

Behind The Mask



What Michael Jackson's Body Language Told The World

Spring Sam To A Kettle Near You

Craig-James Baxter

www.all-about-body-language.com

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Body Language
(*Unmasked: A Revealing Look at the Fascinating World of Body Language*)

Craig James Baxter

www.all-about-body-language.com (2012)

Rating: ★★☆☆☆

If you're a Michael Jackson fan you need to read this book. If you're interested in

the fascinating world of body language and non-verbal communication you will love this book.

A trained micro expressions reader with an extensive background in anatomy and physiology, author Craig-James Baxter has been sharing his knowledge and passion for body language for over 8 years. His All About Body Language website (www.all-

about-body-language.com) is part of a portfolio of psychology/forensic psychology/forensic science websites which together receive over 120,000 monthly unique visitors and generate over 4 million yearly page views. He has interviewed the world's leading body language experts (Paul Ekman, Joe Navarro, David Matsumoto, Carol Kinsey Goman, J.J.

Newberry); written for numerous magazines and newspapers and has over 1,000,000 views on YouTube to his name.

In Behind The Mask: What Michael Jackson's Body Language Told The World - Craig-James Baxter's analysis of five infamous video interviews offers a fresh and compelling insight into the world of one of the most

popular musicians the world has ever known and seeks to establish the truth behind the lurid allegations and rumors which followed Michael Jackson throughout his adult life.

The interviews covered in the book are:

1993 Oprah Winfrey
Interview.

1993 Statement from

Neverland Ranch.

1996 Police interview.

2003 Martin Bashir: Living with Michael Jackson.

2003 Take Two: The Footage You Were Never Meant to See (Martin Bashir Rebuttal Video).

The man behind the mask has finally been revealed. If you want to know what Michael

Jackson's Body Language
Told The World, read this
book!

Unmasked:

**A Revealing Look at the
Fascinating World of Body
Language**

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Acknowledgments

This book could not have been written without the tireless research of many pioneering non-verbal experts who have not only inspired my interest in this fascinating profession, but have also generously donated their time to help me develop my understanding of non-verbal communication. Special thanks go (in no particular order) to: Dr. Desmond Morris, Dr. Paul Ekman, Prof. Aldert Vrij, Dr. David Givens and Mr. Joe Navarro, whose exceptional research in this field is nothing short of remarkable.

I would further like to acknowledge and extend my heart-felt gratitude to my

fans on my website, my Facebook page (Understanding Body Language: Liars, Cheats and Happy Feet) and my Twitter page (@bodylanguageuk) for their fantastic support.

I would also like to thank my good friend and business partner David Webb and his family for giving me the opportunity to showcase my passion on www.all-about-body-language.com and for his endless support and guidance.

My sister Samantha Baxter has also given up a lot of her time to help me to structure and edit this book accurately, so she is also due a big thank you.

Finally, as I mentioned in ‘Behind The Mask: What Michael Jackson’s Body Language Told The World’, I would like to again thank my beautiful partner, Kat Whitley, as without her continued love and support, these books would be a lot harder to write. After writing my first book, I promised that I would take her to New York (a fact which she reminds me of daily!) and I will eventually fulfil this promise. This is only my second book, and I’m learning with each new edition how to balance my home and work life.

As this book was going to press in late March 2013, David and I were greatly honoured that the world renowned body language expert Dr.

Desmond Morris agreed to give us an interview. We were both delighted and privileged that Dr. Morris took time out of his busy schedule to give us an insight into his opinions on certain matters related to his years spent honing his craft as an expert on human behaviour. If you wish to read our interview, you can do so via the following link.

www.all-about-body-language.com/desmond-morris.html

About The Author

Craig 'CJB' Baxter has been studying body language and non-verbal communication for 10 years. Originally working in the fitness industry, Craig's current job is in the medical profession, providing support, help and advice to patients in their quest for emotional and physical wellbeing. Craig has adapted his skills into observing human behaviour and relationships and then analysing their meanings. His background is in anatomy and physiology and he has an in-depth knowledge of the human body and its movements.

Last year (2012) Craig's debut book ['Behind The Mask: What Michael Jackson's Body Language Told The World'](#) became an **Amazon International Bestseller** and it attracted high praise from both the Michael Jackson community and the eminent non-verbal experts whose research Craig cites in the book. At the time of writing, the book has received over 60 five-star reviews globally on Amazon.

Since 2011, Craig's [Understanding Body Language: Liars, Cheats and Happy Feet](#) [Facebook page](#) has reached 40+ countries, and he has had his work translated into 11 languages. Currently, the page has 4,200 followers. Craig is a

master trainer in reading advanced micro-expressions with Elite Humintell training, making him the first person in the UK to achieve this accolade. Craig is also one of the most viewed body language decoders in YouTube's history, having amassed over 1,200,000 views and compiled over 120 [body language analysis videos](#) featuring celebrities, politicians, musicians and high profile criminal investigations.

My journey into the world of non-verbal communication - my story so far

One question I was repeatedly asked after writing 'Behind The Mask' is what

made me want to begin learning about non-verbal communication in the first place? The answer to this question is that my first real taste of body language came at 16, when I left school and enrolled onto a course at the local college. Whilst on the course, I had the pleasure of sitting opposite a young girl who was deaf. She had a support worker who used sign language to communicate to her what the course tutor was relaying. She was the first person I had ever met who was deaf, and I was fascinated to learn what those intricate hand and finger gestures meant, and why I couldn't understand them. Sadly at the time (1999), the internet was still in its infancy, so I didn't have the luxury of

‘Googling’ the many questions I had about sign language. I wanted to ask the support worker about these fascinating gestures, but I felt that I might somehow offend her by not already knowing. My friends and family were sadly of little help and the thought of borrowing some books from the library on the subject was too much of an effort for a teen trying to fit into a new social group and keep ahead of the increasing homework. Watching her communicate with her support worker was like watching a whole new language, and despite my lack of interest in the college course, I found myself consumed with interest at how she engaged with her support worker and fellow students. After the

course came to its inevitable end, we parted ways and sadly lost touch, but it was her behaviour and intricate communication device that had encapsulated my curiosity in non-verbal communication forever.

As the years rolled by, I decided to pursue my interest in the human body and its limitless actions. I undertook numerous courses to develop my understanding of our fragile being. It was here that I gained such a valuable insight into the intricate muscular and skeletal structure of the human body. In the Autumn of 2004, I gained employment at a local health club, where I put my studies of anatomy and

physiology to functional, practical use. It was here that I had the opportunity to observe human behaviour in its most primitive form, in the gym. The pushing/pulling of weights, running on a treadmill, throwing medicine balls and bodybuilder 'grunts' are all modern day equivalents of what society was like when our primitive ancestors ruled the plains as hunter/gatherers. We no longer hunt for our supper, but we still train the body to be a strongly efficient machine, ready for the arduousness of battle.

Thanks to Dr. Desmond Morris' legendary books and research, I was now beginning to look at the human race as evolved animals and I focused on the

similarities of our species rather than the personalities that make us unique. I had observed the behaviour of my fellow students at college, but I felt like their actions on campus were so boringly regimented. I needed more. The gym allowed me to subtly watch interactions between members without arousing suspicion and provided me with my first real look at the general public going about their daily lives. The gym floor is like a battleground, especially if you frequent a 5pm slot. A busy gym is filled with sweaty, grunting members all vying for the best equipment. As part of my job role, I would undertake appointments with the new members in order to ascertain their gym goals. These

appointments gave me a real opportunity to witness human body language as I'd never seen it before. After only a few appointments, it became abundantly clear that people very much dislike telling you how unfit they are. They would much rather conceal the fact that they've done no exercise in the last 15 years than tell you they get out of breath walking up stairs. In the same regard, people are somewhat sensitive about discussing their past medical history with someone they've just met, especially someone only in their early twenties.

Having a grasp of body language gave me a chance to really connect with all

who I encountered. I remember one of my first appointments as a newbie. I had the pleasure of meeting a very confident-sounding man who had just joined the gym. As part of the health screening process, I asked him if he was happy about his current body image. Before he replied, he pursed his lips, flashed a brief expression of disgust and verbally stated “Yes, I’m fine with how I look”. Here was my first real look at incongruent body language, where the body contradicts the words. The chap in question confirmed my notion that he was indeed being dishonest by later revealing that he’d been unhappy with his body for years.

