

DECEPTION @ WORK!

"In Company" Clinics



These clinics are guaranteed to:

- Make your due diligence, audit, negotiation, credit control and pre-employment screening **processes much more effective**
- Make sure that you investigate and **recover from fraud**, quietly and effectively
- Make participants much **more effective when confronted with suspected deception**

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THE PROBLEM

Everyday of your life you are told lies:

- In conversations and meetings
- In negotiations with customers, suppliers and other third parties
- In mergers, acquisitions and investments
- By people who want to borrow money
- By job candidates, external consultants and advisers
- On expense and other forms
- By competitors
- By employees and ex-employees
- By people in your personal life

Lies can appear in face to face conversations, in writing or over the telephone. They can be conveyed to you directly or relayed through third parties. They may concern future events to enable the teller to gain a benefit or they can be exculpatory to hide poor performance, dishonesty, or previous deception; they can be verbal, visual or sensory; they can be individual or collective. Lies come in all shapes and sizes but they always lead you into making bad decisions.

If you think we are exaggerating, why not keep a note NEXT WEEK of the occasions when you may have been the victim of hot air, concealment or deception?
Then consider how well you dealt with them

Liar's succeed because they are never effectively challenged. Most people would rather be deceived than perceived as distrustful. Chances are as you read this, you have problems that you would like to resolve. The question is what are you going to do about them and how do you set about doing so in a quiet, professional way and through a fail-safe process?

By being able to deal quietly and effectively with deception and ensuring you respond only to the truth, your **decisions will be more accurate** and you will become an even more effective operator whatever job you do. You will **confidently avoid problems** by asking the right questions politely and without generating heat.

You can also ensure that your **due diligence, integrity validation and pre-employment screening processes** are cost effective and that printed and electronic forms deter and prevent deception.

THE ANSWER

These special workshops are held only "in company". They can be adapted to suit your requirements and can be arranged over weekends and in the evenings:

- One day Skills Workshop
- Two day Advanced Workshop
- Five day Practitioners Workshop

In addition, Mike Comer can be retained to mentor your internal teams in difficult interviews, negotiations and meetings.

MORE ABOUT OUR PROGRAMMES

The One Day Skills Workshop

This introductory programme, for up to 50 participants, covers the taxonomy of deception, linking Mike Comer's 40 years' experience as a fraud investigator with the most recent developments on brain mechanics, magnetic resonance imaging and the psychology of deception. The symptoms of deception, from consciously controlled actions such as the content of both achievement and exculpatory lies, to unconscious clues such as syntax incongruencies, para-linguistics, body language and other non-verbal communications are identified.

Detecting lies is easy, but resolving them is much more complex. Thus the main part of the workshop focuses on a fail-safe process for dealing with lies. Over fifty different types of questions are discussed from tactical blocks through to summary statements and implied or direct accusations. Techniques for dealing with lies, refusal to answer, attacks, feigned memory loss and emotions are identified. **Participants will be provided with a fail-safe methodology for dealing with lies.**

This programme is particularly relevant to middle level and senior managers, lawyers, auditors, accountants, credit controllers, bankers and investment managers. **It is guaranteed to make them far more effective and confident in dealing with deception.**

The Two-day Advanced Workshop

This includes all of the Basic Workshop, but in more depth, for up to 25 participants. It involves many case studies and syndicate exercises for both achievement and exculpatory lies. It also deals with lies in writing, such as application and claim forms, affidavits, statements and correspondence.

This programme is particularly relevant for HR specialists, lawyers, auditors, compliance officers, credit controllers, bankers and others whose jobs bring them face to face with potential liars.

Five Day Practitioners Workshop

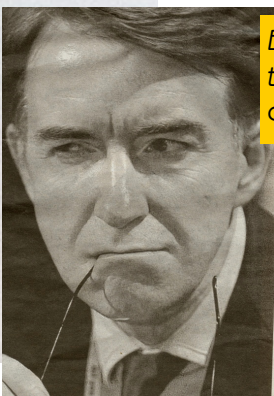
This residential programme can be held for no more than eight people and centres on syndicate exercises in which participants play the roles of both liars and interviewers. It covers all of the Advanced Workshop, but in modules linked to case studies and syndicate exercises. Most syndicate exercises are video-recorded and critiqued, so that participants can fully understand the nature of rapport, non-verbal communications, empathy, anxiety and develop personal styles that make them more effective in dealing with lies.

The workshop also covers important legal principles such as PACE, RIPA, Data Protection and Human Rights.

This programme was conceived by Mike Comer over 20 years ago and has been held by a number of leading banks and law firms, with dramatic results. It is primarily for litigators, investigators and auditors who have to deal with determined liars in difficult situations.

Work Books

All programmes are supported by comprehensive workbooks and notes. Participants in the Five Day Workshop also have direct access to Cobasco's secure Internet site and mentoring service which provides them with 24/365 access to Mike Comer and his team.



Eyes roving to the right indicate that a response is being constructed and is likely to be false



So does an active nose!

