

Surviving the first three minutes of your Fraud Related Interview

Don Rabon, CFE

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Our Starting Position

In a fraud related interview, we have already recognized **adverse issues** and are seeking to determine their **cause** and define the **scope of the consequences**.

It considers the possibility that the interviewee has **actionable information** and may **mislead** the interviewer or engage in deceptive communication.

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Our Starting Position

Those persons, within an organization, who may have knowledge of fraudulent activity, though **not involved**, can serve as a viable source source of information.

However, these neutral, third party sources of information can prove to be just as **resistant** to cooperation as the target of the inquiry.

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Fraud is a human Construct

Involves:

- deception

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Fraud is a human Construct

Involves:

- deception
- purposeful intent

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Fraud is a human Construct

Involves:

- deception
- purposeful intent
- intensity of desire

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Fraud is a human Construct

Involves:

- deception
- purposeful intent
- intensity of desire
- subjective norm

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Fraud is a human Construct

Involves:

- deception
- purposeful intent
- intensity of desire
- subjective norm
- violation of trust

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Fraud is a human Construct

Involves:

Manipulate:

- deception
- purposeful intent
- intensity of desire
- subjective norm
- violation of trust
- rationalization

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Fraud is a human Construct

Involves:

- deception
- purposeful intent
- intensity of desire
- subjective norm
- violation of trust
- rationalization

Manipulate:

Things

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Fraud is a human Construct

Involves:

- deception
- purposeful intent
- intensity of desire
- subjective norm
- violation of trust
- rationalization

Manipulate:

Things

People

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Interviewing is a Human Construct

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How do these same dynamics
relate to the subsequent interview
process?

- *detect* deception

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How do these same dynamics relate to the subsequent interview process?

- *detect* deception
- *identify* purposeful intent

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How do these same dynamics relate to the subsequent interview process?

- *detect* deception
- *identify* purposeful intent
- *utilize* intensity of desire

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How do these same dynamics relate to the subsequent interview process?

- *detect* deception
- *identify* purposeful intent
- *utilize* intensity of desire
- subjective norm – *positive/negative*

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How do these same dynamics relate to the subsequent interview process?

- *detect* deception
- *identify* purposeful intent
- *utilize* intensity of desire
- subjective norm – *positive/negative*
- *focus upon the* violation of trust

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How do these same dynamics relate to the subsequent interview process?

- *detect* deception
- *identify* purposeful intent
- *utilize* intensity of desire
- subjective norm – *positive/negative*
- *focus upon the* violation of trust
- *compliance gaining* - rationalization

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It is important to understand the psychological factors that might influence the behavior of fraud perpetrators.

Key Point: Those same psychological factors relate directly to the successful outcome of the fraud related interview.

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In this segment:

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In this segment:

Focus upon an interviewing element:

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In this segment:

Focus upon an interviewing element:

seldomly addressed

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In this segment:

Focus upon an interviewing element:

seldomly addressed

usually omitted

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In this segment:

Focus upon an interviewing element:

seldomly addressed

usually omitted

 Yet, is of critical importance

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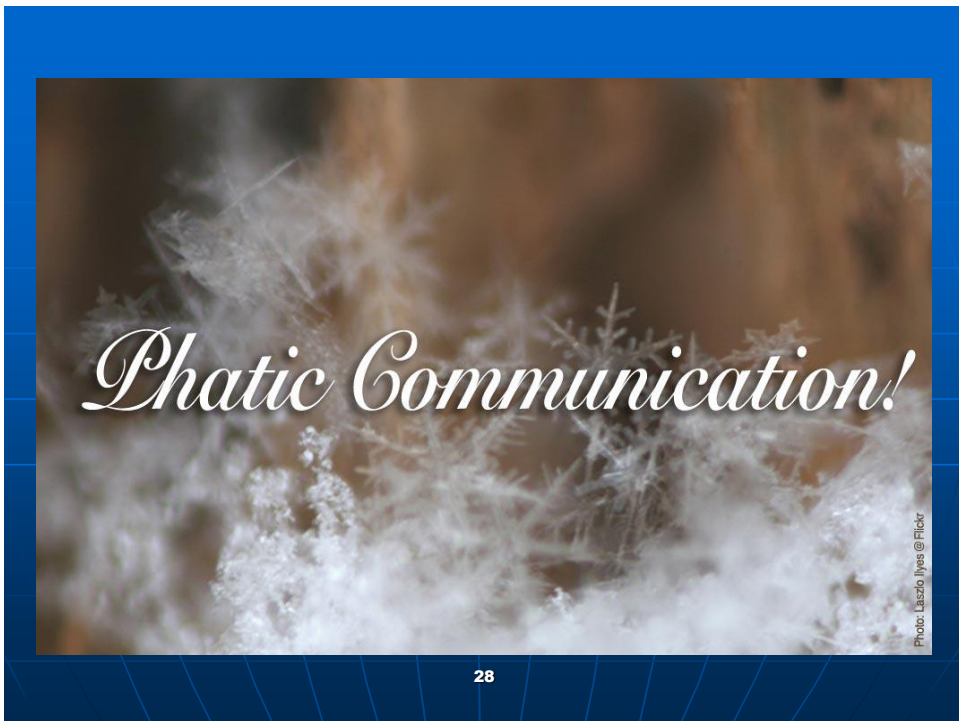
**The critical, opening moments of the
interview**

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*Phatic communication: verbal or non-verbal communication that has a social function, such as to start a conversation, greet someone, or say goodbye. Its informative function has to do with people **connecting** with one another.*



Studies:

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Poll Question 1

Session 1

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The most, consistently successful interviewers spend more time shaping what they say and do before transitioning into the purpose of the interview.

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First impressions –
The first **7** seconds

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Two Snap Judgments people
make when they first meet you

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Two Snap Judgments people
make when they first meet you

Can I trust this person?

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Two Snap Judgments people
make when they first meet you

Can I trust this person?

Can I respect this person's capabilities?

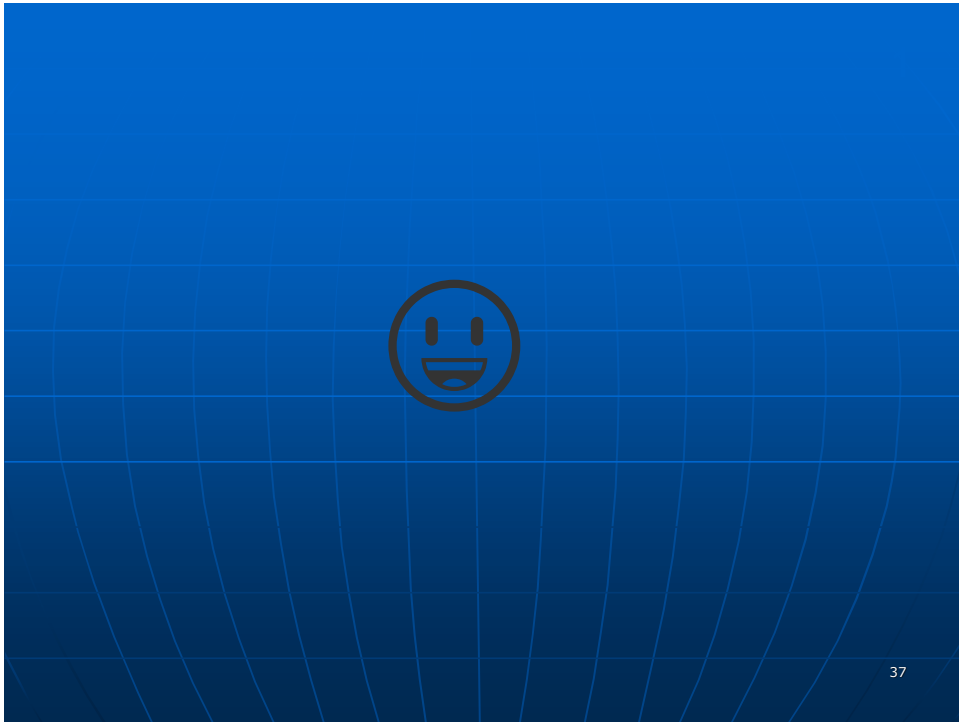
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The magic *nine*

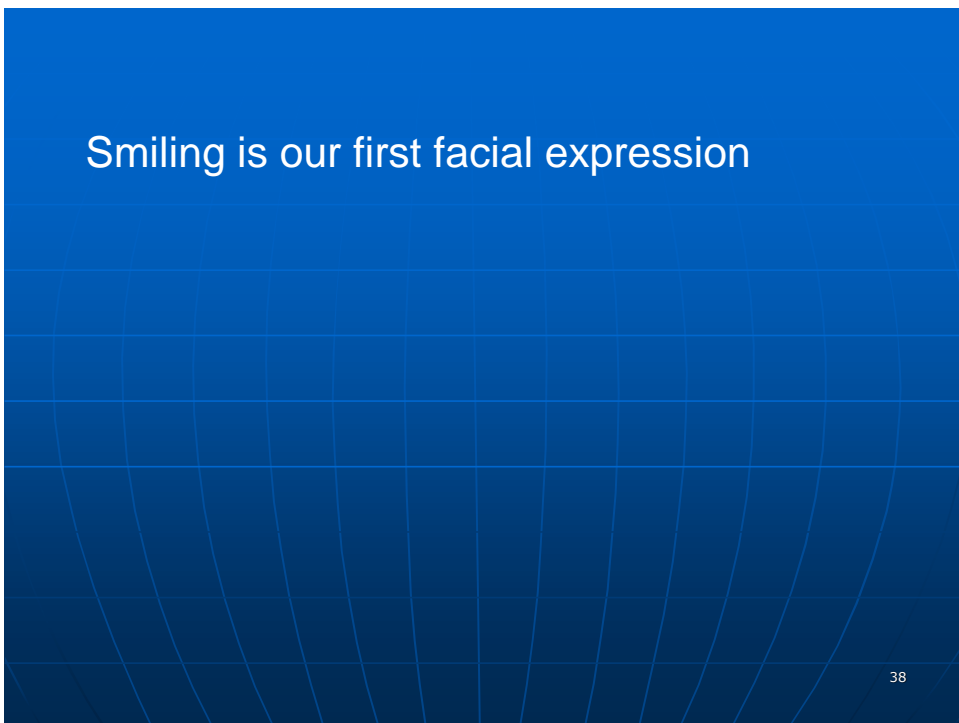
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Smiling is our first facial expression
Babies smile in their sleep right after birth

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Smiling is our first facial expression
Babies smile in their sleep right after birth
Adults only smile 17 times a day

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Smiling is our first facial expression
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Smiling boosts the immune system

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Smiling is our first facial expression
Babies smile in their sleep right after birth
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Smiling boosts the immune system
It is easier to smile than to frown

42

42

Smiling is our first facial expression
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It is easier to smile than to frown
It takes 27 muscles to smile

43

43

Smiling is our first facial expression
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A smile can be recognized from over 300'

44

44

Smiling is our first facial expression
Babies smile in their sleep right after birth
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There are 17 types of smiles

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Women smile more than men

46

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Smiling is our first facial expression
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A smile can be recognized from over 300'
There are 17 types of smiles
Women smile more than men
Smiling is contagious

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Comfortable Eye Contact

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Poll Question 2

Session 1

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Speak their name

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Shaking hands is gonna be off
the table for the foreseeable
future

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Introduce yourself

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Thank the person

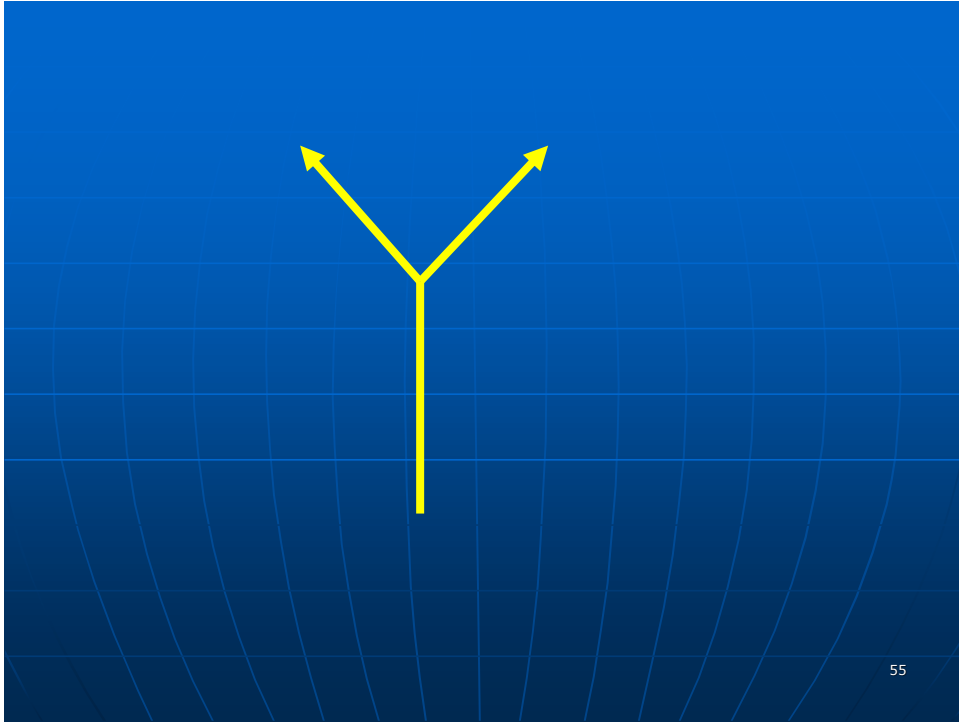
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Say something nice to/about
them

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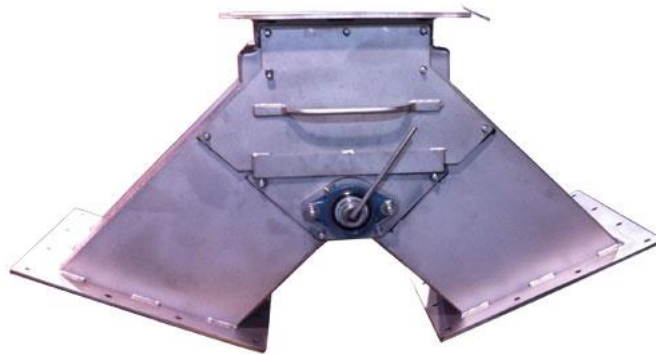
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The interviewee receptivity chute

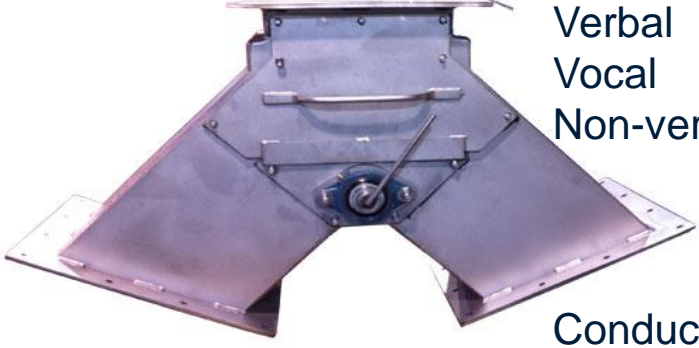


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At this early-on, pivotal juncture

Interviewer:
Verbal
Vocal
Non-verbal

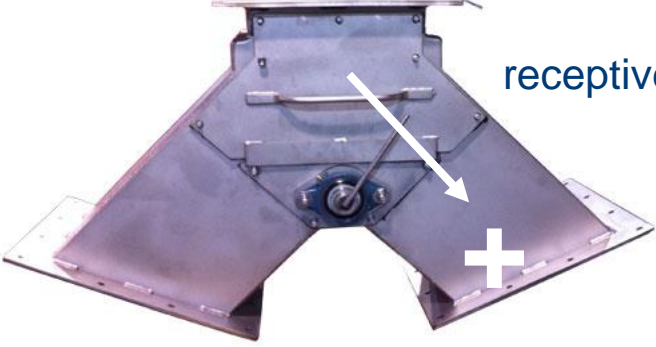


Conduct

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Influence the interviewee's orientation



receptive

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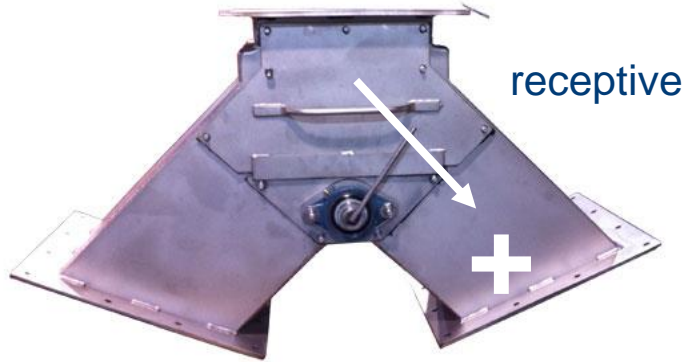


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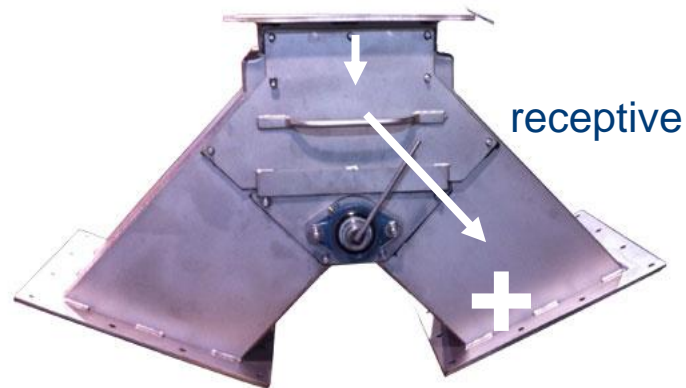
Phatic – Routing Operation [PRO]



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Phatic – Routing Operation



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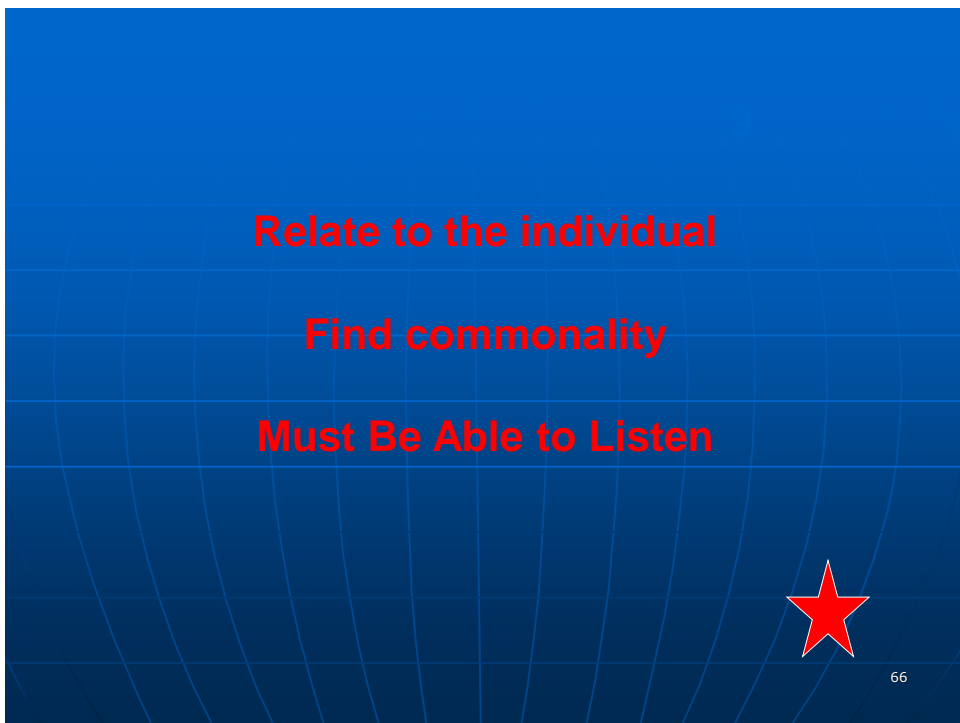


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Poll Question 3

Session 1

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As interviewer, we are either . . .

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We are either . . .

Looking for an opportunity within the conduct of the interview

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We are either . . .

Looking for an opportunity within the conduct of the interview

Making an opportunity within the conduct of the interview

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We either . . .

Hope that an
opportunity will
present

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We either . . .