As the years went on, my understanding of non-verbal communication blossomed. In the Winter of 2007, I undertook a 10 week night-school course in British Sign Language to become familiar with the detailed hand and finger gestures that had initially sparked my curiosity almost ten years earlier. I thoroughly enjoyed the course, yet 6 years on, I must admit I have forgotten 95% of the meanings behind the BSL hand gestures. It's quite true what Dale Carnegie says in his book *'How To Win Friends and Influence People'*: "I once spent almost two years writing a book on public speaking and yet I found I had to keep going back over it from time to time in order to

remember what I had written in my own book. The rapidity with which we forget is astonishing.” (1936: 13)

Six years ago, I made the transition from the fitness industry to the medical profession, and since then, my interest in body language has increased tenfold. I've been truly blessed to have interviewed 25 of the world's leading experts on body language, psychology and behavioural science, and I have amassed over 1,200,000 hits on my body language tutorial videos on YouTube (not to mention the humbling international success of my debut body language book 'Behind the Mask: What Michael Jackson's Body Language Told

The World'). While I have breath in my body, I will continue to educate all who will listen about the fascinating world of human behaviour.

Introduction

We are a curious breed. No sooner had my debut book *'Behind The Mask: What Michael Jackson's Body Language Told The World'* been released, to my utter astonishment it went to number 1 in its category on Amazon.com and Amazon.co.uk. Since then, it has topped the charts in 5 countries, received praise from fans and psychologists and even got a mention in the prestigious New York Times. No doubt that focusing on Michael Jackson played a huge part in attaining such humbling prestige; however many of the book reviews that subsequently followed focused on one theme: "I'm

fascinated about body language and want to learn more.” This is where the inspiration came from to create this guide to non-verbal behaviour. I was acutely aware before I put pen to paper on this second book that the market is already heavily saturated with guides on body language, however what I hope gives me the edge is that I am attempting to impart my years of body language training to you in a succinct way that hopefully you will find informative, useful and practical.

In this fascinating look at human behaviour, I'll be discussing some of the basics of non-verbal communication in order to meet the three main aims of the

book. The first is to enable you, the reader, to become better able to read body language successfully, the second is to help you to be more aware of the silent displays you're sending out to onlookers and the final aim is to outline some common myths surrounding body language so that you can avoid certain pitfalls (including a look at some of the fascinating variations in body language that exist across different cultures). I bring the book to a close by emphasising the need to be selective and shrewd in your application of the techniques I describe. This book is by no means a comprehensive look at human behaviour, however it will aid you to become a more competent body language reader. I

will describe to you several different aspects that will help you to improve your understanding of not only the behaviour shown by onlookers, but the silent signals you send off daily without even realising. In this book, I will give you some advice as to how to improve your non-verbal power, and also how to avoid making some common errors.

So let's start our journey at the beginning - and I mean the very beginning! As I stated in my previous book, *"When we talk about body language, it's often said that we are all different, however in contrast to this statement, we are all actually the same, anatomically speaking. The popular*

school of thought (as championed by Darwin back in 1859) is that we all descend from a species of primate called Homosapiens, which is essentially responsible for our same basic bodily structure: two arms, two legs, two eyes and so on.” (Baxter, 2012: 10)

So from an anatomical viewpoint, our basic bodily structure is universal, because as Dr. Morris highlights ‘*despite the many fascinating variations that exist from region to region and society to society, every one of the millions of human beings alive today shares an almost identical genetic inheritance*’ (Morris, 1994: 6).

As I've mentioned above, body language is a truly powerful communicator, and has been all your life. You, the reader, have been part of a fascinating world around you, often totally oblivious to the messages you're sending out and the messages being transmitted by your friends, family and strangers. Our words may say one thing, but our body could reveal something contradictory. It's quite astonishing to think that roughly, a whopping 80% of what we transmit is derived from our speech tones, gestures, movements, mannerisms, expressions and our uniquely acquired idiosyncrasies. Joe Navarro expands on this on his website -

“It’s estimated that as much as 80% of our interaction with others is through non-verbal communication, or body language. And the vast majority of the nonverbal cues we display are driven by our subconscious mind” Body language is a truly fascinating subject. If you have any doubts as to the validity of this statement, then just wait until you reach the end of this book. It will open your eyes to a mysterious hidden language that has been part of your life since birth, and one which we all speak.

With much of the developed world currently in recession, there has never been a more important time to learn about the significance of body language.

As I will cover later in the book, the fight for employment is at an all-time high, and those skilled in understanding body language will have the edge over candidates who lack the knowledge. Whatever walk of life you're in, you will have to interact with other people. I do voice my concerns about how life will end up later on in the book, but regardless of how technology will eventually shape our society, the decisions we make in life often feature other people. How we influence, support and negotiate with them can be made easier by using body language as a valuable and effective communication tool.

There are many subheadings in non-verbal communication, each with their own intricacies. Body language is so much more than arm folding and leg crossing. If you do have an interest in learning more about body language (and I hope this is why you're reading my book!) then you might be interested to learn about certain important subheadings within body language.

Tactilics or **Haptics** is communicating via touching. Think of how you would comfort a friend who's recently suffered a bereavement; you might be more inclined to give that person a hug or embrace them so they can release their emotions. The old

adage of ‘a shoulder to cry on’ is a perfect example of tactilics. You can use tactilics to your advantage if you work as a waiter in a restaurant for example. A slight touch of the diner’s shoulder when asking if everything is ok with the meal might result in a higher tip being left, because the diner may feel they have more of a personal connection with you.

Proxemics is the study of personal space. Remember how you felt or indeed still feel when that one person you know constantly stands far too close to you. Having an understanding of when it’s acceptable to stand closer than normal to someone enables you to avoid making

social faux pas. Later on in the book (in chapter 4) I will describe a fascinating personal space incident that occurred between two diplomats from different cultures, and I will also describe my own experience with a personal space issue whilst on the New York subway.

Physiognomy is the interpretation of character and temperament based on the features of the face. Whether we realise it or not, we have been reading facial expressions since our infancy. Our face reveals so much about our current mood that it often goes unnoticed by onlookers. Facial expressions that quickly flash on the face are known as ‘micro-expressions’ and I’ll discuss them in

more detail later on in the book in Chapter 3.

Paralinguistics is the study of how we use our voice (not words). How fast we speak, together with the tone, the volume and the pitch of our voice all have subtle ways of sending wordless messages. Think of how your favourite singer uses their voice to transmit their song across a room. My old school teacher Mr. Elton could strike fear into any schoolchild with his deeply authoritative voice. As a miscreant child, it was a voice I was all too familiar with. His command of “Mr. Baxter, bring that football here!” frequently reverberated across the

schoolyard with great resonance as the ball repeatedly landed in the teachers' car park after my numerous shots had gone awry.

Sign Language is how the hearing impaired communicate and convey their messages via a visual system of gestures, expressions and body language. You may be surprised to learn that between 50,000 and 70,000 people in the UK currently use sign language as their preferred method of communication. As mentioned earlier, it was my fascination with sign language that originally encapsulated my interest in body language. One of the misconceptions about sign language is

the belief that all signs have the same meaning in every part of the world. This is not true; because of the isolated nature of sign language, there are significant variations from region to region which can be thought of as being similar to regional accents and other colloquialisms found in spoken languages. These fascinating variations are much like the cultural differences I will describe later in Chapter 4.

The five subheadings mentioned above are the topics that fit within the term 'body language'. There are many more subtle variations that make up this enthralling subject which I will cover in future books and articles.

