

# *Reading People & Human Behavior*

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## **Introduction**

### **Predatory Behavior:**

Q. In most cases, before people attack, what do they do?

A. They tell you: Verbally and/or nonverbally.

Q. Predators are always looking for?

A. Prey & Victims

- They find them by recognizing and exploiting weakness

### **Predicting Behavior: Reading People at the Speed of Life**

- ✓ Human beings are in a constant state of communication!
- ✓ Reading People works both ways
- ✓ The body reveals what the mind is experiencing
- ✓ Predictive elements of human behavior

### **Body Unison & Anatomical Harmony**

- Left and Right
- Top and Bottom
- The Feet
- Lockdown
- ✓ Unconscious indexing
- ✓ Head Drop: submission, defense, resignation
- ✓ Verbal Analysis: Disjointed sentences, lack of emotion & curiosity

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### **Criminal Justice Professionals are in the Human Behavior Business**

Peace officers must be proficient at reading people and be able to:

- Recognize needs
- Develop rapport
- Calm the irrational
- Deescalate the agitated
- Detect deception
- Predict violence
- Display command presence
- Communicate effectively for the given situation

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## **Law Enforcement's Professional Role**

1. Who we are: Civilian peace officers
2. Tour purpose: Preserving life is at the core of behavior & decisions
3. What we are: Guardians or Warriors?

**Peelian Principle #7:** *"The police are the public and the public are the police."*

## **Law Enforcement's Professional Goal**

- Safety for all!
- The skills in order to control, redirect and/or influence other people's immediate BEHAVIOR!
  - In order to do that you must first control your own!
  - Don't let anyone else take control of you, your attitude, your behavior and the situation!

## **360° Communication Skills**

1. Read them: face, body language, verbals, paralinguistics, etc.
2. Communicate consciously and with purpose
3. Both in the totality of the immediacy

## **The Definition of Communication:**

- An act of transmitting a message
  - **Exchange of information**
- To make known

## **Communication is a CONSTANT!!!!**

- It is perpetual, constant, always there and forever happening.
- The job is almost entirely about communicating.
- How you communicate defines you.
- How do you define yourself to others?

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## **The Interaction Stages**

1. Observations
2. Assessments
  - *Judgement (observations & assessments accurate?)*
3. Decisions
4. Behavior
  - Communication style
  - Use of force

**Judgement** is a recognition of your:

- Biases
- Emotions
- Value system
- IN THE MOMENT
- All impact 1-2

## **The Power of the Unconscious**

- Body Language is primarily controlled by the unconscious
  - Learn consciously what the unconscious already knows
1. Verbal Chosen Words: controlled by the conscious
  2. Verbal not so Chosen: controlled by the unconscious
  3. Nonverbal: Body Language
  4. Paralinguistics: tone of voice, rate of speech, pitch, cadence, etc.

## **Are you Prejudiced?**

- The brain is designed to jump to conclusions and infer
- Survival Instincts!

## **Body Language 101**

- Orchestrated by the unconscious
- Physiological & Psychological reasons

Kinetics: Birdwhistell

The 93%: Mehrabian; It's in the delivery

## **Learn to Read the Totality**

1. Timing: Why now?
2. Clusters: Groups of behaviors
3. Consistency & Congruency
  - The situation
  - Within the body
  - Between the body and words used
4. Conversational Cadence Changes

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- Train the conscious to read the totality
- In context of the immediacy
  - ✓ Stall utterance: hesitation in answering an easy question, verbal and/or nonverbal (“Huh?”, “Me?”, “My pocket?”, stretching, changing the subject, looking away, etc.)
  - ✓ Shrug of the shoulders: “I dunno (if you are buying what I’m saying)”
  - ✓ Stretching: designed to distract or stress tightening the muscles
  - ✓ Grooming: picking at, wiping away imaginary lint
- *When there is conflict between the words and the body, believe the body.*

## Body Positioning

- ✓ Fist clenching
- ✓ Lack of movement
- ✓ Lockdown
- ✓ Scanning: *Escape route, Witnesses, Back-up*
  1. Watch the hands
  2. Address the behavior