Hope that an
opportunity will
present

Undertake practices
that will foster the
opportunity

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Farmers Plant in the Spring

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Farmers Plant in the Spring

Harvest in the Fall

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As interviewers, what we do
in the opening moments of
the interview plays no small
part as to

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Become:

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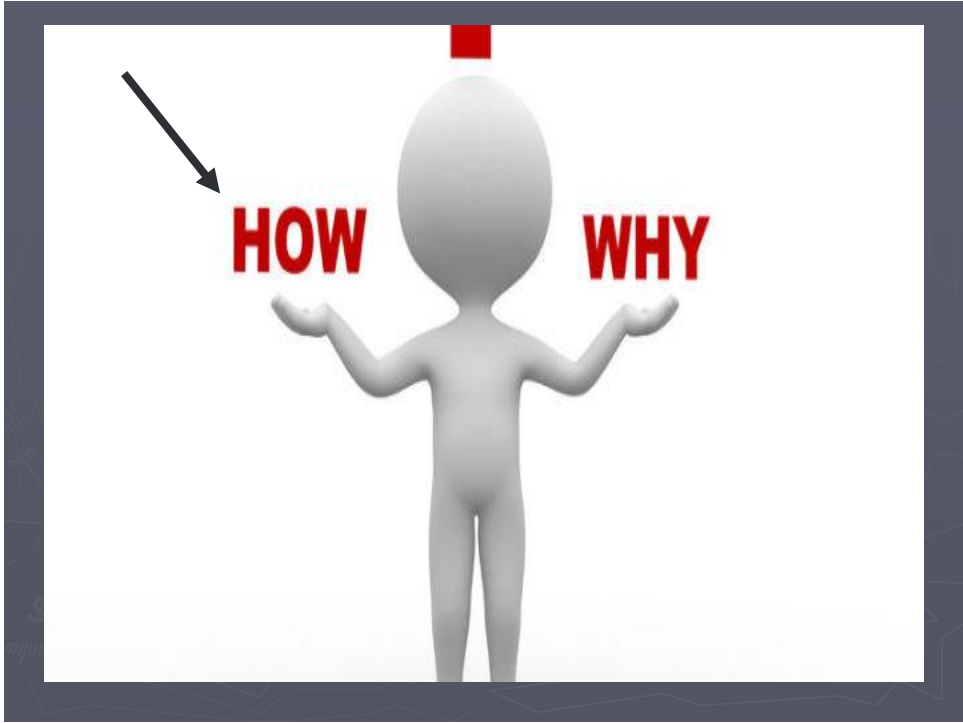
The Super
Phatic Glue



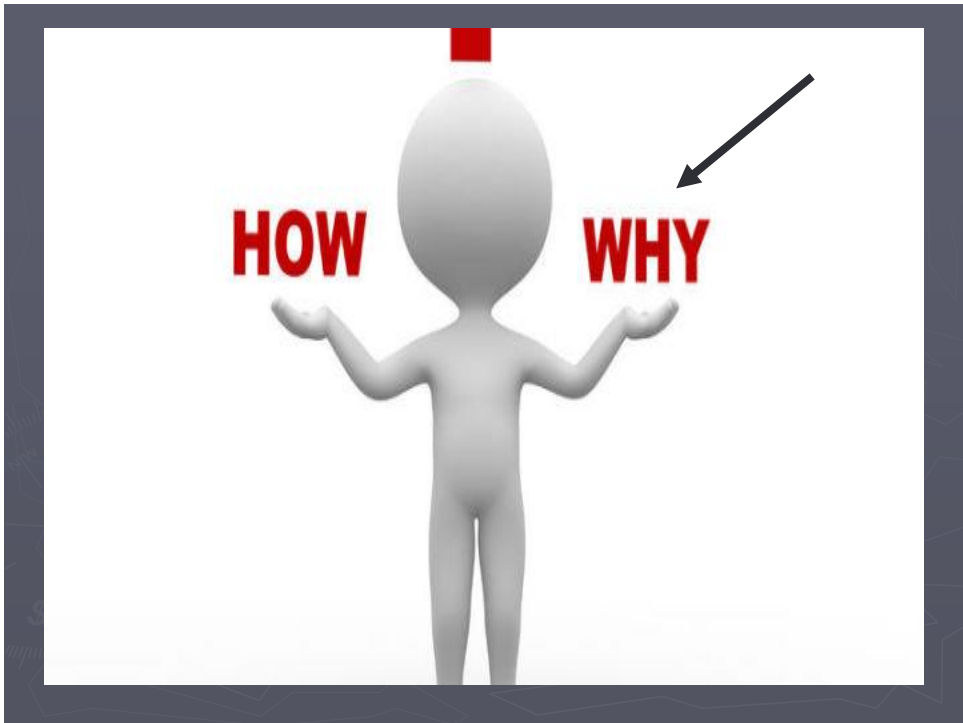
That
successfully
bonds the
opening
moments of the
fraud related
interview

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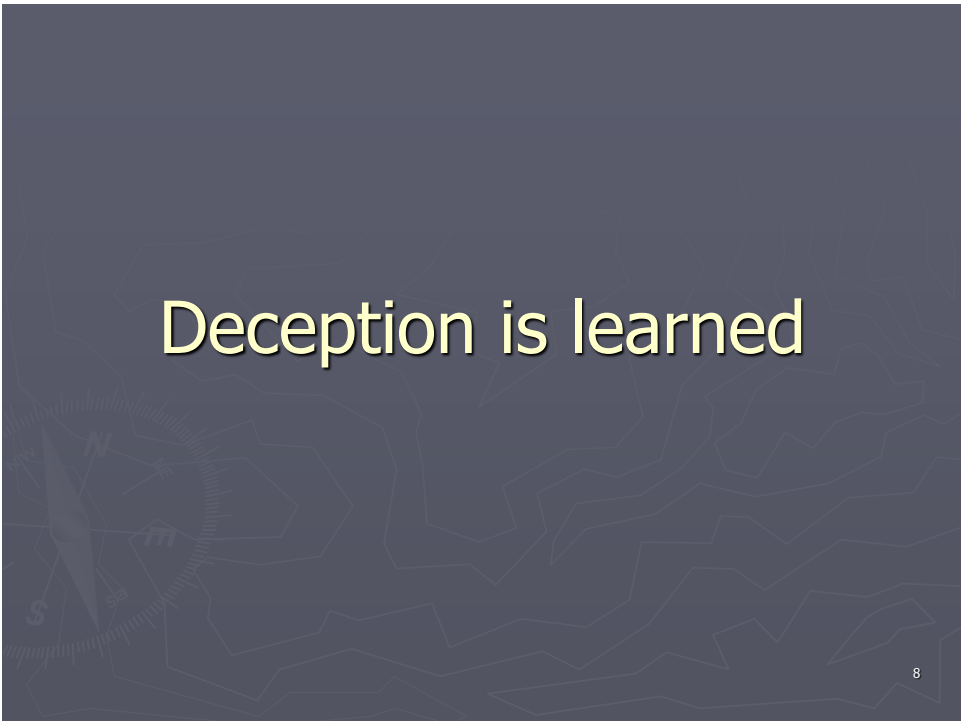
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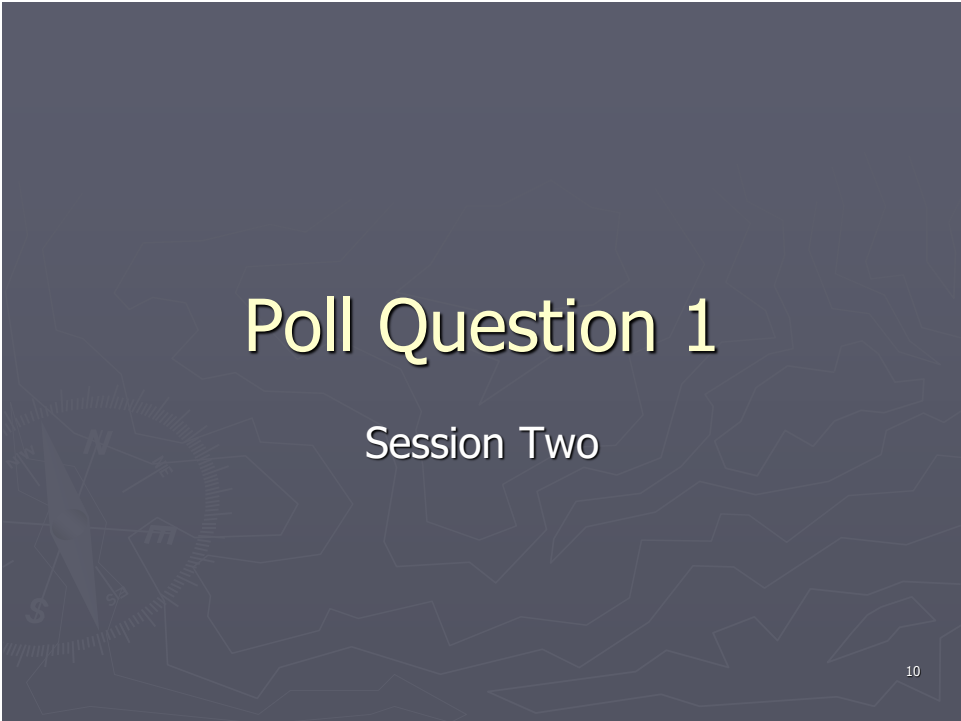
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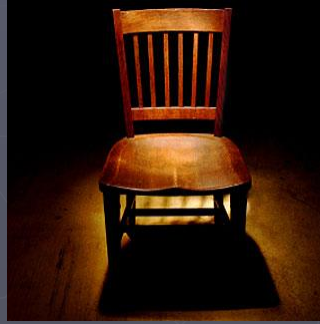


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Is This Person Telling Me The Truth?



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Interviewers must be cognizant of:

Why do people deceive each other?

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Reasons for Deception



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Reasons for Deception



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Reasons for Deception



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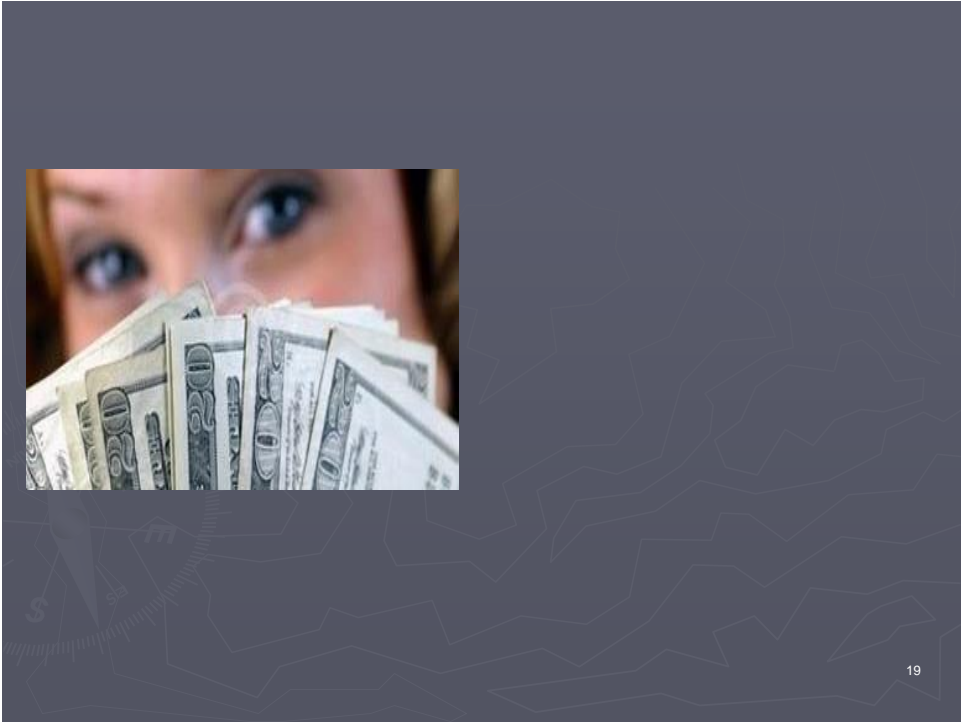
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Deception Defined

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Deception Defined

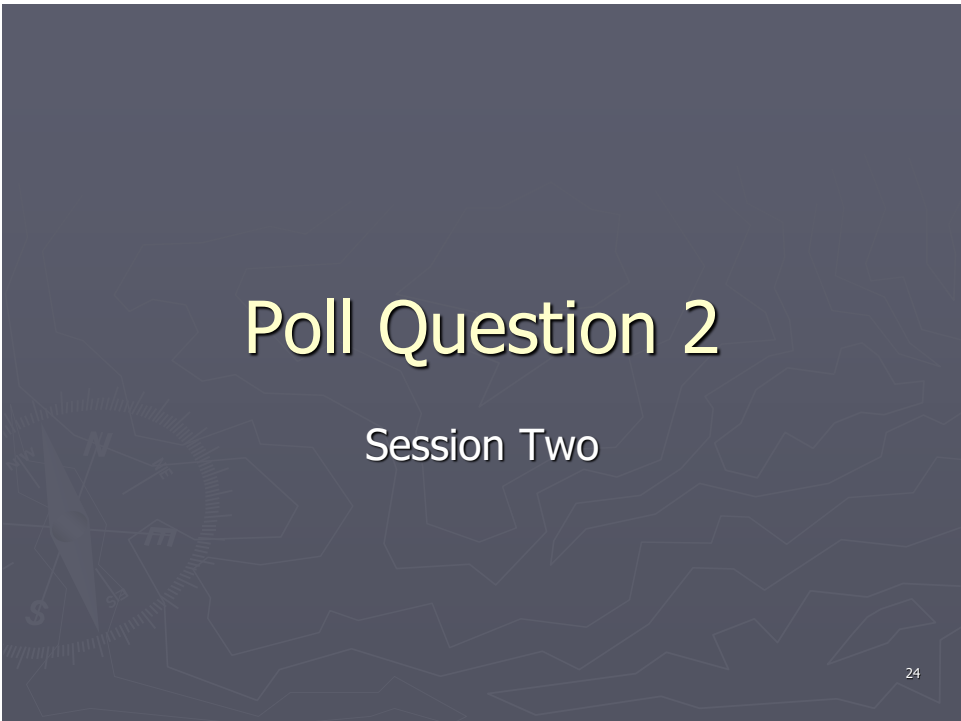
“Action or speech designed to mislead another”

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Concealment (secrecy)

The easiest form of deception

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DECEPTION

► 01. Concealment

Probing Questions - - >

Portal of refuge

Maximize

Minimize

Equivocate

02.

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Falsification – Simulation: The More Difficult Form of Deception

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DECEPTION

► Concealment

► Falsifying

Two errors:

*Deception clues
(symptoms)*

*Mistake
(reveals truth)*

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Key – The Concept of Anxiety

"Distress or uneasiness of mind caused by fear of danger or misfortune"

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Interviewer Anxiety Considerations

The interview, itself, is anxiety provoking

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Audit Anxiety (video)

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Source of the anxiety?



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Source of the anxiety?



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DECEPTION

► Concealment

Probing Questions - - >

Portal of refuge

Maximize

Minimize

Equivocate

► Falsifying

Two errors:

*Deception clues
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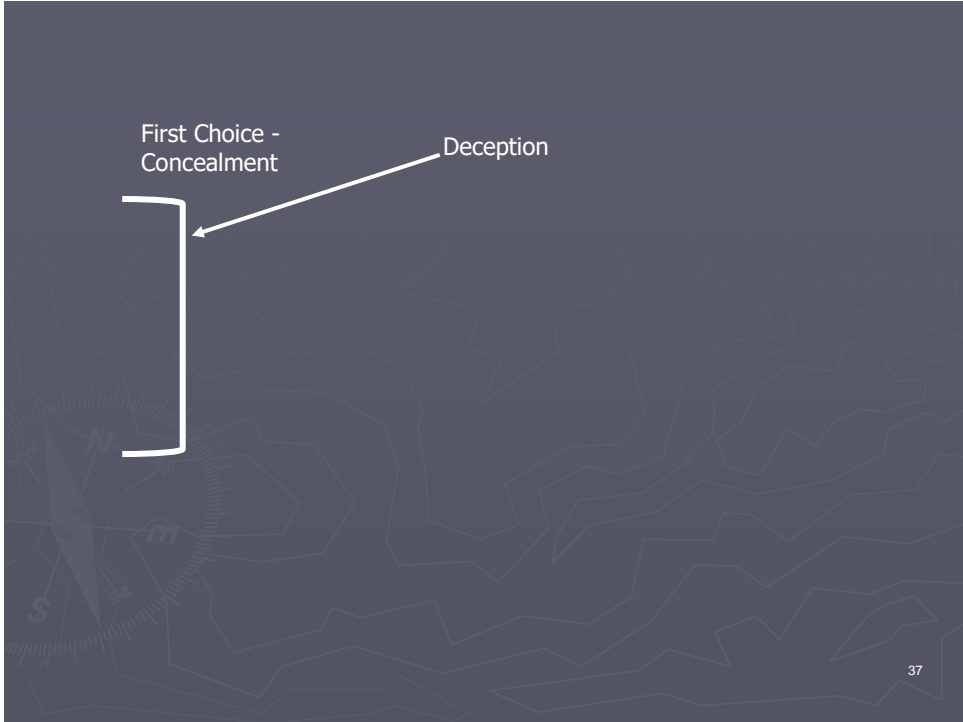
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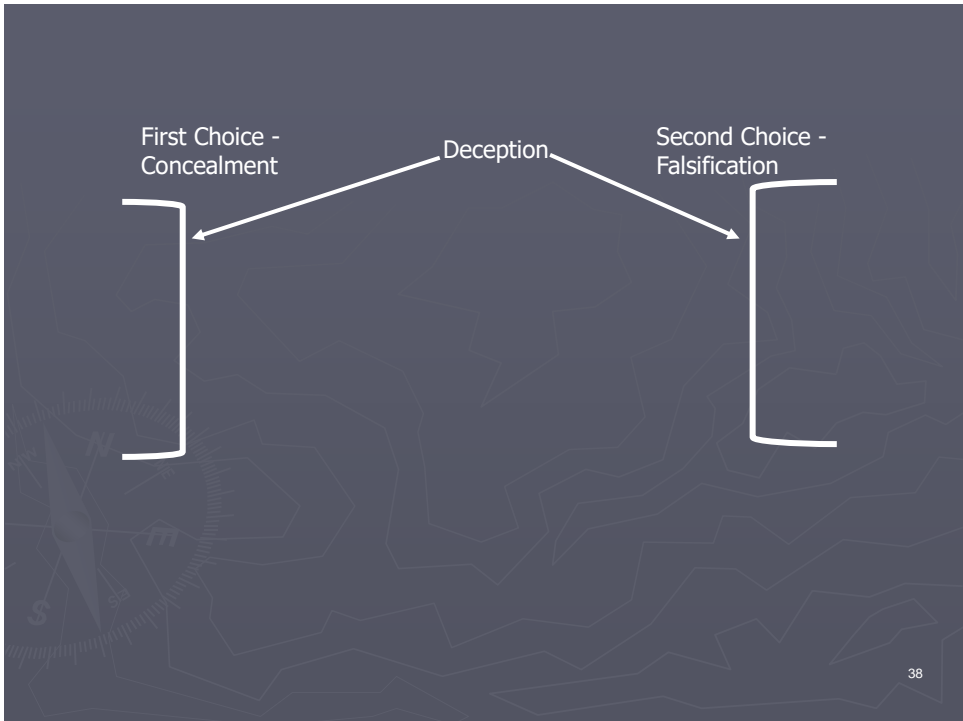
Deception