As is the case with sign language, much of the human race use simple hand gestures when talking to supplement their words. These actions are called ‘illustrators’ and help us to transmit the message we wish to convey to our conversation partner. Pioneering researcher Dr. Paul Ekman wrote the following about ‘illustrators’ in his 1985 book *Telling Lies*: *“Illustrators are called by that name because they illustrate speech as it is spoken. There are many ways to do so: emphasis can be given to a word or phrase, much like an accent mark or underlining; the flow of thought can be traced in the air, as if the speaker is conducting her*

speech; the hands can draw a picture in a space or show an action, repeating or amplifying what is being said. It is the hands that usually illustrate speech, although brow and upper eyelid movements often provide emphasis illustrators, and the entire body or upper trunk can do so also” (Ekman, 1985, 104-105)

Further to the ‘illustrators’, there are other fascinating signals that we all perform without being consciously aware. These are called ‘emblems’ and have a very precise meaning - they differ from illustrators because they can be used instead of words to communicate to onlookers. Consider the ‘thumbs up’

hand gesture, or the ‘okay’ thumb and first finger gesture, both of which have numerous meanings depending on where in the world you make or witness these actions (this is discussed in more detail in chapter 4). Facial expert Dr. Paul Ekman again states that “*emblems have a very precise meaning, known to everyone within a cultural group. Most emblems are performed right out in front of the person, between the waist and the neck area. An emblem can’t be missed when it is in the presentation position.*” (1985, 103)

There are many other interesting topics in the realms of body language which I will cover in more detail in my

future writings. Body language gives us a real-time indication of how others are feeling. It also helps us decide which emotion they currently feel - it reveals their intentions and helps us to decide the best course of action. The vast majority of us can mask any felt emotion with a verbal response of 'I'm fine' - but very few are skilled at concealing their body language to such a degree where nothing is given away. The more adept we become at reading others, the more confident we will be at spotting suppressed emotions to help them overcome their problems.

After reading this book, you will be able to use your newfound knowledge of

body language in a variety of ways. Naturally, you'll be itching to start people-watching with a new-found jubilation and enthusiasm, because once you've been bitten by the body language bug, you'll never be the same again! Here's one example of how you can use your new skills whilst at home. You'll be able to spot the beginnings of a conflict with family members before it escalates by subtly reading their body language and deciding if they need space, comfort or support with their problem.

Body language can be used to better understand your relationship partner so you are in tune with their emotions. In a

relationship, non-verbal communication can be a very useful and powerful tool in developing feelings. Knowing when your partner is happy, sad, frustrated or emotional without having to ask is an excellent quality to possess, and the more we understand our partner's behaviour, the greater the likelihood is of having a stronger relationship based on empathy rather than one based around the old adage of "He never understood me!" That saying can be attributed to a lack of understanding behind someone's behaviour. Remember, a happy wife means a happy life!

The following chapters will aid you in your quest to become a skilled body

language reader.

Chapter One: Understanding Repertoires To Establish Baseline Behaviours

As I mentioned in *'Behind The Mask'*, establishing baseline behaviours is essential for making accurate interpretations of body language. *'Establishing a baseline is the holy grail of body language observations; these are your reference points which you use to confidently predict behaviour'* (Baxter, 2012, 13). You can learn people's baselines by watching their mannerisms and everyday actions, and remembering their most common

behavioural displays. Throughout your life, you will often hear people say something like “There was something not quite right about Fred tonight” after a social gathering. That observation comes from noting how Fred’s behaviour had deviated away from his normal actions and displays. There is no doubt that we have our own idiosyncrasies and mannerisms that make us unique, however when we stop performing these, it often reveals to those familiar with us that issues are present. More often than not, we ARE aware of the behavioural patterns of our friends and family, however it is quite astonishing how many people think these signals are innocuous, meaning they serve no

purpose. The behaviours which become our baseline have been moulded for years and often we have no inclination as to how we've arrived at such repeated movements. These behaviours become part of our subconscious and we perform them without any conscious control or thought. These are the behaviours which from now on are your reference points for predicting the feelings, moods, fears, intentions and machinations of others.

It's quite easy to get confused with the technical side of body language, however the fundamental actions which formulate the baseline are continuously on show, all day, every day. Dr.

Desmond Morris eloquently points this out in his 1994 book *The Human Animal*: 'Unless we are drunk, drugged or temporarily insane, we stick to a remarkably fixed set of personal body actions that are as typical of each of us as our fingerprints...(and) for each of us, our body language is like a signature' (1994: 9-10) If you notice a subtle change in a person's normal behaviour, ask yourself why this is, as there could be issues that they are trying to conceal. Dr. Paul Ekman discusses the importance of knowing someone's typical behaviour in his book *Telling Lies* (1985). In this case, he refers to the dangers of labelling someone as a liar

when they haven't taken into account that person's idiosyncrasies before detecting deceit. *"The possibility of misjudging such people I will call the Brokaw hazard. Lie catchers are vulnerable to the Brokaw hazard when they are unacquainted with the suspect and not familiar with idiosyncrasies in the suspect's typical behaviour"* (1985: 91). I will review lie catching in a case study outlined in Chapter 5.

It's quite astounding that some of the reviews certain readers have left about *'Behind The Mask'* still believe that non-verbal communication is a 'pseudoscience'. I would counter this argument by stating that, as I've

mentioned, the hearing impaired use a complex system of hand gestures to communicate, the meaning of which is only understood to those who have learned the meanings behind these actions. Body language is just another variation. Another example of a coded system of communication is the 'Tic Tac' method used by horseracing bookmakers to send signals to other bookmakers across a crowded and busy betting ring. Even though I am well practised at reading body language, I am still mystified as to what these hand gestures mean. Keep these examples in mind the next time you read or hear about someone dispelling body language as not being credible or noteworthy as a

science.

Having a knowledge of someone's baselines makes life easier, because the better you know someone's everyday actions, the better you can work out when there is a problem. Before you move onto the next section, think to yourself, what's the one behaviour that my best friend always shows, and what do you think it means? And what behaviour do you think that they would describe as being an idiosyncrasy of yours?

Chapter Two: Body Language Myths

One area that I feel certainly needs addressing is learning what's accurate and what's not in the realms of non-verbal communication. Much has been written on this fascinating topic, however what is frightening is that some of the literature that is available is littered with common myths and misconceptions. I must confess that many years ago, I too was misguided into believing some body language myths which feature in popular books. Thankfully, former FBI spy catcher and body language expert Joe Navarro pointed me in the right direction

regarding which areas to concentrate on, and which areas are best avoided. I'm eternally grateful to Joe for showing me the way, and I'm now passing the torch onto you, so that you can educate all those who are interested in the right way. It's understandable why many people have labelled body language as a pseudoscience, especially if they have read some of the literature available which is tarnished by non-verbal errors. One misconception that you may not have considered is when you see someone rubbing their hands together. We often associate this gesture with greed, an anticipation of gain or the expectation of a positive outcome (this gesture generally has an air of arrogance

about it depending on the context). However, there can also be a physiological reason why some people perform this action. The friction the hands create generates heat, which slowly warms the hands, boosting blood circulation. Often people who have poor circulation (especially seen in a condition called Raynaud's syndrome) are advised to continuously warm the hands. Naturally this only applies to a small percentage of the population, but it is something worth considering when observing as it may be misinterpreted as something that it is not. This may only be a trivial example, however it makes the point that body language reading is fraught with difficulties without proper

context.

Another myth which has grown in popularity is the behaviour shown by liars. The global view about liars is that they look away from you (avert their gaze) when they are lying. This is a **false belief**, which can be backed up with 40 years of research (see (<http://www.humintell.com/2009/09/the-eye-contact-myth/>) for more information.) What you will frequently find is that liars will often consciously engage in greater eye contact, because it is commonly (but mistakenly) believed that direct eye contact is a sign of truthfulness. Some eye gaze behaviour is well rehearsed, such as when women

use their gaze to attract males and persuade them into taking a course of action they might not otherwise have taken. I can personally verify this, as my partner gives me the ‘puppy dog’ eyes whenever she wants control of the TV remote! Another reason is that eye gaze is related to many factors that have nothing to do with deception. People make less eye contact when they are embarrassed and make more eye contact when dealing with people of high status as opposed to low status. Additionally, we tend to avoid eye contact with others who sit too close to us, and, as mentioned, women use eye gaze to emotionally manipulate (Vrij, 2008). For these reasons, no relationship exists

between eye gaze and deception.

