

Fraud Spotting

LESSON 16: DEFLECTION AND DEPERSONALIZATION

TOPIC: WORDS



There are additional verbal cues to listen for when evaluating someone's truthfulness.



People are going to deflect, distract, and distance themselves when asked questions they don't want to answer.



- ✓ An unnecessary question about the question you just asked is a potential indicator of deception.
- ✓ "What exactly do you mean by that?" is another hot spot.
- ✓ When people distance themselves or de-personalize what they say, it is a sign they are not being truthful. For example, saying "you" instead of "I."



Time for some self-reflection. Do you say or do any of these things when you don't want to answer a question? Listen to your responses the rest of the day and note if you use any of these deflection or depersonalization techniques.



What to look for:

- ✓ Asking a question about the question
- ✓ De-personalizing