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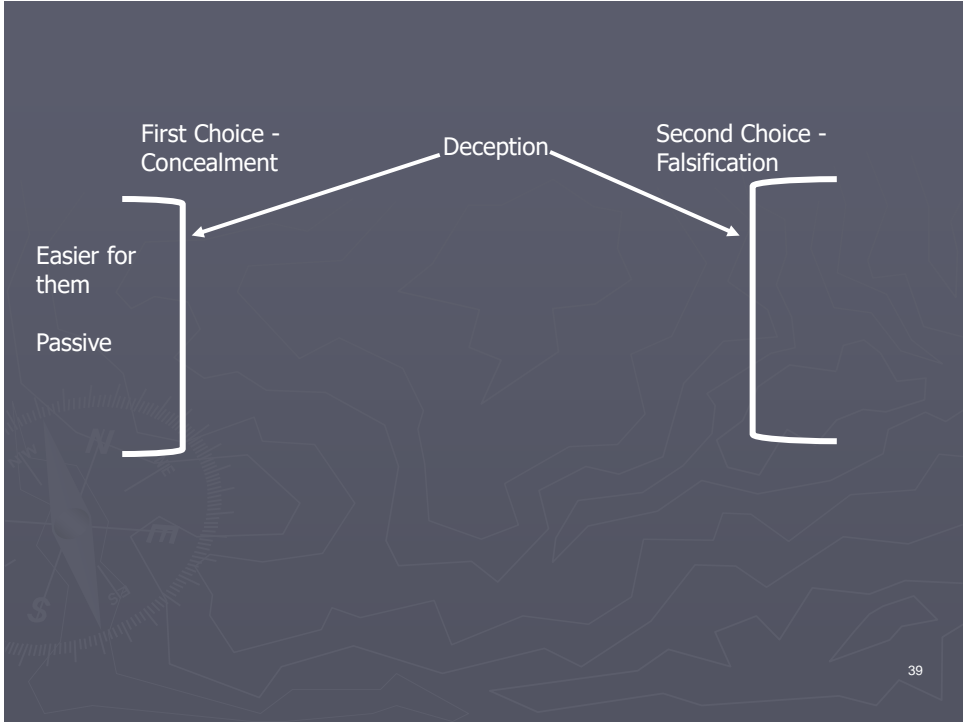
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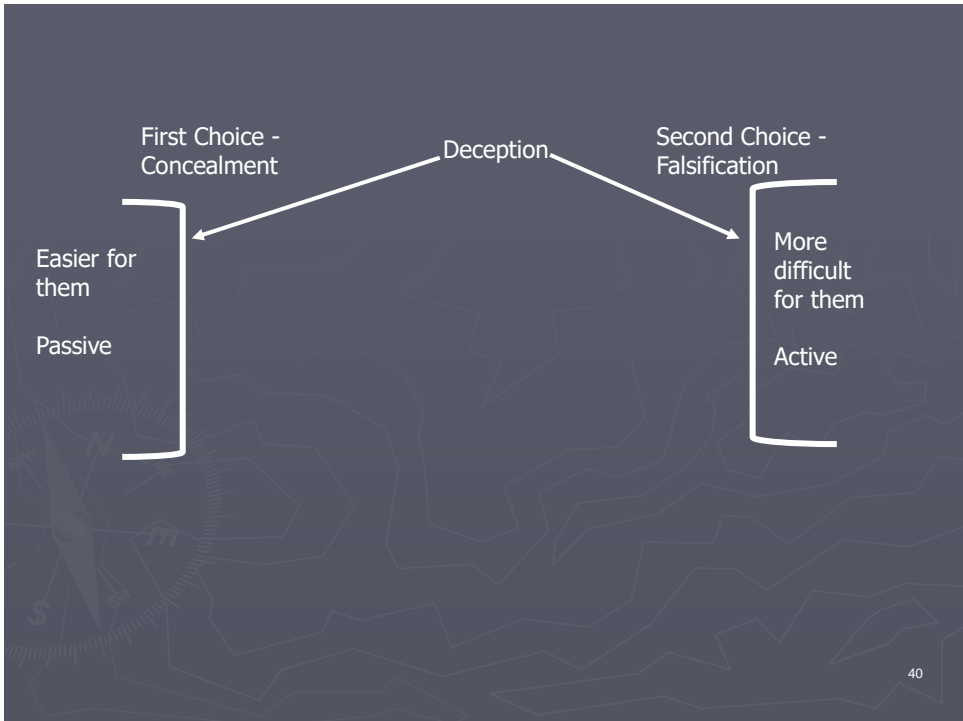
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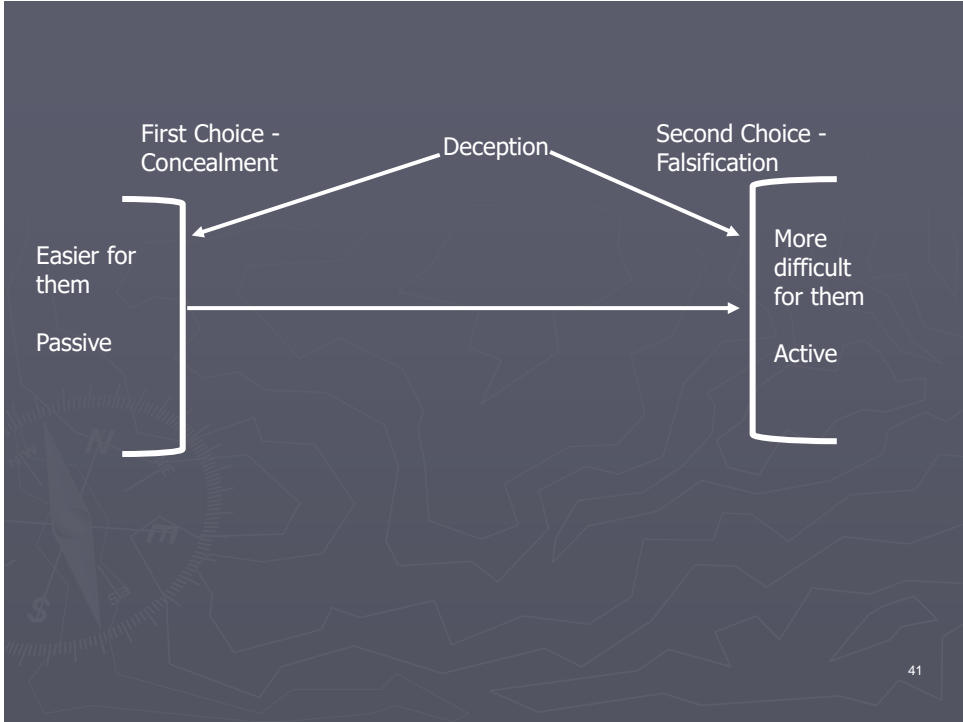
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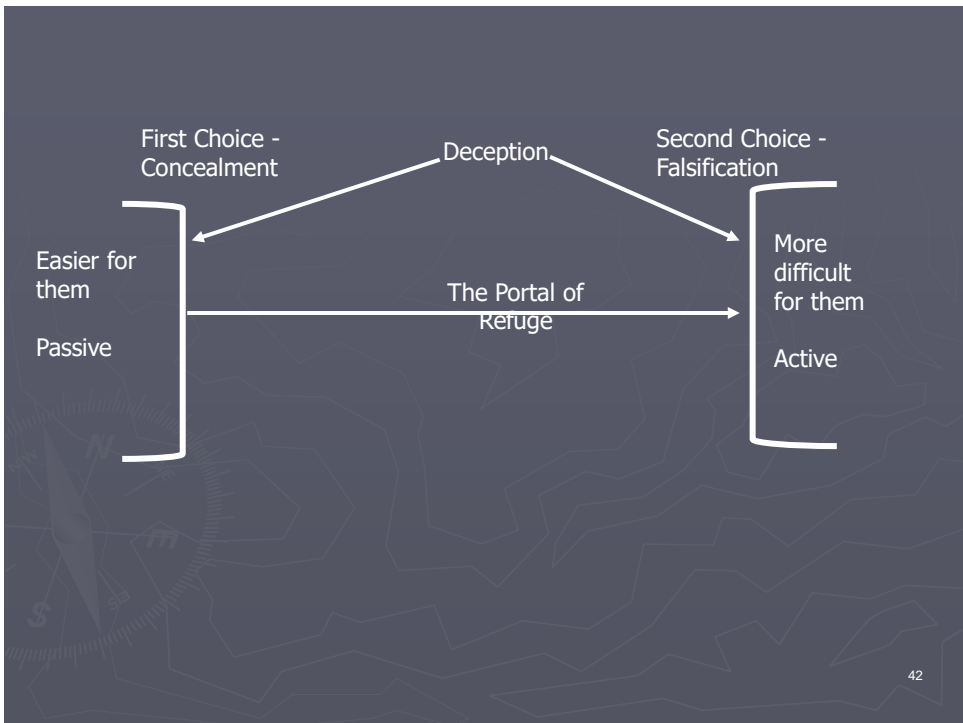
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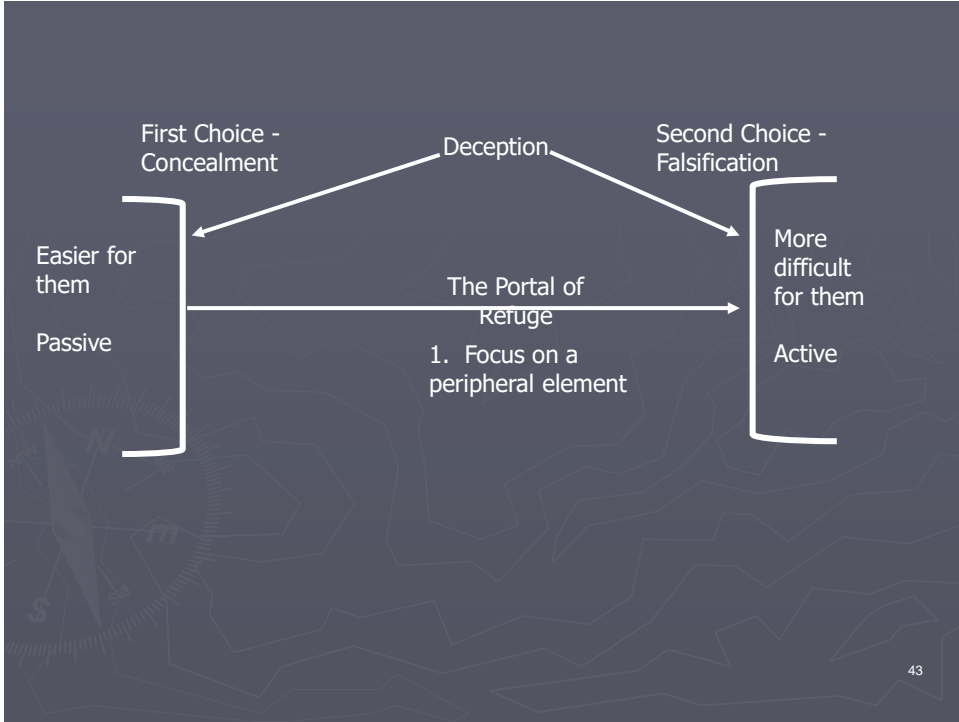
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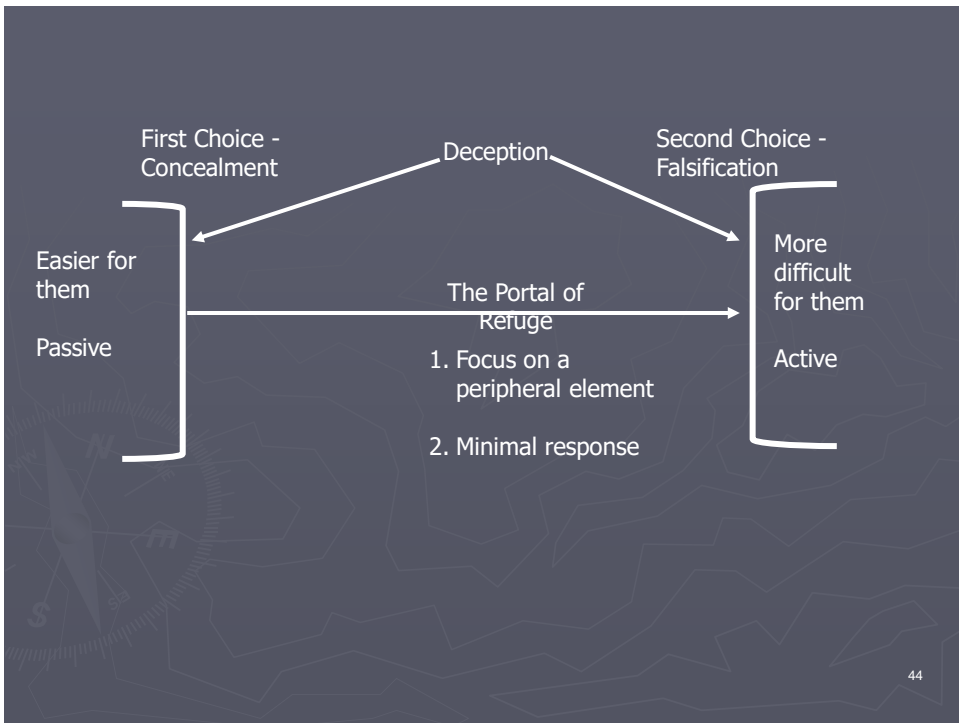
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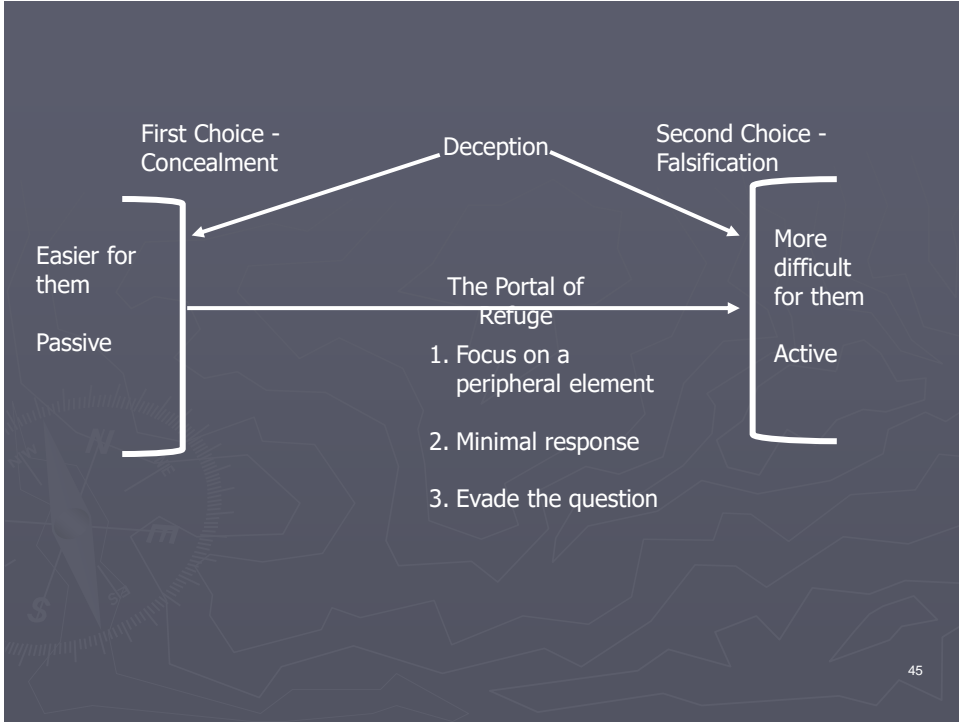
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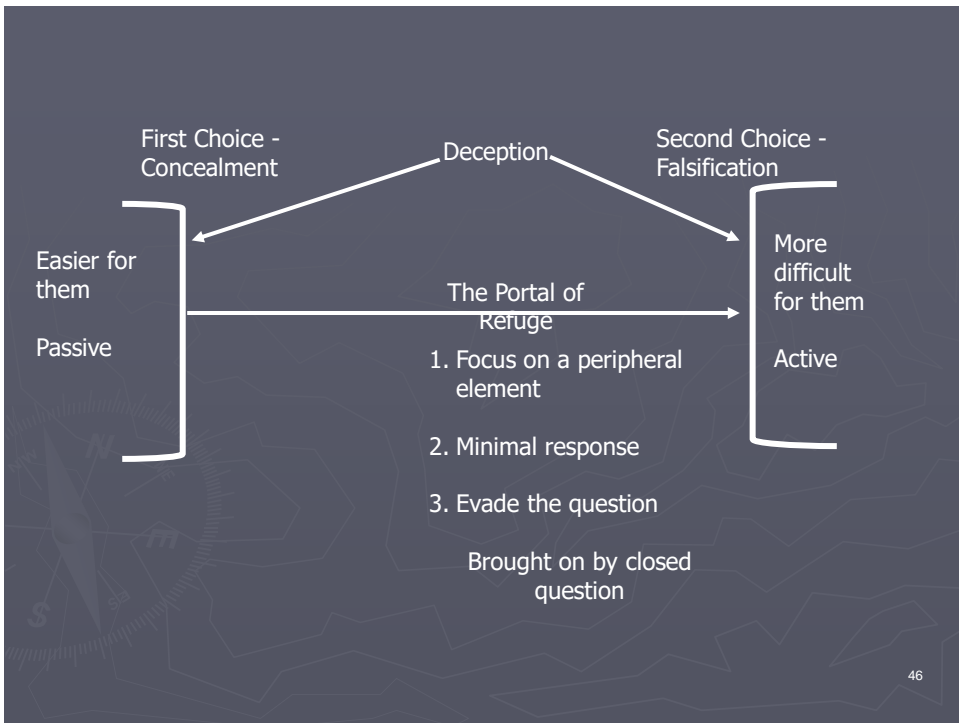
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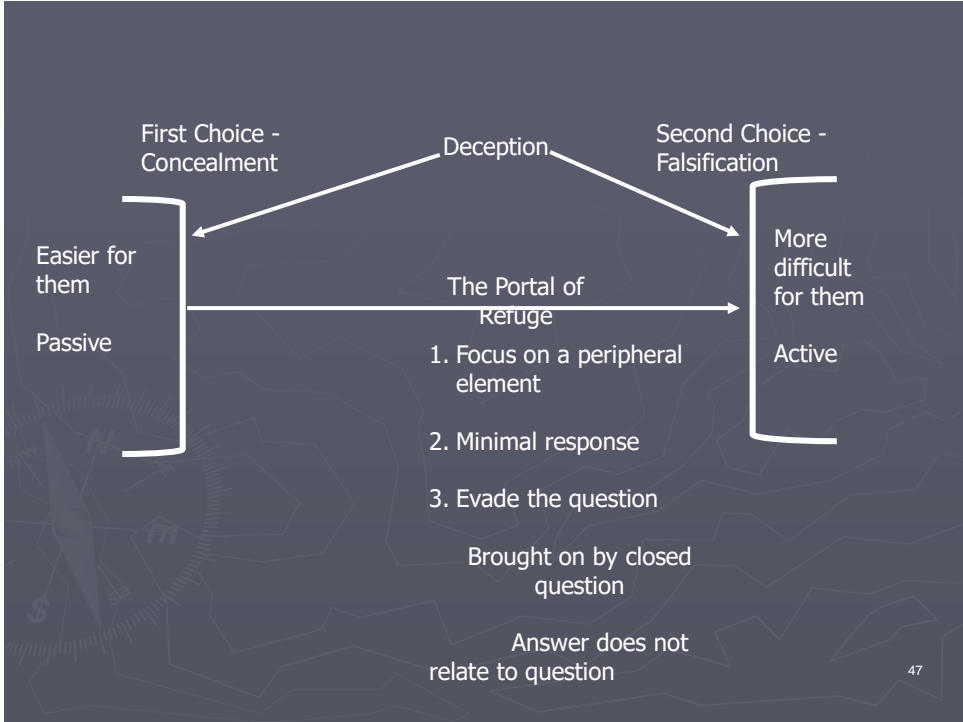
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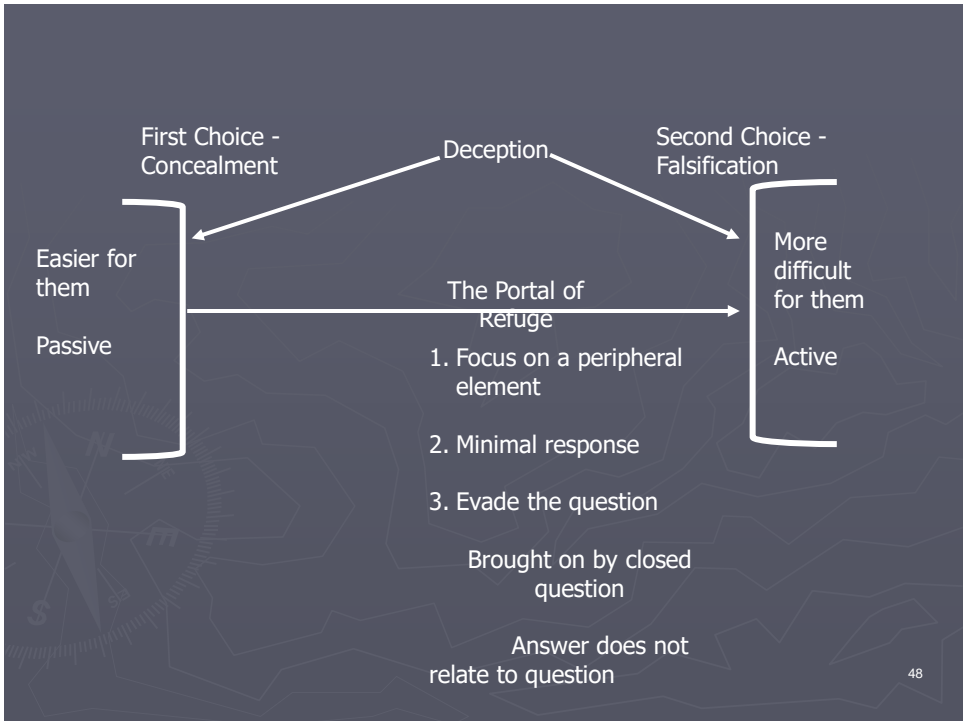
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Salient Deception Clues

Individual is:

- Less Certain – use of modifiers;

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Salient Deception Clues

Individual is:

- Less Certain – use of modifiers;
- Fewer Factual Statements

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Salient Deception Clues

Individual is:

- Less Certain – use of modifiers;
 - Fewer Factual Statements
 - Mention their own experience less often:

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Passive voice

I got to work yesterday at eight am.