Continuing with the theme of deception, another myth which has made its way into prominence is using eye direction to detect deceit. I conducted some research on this and found that the vast majority of people I encountered had heard about the ‘eye movement linked to deception’ myth and worryingly most people believed that looking a certain way was a reliable sign of deception. *“A large percentage of the public believes that certain eye movements are a sign of lying, and this idea is even taught in organisational training courses”* (Watt 2012). This method of lie catching comes from the

behavioural change model ‘NLP’ or ‘Neuro-Linguistic Programming’ where it is proposed that right-handed people look up to their right when they are constructing an image or story that never happened (i.e. telling a lie) and look up and left when they are recalling an actual event that did occur. The University of Edinburgh (2012) put this notion to the test with a series of three studies to test the validity of the claims and in each case found no relationship between eye movement and deception. *“In short, all three studies provided no evidence to support the notion that the patterns of eye-movements promoted by many NLP practitioners aid lie detection.”* In the study’s closing statement it outlines

that “This work is the first to experimentally test the claims made by NLP practitioners about lie detection. The results provide considerable grounds to be sceptical of the notion that the proposed patterns of eye-movements provide a reliable indicator of lying. As such, it would seem irresponsible for such practitioners to continue to encourage people to make important decisions on the basis of such claims” (Wiseman R, Watt C, ten Brinke L, Porter S, Couper S-L, et al. 2012)

There are many more body language myths, especially focused on the theme of deception, however the two ‘eye’

myths seen above are the ones which sadly are the most common and could have serious ramifications if you base your suspicions on someone avoiding eye contact or the fact that their eyes moved in a certain direction. Another common myth is thinking that micro-expressions are a sign of deception as depicted in the popular TV show *Lie To Me*. I will cover both in the next chapter.

Chapter Understanding Expressions

Three: Facial

The face responds faster than our words, meaning that before you've had chance to utter a single syllable in response to a question, your face could have responded instantaneously (unless you are deliberately trying to suppress an emotion). The trouble is, the vast majority of people will miss the facial expression and focus on the verbal response, however understanding and recognising facial expressions is an integral part of reading others. As Dr. Matsumoto recently stated on his

Facebook page *“Of all the channels of nonverbal behaviour, the face is the most intricate. It is the most complex signalling system in our body and it is the channel of nonverbal behaviour most studied by scientists”* (2013)

Recognising faces is one of the main ways in which you can distinguish a stranger from a friend. Facial features are so instantly recognisable that sometimes all you need to see is a person's eyes to identify them. The face transmits so much information in real-time that it's often easy to get confused, but out of the confusion comes a saviour: universal facial expressions. These are facial expressions shown by all,

regardless of gender, age, social status and other variables. They do not change from culture to culture (see chapter 5), as Dr. Ekman was able to spot that both men and women from the indigenous tribes of Papua New Guinea (1967) could decode and interpret pictures of facial expressions (2003)

There are 7 universal facial expressions of emotion which are instantly recognisable, which are Happiness, Sadness, Fear, Surprise, Anger, Disgust and Contempt. As they are all distinguishable from one another, this enables us to have a clear understanding of how someone is feeling by observing the face. Researchers have

concluded that the face can make over 10,000 different expressions, so as such, it is quite astonishing to think that only seven are universal to our species. Dr. Matsumoto reinforces the above notion by stating that “*facial expressions are the closest thing to a universal language*” (2011).

The problem is that some expressions can flash across the face so fast that they're gone (quite literally) in the blink of eye. These are commonly known as micro-expressions, which are signs of concealed/hidden facial emotions. Because of the speed at which they occur, there needs to be a way of spotting these expressions before they

have disappeared. Concealed emotions are flashes of how somebody really feels about a situation, question or feeling. Micro-expressions are big business at the moment, with many companies offering training in detecting split-second facial actions. I myself used the training of Dr. David Matsumoto's company 'Humintell' to hone my skills, as well as Dr. Ekman's training tools. Micro-expressions can flash at 1/15 to 1/25 of a second, so training yourself to become adept in spotting the muscle actions of the face will help in ascertaining the mood and sentiments of your conversation partner.

The popularity of the hit TV show *Lie*

To Me brought reading the face into a new era. Micro-expressions feature heavily during the show, as the lead character Cal Lightman is adept in reading the face by using the Facial Action Coding System which was a manual published in 1968 that categorises all human facial movements. *Lie To Me* is based around the research of Dr. Paul Ekman. The experience I had with *Lie To Me* is that people who watched one episode of the show became self-proclaimed 'body language experts' overnight. Sadly, this is the reality of today's society, giving weight to the notion that 'a little knowledge is a dangerous thing'. The audience can of course learn some really useful tips

about body language from the show, however I have found that it relies too heavily on some of the myths that I have highlighted in chapter two. A big mistake that people often make as a result of watching the show is that they falsely believe that when micro-expressions flash on the face, they are a sign of deception. As Navarro states in his 2011 article for Psychology Today, *'nothing could be further from the truth....as there is no single behaviour indicative of deception.'* He further states in the same article that *'Contempt, incidentally, is not a sign of deception, it is seen in both the innocent as well as the liar. Contempt is often seen among the innocent when interviewed*

by those they deem to be of lower social status or whom they perceive as incompetent.' Whilst *Lie To Me* had its place in revealing the hidden world of micro-expressions to a wider audience, the techniques described in the show must be used with caution for the reasons outlined above. The late Dr. Maureen O'Sullivan (who devoted her career to studying how people understand each other's thoughts and feelings) spoke openly about the show *Lie To Me* and her presentation about the show can be found on YouTube.

There are certain pitfalls when it comes to reading the face. Attempted behavioural control enables us to

consciously contract most of the facial muscles to create many facial expressions - expressions that we don't feel. Poker players are great at both masking and falsifying expressions to bluff their opponents into believing they have a bad hand. Again, this is where understanding someone's baselines becomes imperative. If you know when someone is happy, you'll be able to recognise how they smile and laugh. Not all smiles are the same. Dr. Ekman (2003) has concluded that there are 18 different smiles, each with a different meaning.

The face has always intrigued me. From a body language point of view,

how you read the faces of others could be down to your personality trait. Some extroverts will have no problem in reading the ever-changing facial expressions of others; this is because they are high in confidence so they look more intently at people's faces when they are talking. The more reclusive introvert might have difficulty in reading facial expressions because they are more prone to shyness and dislike prolonged eye contact.

Another interesting point to consider about facial expressions is how they are managed. Are you more facially expressive with your close friends than you are with your boss or work

colleagues? Or do you conceal how you really feel because you want to keep a 'stiff upper lip' and not show any emotion? How we display our emotions (not just on our face) is decided by many external factors. The locality and the circumstances we find ourselves in and the relationship we have with our conversation partner all influence our behaviour. Consider the following example.

A mother who has recently lost her child in tragic circumstances must, to a certain extent, hide her true feelings. If she were too successful in concealing her mourning, she would be criticised for a lack of feeling. Equally, if she

failed to display some visible restraint of her grief, she would be said to lack courage and self-control. Her 'brave face' is therefore an example of pseudo-deception, where the deceiver is happy to be found out. Either consciously or unconsciously, she wants the forced smile that she uses to be read as forced. This example goes to prove that often when we think about the word 'deception', we imagine a serious, possibly criminal situation, however not all deception is harmful.

One aspect people fail to recognise is that some people often conceal their sadness until they are with those who can provide comfort and support. The

face is a good transmitter of this concealment, as someone may press their lips together in an attempt to distort the facial message being sent to onlookers. This is performed because not everyone feels the suffering of others. *“Some people become angry in response to another person’s misery. They may feel that an unwelcome, improper demand is being made upon them for help”* (Ekman 2003, 108) This is a possible reason why some people find it difficult to open up if they haven’t got someone they trust not to become frustrated at their grief. How often have you said to yourself ‘he/she doesn’t look that upset?’ This could be because that person is managing their true feelings

until they are with those who will support their sadness. Once they are with that person, they will reveal their emotions without the fear of ill feeling.

