

Session Title: BODY LANGUAGE, DECEPTION DETECTION AND HUMOR

**Programs: I CAN READ YOUR BODY, ADVANCED DECEPTION DETECTION
and MANAGING STRESS FOR COURT REPORTERS WITH HUMOR**

Presenters: Jeff Justice and Patti Wood
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Location: **New Mexico April 16 and 17, 2010**
Time period: 5 hours-.5 units NCRA credit

Session Title: I CAN READ YOUR BODY

1hrs. (60 minutes)

Presenter: Patti Wood

Learning Outcomes:

How to form a *positive* first impression

Why first impressions are important.

Why we shake hands, why they are important, and how to do it correctly

Five ways to focus on the speaker and *avoid mind wandering*

Two ways to tell what someone was *thinking but not saying*

The power *differences* between the way males and females communicate

nonverbally

Three ways to *establish rapport* quickly and easily

Two nonverbal tools to use *when someone isn't listening* to you

How smiles can mask and reveal emotion

The connection between knee-crossing and brain function

Why what you wear is what you get

How gesturing increases verbal ability.

How to SOFTEN for increased rapport

Six ways to detect deception/ spot a liar

Content Outline: The session will introduce the theories and

practice of nonverbal communication. Various methods of reading and using nonverbal communication to increase understanding and effect the quality of interactions will be detailed.

Appropriate Methodology:

The session will include a high-energy lecture, participant interaction, demonstration by presenters, group exercises, self-evaluation tools, and observation surveys.

Basis of expertise:

Patti is a Certified Speaking Professional. CSP is a professional designation of the National Speakers Association designed to recognize "masters of the industry." It is earned by less than 8% of its members. She has spoken to hundreds of top companies including: **AT&T, McGraw-Hill, Dupont, Colgate-Palmolive, Prudential, Hewlett Packard, and Coca-Cola.**

Patti is a nationally recognized body language expert. She has been researching, writing and speaking on nonverbal communication for more than 20 years. She taught interrogation techniques to law enforcement officers. She is interviewed frequently by the media including: **CBS and ABC** radio news, the **BBC, PBS, Entrepreneur Magazine, Woman's World, Cosmopolitan, The National Examiner, US Weekly, and Expert Magazine** as a body language expert and **Time Magazine** recognized the nonverbal communication course she taught for four years at FSU as one of the top college courses in the country. Patti was a university instructor in communication for eleven years. Her BA, master's degree and doctoral coursework are in Interpersonal and Organizational Communication with an emphasis in nonverbal communication. She has written extensively on various communication topics and has written seven books including: "Success Signals - Reading Body Language,"

Session Title: ADVANCED DECEPTION DETECTION. Body Language Secrets for Establishing Credibility and Detecting Deception.

1.5 hrs

(90 minutes)

Presenter: **Patti Wood**

Key learning points and their impact

- Learning the one big mistake that people always make when trying to read body language – and how it can sabotage work interactions and personal relationships
- Reduce relationship conflict with this body language magic trick
- Learn how to identify hidden emotions in team members and create appropriate solutions
- Practicing three methods to gain and maintain rapport.
- How to tell the difference between nervousness and deception cues
- How to get a “baseline” of behavior to get to distinguish truth from fiction reads.
- Learn what to do to look open and honest and tell if others are receptive to your ideas and requests
- Learn vocal and word cue readings.
- Learn to use insights from Dr. Paul Ekman’s famous research on micro expressions. Dr. Ekman’s research inspired the hit television show on FOX “Lie to Me.”
- Learn the powerful questions to ask to get to the truth

In every minute of interaction, you have the potential to give and receive over 10,000 nonverbal cues. In this *unique* program, attendees will “experience” reading these cues. They will interact with Patti and each other in this high energy, humor filled insight rich presentation. They will practice 25 secrets of voice, facial expression and body movements to improve credibility and deception detection ability. The attendees will *walk out of the program with* their eyes and ears opened to the secrets of body language and action steps for using insights in patient interactions, interpersonal communications and presentations.

Session Title: MANAGING STRESS FOR COURT REPORTERS WITH HUMOR

3 hrs (180 Min)

Presenter: Jeff Justice

This program was crafted from the answers to the survey that the GCCRA sent to Court Reporters in the 1990s. It was shown that workplace stress was one of

the top problems they face in their job as Court Reporters. This program deals with all the areas which they stated were problem areas for them.

I have delivered this program for CEUs over twenty five times in seven states and it has been approved by their state boards, including Georgia, as well as NCRA and NVRA. It's a great program that really helps the Court Reporter deal with stress in their work life and keep from getting burned out.

