

Fraud Spotting

LESSON 2: HOW TO BASELINE USING BODY LANGUAGE

TOPIC: BODY LANGUAGE



A Hotspot is a sign of lying or stress.
A Baseline is a person's normal behavior.



Deception detection comes at the intersection of body language, tone and words. Baseline behavior helps you identify this deception.



- ✓ Behavior shifts during deception because the mind goes into cognitive overload.
- ✓ Body language breaks down and can shift when a story is not told from a memory.
- ✓ Before you accuse someone of deception you need to get a baseline.
- ✓ Watch your customers when you ask basic questions about themselves to get their baseline.



For the rest of today evaluate your own body language in both relaxing and stressful situations. Then, look for baselines and changes in others.



What to look for:

- ✓ When meeting with a client start baselining their behavior immediately.
- ✓ Take note of when their tics and movements happen, and what triggers them.