Whilst on the topic of emotions, some are brief, while some can stay with us forever. Anger is an emotion which can stay dormant for years, then remerge if the necessary trigger is activated. Anger is registered on the face via the eyebrows, eye lids and jaw. Imagine your path crossed with a former co-worker or ex-friend who made your life extremely difficult in the past. Despite the fact you've not seen this person for many years, the anger you once felt comes instantly flooding back, filling

you with the identical sensation you felt at the time. *“If a person has acted in a way you feel was unfair or unjust, you may not forgive him but harbor your resentment - that grudge - for a very long time, sometimes for a lifetime”* (Ekman, 2003, 129)

As you can see, the face can be very revealing. If you're interested in learning more about the face, I would recommend reading the pioneering research from Dr. Paul Ekman by looking on his website paulekman.com. It was my great honour and privilege to be granted an interview with Dr Ekman in August 2012; if you are interested in listening to our interview, you can do so via the

following link www.all-about-body-language.com/paul-ekman.html

Chapter Four: Cultural Differences

I decided to include this section as depending on where you live, certain body language gestures may be interpreted differently. One area of body language that is often overlooked is the fascinating cultural differences that exist from country to country and region to region. You had the opportunity to purchase this book from anywhere in the world, and your location will have its own fixed set of behavioural patterns which are particular to that country. The familiar gestures that we see in our home country may not exist in other countries. One gesture could mean something

completely different in another locality, so making yourself aware of cultural differences is especially important before holidaymaking so as to avoid embarrassing situations and misinterpretations. There are some universal behaviours that we all share as a race (such as the 7 universal facial expressions just described in chapter 3), however the vast majority of bodily signals we send off are understood in that locality. *“But we, at a rough estimate, make at least three thousand different gestures using our hands and fingers ... and that does not include the highly specialized hand sign-language employed by the deaf.”* Morris (1994: 12)

For instance, if I made the ‘okay’ gesture with my right hand by making the letter o with my thumb and first finger, that would be interpreted with no misunderstanding in the UK or the USA, however if I was to make that exact same hand gesture in Japan, it would take on a totally new meaning. In Japan, that gesture means ‘money’, as the fingers and thumb pressed together makes a circle, which represents coins. Furthermore, in the South of France, this same gesture means nought or zero, so if you used this to signal to a waiter that the food is lovely, you would in fact be describing it as being worthless rather than being delicious (which was your

intention).

Dr. Morris again makes an excellent point in 'The Human Animal' where he states that "*In reality there are two distinct kinds of gesture: those which we are hardly aware of and we all share, and those which we use deliberately in place of speech and which have a special, local history. The former act like animal signals, the latter like foreign words.*" (1994: 31)

You might think this is an insignificant example, however Dr. Morris again shows us why it's important to learn the non-verbal customs of other countries in his book '*Peopewatching*' '*An example*

that demonstrates this concerns two northern European swimmers who were holidaying in the Mediterranean region. Strong swimmers, they had struck out beyond the usual tourist beach and found themselves approaching a restricted military zone. The coastal station was protected by armed guards who, seeing the swimmers approaching, thought that they might be spies and beckoned to them to come ashore for questioning. The gesture they used was the Mediterranean Beckon, performed with the hand sweeping downwards with the palm down. To the swimmers, who were used to the palm-up beckon, the gesture employed by the guards appeared to be

a 'go away' signal. Realizing that they were in a no-go zone, they responded accordingly, turned in the water, and started to swim quickly away. The guards, seeing them retreat, assumed that they must indeed be spies and that they were now trying to escape, so they took aim, shot, and killed both swimmers. In such a case, greater knowledge of regional differences in Guide Signs would have saved the swimmers' lives. There is nothing trivial about body language.' (2002:96)

Granted this is indeed an extreme example of the problems faced when travelling abroad, however it does illustrate that certain actions which you

may interpret as having only one meaning may not necessarily be the case. Another example that is subject to cultural variations is bowing. Bowing, or body lowering, is a method of greeting used commonly in Japan. It is also a worldwide sign of respect given to those who have a greater authority than us, with the depth of the bow being decided upon based on the social status of the receiver. A small bow would be used to greet someone of a lower social grading, whereas a deep bow would be used when greeting someone who is significantly more important than oneself. The problem arises when holidaymakers visit countries like Japan, China, Korea, Taiwan or Vietnam, and

give deep bows to everyone they greet. This is generally considered to be ignorant by the receiver, even though the intention is to be courteous to the customs of that country.

Cultural variations are a truly fascinating area. Often we are totally oblivious to the many interesting bodily signals that vary from place to place. Just like each town has its own dialects, each country has its own behavioural etiquettes. In certain societies, especially in some European cultures, it is not uncommon for a series of kisses to be exchanged on the cheek while greeting. Even males meeting each other for the first time are not embarrassed

about this display. This behaviour is quite commonplace in certain countries and cultures, however if this behaviour is replicated in a country where repeated cheek-kissing isn't a standardised greeting, then embarrassing and uncomfortable situations can arise. Despite this fact, some behaviours are transferable from culture to culture without offence being caused, such as a handshake. Whilst on the subject of handshakes, in areas such as the Middle East, Asia and the Orient, the preferred greeting is the more traditional type, such as the Namaste or the bow.

Personal space is another area which is governed by the society in which you

belong to and therefore are accustomed to. Dr. Morris again makes excellent observations when discussing a meeting between two foreign diplomats (one Mediterranean, one British). They begin a conversation in a friendly manner, but then the British diplomat begins to feel uncomfortable. *“Without knowing quite why, he starts to back away gently from his companion. The companion edges forward again. Each tries in this way to set up a Personal Space relationship that suits his own background. But it is impossible to do. Every time the Mediterranean diplomat advances to a distance that feels comfortable for him, the British diplomat feels threatened. Every time the Briton moves back, the*

other feels rejected. Attempts to adjust this situation often lead to a talking pair shifting slowly across a room” (Morris, 2002:94)

Cultural differences do play an integral role in how society functions and there is no doubt that the variations from what we consider normal are astounding, however the vast majority of the gestures we use will be understood in the places we visit for our holidays. We use a variety of hand signals to mime and gesticulate to the locals if we are unsure whether they have understood either our words or body language. This can be especially apparent in a restaurant where the holidaymaker

cannot read the foreign menu, so he just points in the direction of the meal that looks appetising. This message is understood by the waiter and the meal is ordered. We can also use our hands to mimic a gesture (such as replicating the raising of a glass to our mouth to signal that we'd like a drink) if we feel our needs are not being understood by the locals.

I had the pleasure of visiting New York City in 2010 which really opened my eyes to the vast cultural differences described in many research papers on body language. Getting first hand experience of observing a mixture of different nationalities around the city

certainly made me think about the wonderment of our species. What was especially significant during my trip was the sombreness of being at Ground Zero. Here, there were many different ways people were expressing their emotions at the place where thousands of innocent people died in 2001. I witnessed a Chinese family huddle together to bow their heads and say a prayer, and anger from many Americans who showed this by clenching their fists and pressing their lips together in defiance. Most people were completely oblivious to these displays (unsurprising considering the locality) however I quietly observed the reactions of those nearest to myself while I paid my respects. I noted my

own body language at this point: I was drawn to fold my arms as my subconscious wanted to provide me with protection - not from attack, but from the strong sadness I was feeling. Instinctively, I found myself stepping back, literally retreating from the building site that was the Twin Towers. My subconscious was trying to make me flee from the area which was causing me to experience strong internal stress.

There was nothing universal about the way people expressed their emotions at being at the site of Ground Zero, yet each display was in keeping with the traditions of their country. For instance, the Chinese family bowed their heads as

a sign of respect, despite their culture being thousands of miles away. I learned that day that regardless of the fascinating cultural differences that do exist between us, a tragedy such as the one that befell New York City in 2001 binds the human spirit in a way which needs no explanation.

Furthermore, during the same trip, I had a fascinating experience whilst on the infamous New York subway on a very busy Friday night. Whilst hemmed in on a train carriage, a dishevelled-looking woman boarded the train pushing a pram with a baby in it and wearing a sign round her neck that read 'my baby and I are hungry'. To my

surprise, she proceeded to bump into passengers and knock them out of the way with her pram. The passengers' reaction was to just completely avoid eye contact with her and pretend that she wasn't even there. I felt uncomfortable and I was very unsure of how I should react to her, but clearly the other travellers were far more used to travelling alongside challenging and unusual fellow passengers. Their body language did not change in any way as a reaction to her behaviour, despite the fact that she was close enough to attack them at any moment if she had so desired. Another interesting point that is worth mentioning is that this particular lady began to sing a rendition of Celine

Dion's 'My Heart Will Go On' whilst walking round the carriage pushing her pram. This was an attempt to emotionally connect with the other passengers, to try to make them feel sorry for her and ultimately give her money. Sadly, her rendition sounded like my Bengal kitten caterwauling at the local ginger tomcat.

