

Fraud Spotting

LESSON 6: UPSIDE DOWN SMILE

TOPIC: BODY LANGUAGE



A person's emotional state can indicate what they may be willing to share and even what they may do next.



An upside down smile is very telling of a person's true feelings.



- ✓ The body will leak emotional states.
- ✓ When someone is expressing they are happy, but they are not quite frowning, there are conflicting feelings that you need to investigate and there can be lots of embarrassment present.
- ✓ Look out for an upside down smile within a cluster of hotspots.



For the rest of today, look for that upside down smile. Whether it is a customer, coworker, or even family member-keep an eye out for it and consider what emotion it could indicate.



What to look for:

- ✓ An upside down smile