I opened my drawer and got my deposit bag.

Saw that my deposit bag was \$2500 short

Looked into my associate's bag for the money

Saw the money was not in the bag

I went back to my desk and called my boss
and told her the money was missing.

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Second person referencing

Sometimes when **you** get busy, **you** will not finish the paperwork immediately. Later on, when **you** get the chance, **you** will reconstruct the transactions as best as **you** can remember.

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- Adaptors – internal, self and object;

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- Adaptors – internal, self and object;
- Response latency will increase

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Response Latency

Question Answer

Question Answer

Question Answer

Silence

Vocal

Verbal

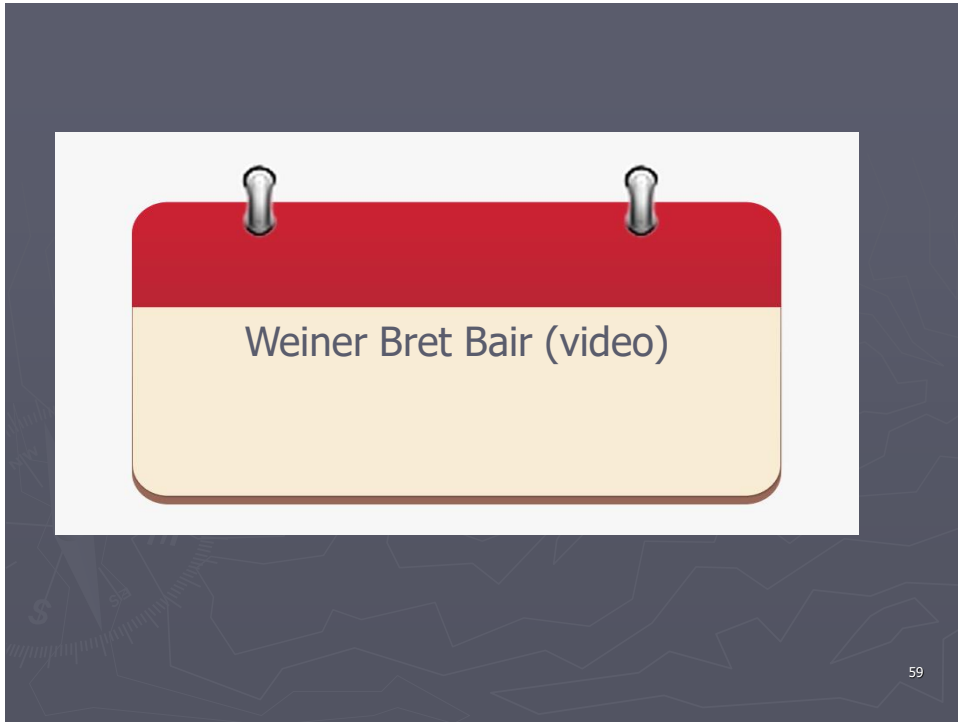
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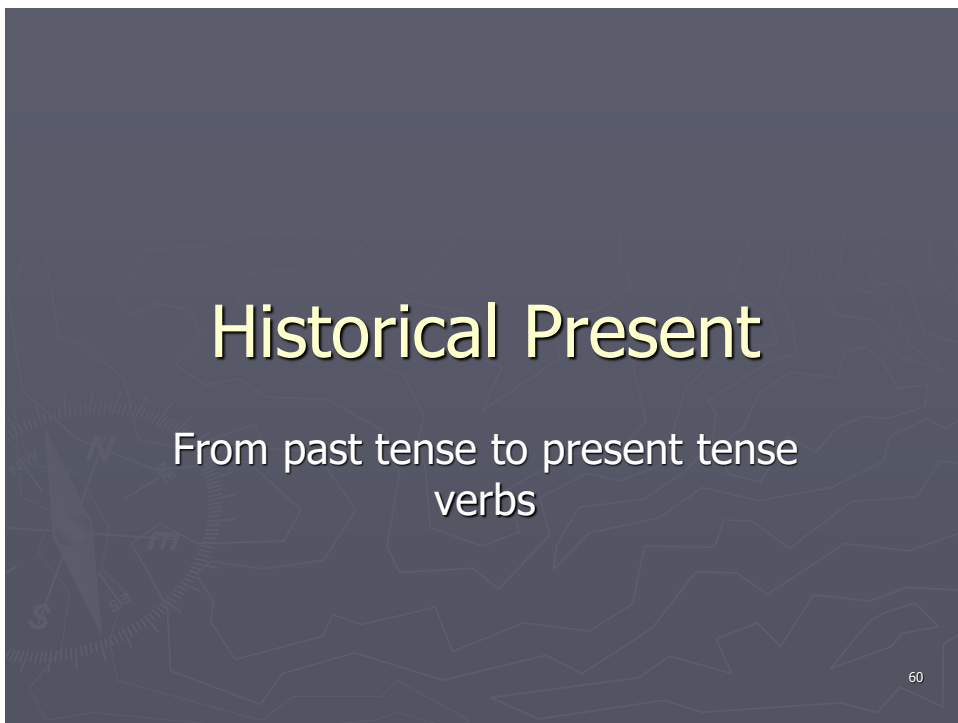
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I got to work yesterday at eight am.
I opened my drawer and got my deposit bag.
I **see** that my deposit bag is \$2500 short
I **look** into my associate's bag for the money
I **see** the money is not in the bag
I went back to my desk and called my boss
and told her the money was missing.

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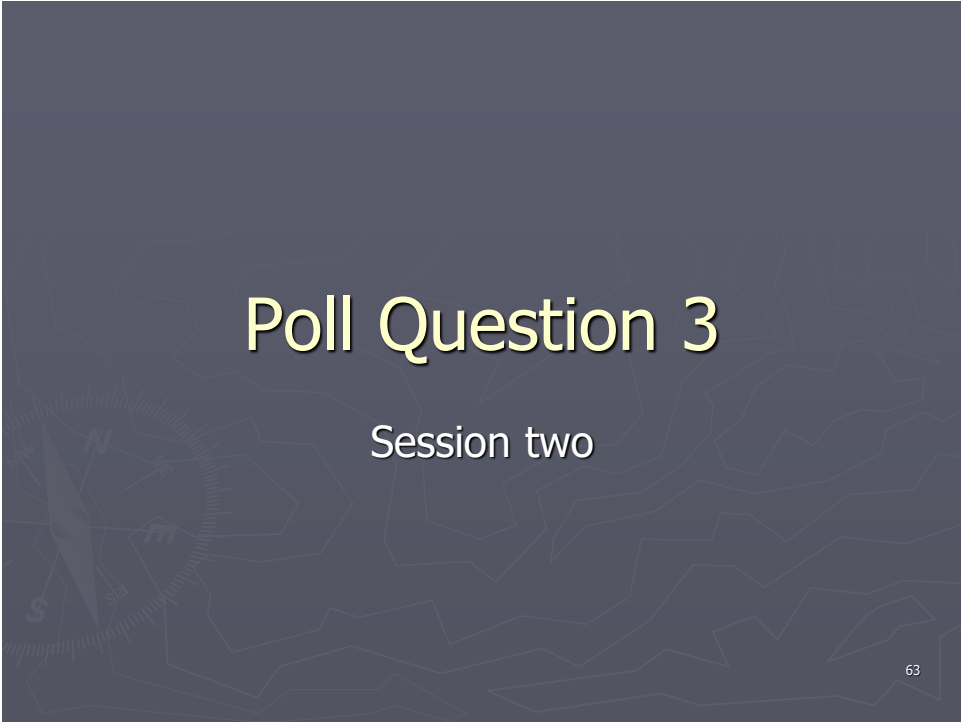
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Clusters

I got to work yesterday at eight am.
I opened my drawer and got my deposit bag.
See that my deposit bag is \$2500 short
Look into my associate's bag for the money
See the money is not in the bag
I went back to my desk and called my boss
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Poll Question 3

Session two

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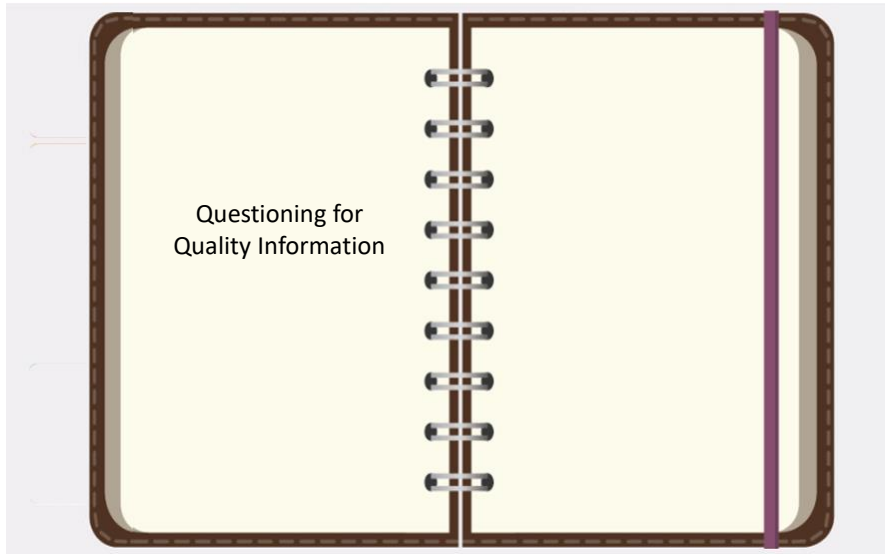
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Summary

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2



2 Minutes to write
20 questions

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From where did the water come?
How did the water get into the glass?
What happened to the rest of the water?
Who put the water into the glass?
Where did the glass come from?
What is in the water?
What is **not** in the water?
What temperature is the water?
How much water is in the glass?
How long has the water been in the glass?

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How much water can the glass hold?
Is the water drinkable?
Is it, indeed, water?
What does the water taste like?
Are there indications someone drank
from the glass?
Who made the glass?
Are there similar glasses around?
Are there any imperfections on the glass?
What is the temperature of the area
surrounding the glass?

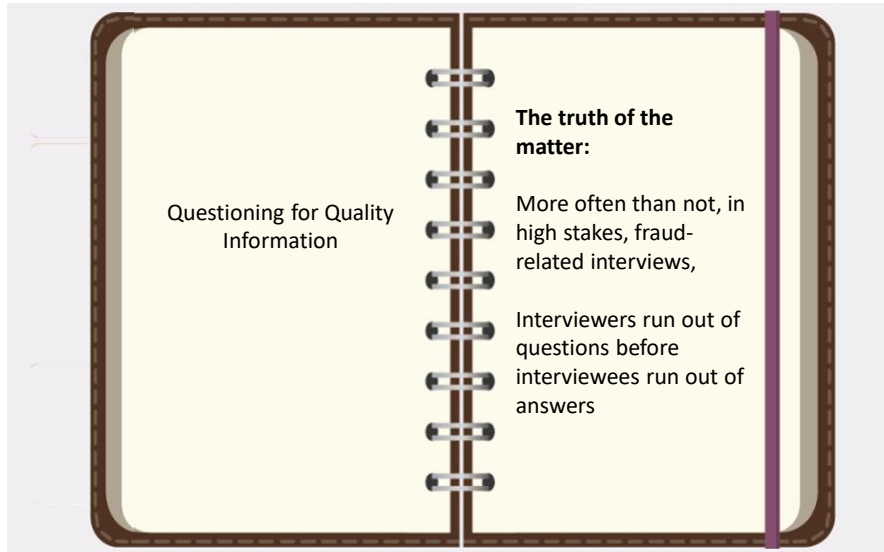
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Who owns the glass?

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When conducting High Stakes, fraud-related Interviews:

Don't leave anything on the table.

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From an interviewing perspective, we often leave money on the table

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Money, in this case, being information

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? Regarding information:

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We leave money on the table when:

We are inadequately trained

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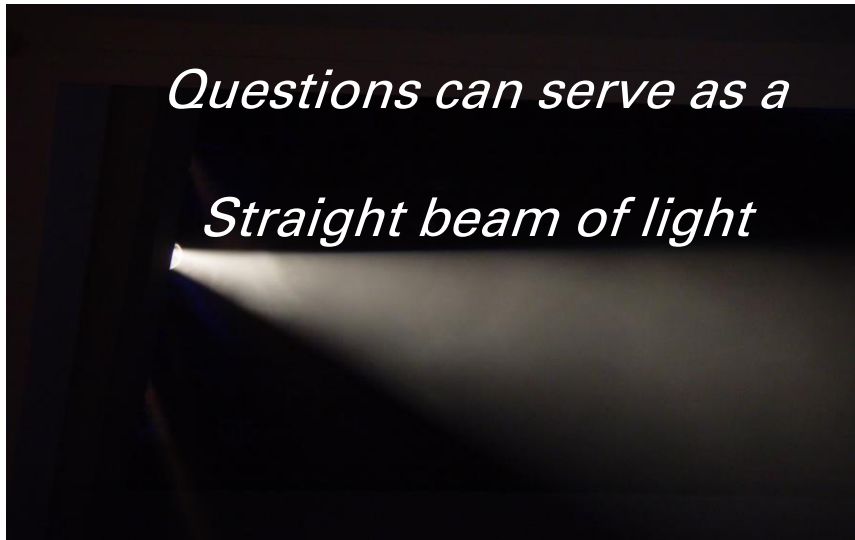
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We leave money on the table when:

We are inadequately trained We are deceived by the interviewee

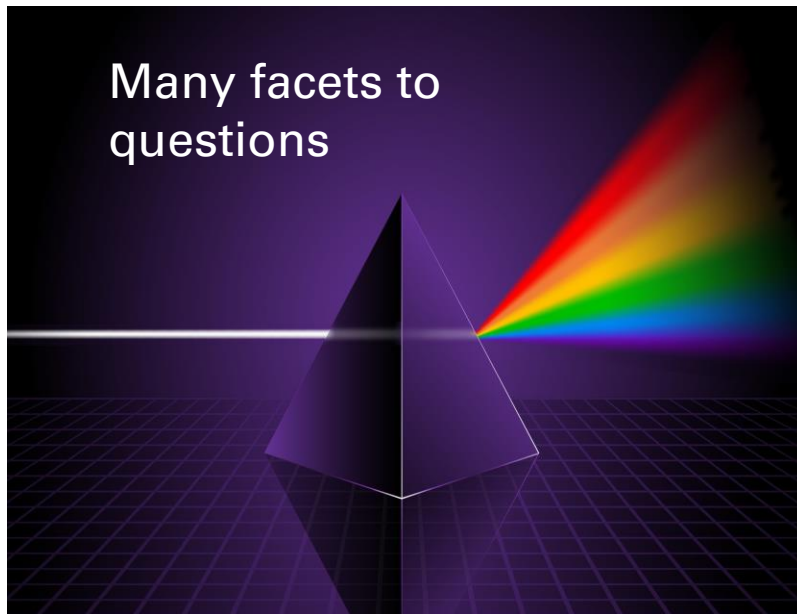
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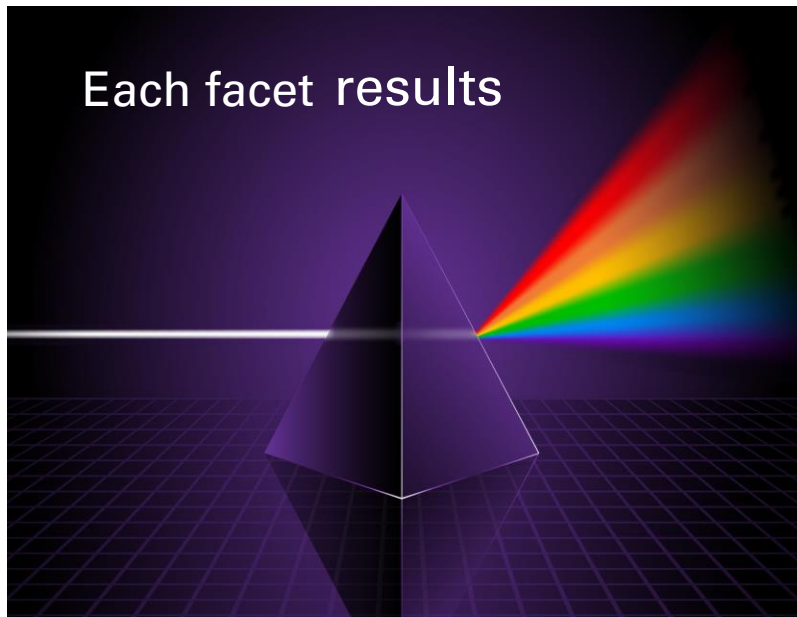
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When you ask a question