Towards the end of my trip, I was on the subway again (hoping for a less eventful ride!) when two large and burly males entered the busy carriage that I was in, and due to the overcrowding of the train, they both had to stand closer to me than I was comfortable with. As they did so, the one closest to me flashed a

quick forced smile in acknowledgement of the fact that he understood that he was invading my personal space through necessity rather than choice. Owing to the fact that, despite being over 6 foot tall and well-built myself, I felt threatened by their proximity, my body language unconsciously changed and I attempted to make myself look bigger by widening my stance, therefore preparing myself for a potential confrontation. Yet this was not successful because of the lack of space, so instead I shrunk my neck down into my shoulders in an attempt to make myself look smaller and to hide away from the threat. This is called the 'Turtle Effect'. What is interesting about this behaviour is that it

could have backfired, because those looking for a fight or a confrontation will often prey on those that look the weakest and therefore are likely to be the most vulnerable. Thankfully, the journey passed off without incident, but it did make me aware that despite being an experienced body language reader myself, I am still governed by the same inbuilt limbic, physiological reactions that we all share.

Chapter Five: Case studies – Real Life Examples of How To Apply Your Skills

I feel that it would be beneficial for me to highlight three specific everyday examples where your understanding of body language will help you to become more adept at dealing with certain important issues.

Case Study One:

You think your partner is not being entirely honest about their whereabouts on Friday night - they have said they

were at the gym but you suspect they were elsewhere. When you initially asked them about their evening, their vague answers aroused suspicion and you noticed that their behaviour deviated from the norm. The explanation given was that they were at the gym, and this in itself makes the lie hard to detect because they visit the gym regularly so can describe in detail a gym session. Lie detection fails where the liar embeds a lie into an otherwise truthful statement, and this case study is an example of an 'embedded lie' which are notoriously difficult to spot. The lie in this case is the day, which isn't complex and doesn't require much cognitive effort. This type of lying (embedded or concealing) is

difficult for the lie catcher, because skilled truth-seekers rely on analysing the content of a verbal story to detect deception. This type of concealing behaviour is preferred for liars, as only small parts need to be fabricated, thus leaving no visible or detectable signs of deceit.

I would suggest that asking the following questions would help you to establish the truth of the situation:

Who else was with you? This is because liars hate mentioning other people in the lie, because they know that this other person could be asked and could verify that the story is false.

What time did you arrive at the gym? This will enable you to see if the length of their absence fits in with the length of time that they normally spend at the gym.

If you want to increase your chances of getting an honest admission out of someone, my advice would be to remove the threat of punishment.

Another reason why people struggle to detect deceit is that they are often naïve to the fact that a liar can use countermeasures (also known as attempted behavioural control) to avoid detection and give the impression of

being credible. If you know that the liar is an extravert (comfortable with others and high in confidence) then the likelihood is that their attempt to appear credible will be less noticeable than that of an introvert (more reserved in a social environment) due to their greater ability to act and decipher the reaction of the receiver. If you know the liar is adept in non-verbal communication, they might employ behavioural control that is impossible to spot, especially in low stakes lies.

Misinterpreting the signs of deception can have dire consequences. Imagine if the police mistook a sign of stress (e.g. a neck scratch) as being a sign of deceit

when interviewing you about your whereabouts in relation to a crime that had been committed in the area. In that situation, you would hope that the police were adept at reading the correct signs of deceit rather than those that can be given off in error by a nervous or anxious person. This is linked to the Othello Error which I will discuss in case study two.

One issue arises when you think about the physiological aspect of telling a high stakes lie, one in which the punishment for deceit is severe to the individual. Studies have shown that heavy cognitive load (deep thinking) lowers behavioural animation, so for example, someone's

blinking rate might decrease when they are trying to think of a convincing (yet deceptive) answer to your question. However, their blinking rate might dramatically increase straight after their answer because the liar doesn't know what the target knows, and they might have solid (truthful) evidence that contradicts the story; or because the liar becomes increasingly anxious that the target is actually adept at lie catching.

The fear of getting caught out will increase autonomic stress in the body (breathing rate, blood pressure and heart rate will all rise) which will manifest in a greater amount of movements due to an increased blood demand to the brain &

working muscles. So you have a problem: cognitive load decreases movements, but one of the emotional responses to fear is to increase movement (apart from the flash freeze limbic response). This is the first response we have to a very traumatic or dangerous situation - the body freezes to allow us the chance to decide upon our next course of direct action. It is common belief that fight or flight are actually our first responses to danger, but as Navarro states *'in reality, the way animals, including humans, react to danger occurs in the following order: freeze, flight or fight. If the reaction really were fight or flight, most of us would be bruised, battered*

and exhausted much of the time' (2008: 26)

Remember, liars don't necessarily show the behaviour you think they do. They often don't show nerves (increase in behavioural animation) because they believe that showing nervy behaviour will arouse suspicion in their target, so they employ impression management on themselves, which reduces their body language and movement. They don't avoid eye contact, as the common belief and misconception is that liars avert their gaze, however research has indicated that liars are more inclined to give more eye contact, as they believe it's a sign of truthfulness (a study which

proved this to be the case was discussed in Chapter 2). If the lie is small, the cues to deception often won't be there, however if the stakes are high, and the lie is complex, watch for a decrease in movement and signs of cognitive (thinking) overload. As McClish (2013) highlights *"In a truthful story, the person will be searching his memory as he tells or writes his story. It will be like a parade passing in front of him. As the parade goes by, he tells you what is happening"*

Another strategy you could employ if you suspected that someone's version of events does not accurately reflect what actually happened is to ask them to re-

tell the story but in reverse order. Vrij et al (2007) undertook an experiment with police officers and participants and discovered that when the participants told their stories in reverse, the police officers were 60% more accurate at detecting lies than when the story was told in chronological order. This is because it is far more cognitively demanding to tell a story in reverse order and as such, liars will find this especially tricky, as they have to juggle many aspects at once: they have to make sure that their lie is believable, consistent and credible whilst also ensuring that their body language does not give away their deceit. Vrij also discovered that when the participants

were telling lies, their speech rate was slower and contained more hesitations and errors - all of which are reliable indicators of deceit. You could keep an eye out for these tell-tale signs when listening to people re-telling their version of events, particularly if the potential lie could lead to serious consequences for you and the other person. Granted, asking a person to re-tell a story in reverse is likely to arouse suspicion, however always remember that the truthful want the truth to be revealed; only the guilty want the truth to be hidden. As McClish (2013) described, true stories come from memory yet deceptive stories come from the imagination. Any technique such as

the one described here is worth exploring, especially if there is a lot at stake, such as a relationship or a job.

Case Study Two

You suspect that a colleague at the café where you work has been stealing money from the cash register. You have no actual proof, however you have noticed that a certain colleague's behaviour is different to normal. The problem you have is that some of the emotions displayed by a liar are also found in the behaviour of honest people. An example of this is the emotion 'fear'. The fear of being caught out by the lie or the fear of not being believed have

identical physiological reactions in the body (such as an elevated heart rate, dilated pupils and increased sweating). Ekman coined the term The Othello Error (1985) which is also referred to as a preconception bias. It is a disbelieving-the-truth error, where the observer mistakenly interprets a person as lying because they have mis-read the stress signals as signs of deceit. To put it more simply, The Othello Error occurs when a person telling the truth fears being disbelieved and the stress of this makes them give the impression that they are lying through their behaviour.

The name of this error comes from Shakespeare's play Othello, when the

title character accuses Desdemona of loving Cassio and demands she confesses as he will kill her for her betrayal. Desdemona asks that Cassio be called to testify to her innocence, however Othello tells her he's already had Cassio murdered. Desdemona realises she will not be able to prove her innocence and that Othello will kill her. Othello interprets Desdemona's fear and distress as guilt, thus confirming his belief that she was unfaithful. He failed to see that if she was innocent, she would show the same emotions.

