroded. People who have rapport based relationships are far less likely to suffer from miscommunication and misunderstanding. They also tend to make stronger connections and communicate more effectively. This course explores how people engage with each other and teaches how to find commonality with those who may have conflicting views or opinions. It teaches participants to confront their own thinking patterns and how to use perspective to manage their own biases and reduce flawed perspectives.

The core learning outcomes 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 in rapport
- Demonstrating the skills required to build rapport
- Demonstrating the skills required to test rapport

COURSE 2
3 February 2009



Decision Making

Making more reliable, effective and defensible decisions

It has been estimated that a human can make over 500 decisions in any single day yet decision making is an essential Human Skill that tends to be overlooked until a particularly difficult decision has to be made. Police and other emergency management organisations understand that “snap” or intuitive decisions do not always constitute the correct response to a situation and can often be flawed. Everyone, not just those engaged in emergency response roles would benefit from an ability to make more reliable and defensible decisions.

In this course participants will benefit from the accumulation and analysis of years of contemporary decision making research and

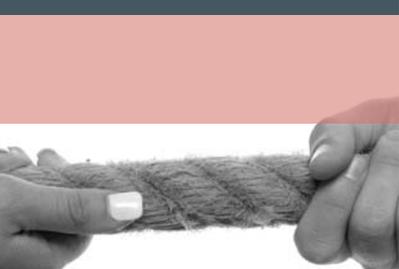
application at the highest levels. They will learn about the dangers and impacts of bias in decision making. They will learn to manage uncertainty and come to a valid and defensible decision in an appropriate timeframe. Most importantly, on completion of the course, participants will be able to articulate how they make their decisions, something that most people cannot accurately do.

The core learning outcomes are:

- Recognise the implications that bias can have on effective decision making
- Identify what types of decisions are available for differing situations

- Explain the component parts of any decision
- Utilise tactics for reducing uncertainty in decision making
- Demonstrate an ability to apply the appropriate type of decision to the situation based on context
- Demonstrate an ability to explain the mechanics of a decision to others
- Defend decisions based on the process utilised

COURSE 3 - Day 1
3 March 2009



Influencing People

Recognising, understanding and dealing with emotion

Influence is a top tier Human Skill and to effectively persuade others, practitioners should possess a firm grasp of the four other Human Skills. Getting people to conform or to do what someone else requires is not always easy. Similarly, practitioners do not always recognise that they are losing or have lost control of a situation. This occurs with small children in exactly the same way it occurs with adults, partners, clients, colleagues and friends. The tactics and techniques are always the same – they are just more subtle and sophisticated with adults and this can make them more difficult to detect and combat.

The *Influencing People* course reveals to participants the tactics used by others to gain control of situations and individuals and provides techniques to counter these. It helps understand power and how to recognise and use various types of power to reduce the tendency towards fallback or default positions. For example, a shy or meek person will typically retreat when confronted whilst an assertive and aggressive individual will tend to go onto the front foot. Finally this course teaches participants the basic principles of persuasion and provides an insight into each of these principles and how and why they work in our daily interactions with others.

The core learning outcomes are:

- Defining power, influence and control
- Defining the attributes 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

COURSE 3 - Day 2
4 March 2009

Registration

Registrations can be made at www.nbassociates.com.au or fax the registration form to 08 8352 8077 or post to 19 Deacon Avenue, Richmond South Australia 5033.

Delegates nominating for all three courses will be given preference for places.

nb&a events reserves the right to cancel with full refund the registration of any delegate not registered for all three courses.

Three course package price is available if booked and paid for prior to attending Course 1.

Payment is to be received at least one week prior to the course for places to be confirmed.

The registration fee includes meals and refreshments.

Confirmation of registration will be sent by email within 7 days of receipt of your registration.

Please keep a copy of this registration for your records.

Please note that the registration fee applies to one delegate registering. It is not possible to share one registration fee between several people.

Payment Options

- This notice will be treated as your official TAX INVOICE upon natalie bottroff & associates (ABN 70 105 311 760) receiving payment for your attendance at this event.
- Pay by credit card, or direct credit to natalie bottroff & associates BSB: 105 081 Account: 054 343 140 or post a cheque to: nb&a events - 19 Deacon Avenue, Richmond South Australia 5033.

Terms & Conditions

Full Terms & Conditions are available on request or at:

www.nbassociates.com.au/events/terms-conditions.htm

For further information:

Darren Mickan
nb&a events

Phone: 0402 322 394 or 08 8352 6344

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Email: dm@nbassociates.com.au

Name

Organisation

Address

Telephone

Email

Price (including GST)

Three course package \$2,695.00

Course 1 3 & 4 December 2008 \$1,245.00

Course 2 3 February 2009 \$ 695.00

Course 3 3 & 4 March 2009 \$1,245.00

Mobility or dietary requirements? Please specify. Yes

How did you find out about this event?

Hard Copy Brochure Electronic Brochure

nb&a website New Intelligence website

Colleague or friend Other - please indicate

Payment Method

This notice will be treated as your official TAX INVOICE upon natalie bottroff & associates (ABN 70 105 311 760) receiving payment for your attendance at this event.

A cheque made payable to natalie bottroff & associates for \$ is attached.

Debit my credit card for \$

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BSB: 105 081 Account: 054 343 140 Detail: your name