## The Hands & Palms

- ✓ One hand in pocket vs. two hands
- ✓ Open palms: Honesty, unafraid, vulnerable
- ✓ Closed/Hidden palms: Deceit, fear, discomfort

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## Barriers

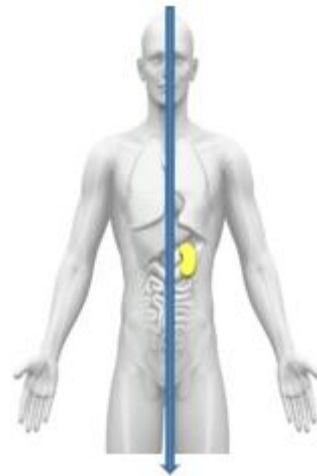
### Meanings

- Closed off
- Protection
- Negative
- Dishonesty
- Comfort
- Distrust
- Distance
- Impersonal



### Types of Barriers

- Objects
- Legs crossed
- Position offline 45 – 90 degrees
- Other people
- Closed or covered eyes
- Pockets
- Space (even the slightest)



### Self-Protection:

- an unconscious drawing into the middle
- eyes, throat, heart, guts, groin
- fetal position

### Stress Indicators: *Why the Stress?*

#### Face, Neck, Head touching

- Low: Low stress, evaluative
- High: Higher stress



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## Facial Expressions

### FACS: Facial Action Coding System

- Facial muscle movements that create an expression that corresponds to an emotion, thought, intention, etc.

### Seven Universally Recognized Expressions of Emotion

- |          |          |
|----------|----------|
| 1. _____ | 5. _____ |
| 2. _____ | 6. _____ |
| 3. _____ | 7. _____ |
| 4. _____ |          |

Look for inconsistencies: Face, body, words, emotions

#### Aggression/Hostility:

- Hands on hips, arms crossed
- Tight jaw, clenched teeth, lips
- Clenched/clenching fists
- Staring, scowling
- Pointing fingers
- Wide stance
- Slamming fists, thumbs in belt
- Wearing gloves
- Tapping/touching gun or night stick



#### Honesty:

- Sitting upright but not rigid
- Smiling naturally and at appropriate times
- Steepling
- Open/unhidden palms
- Smooth changes of position/posture
- Gestures before or accompanying verbal
- Leaning forward on occasion
- 60-70% eye contact



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## Behaviors that *may* indicate DECEIT:

- Unnaturally rigid or overly dramatic movement
- Slouching, uninterested
- Blink rate altered significantly
- Barriers: crossed arms or legs
- Fake yawn, felony/stress stretch
- Grooming
- Closed/hidden palms
- Lock-Down or drama queen
- Gestures after verbal
- Failure to answer question asked
- Persecution
- Stall utterances: verifiers, clarifiers, hesitators
- Conversational cadence changes



## Vocal Clues & Cues

### Religious & Family Affirmations:

- "I swear to God!"
- "As God is my witness."
- "I am a religious man."
- "May God strike me (my mother, brother, sister, etc) dead."



### Other Flags:

- "To be totally honest."
- "Everyone knows that.."
- "Why would I lie?"
- "I wouldn't lie to you."
- "OK?", "Right?" (at the end of a sentence)

### Lie/Guilt Signatures:

- "I'm trying to be as truthful as I can"
- "I deny any involvement"
- "I really don't understand....."
- "I intend on ....."
- "I'm confident ....."
- "I can't say that I...(have, did, thought of, etc.)"



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## **Danger Cues & Preattack Indicators**

**Indicator #1: Verbal Threats**

**Indicator #2: Noncompliance**

**Indicator #3: The Nonverbals**

1. Immediate exit from vehicle
2. Hands in pocket
3. Fake yawn/Felony stretch
4. Lack of or dramatic movement
5. Scanning, Target Glance
6. Clenched/Clenching fists
7. Pugilistic/Bladed stance
8. Nervous stance/gestures
9. Contact with associates
10. Hands to face

## **Spotting Armed Subjects**

- Right Side: 85-90% of people are right handed
- Carry: Around belt/hip in front to side
- Security Feel: Unconscious indexing, touching weapon
- Clothing: Out of place, bulges
- Stance: Arms against body, only one side moving freely
- Sitting: Careful, repositioning

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