Returning to the original 'missing money' scenario, my suggestions would be as follows: The objective here is to

ask a question that does not accuse the person of anything, but alludes to that person's possible behaviour. The key is for you to phrase a question that sounds perfectly reasonable to an innocent person, but like an accusation to the guilty e.g. "I'd like to get your advice on something. A colleague of mine at another Cafe has a problem with one of her staff as she fears that they may be stealing from the Cafe's safe during their shift. Do you have any suggestions on how she can approach the employee about this problem?" As Lieberman (1998) explains, if your suspect is innocent of the charges, he's likely to offer his advice and be pleased that you sought his opinion. The innocent want

the truth revealed. If he's guilty, he'll seem uncomfortable and will assure you that he never does anything like that. The guilty want the truth hidden. Just replace the idea of a theft with the problem you have, and you can begin your thorough investigation based on your suspect's verbal and non-verbal reaction.

If you suspect someone is not being honest with you, you could ask an open question, such as "I noticed last week that some money is missing from the till" and give them a chance to reply. If they said something like "I wouldn't take money from the till" then that would be an example of a 'non-emphatic denial', because as McClish (2010) emphasises,

the person wants you to believe that it would be impossible for them to do such a thing. Note that they are NOT telling you that they didn't actually do it, because saying '**I wouldn't** do it' is very different from saying '**I didn't** do it'.

Remember, a liar might not necessarily show any deceptive behaviour if they don't experience any of the following 3 emotions:

Guilt

Guilt is felt by liars because they can often feel guilty about the art of lying. They know they have committed a wrongdoing and feel remorseful about

their actions.

Fear

Fear is felt by liars because they are afraid of getting caught, plus they fear being punished for their wrongdoing and fear what others will now think of them.

Delight

Delight is felt by liars as they either feel delighted at the fact their lie hasn't aroused suspicion in their target (or in this case, at the workplace) or because they see someone else (an innocent person) being wrongfully accused of their crime. Some people don't consider

delight when trying to ascertain the truth, but it's certainly something worth remembering.

Case Study Three

Case study 3 focuses on improving your own body language to increase your chances of success during a job interview. This is called impression management and this key area will help you become more aware of the signals you're sending out. Granted you may currently be in employment, but due to the rate at which companies here in the UK are going into administration (such as Blockbuster, Comet, Jessops, Woolworths, HMV, TJ Hughes and JJB

Sports), it's important not to become too complacent about long term employment.

Dr. Desmond Morris made an excellent reference to impression management at the start of his book 'Peoplewatching'

"I have often been asked whether I can train someone to improve their body language. Is it possible, for instance, to convert a shy ditherer into a forceful extrovert, when he or she is facing an important interview for a new appointment? The answer is simple. Yes, of course, lessons can be taught in how to modify one's body language. A composed sitting posture, incisive

gestures and other details can be drilled into the applicant to make him or her appear more assertive, decisive and impressive than they really are. A few tricks can quickly be learned and in recent years (since the first appearance of Manwatching in 1977) a number of books and agencies have appeared on the scene offering just such services. But what is the point? If the applicant is truly a shy ditherer, he or she will be totally unsuited for the employment which they have tricked themselves into gaining. They will soon be found out and removed.” (2002: 17)

Dr. Morris makes a very fair point. However, with much of the developed

world now in the grips of recession and unemployment at an all-time high, there has never been so much impetus to find work, even if your skills set does not match the job requirements. Job interviews are now like gold dust. Once thriving towns and cities are now littered with boarded-up shops that have gone bankrupt. Even walking through my hometown of Preston, Lancashire is quite surreal due to the amount of shops that have closed down and the distinct lack of shoppers. The high street glory days of yesteryear have succumbed to austerity.

If you are lucky enough to be selected for an interview from the many

applications that there will undoubtedly be (The Times reported that Costa Coffee had 1,701 applications for 8 jobs at their new coffee shop in Nottingham) then it is of paramount importance that you prepare well in advance for the interview. What you **don't** say during an interview is just as important as what you **do** say. From the very moment you walk into the interview room, the interviewer(s) are evaluating your every move. Don't forget, it takes seconds to make a first impression, and the vast majority of this opinion is based on your non-verbal behaviour. What you give away silently through your attire, posture and other non-verbal cues might hamper your well-prepared CV and references.

Apply the following 5 tips to help you silently win over your interviewer, and assist you on your way to employment.

1 . Offer your hand first to shake hands. - This is a powerful, silent gesture which conveys the message that you are both confident and friendly; two desirable traits an employer looks for. Rehearse your handshake the night before so that it's well practised before the big day; the last thing you want is to show your over-eagerness by accidentally over-squeezing the hand of the interviewer! Upon hand shaking, wait to be asked to sit down, as this display of good manners will silently

show that you are courteous and that you have respect for the interviewer.

2. Maintain good eye contact. - If there is a silent behaviour which can be problematic in interviews, it's how much eye contact you should give. Too little will make you seem disinterested and rude, however too much will appear aggressive and confrontational. The right balance is to give eye contact for 3-5 seconds. The eyes are a very effective communication tool (as seen in flirting and manipulation) and I have already discussed in Chapter 2 about eye contact and deception. You should use eye contact to your advantage during your interview, but be aware that the 3-5

second rule is not universal. Joe Navarro makes an excellent point in an article he wrote for Psychology Today *“Eye contact is in fact a social/cultural phenomenon that is practised differently around the world. In New York City we are, by social convention, allowed to look at each other for 1.68 seconds. In other cultures, especially in Latin America and elsewhere, your ability to gaze at others may be quite extended so long as it is not threatening. Eye aversion is practised by many cultures including Latin Americans and African-Americans, to show respect to those in authority. So when a black child looks down as he or she is being chastised, that looking*

down is actually a sign of respect and deference which is often misinterpreted as disrespect or worse, deception.”

Navarro (2009). I think that this looking-down behaviour when being disciplined is not just limited to African Americans, because members of my family who are primary school teachers have verified that they have seen this behaviour many times when children are being disciplined. I may consider researching this area in my future endeavours.

3 . Use the occasional steeping gesture. - This gesture is made by pressing the tips of the fingers and thumbs together in an almost prayer-like

way. The steeple gesture is an excellent silent behaviour seen when confidence is high. If you're proud of a work accomplishment (e.g. you hit your sales targets for the year) and wish to inform the interviewer, use the steeping gesture as you talk about your triumphs, as this will silently impress the interviewer more than if your hands were motionless. "This gesture is often used to display our confidence, or to enlighten. Overuse of this gesture can send out a message of smugness and pompousness, stating non-verbally 'I am superior' to the receiver" (Baxter 2012). You must be very aware of the need to not over-use this gesture, as smugness and pomposity are two traits

certainly not valued by employers!

4 . Subtly mirror the interviewer's body language. - This type of self-coaching must be done with great care and great skill. Postural echoing (mirroring) is done when you copy the posture and gestures of the interviewer to help build a good relationship and rapport with them. This mimicking behaviour can leave a good lasting impression on an interviewer, and they could rate you higher than other candidates, because they felt they connected and identified with you better than with the others. However if the interviewer(s) realises you're intentionally matching their behaviour,

the game is up! Remember, when it comes to mirroring, be shrewd in your actions.

5 . Ask good questions to the interviewer. - One area in which candidates fail is to ask questions which relate to the company's future. Asking a question like "If I was successful in this application, where do you expect to see the company in 6 months' time?" shows your character and work ethic. Questions like these get the interviewer talking about the needs of the business. Remember to agree both verbally and silently (head nod) to the answer given by the interviewer, and explain (using the steepling gesture) that you've had

success in that area, and you can help the company achieve their targets.

Again, many people might think that these tips are common sense, however the stress of an interview can result in a person forgetting to make an important silent impression on the interview panel. Most people only take interest in the words we speak, however when it comes to job interviews, it's what you **don't** say that people notice - the subtle messages that your non-verbal communication sends out.

Chapter 6: Be Humble In Your Application

I decided to add this chapter into my book because I feel it is something that needs addressing. As mentioned, the notion that ‘A little knowledge is a dangerous thing’ is especially true about body language. One pitfall that I’ve encountered during my non-verbal career is that some people are resistant to learning new information. This is especially true of the lie catching myths I’ve documented in Chapter 2. As I’ve stated, current non-verbal literature is littered with body language myths, which is especially apparent (quite worryingly) in widely-used NLP training materials.