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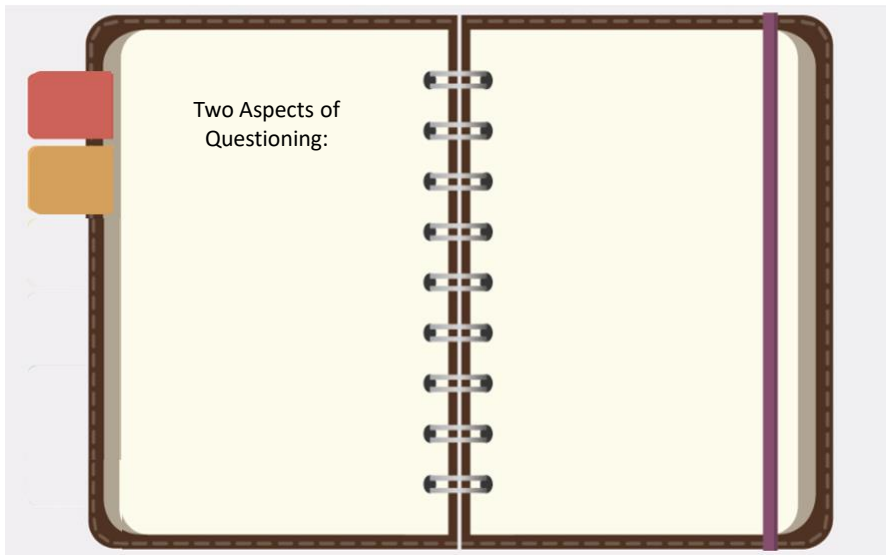
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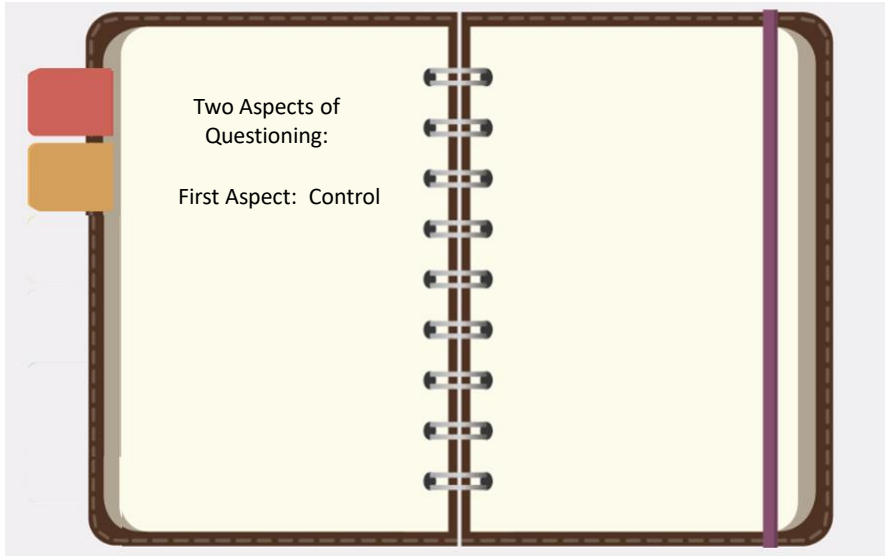
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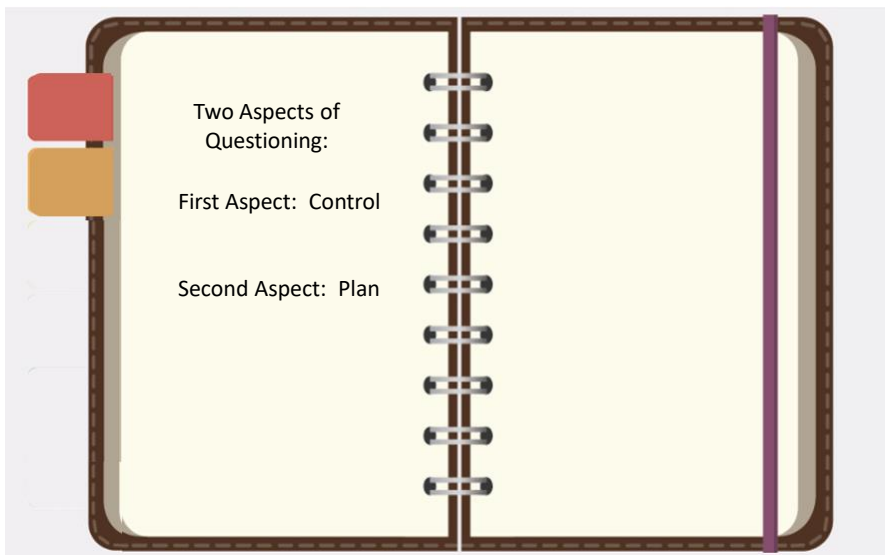
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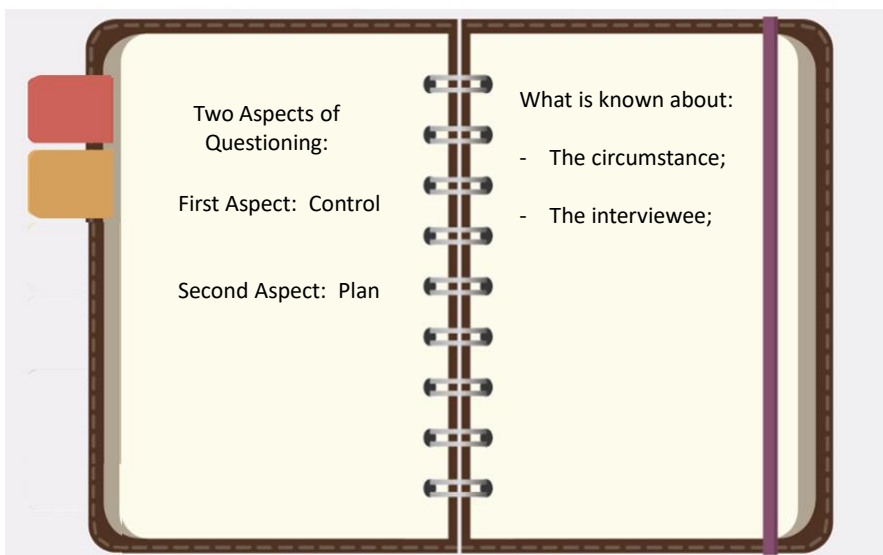
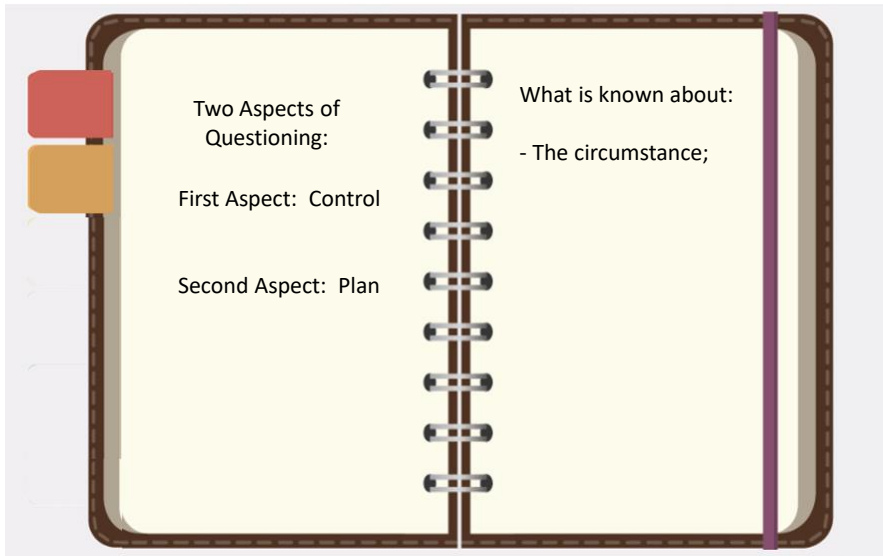
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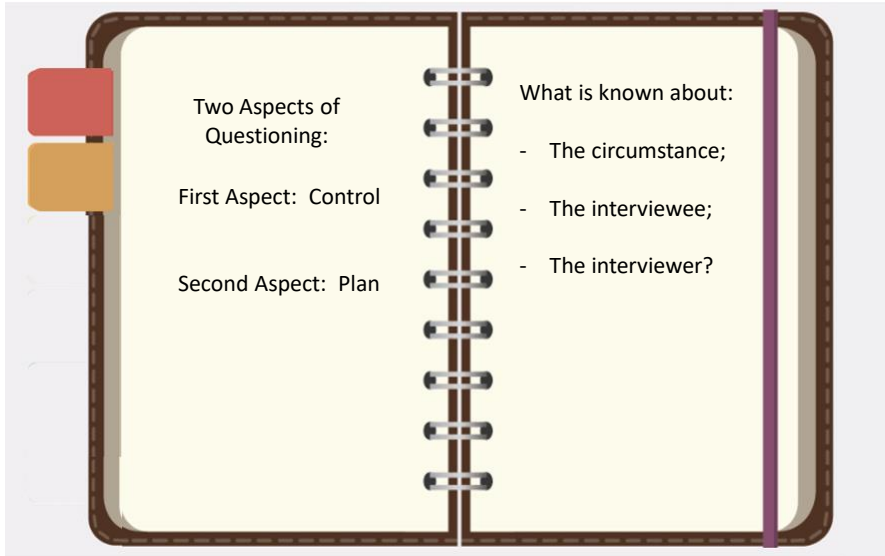
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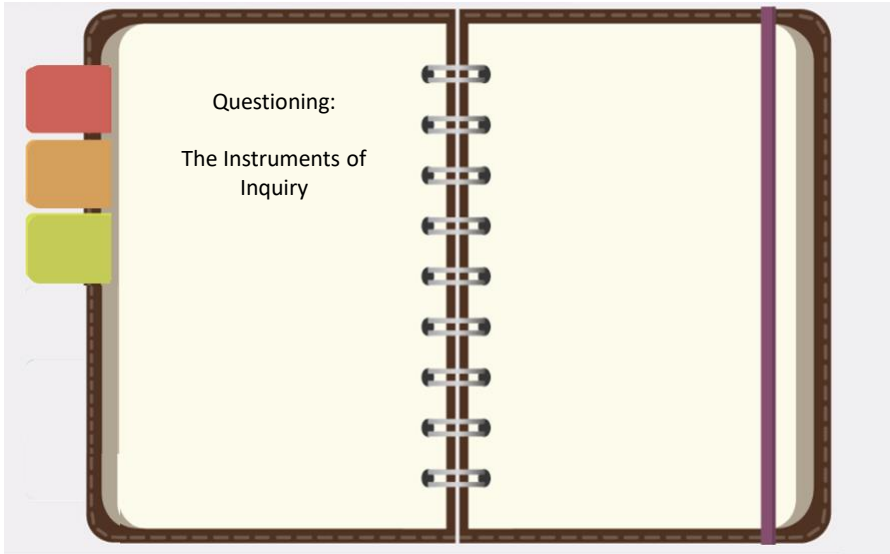
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YOU *Interview*
THE WAY YOU
Practice

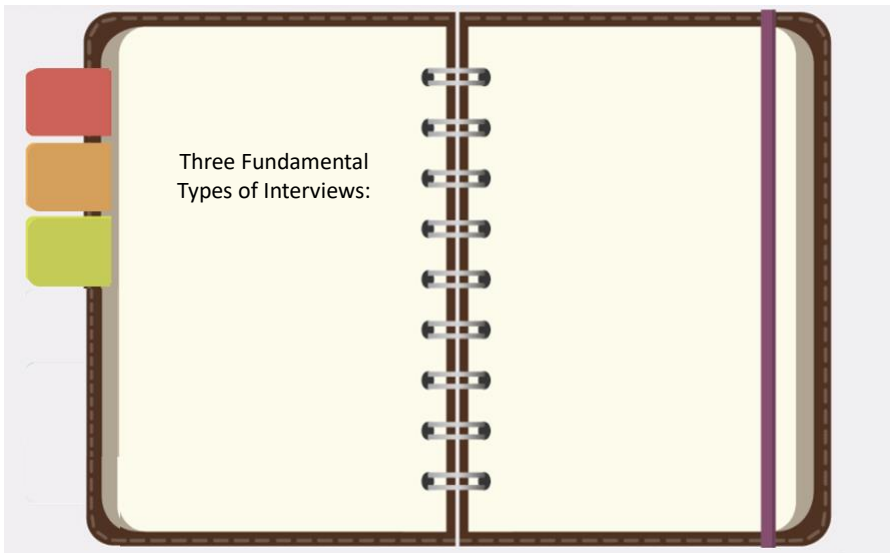
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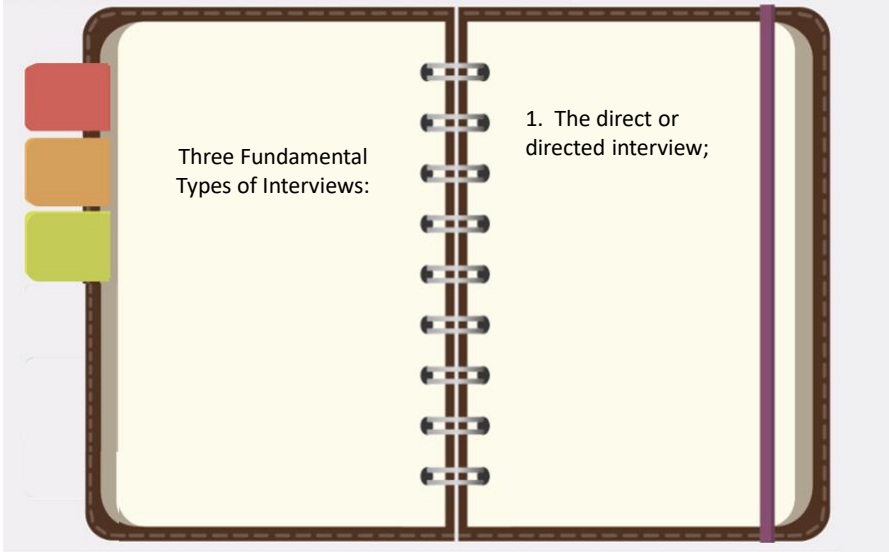
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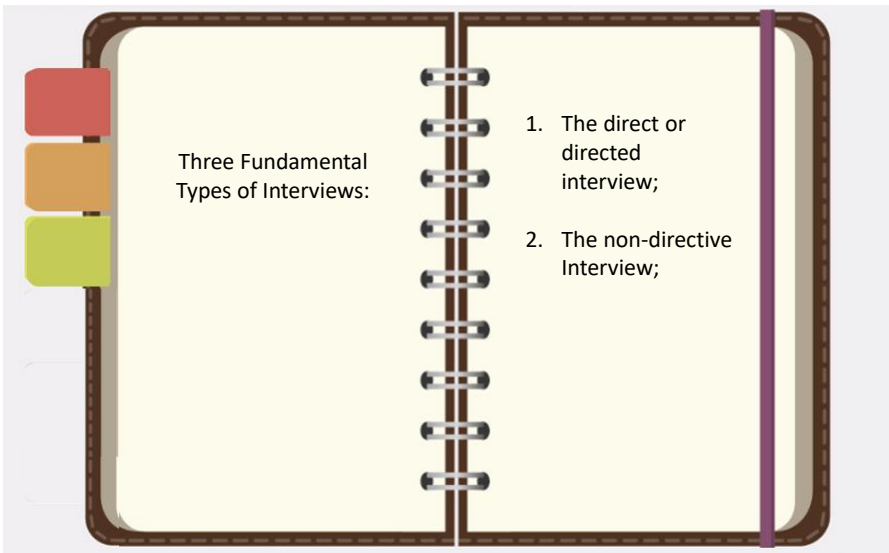
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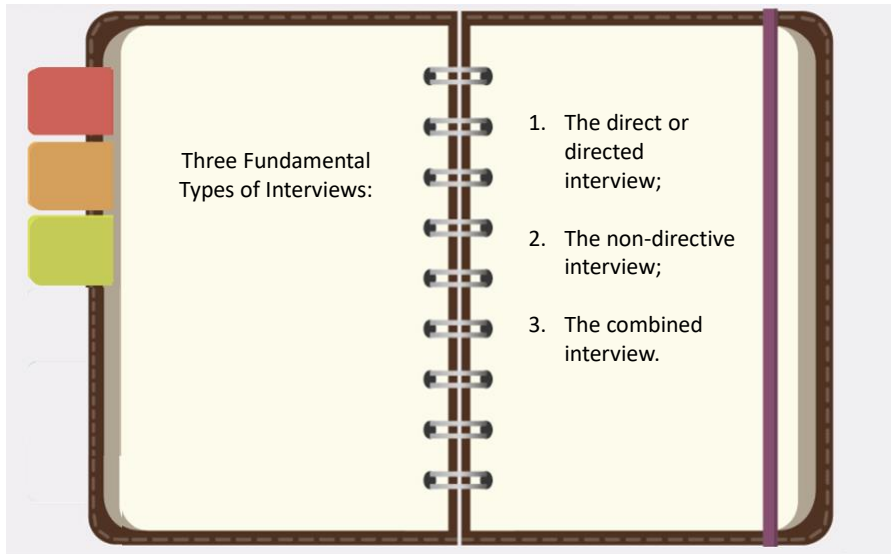
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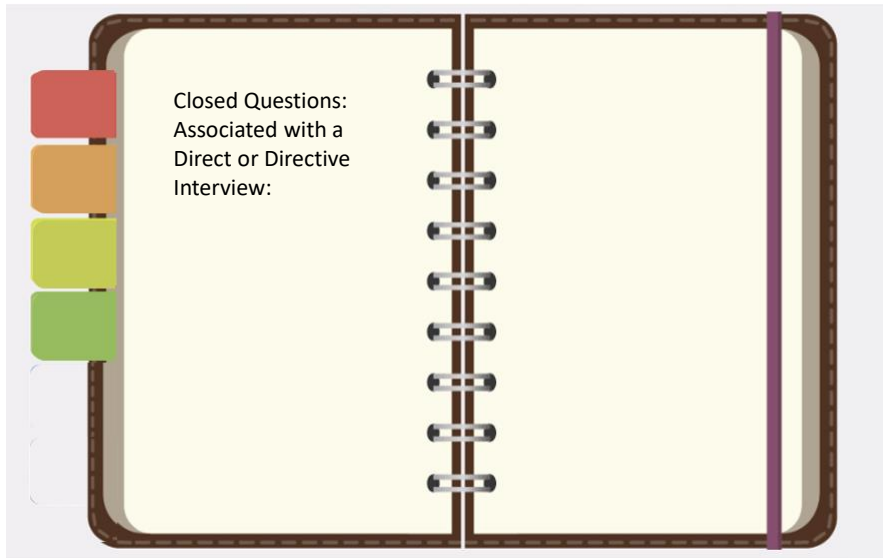
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Session 3

