



Training Solutions, Delivered!

# **THE TRUTH ABOUT DECEPTION IN BUSINESS**

**Leader's Guide, Fact Sheet  
& Quiz**

**Item Number: 5220**  
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***This easy-to-use Leader's Guide is provided to assist in conducting a successful presentation.***

## **PREPARING FOR THE MEETING**

Here are a few suggestions for using this program:

- a) Review the contents of the Fact Sheet that immediately follows this page to familiarize yourself with the program topic and the training points discussed in the program. The Fact Sheet also includes a list of Program Objectives that details the information that participants should learn from watching the program.
- b) If required by your organization, make an attendance record to be signed by each participant to document the training to be conducted.
- c) Prepare the area and equipment to be used for the training. Make sure the watching environment is comfortable and free from outside distractions. Also, ensure that participants can see and hear the TV screen or computer monitor without obstructions.
- d) Make copies of the Review Quiz included at the end of this Leader's Guide to be completed by participants at the conclusion of the presentation. Be aware that the page containing the answers to the quiz comes before the quiz itself, which is on the final page.

## **CONDUCTING THE PRESENTATION**

- a) Begin the meeting by welcoming the participants. Introduce yourself and give each person an opportunity to become acquainted if there are new people joining the training session.
- b) Introduce the program by its title and explain to participants what they are expected to learn as stated in the Program Objectives of the Fact Sheet.
- c) Play the program without interruption. Upon completion, lead discussions about your organization's specific policies regarding the subject matter. Make sure to note any unique hazards associated with the program's topic that participants may encounter while performing their job duties at your facility.
- d) Hand out copies of the review quiz to all of the participants and make sure each one completes it before concluding the training session.

# 5220 THE TRUTH ABOUT DECEPTION IN BUSINESS FACT SHEET

**LENGTH: 4 MINUTES**

**PROGRAM SYNOPSIS:**

There are many ways lying adversely affects the workplace. To get away with it, liars distort information. Learning the cues and clues to spot an employee being dishonest can help uncover deception. Businesses lose about 5% of revenue due to fraud each year, which is 3.5 trillion worldwide. From fraud and theft to leaks and embezzlement, deception ruins innovation, damages teams and destroys reputations. Manipulation, disinformation and histrionics have no place in the workplace. Train yourself to spot deception. Create an honest culture; it starts with you.

Topics include how to tell if someone is being deceptive, the physical and emotional signs to look for and how to train yourself to spot someone who is being deceitful.

**PROGRAM OBJECTIVES:**

After watching the program, the participant will be able to explain the following:

- How to tell if someone is being deceptive;
- The physical and emotional signs of deception;
- How to train yourself to spot a deceptive person.

**INSTRUCTIONAL CONTENT:**

**BACKGROUND**

- Deception. Businesses lose about 5% of its revenue due to fraud each year, which is 3.5 trillion worldwide.
- From fraud and theft, to leaks and embezzlement, deception ruins innovation, damages teams and destroys reputations.
- Aside from job descriptions, procedure guides and training sessions, it is important to create a workplace that is pleasant, efficient and safe.
- It is even more important to know your employees and care for their well-being. By doing so, it will be easier to sense or observe when a person or environment is experiencing uncharacteristic stress.

**ALWAYS BE AWARE**

- When talking with employees, be aware of unnecessary elaboration, changing of subject, selective wording, distancing language, using disclaimers and qualifiers and frequently asking the question to be repeated.

**EMOTIONAL & PHYSICAL SIGNS OF DECEPTION**

- There are seven emotions: joy, surprise, sadness, anger, fear, disgust and contempt. Be aware of emotional deception.
- See if the correct facial muscles are used to express the emotion.
- For example, a fake smile only uses the mouth instead of the eyes.
- Also, any expression displayed for more than 5 to 10 seconds is generally being faked. Be aware of the gesture cluster.
- If the person is using two or more of these gestures, they may be lying. Look for inconsistencies in personality.
- It may be a sign if an employee who's usually animated suddenly stops gesturing, uses a forced smile or holds their breath.
- Watch for close associations with customers or vendors or perhaps an unwillingness to share their professional duties.

**TECHNIQUES OF A DECEPTIVE PERSON**

- There are many techniques used to cover a lie. Let's take a look at how liars distort information.
- They will play dumb. They will become incredulous and indignant.
- They will use a straw man or create bigger distractions. They will deny the issues are credible.
- They will sidetrack the subject with unproveable remarks. They will sidetrack accusers with name calling and ridicule.
- They will ignore the facts and demand impossible proof. They will use the facts to create an alternative conclusion.
- They will claim harassment because others have gotten away with it. They will question motives and imply a hidden agenda.
- They will confess to a minor matter to look cooperative. They will create a new truth.
- Manipulation, disinformation and histrionics have no place in the workplace.
- Train yourself to spot deception. Create an honest culture and it starts with you.

## **CUSTOMER SERVICE SKILLS REQUIRED**

## **ANSWERS TO THE REVIEW QUIZ**

1. c

2. e

3. b

4. b

5. a

**CUSTOMER SERVICE SKILLS REQUIRED**  
**REVIEW QUIZ**

*The following questions are provided to determine how well you understand the information presented in this program.*

Name \_\_\_\_\_ Date \_\_\_\_\_

1. Businesses worldwide lose 5% of their revenue to fraud each year which is equals to \_\_\_\_\_.
  - a. 5 Billion
  - b. 2.6 Million
  - c. 3.5 Trillion
  - d. 10.8 Billion
  
2. Which of the following are things to be aware of when talking with employees?
  - a. Unnecessary elaboration
  - b. Selective wording
  - c. Distancing language
  - d. Asking for the question to be repeated
  - e. All of the above
  
3. There are ten emotions to be aware of with emotional deception.
  - a. True
  - b. False
  
4. A person using two or more gestures, is telling the truth.
  - a. True
  - b. False
  
5. When a deceptive person is questioned, they will play dumb and sidetrack to another subject.
  - a. True
  - b. False