I've given countless talks on body language and witnessed the dreaded arm fold when someone is adamant that looking up and left **IS** a sign of truthfulness because it was taught to them on a course. Remember, not everything you read in textbooks is accurate. Also, be mindful of the fact that observing body language should be done without the other person knowing. You have to be shrewd in your observations, which take time to develop. The inherent trouble with learning new information is that you're desperate to go and try out your newfound skills. With so many areas vying for your attention (facial expressions, words, gestures and

postures) it becomes easy to start looking too intensely at people, which makes them feel uncomfortable (especially if you are so engrossed in people watching that you are no longer following social rules). Joe Navarro expands on this in his book *‘What Every Body Is Saying’* - *“Using nonverbal behavior requires you to observe people carefully and decode their nonverbal behaviors accurately. However, one thing you don’t want to do when observing others is to make your intentions obvious (2008:17).*

As I’ve mentioned, resist the temptation to self-proclaim yourself as an expert in body language because

you've watched *Lie To Me*. Interestingly, there was a study conducted at Michigan State University (2010) called 'The Impact of *Lie to Me* on Viewers' Actual Ability to Detect Deception' where participants watched an episode of *Lie to Me*, and then judged a series of honest and deceptive interviews. The study showed that *Lie to Me* viewers were no better at distinguishing truths from lies but were more likely than control participants to misidentify honest interviewees as deceptive. Watching *Lie to Me* decreased truth bias thereby increasing suspicion of others while at the same time reducing deception detection ability. This further backs up my

observations that vigilance is needed.

If you are attempting to analyse the body language you can see depicted on a photograph, the problem is that you don't know the context behind the picture. I've heard on so many occasions (and have indeed been sent many pictures which appear to verify) that 'so and so looks like he/she is flirting with my boyfriend/girlfriend on that picture' and scenarios to that effect, because they've seen a supposedly incriminating picture on Facebook. Also, if you are indeed able to see the faces of those in the picture, you don't know if the facial expressions you see are accurate. This is because, as Ekman and Matsumoto

(2008) describe, perhaps just moments before the photo was taken, your boyfriend/girlfriend was flashing disgust at the prospect of having an affair, yet the camera captures him/her enjoying a momentary joke which isn't a replication of their intentions. You don't know if the emotion they are experiencing is just starting or just ending. You would need to see the moments leading up to the photograph being taken before making an accurate judgement. Sadly, many people make up their minds about ending a relationship based on pictures of their partners in bars and clubs without thinking about the complications of interpretation. Flashing a smile on a photograph is something that could be

misinterpreted, because as Ekman has already mentioned, not all smiles are the same. We often have tunnel vision when it comes to interpreting photographs if we suspect for instance that our partner is being unfaithful, particularly if we have a confirmation bias because we believe many of the myths surrounding body language. Analysing emotions via a still photograph is very tricky because there are many other aspects that need to be considered before an accurate judgment is made. As Ekman and Friesen (1969) describe, there are seven ways in which expressions can be regulated, such as those which are: masked (as seen in the example mentioned previously of the bereaved

mother), simulated (where the emotion displayed is not the one that is being felt, either through ignorance or deliberate deception) or de-amplified (where the person is showing less emotion than what is actually felt) People who have strong suspicions in their mind that someone is already guilty of something are oblivious to the fact that there may be many other innocent explanations for the behaviour shown in the photograph.

The big problem we now face as a functioning society is the rise of social media. Despite its many positive attributes, face to face meetings will eventually sadly give way to technology. Facebook and Twitter have

become such an integral part of daily life that there is now no need to go down to the pub for a catch up, or to meet for coffee to discuss the latest gossip. Information such as this can now be exchanged in the blink of an eye without the need to be in the same place as the other person. From a technological viewpoint, social media has revolutionised the modern world, but the reality is that face to face exchanges will soon be a thing of the past, making non-verbal communication a redundant subject, as learning the skills will no longer be a necessity. I must confess, I too am a slave to the social media frenzy. My friends and family constantly update their Facebook and Twitter

feeds, giving their friends an insight into what's going on in their lives. It has dawned on me more than once that I haven't seen the vast majority of my local Facebook friends recently because I feel like I know what's going on in their lives via their updates without the need to meet up. There must be countless others who, at some stage, have realised that they aren't seeing their friends as much as they did before social media arrived on the scene.

Only time will tell where the study of non-verbal communication will end up. Perhaps our species will grow into a more dormant society, without the need to ever leave the comfort of one's

abode. The vast majority of our daily essentials can now be ordered and delivered to our homes with a simple click of a button, and in another click you can be talking to someone down the road or thousands of miles away via instant messenger. With the rapidity of today's technological advancements, you have to ask yourself, what will society be like in 30-50 years' time? Body language will always have a place in history, but its application in future generations is in my opinion unknown. However in today's world, once you get past the initial 'pseudoscience' that many still believe, people find the subject truly fascinating, even those who falsely believe that all non-verbal

behaviour is purely incidental. In some ways, we could become the victims of our own success, meaning that reading the body language of others could become a lost art. This could have a negative effect upon society as a whole, because people may no longer feel comfortable or confident in talking to people face to face; they will prefer the distance that the computer screen provides. The freeing up of one's hands when we evolved into homosapiens gave us the opportunity to hunt, farm and build and ultimately aided communication, however these skills may eventually be lost due to advancements in technology. Morris adds further weight to this argument by

stating that *'eventually computer technology will replace the wage slaves with unfeeling mechanical slaves for most of the mind-numbingly simple duties'* (Morris, 2006: 27)

There are many stories I could share with you about my experiences with non-verbal communication. Very recently, I was in my car which was stationary at a supermarket junction about to turn right, and as I pulled away from the junction, an unobservant driver pulled out right in front of me. He had his window down which made his face visible. He flashed me a very brief smirk (showing contempt) as I blasted the horn. That expression showed me that he planned to

cut me up; it was premeditated. If this man genuinely hadn't seen me, his reaction would have been different. He would either have shown facial surprise or fear or would have gesticulated to me a submissive signal (like an apologetic palm raise) or may even have mouthed 'sorry' - none of which were shown or used. Sometimes, that can be the trouble with becoming adept at reading body language, because if I wasn't so practised in reading facial expressions, I might have thought that his bad driving was purely accidental. As it was, his smirk will now live long in my memory as a reminder that sometimes, ignorance truly is bliss.

Final Thoughts

I do hope you have enjoyed this revealing guide; by no means is it intended to be a comprehensive look at the incredible and very detailed world of human behaviour, but rather it is more of a taster of the remarkable silent world around you. As I've previously mentioned, there are quite a lot of untruths associated with body language, and as such, I will write many more books such as this to point you in the right direction. Like I say, I'm passing the torch on to you, so you can educate yourself, your friends and your family to become more aware of not only the body language of others, but the messages that

you send out. You might not think it, but I bet that you're unable to remember what hand and finger gestures you made yesterday. I know I can't. This is a frightful reminder that we are aware that our bodies are gesticulating to aid our messages, but we've no idea as to what signals we're sending out subconsciously. If you audited your daily gestures, expressions and body language, you would be astounded at how much your body communicates without you knowing - and that my friends is the beauty of this fascinating subject.

What I would recommend next is that you spend some time going through the bibliography section overleaf. Here you

will find the books and resources that I have used in this book, plus all those which have shaped my learning and passion for this subject. My website www.all-about-body-language.com is filled with free and valuable resources that will help you on your way to becoming a more confident people watcher. Here you will find body language guides/tips/articles along with a series of exclusive interviews with the world's leading body language experts, such as non-verbal behaviour pioneer Dr. Paul Ekman and world renowned behavioural expert Dr. Desmond Morris. Dr. Ekman discusses his conversations with the Dalai Lama on emotional experience, his revolutionary

research, the latest advancements in the field of emotional recognition and his personal and professional involvement with the TV show *Lie To Me*. Dr. Morris answers some pertinent questions about body language and gives us an insight into his illustrious career by sharing some of his memoirs and describing some of his favourite photographs.

My hope is that after reading this fascinating guide, you too will develop a similar passion for analysing body language and human behaviour, especially once you see the positive results that being a more skilled body language reader can bring to your

everyday life and your relationships
with others.

CJB

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Websites for further reading

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