Poll Question 1

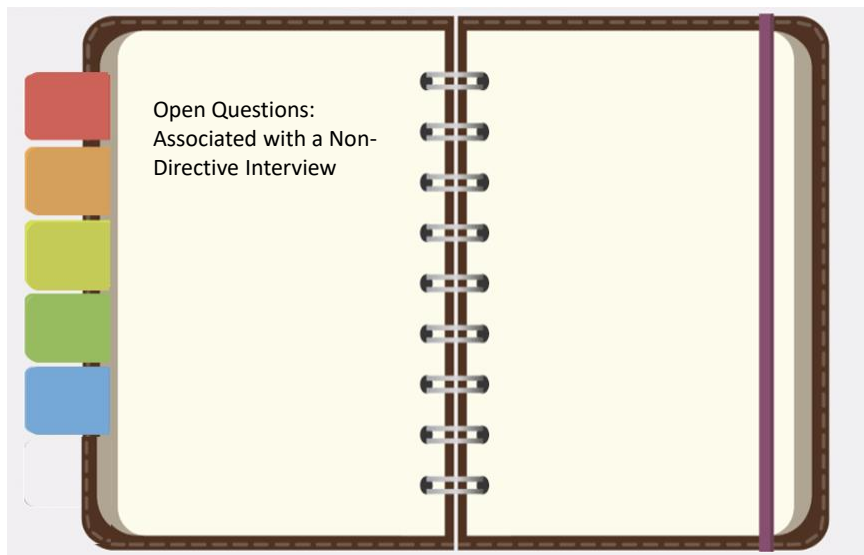
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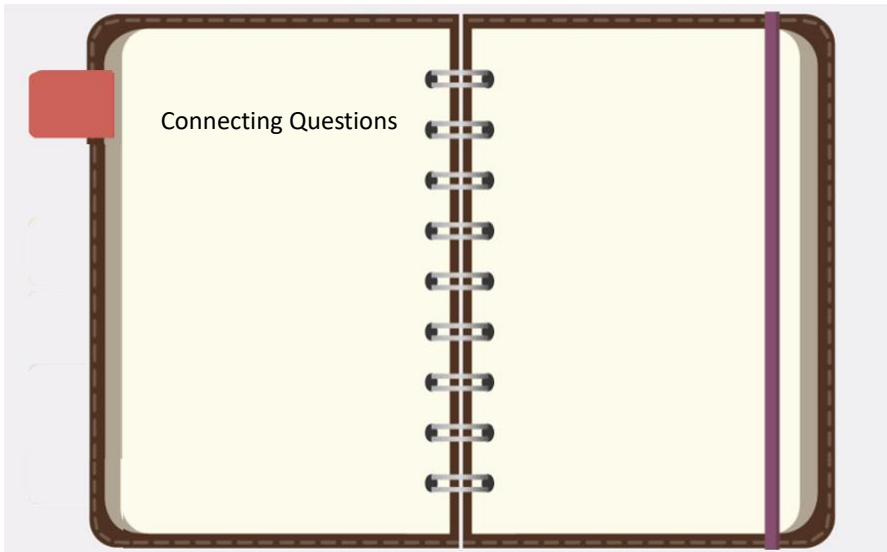
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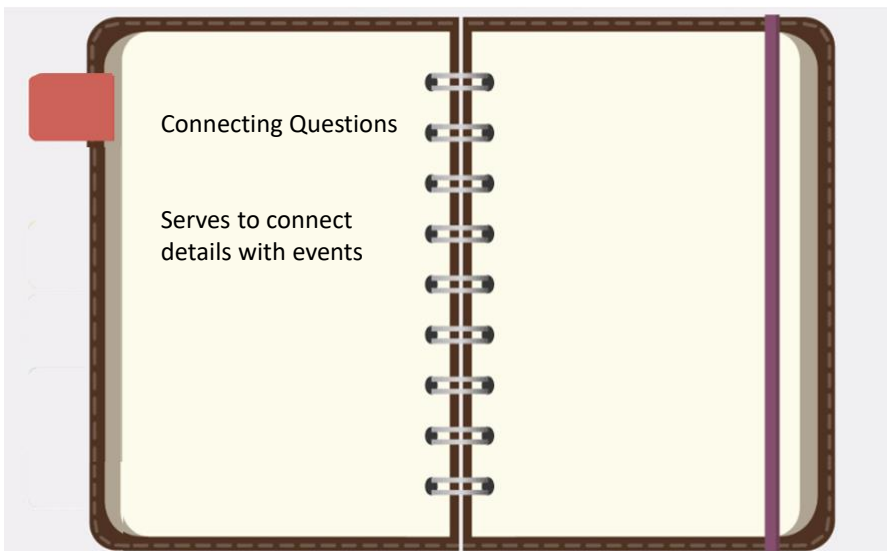
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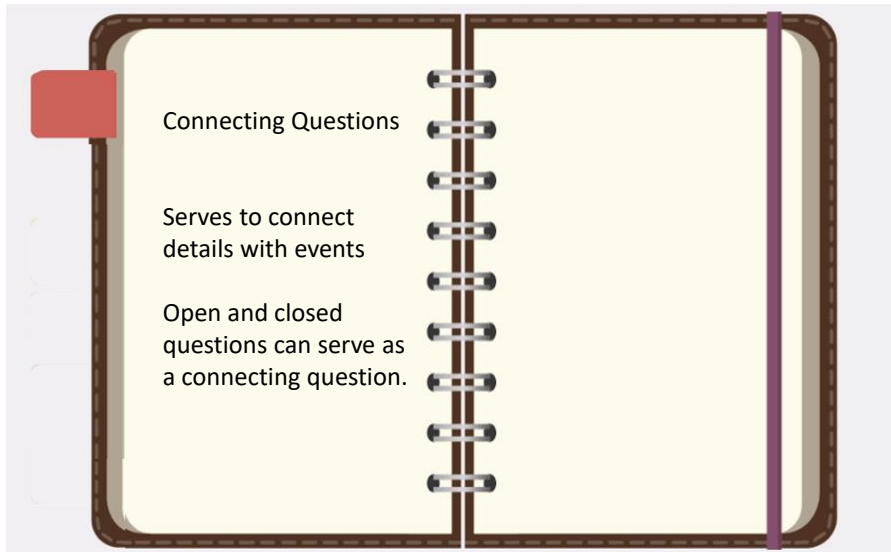
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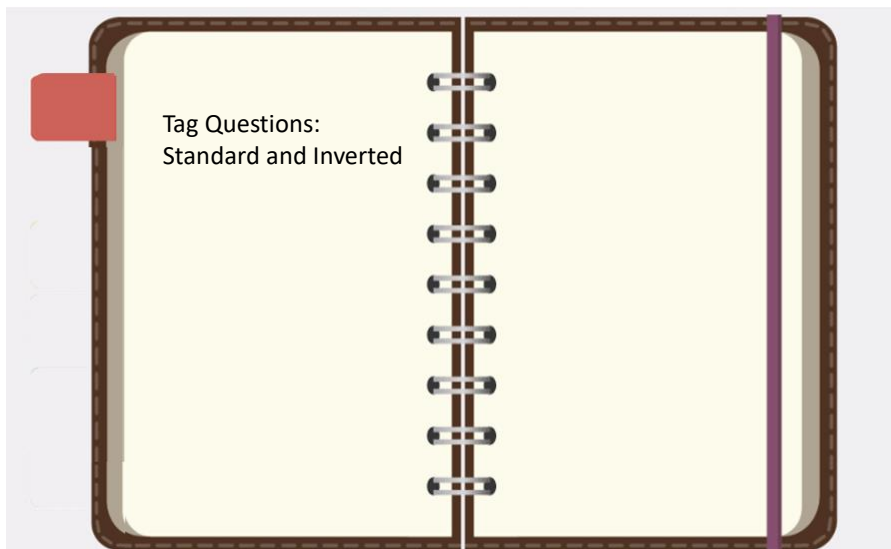
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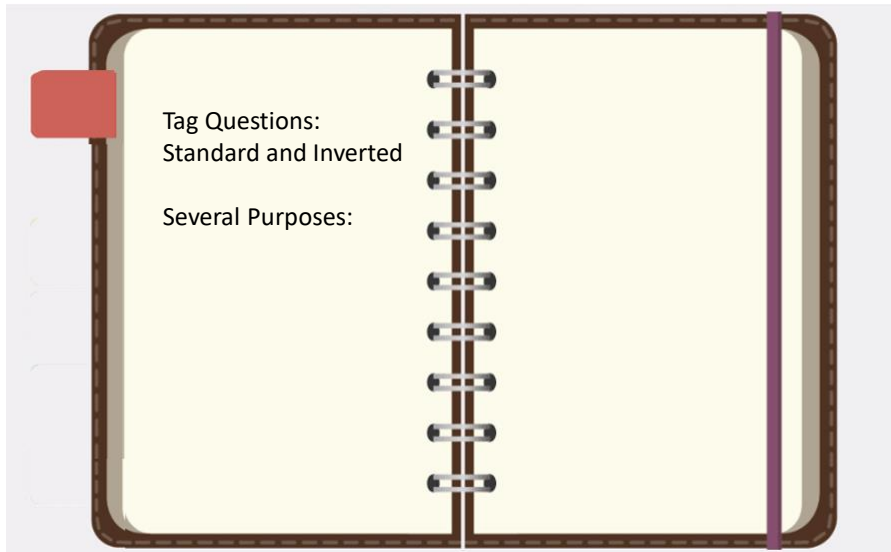
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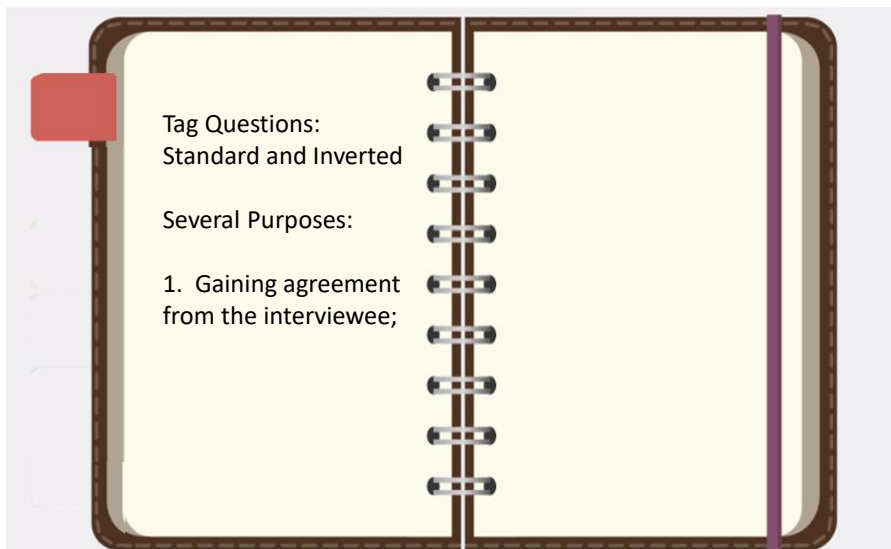
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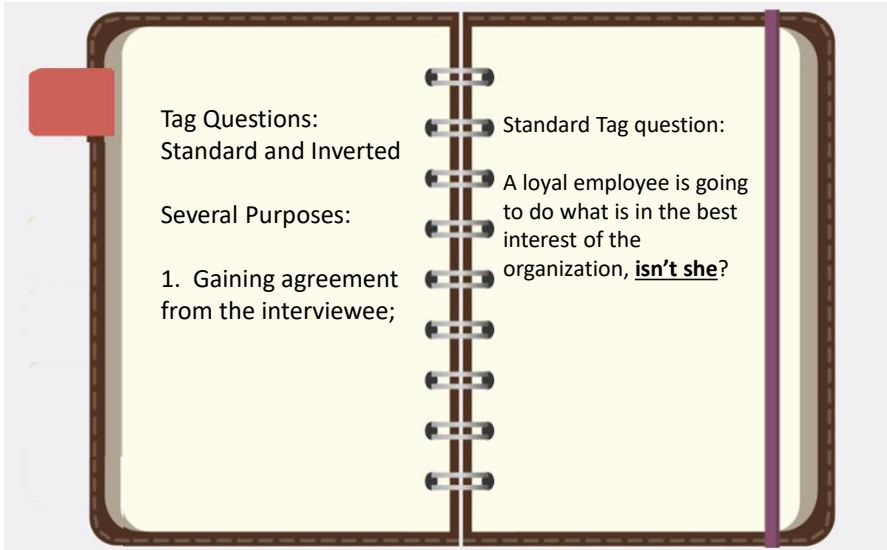
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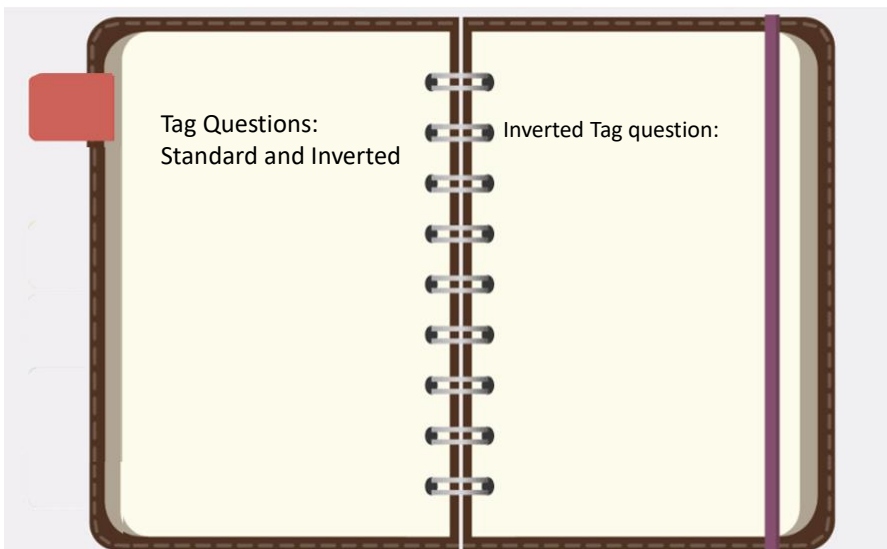
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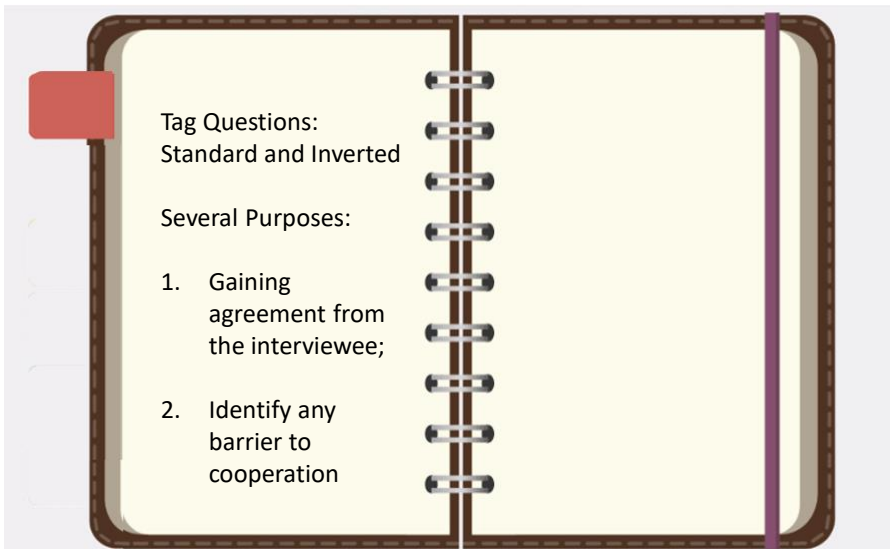
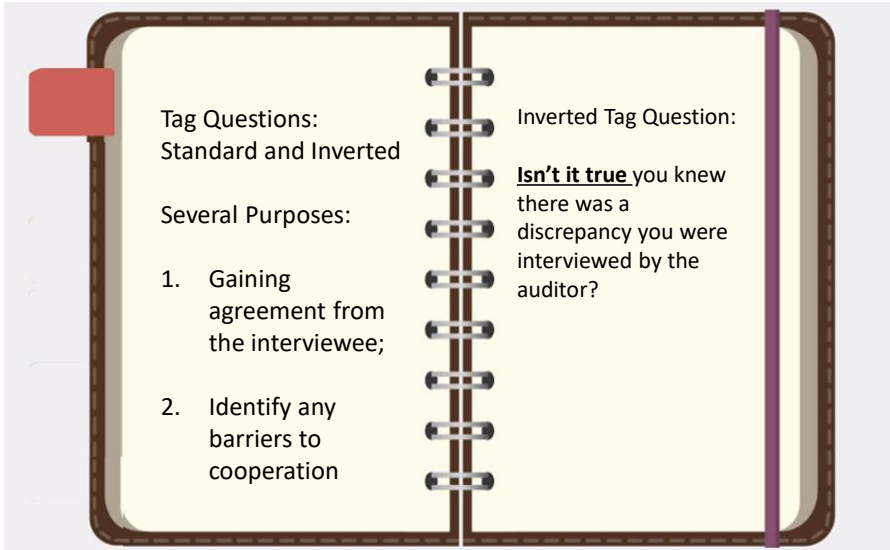
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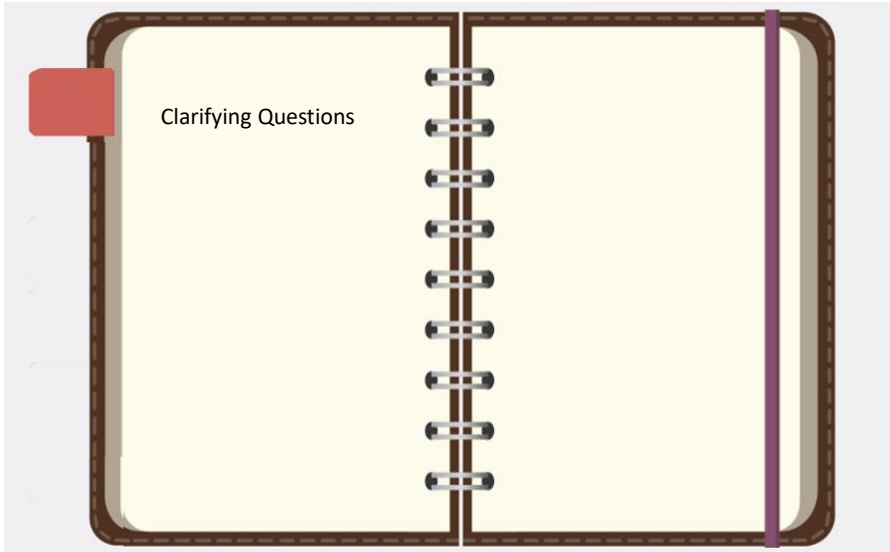
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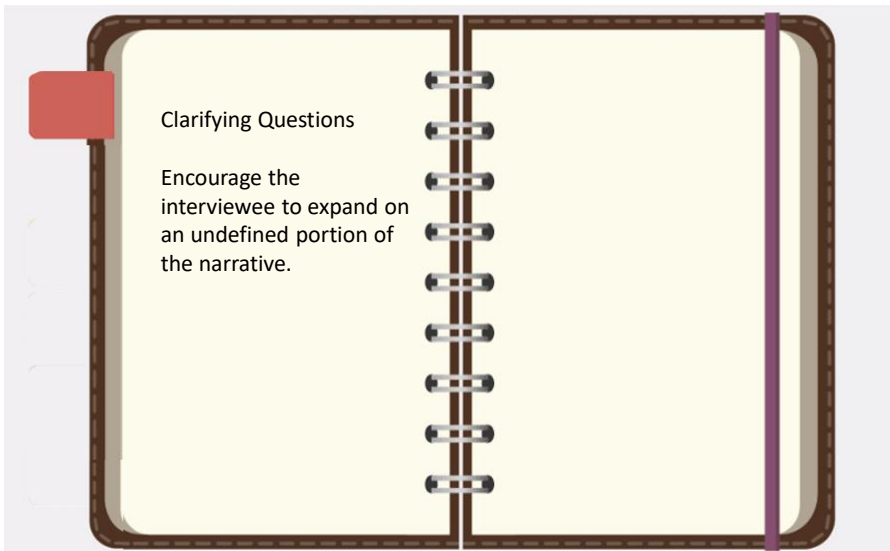
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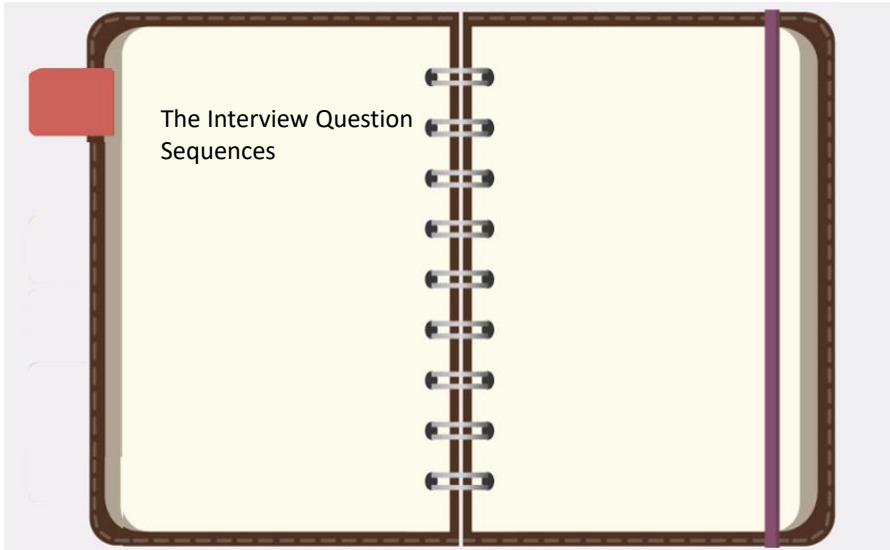
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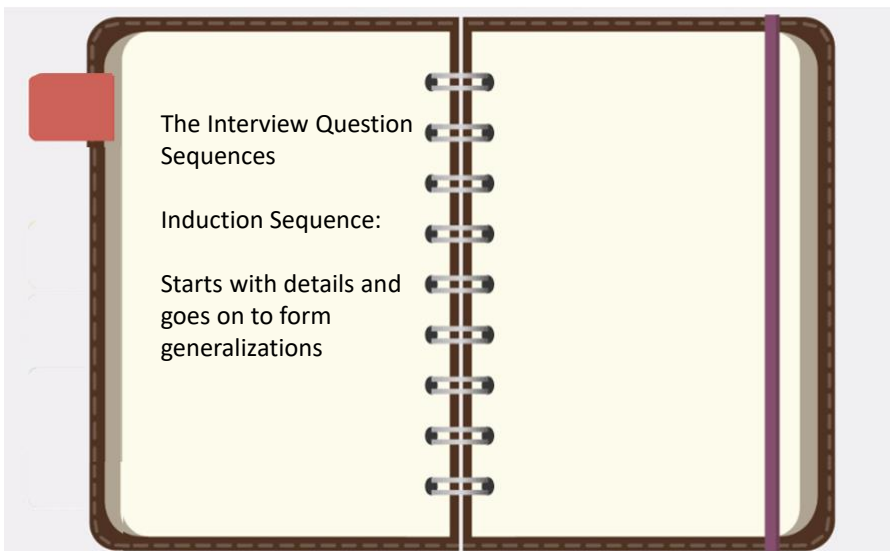
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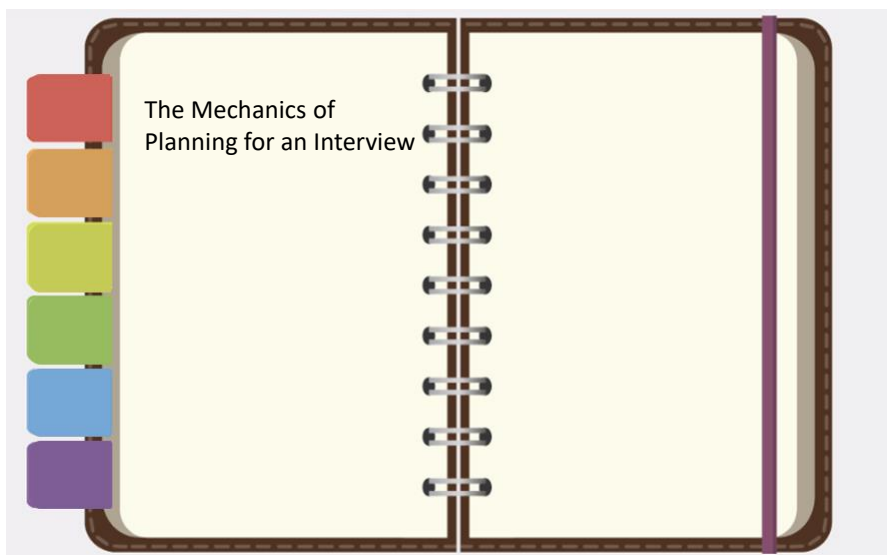
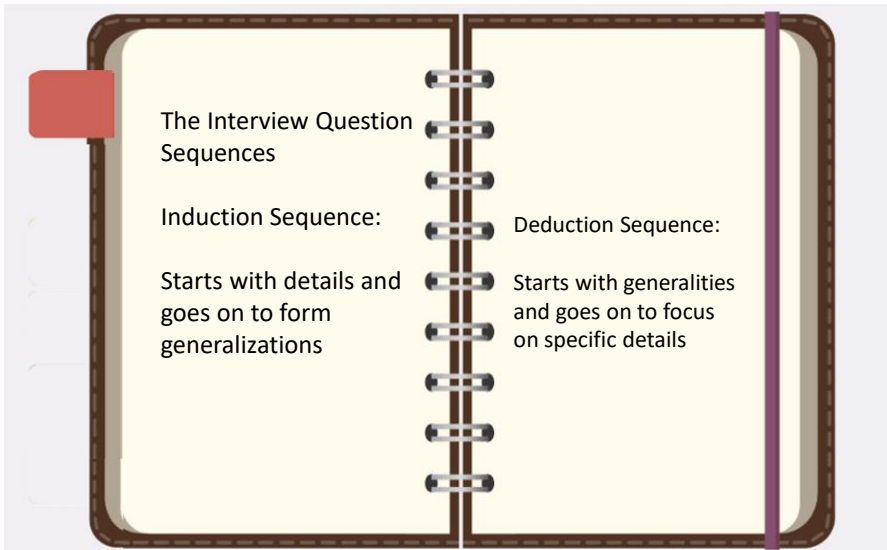
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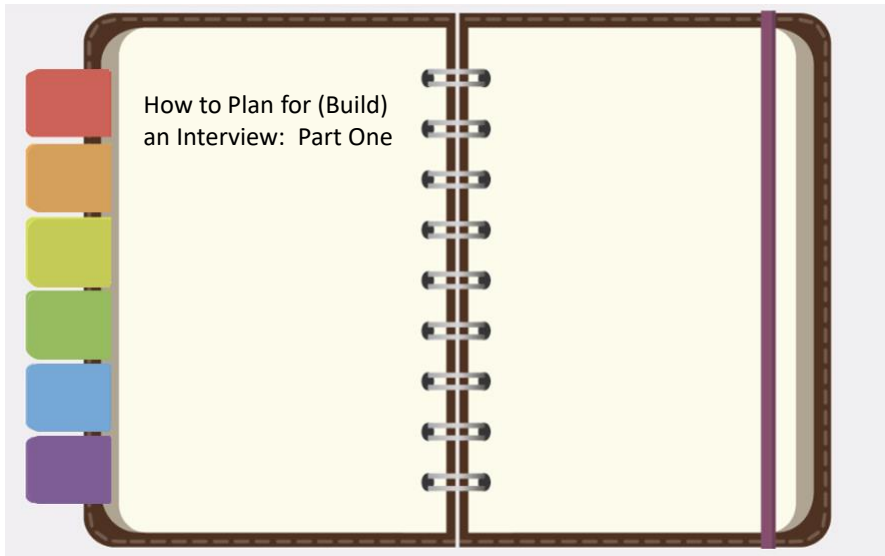