Learning Outcomes:

Learning objectives include understanding the forms, values, sources and uses of humor for the purpose of stress reduction; learning the ways and means of creating humor and laughter for stress reduction in their personal and business environment; and learning specific techniques of movement and relaxation which can be used in a business environment for the management of stress.

Content Outline:

The session will introduce the concepts of stress management specific to Court Reporters. Various methods of dealing with stress, appropriate to the workplace, will be detailed. The session will call upon the fields of humor, general communication, and general stress management to develop simple, practical skills.

I. The participants will discover

- The physical and mental benefits of using humor to reduce stress
- When and where to use humor
- The difference between internal and external humor

II. The participant's will learn how to use humor to:

- Reduce stress
- Break tension
- Deflect and defuse anger and hostility
- Reframe negative situations
- Deal with the negative side of life to which they are constantly exposed
- Deal with lack of respect
- Collecting account receivables
- Sexual harassment
- Prospecting
- Take themselves lightly and their work seriously
- Reduce and prevent burnout

Appropriate Methodology:

The session is highly interactive and combines demonstration, lecturettes, behavior modeling, audience participation, interaction of the presenters, and interactive analysis of the processes involved.

Basis of expertise:

Jeff Justice has nineteen years as founder of "Corporate Comedy", specializing in bringing humor to the workplace. In addition he has 13 years on the professional comedy circuit. His "Comedy Workshoppe" has received national attention and has been featured as a serious stress management tool on CNN and numerous magazines.

Basic issue:

The management of stress is basic to the creation of an environment which facilitates increased performance in the individual and the environment. Unresolved stress in the workplace has a very high price. Costs appear in lost productivity, lost time, increased medical overhead, employee burnout, unnecessary general conflict, and unmeasured other loss.

Biography:

Patti Wood, MA, CSP

Patti Wood has shared her energy, humor and potent insights into nonverbal communication with Fortune 500 and Association audiences for over 25 years. She is called "The gold standard of body language experts" by the *Washington Post* and credited in the *New York Times* with bringing the topic into the national consciousness. A true, degreed body language expert she trains, coaches and consults with corporations, health care clients, law enforcement, and the media. A former University Instructor in Body Language and Communication, she is the author of seven books including; *Success Signals-Understanding Body Language*, *Easy Speaking-Dynamic Delivery*, and *The Conflict Cure*. She speaks on PBS, BBC, CNN, FOX News, E! Entertainment, The History Channel, Inside Edition, VH1, and appears regularly in hundreds of newspapers and magazines around the world including: *Us Weekly*, *Psychology Today*, *People*, *Men's Health*, *Reuters*, *UPI*, *Ladies Home Journal*, *ESPN*, *Entertainment Weekly*, *The Times (London)*, *Cosmopolitan*, *USA Today*, *In Touch*, *The New York Times*, *The Wall Street Journal*, *Red Book* and hundreds more.

Biography:

Jeff Justice

Jeff Justice, CSP, founder of Jeff Justice Seminars, specializing in bringing humor to the workplace. Certified Speaking Professional, (CSP) status is the highest earned designation given by the National Speakers Association with only seven percent of the speakers in the world who achieve this level of expertise.

Jeff has been providing CEU credits to Court Reporters since 1995 with over 7,000 Court Reporters attending his seminars during this time. He has presented seminars for CEU's in Texas, Georgia, Florida, California, Illinois, Missouri, Kansas, New York and New Jersey.

Corporations and Associations:

Unisys • Coca Cola • AT&T • John Hancock Insurance • ValuJet Corporation • U.S. Council on International Banking • J. Walter Thompson • EDS • Hewlett Packard • Brooklyn Medical Center • Georgia Power • Georgia Pacific Corporation • Atlanta Gas Light • Hewlett Packard • AT&T GIS (NCR Corp.) • Dannon Yogurt • True Value Hardware Great Southern Wood • CDA Industries • Cerberus Pyrotronics • ExecuTrain BILO International Association of Electrical inspectors • Rollins • Ridgeview Institute American Society for Training and Development, New Orleans • Association for Fitness in Business Georgia Association of Professional Engineers • BellSouth • IBM • Southern Company Young Presidents • The American Red Cross • The Kidney Foundation Confederation Life Insurance • Gwinnett County Children's Shelter • American Express The Atlanta Convention and Visitor's Bureau • GSAE Worldspan • Delta • NVRA • NCRA