TYPICAL COVERAGE OF A TWO DAY WORKSHOP

ABOUT LIES

Definitions and types of lies
The nature and extent of deception
Good and bad lies
Achievement and exculpatory lies
Concealment and falsifications
Passive and active collusion

BASIC PSYCHOLOGY

The human brain
Left and right hemisphere domination
Freud's model of the mind
Conscious and subconscious processes
Neuro-linguistic programming
Memory and imagination
Eye movements and memory
Unique linguistic codes
Transactional analysis
The nature of rapport, empathy and respect
Emotions and their effect on the truth

SIGNS OF DECEPTION

Intended and unintended clues
Recognising the liar's objectives
Fight or flee
Falsely convince
Evade
Reducing anxiety within the response
Lack of commitment
Pseudo denials and objections
Negotiation
Acceptance
Detailed clues to deception
What the person says: content and syntax
How he says it
Non-verbal clues and body language
Attitudes and emotions

GENERIC TRUTH FINDING TECHNIQUES

The eight stage process
Developing your own style
Active listening and observation
Types and effects of questions
Control and relevant questions
Auditory and visual delivery of questions
Single and repeated questions
Topic selection
Accusations and challenges
Open and closed questions
Interruptions and interjections
Blocking questions
Hypothetical questions
Regressive questions
Assumptive questions
Closed alternatives
Levers and proving the subject wrong
Enticement questions
The Ultimate statement
Rationalisation statements
Creating and dealing with silence

CRITICAL RESPONSES

Refusal to answer
Denials and evasion
Deception
Anger
Counter-attacks
Spontaneous loss of memory
Non-verbal communication

INTERVIEW STAGES

Planning
Opening
Probing
Putting the monkeys on backs
The Pivotal Point and turning
Getting to the deep truth
Following up

PRE EMPLOYMENT SCREENING

The optimum system
Application forms
The decision matrix
Avoiding subjective judgements
The screening interview

APPRAISAL INTERVIEWS

Annual declarations
Avoiding problems
Finding the truth
Developing intelligence

DEALING WITH HR PROBLEMS

Basic procedures
Releasing the monkeys
Getting the evidence
Avoiding Industrial Tribunals

DEALING WITH WHISTLE BLOWERS

Good and bad systems
Gaining good intelligence

FRAUD AND FALSE CLAIMS INVESTIGATIONS

Investigations Planning
Resource management
Getting vital background
Planning specific interviews
Notes and records
Specific Interviews
Timing and venue
Opening and first impressions
Maximising the evidence through key points
Increasing anxiety
Getting to the Pivotal Point
Turning to the truth
Rationalisation
Getting to the deep truth
Rehearsing the interview
Dual roles
Involving interpreters
Avoiding the pitfalls
Dealing with admissions and confessions
Taking statements

TYPICAL APPRAISALS

Over the past thirty years, Mike Comer has conducted many hundreds of seminars throughout the world for thousands of participants. Ninety eight percent rated the programmes as "Excellent", "Very Good" or "Good" and said they would recommend them to their colleagues. Typically, delegates have said:

"Content and presentation first class"
IPT Group

"Excellent speaker, who knows his subject and manages to get his message over by good timing and delivery.... Well worth the fee"
Somerfield Stores

"Very thought provoking and interesting"
Halifax Building Society

"Excellent presentation, very informative"
Ministry of Defence

"Absolutely superb"
Charities Aid Foundation

"Absolutely first class seminar"
CGNU plc

"I would recommend this course to my friends and working partners"
Bank of England

"An astounding speaker"
Ernst & Young

"Excellent. Just what I came for"
British Petroleum

"Mike Comer was excellent. Excellent delivery, clear and presentable. Best course I have attended"
Corporation of London

"Mike is a great communicator, the pace of his presentations is spot on. His knowledge and understanding of the subject matter is first class"
Merchant Banking

"Mike Comer was fantastic"
ICM National Conference

"Mike Comer is not only an excellent, relaxed speaker, but also a good listener when interrupted by questions"
Italian International Bank

**Deception
at Work**
Investigating and Countering Lies
and Fraud Strategies



"Deception at Work" published in 2005 by Gower has been acclaimed as a standard work on the subject. "Professional Security" magazine said:

"To sum up, this is another Comer masterpiece worth studying deeply by anyone whose job means facing tricky, deceitful or plain lying people"

Michael J. Comer
and Timothy E. Stephens

ABOUT COBASCO

Cobasco Group Ltd (Cobasco) is an elite consultancy that works in mentoring partnerships with Clients to prevent, detect, investigate and recuperate from fraud.

The group is led by **Mike Comer**, who is acknowledged as a world leader in his field. He is supported by **Tim Stephens** and a hand-picked community of practitioners and high technology partners.

Cobasco operates at two levels. The first is **strategic** and enables Clients to create and benchmark the resources, policies and procedures needed to oppose fraud. At the second **level, we participate** as a mentor in investigations, fraud diagnostic testing, meetings, audits and recovery assignments.

Our services extend from high level advice to active participation, but in all cases we work with and mentor your internal teams, transferring our knowledge and experience, willingly. This approach has a two way benefit. First it minimises consultancy costs. Secondly it provides practical training for internal teams, so that they can carry out future assignments without the need for external assistance.

For further details, please contact:

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Tools to make YOU and your processes
more effective at dealing with deception

Applied Solutions