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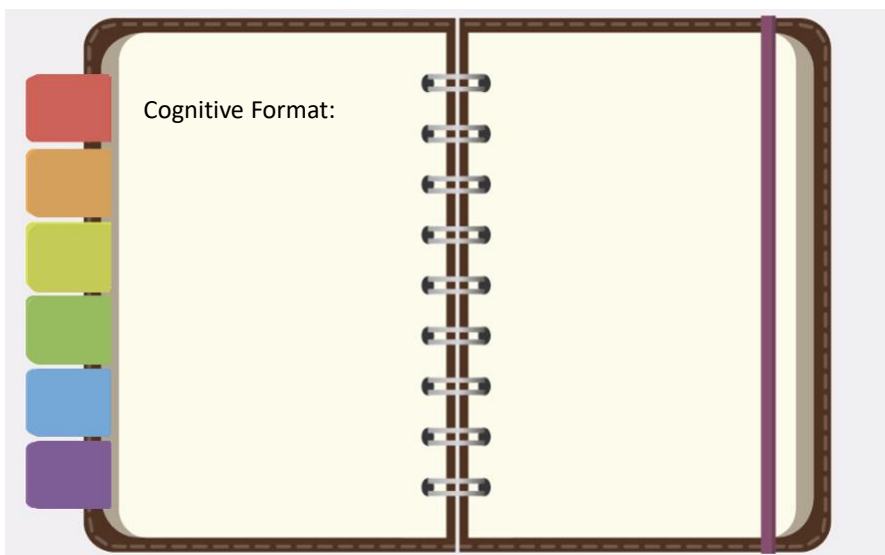
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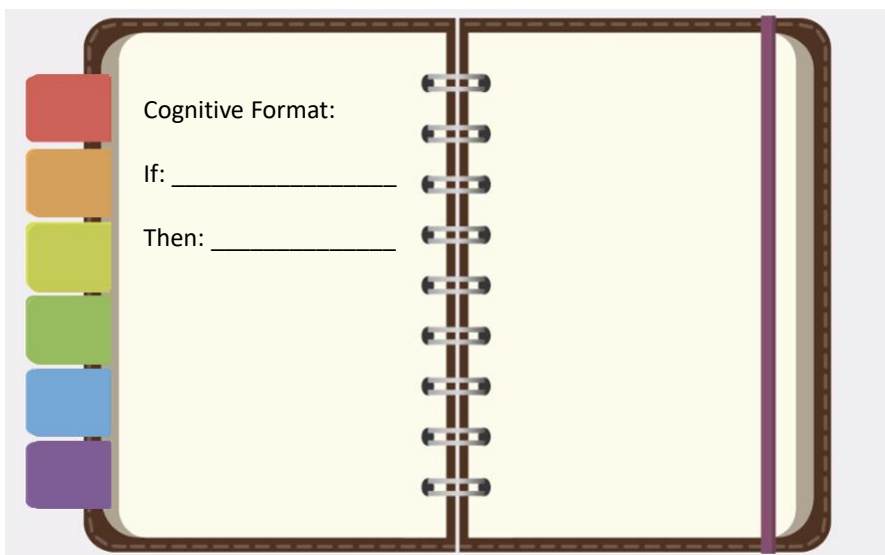
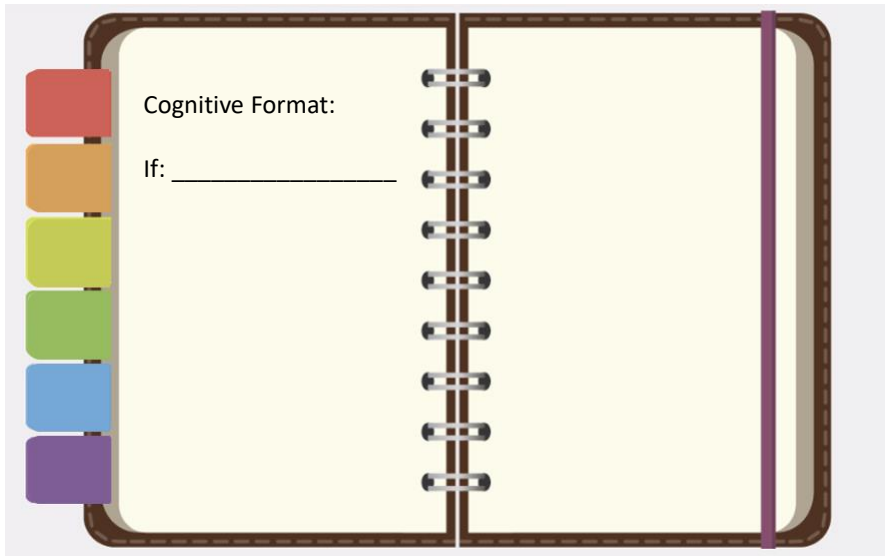
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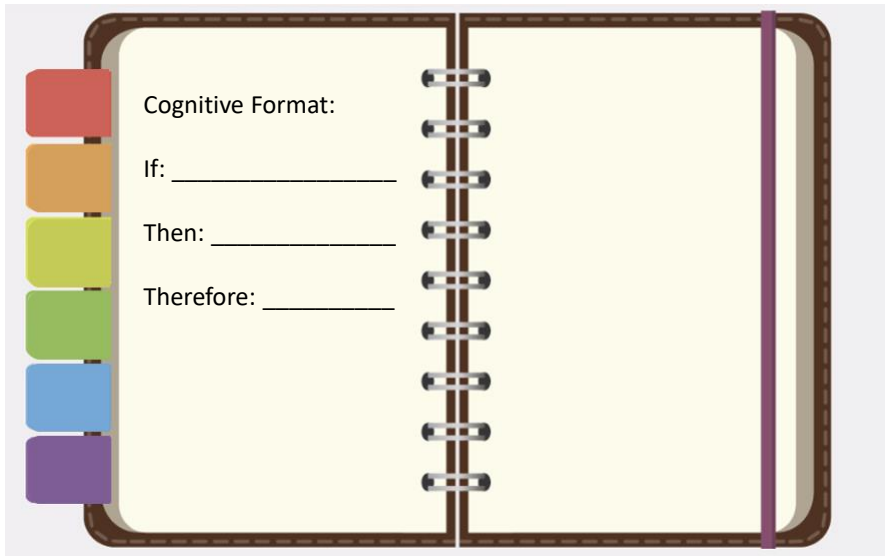
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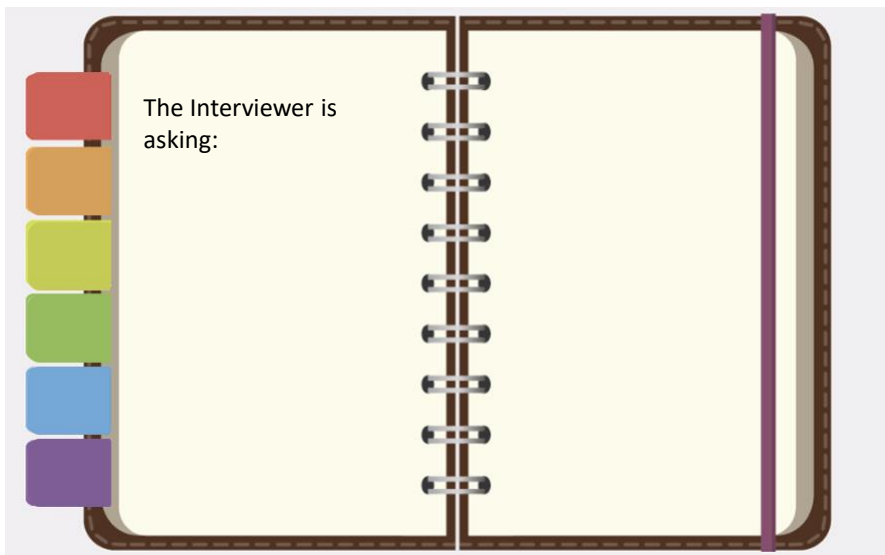
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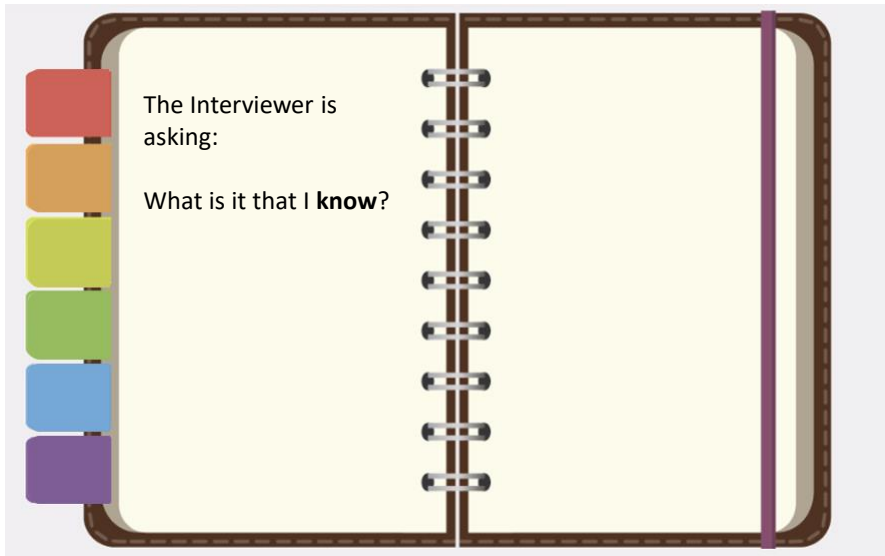
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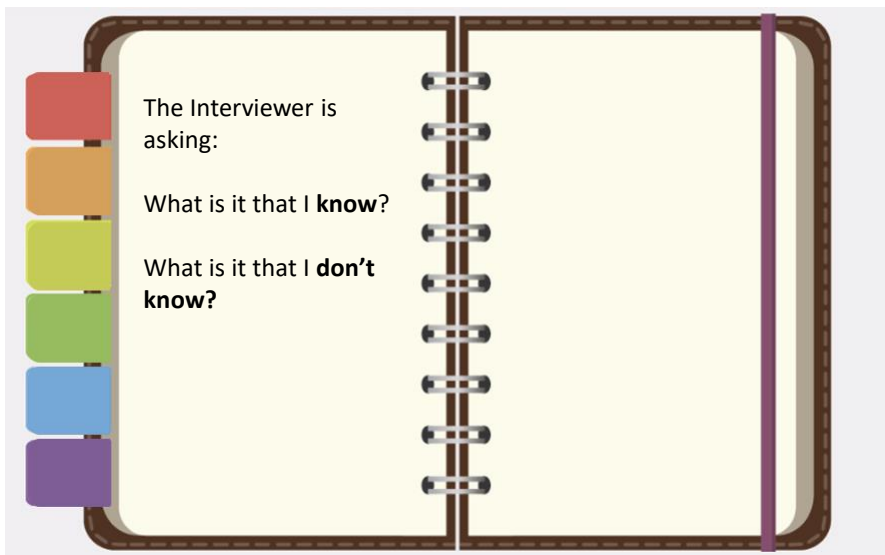
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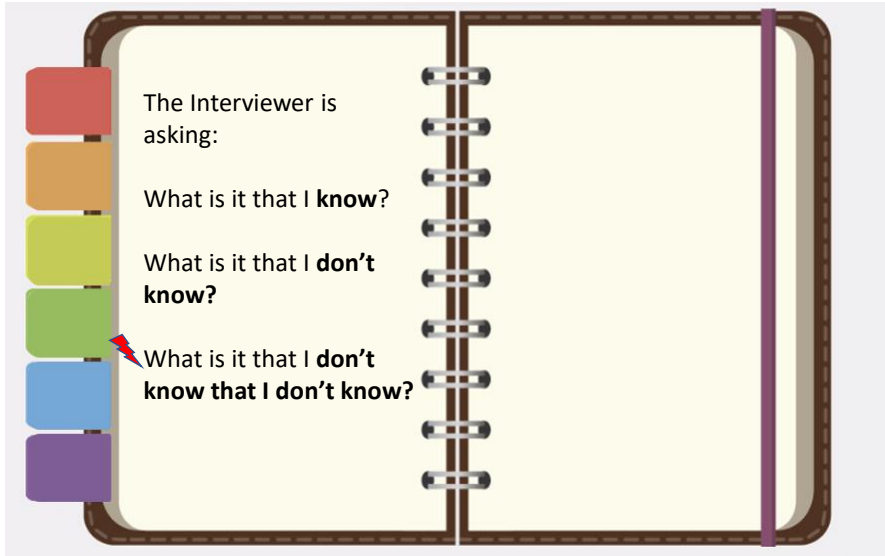
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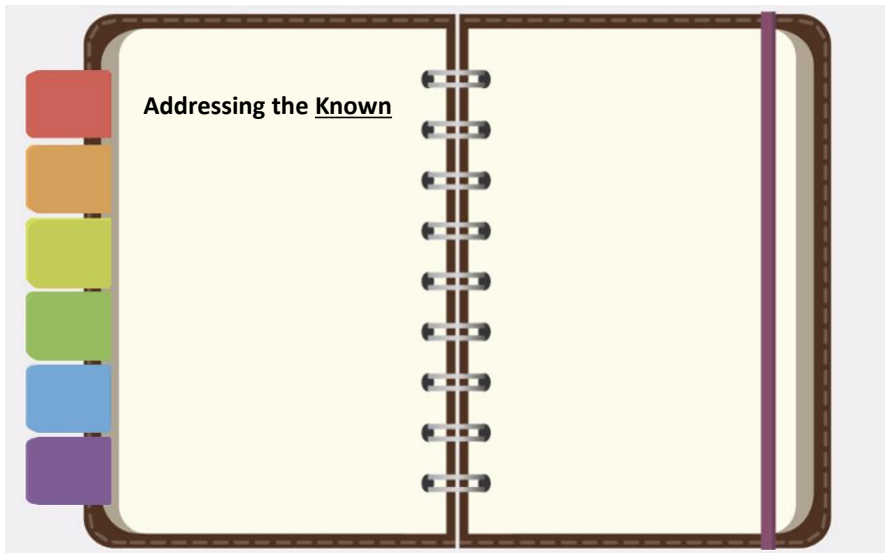
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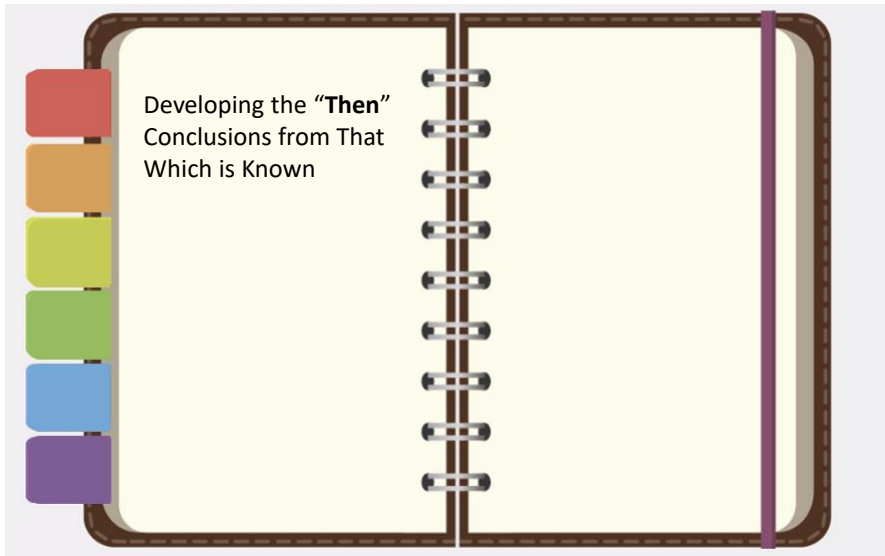
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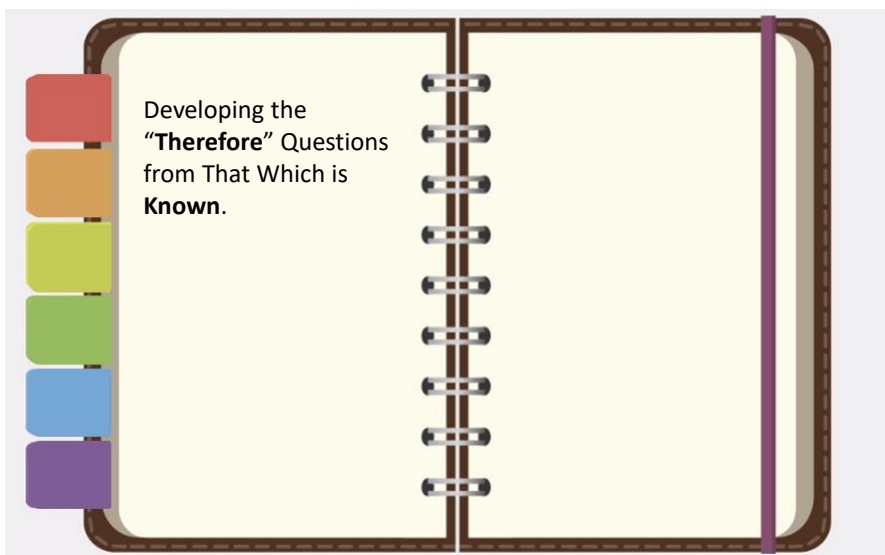
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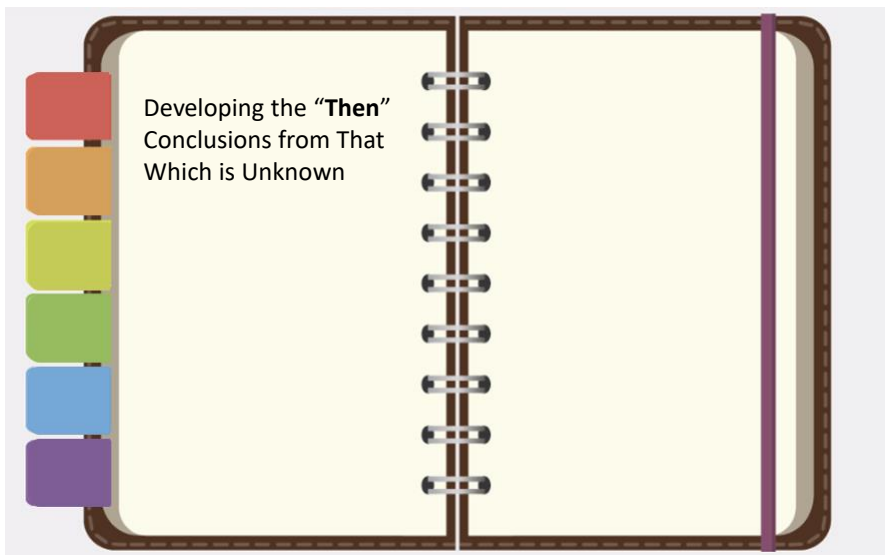
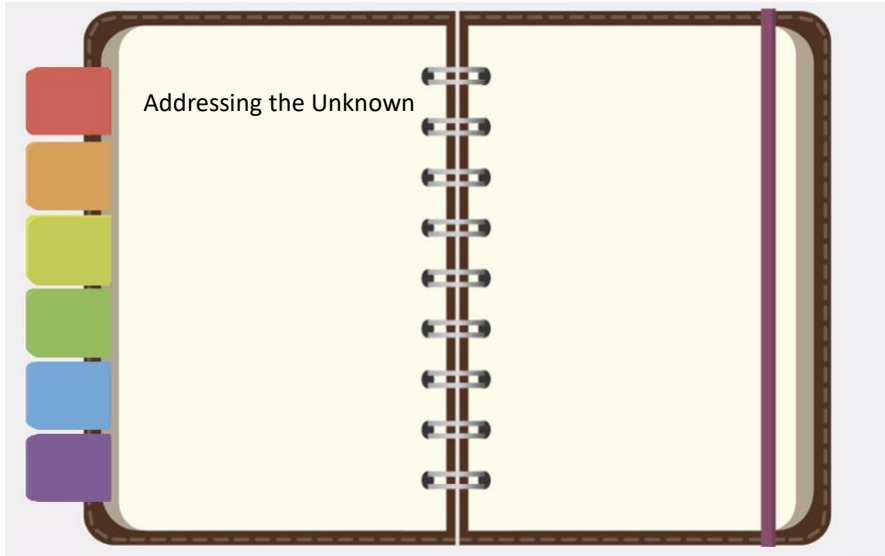
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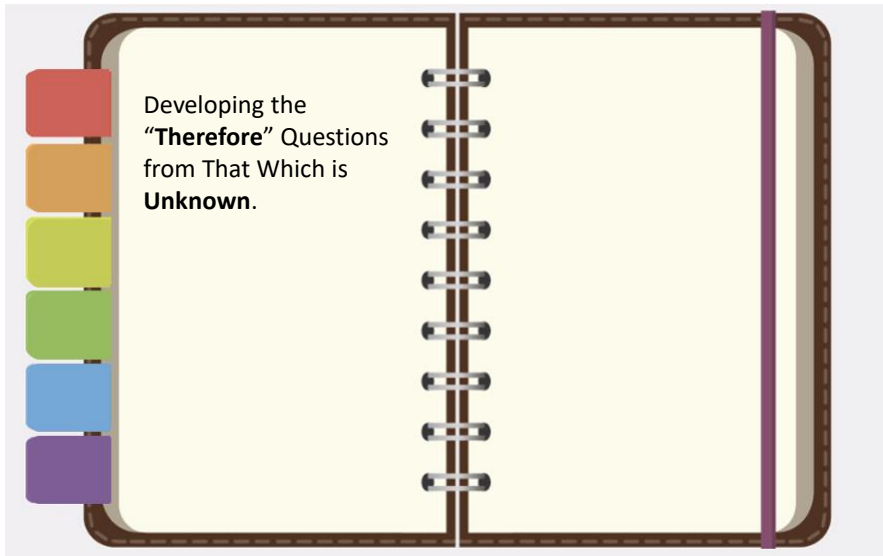
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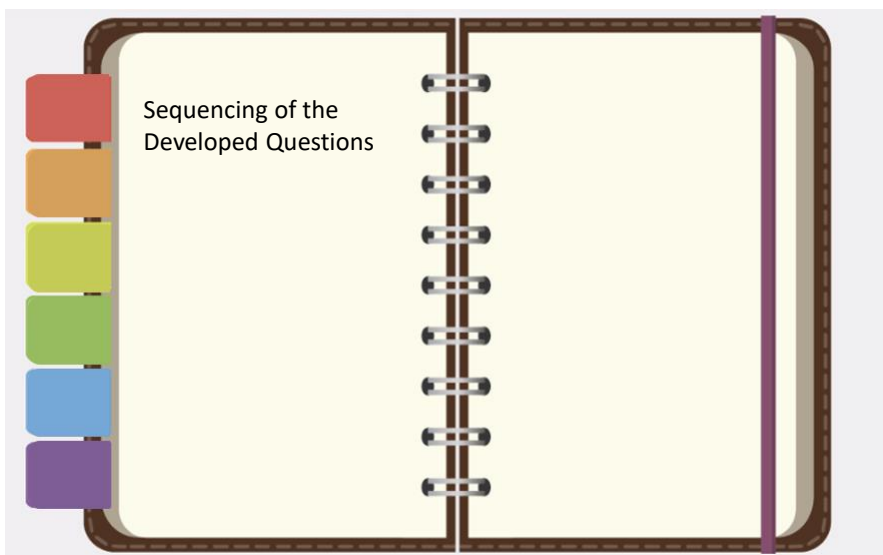
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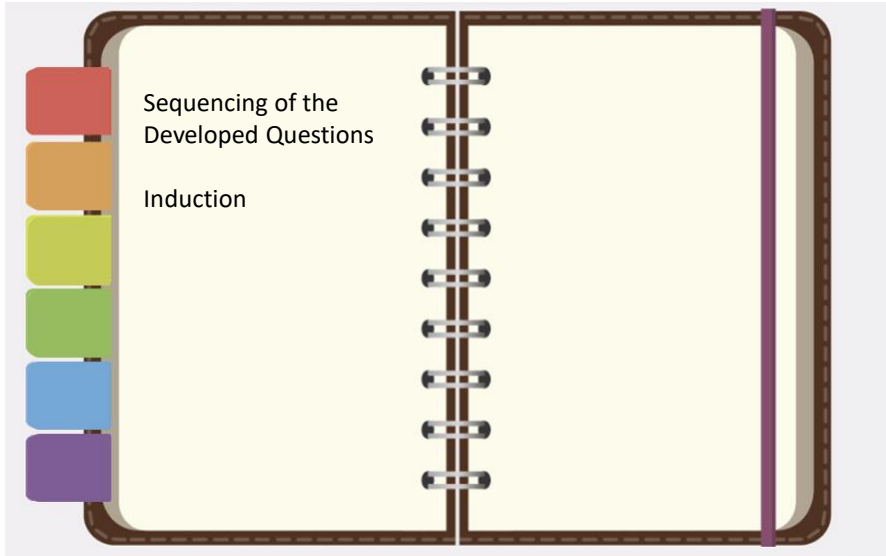
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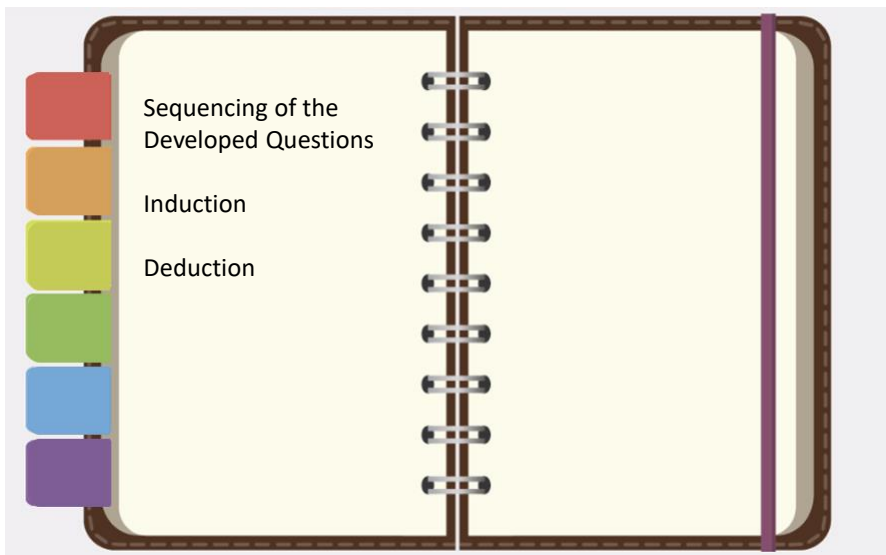
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73

