

# Spotting Lies: Effective Methods to Detect Deception

**EIS** EXPERT  
INVESTIGATION  
SOLUTIONS

Third Wednesday Webinar Series

Presented by **Frank James and Kelly Todd**





# About **EIS**

We are **team** of attorneys and forensic accountants:  
including a former **EEOC investigator** and a former  
**Assistant U.S. Attorney**, trained and experienced to  
investigate concerns of corporate malfeasance, workplace  
issues, and customer complaints.



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Instant Gratification

Avoid Conflict Save Feelings

Rationalization Egoism

Survival Get what you want

Avoid embarrassment Its Just Easier





Are not Definitive

Overwhelm You with  
DETAILS


Nervous Giggle

Skip  
Words

Pause Often

Use Qualifiers





# What if a liar's pants really did catch on fire?

- Facial expressions
- Body language
- Voice
- Communication style
- Verbal statements



# The Baseline

- The Norm
- The Tic – the “Tell” of discomfort
- Target the most dramatic differences



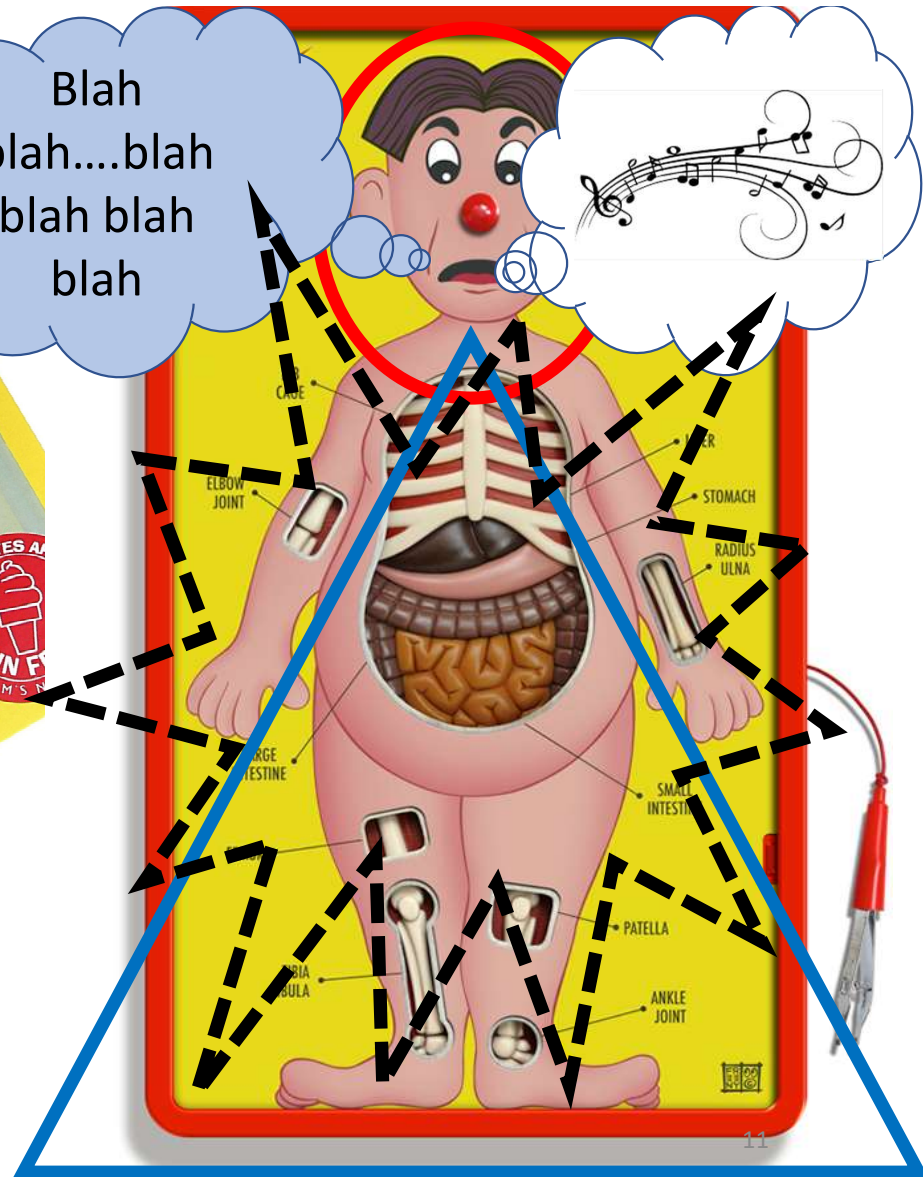
# Rapport

A woman with curly hair, wearing a tan blazer, is seated at a desk. She is looking towards the left of the frame, smiling and listening intently. Her hands are resting on a laptop. The background is a blurred office setting.

- Set your intention – body language will follow suit
- Lead with empathy – think in their shoes
- Listen to their stories
- Mirror their movements – Be careful here
- Ask open ended questions – Just get them talking



Blah  
blah....blah  
blah blah  
blah





# Categories of Deception

## **Verbal**

Puffed up language  
Forceful language  
Absolutes

## **Non-Verbal**

Hands behind the head  
Steepling

- Equivocator
- Maximizer
- Minimizer

## **Verbal**

Separates self from story  
Distancing language  
Self deprecation  
Verbal fillers

## **Non-Verbal**

Retreating / slouching  
Hide hands / face  
Body blockers

## **Verbal**

Wobbly / garbled speech  
Mixed up tenses  
Dropped pronouns  
Time / space issues  
Stop start sentences

## **Non-Verbal**

Gestures don't match words  
Physical discomfort

Eliciting  
Information

**Who**  
**What**  
**Where**  
**When**  
**How**





# Strategic use of evidence

Prime them for Truth  
Baseline  
**BE OPEN**  
Silence is GOLDEN





# Thank You

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