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74

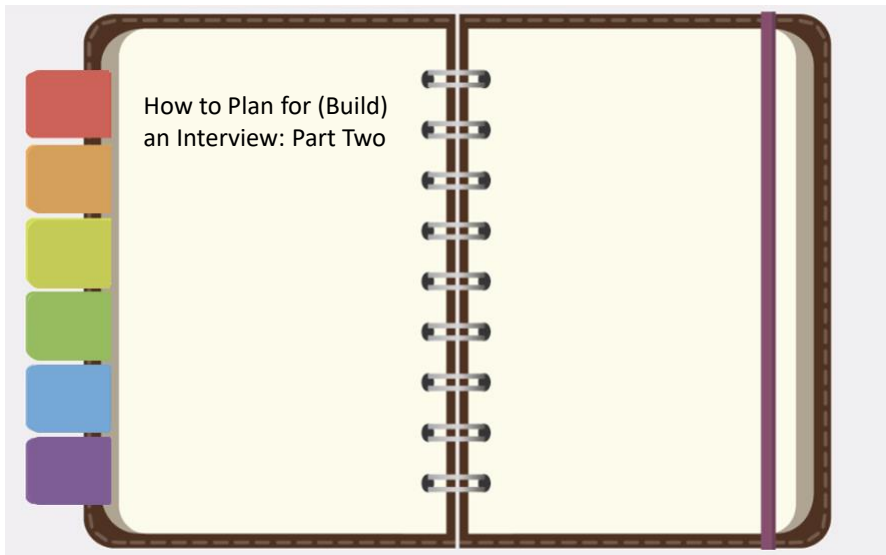
74

Session 3

Poll Question 2

75

75



76

76

Developing an endless stream of questions

77

77

The case of the missing
platinum

78

78

Added to the “IF – THEN – THEREFORE” planning process:

79

79

People:



80

80

Authorizes the purchase



People:



81

81

Makes the payment



People:



82

82

Reconciles the account

People:



83

83

Receives the purchase

People:



84

84

Enters into inventory

People:



85

85

Uses the purchase

People:



86

86

Removes from inventory



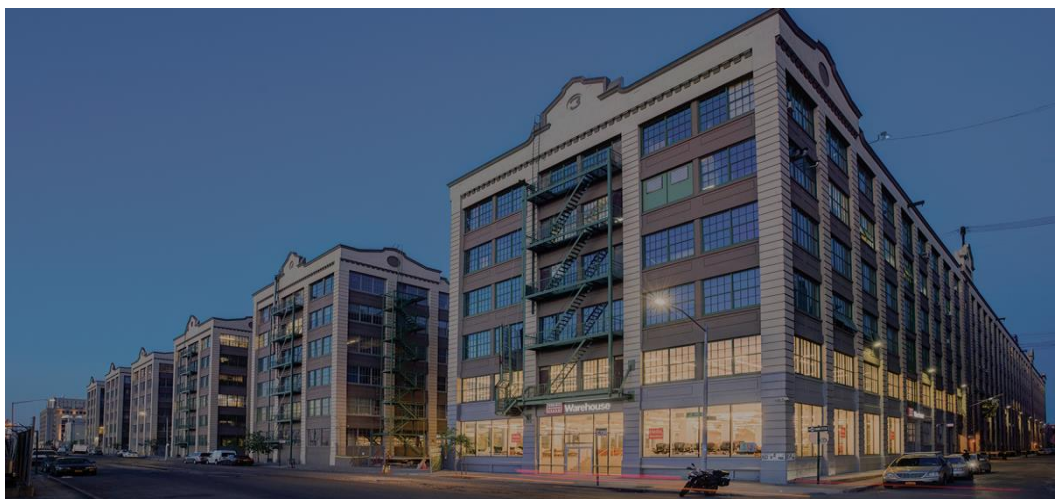
People:



87

87

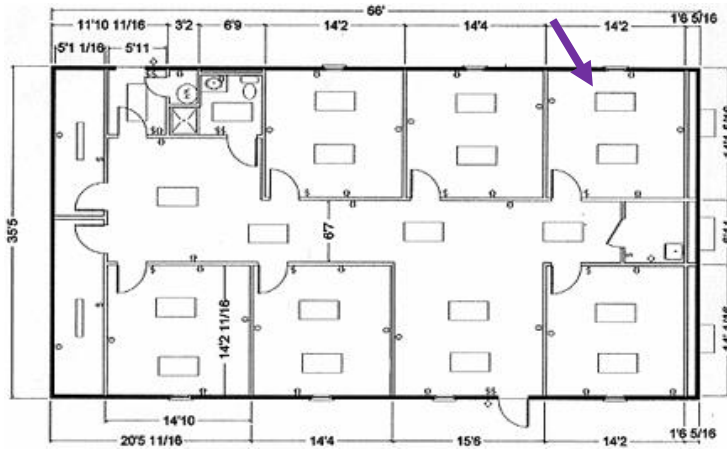
Places:



88

88

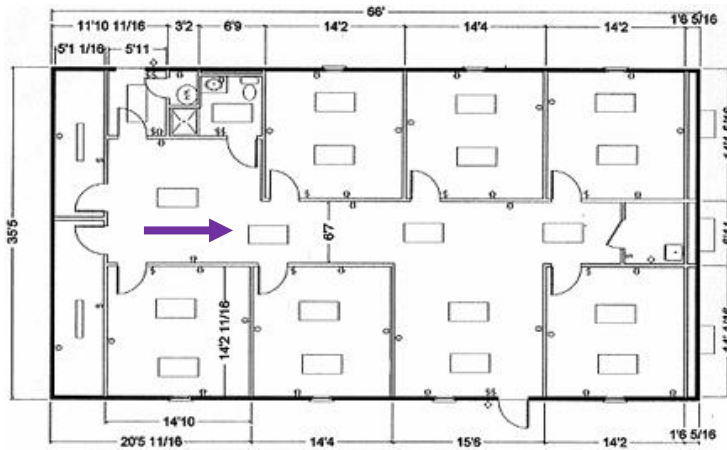
Places:



89

89

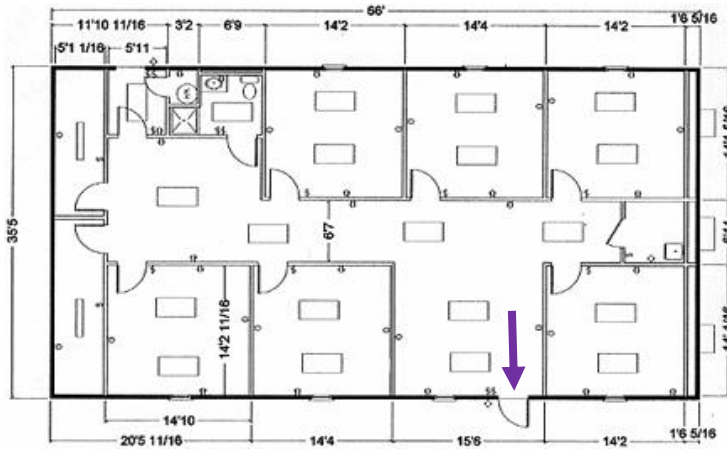
Places:



90

90

Places:



91

91

Things:



92

92

Things:



93

93

Things:



94

94

Things:



95

95

Events – in – Time:



96

96

Events – in – Time:
What happens when?



97

97

Events – in – Time:
What happens when?



98

98

4 1 1

Developing an Endless Stream of Questions

99

99

4 1 1

Developing an Endless Stream of Questions 4 elements of inquiry

100

100

4 1 1

Developing an Endless Stream of Questions
4 elements of inquiry
1 piece of paper

101

101

4 1 1

Developing an Endless Stream of Questions
4 elements of inquiry
1 piece of paper
1 hour

102

102

Session 3

Poll Question 3

103

103



104

104



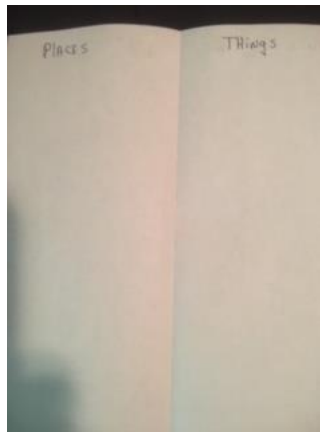
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106

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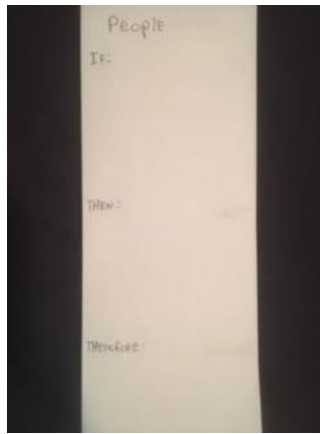
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108

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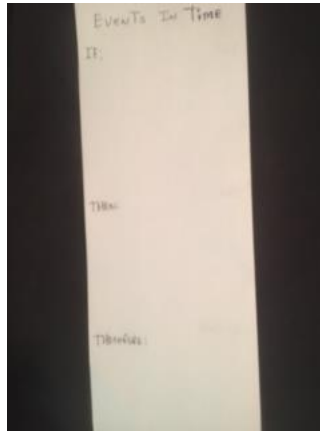
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110

110



111

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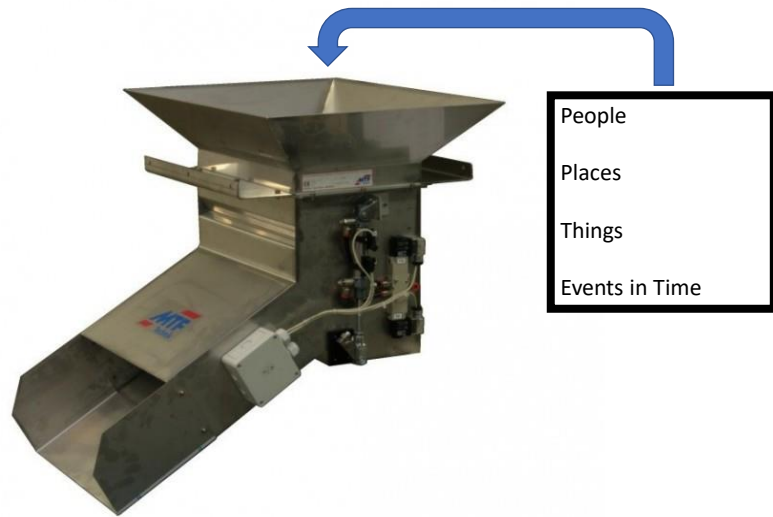
Question Generating Machine



112

112

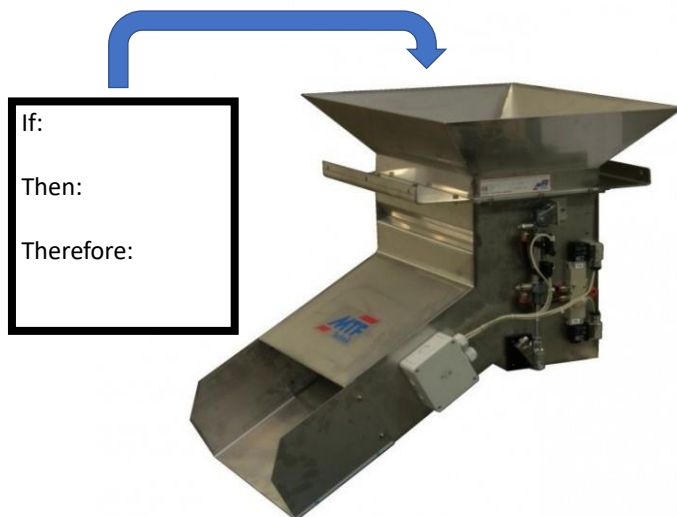
Question Generating Machine



113

113

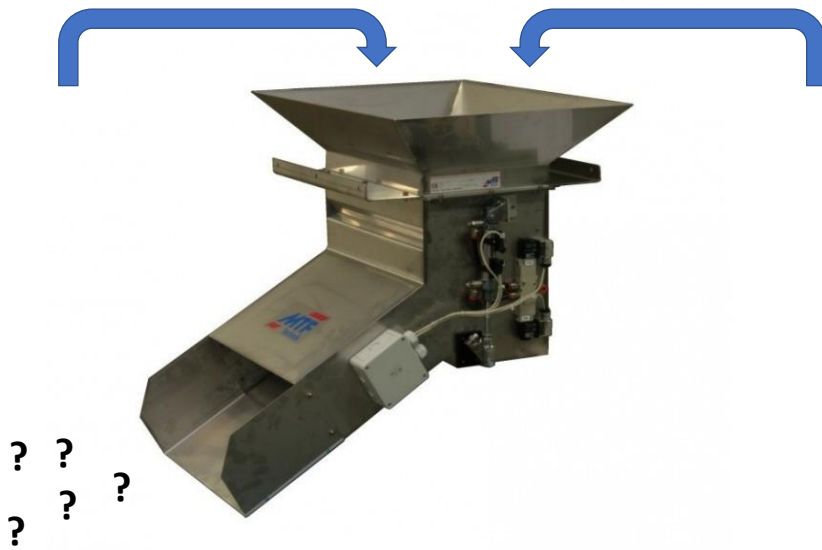
Question Generating Machine



114

114

Question Generating Machine



115

115



116

116

Purchased

117

117

Purchased

Came into the facility

118

118

Purchased

Came into the facility

Stored

119

119

Purchased

Came into the facility

Stored

Requisitioned

120

120

Purchased

Came into the facility

Stored

Requisitioned

Used in

manufacturing process

121

121

Purchased

Came into the facility

Stored

Requisitioned

**Used in
Remaining platinum recovered**

manufacturing process

122

122

Purchased

Came into the facility

Stored

Requisitioned

**Used in
Remaining platinum recovered
manufacturing process**

Sold on the backend

123

123

Purchased

Came into the facility

Stored

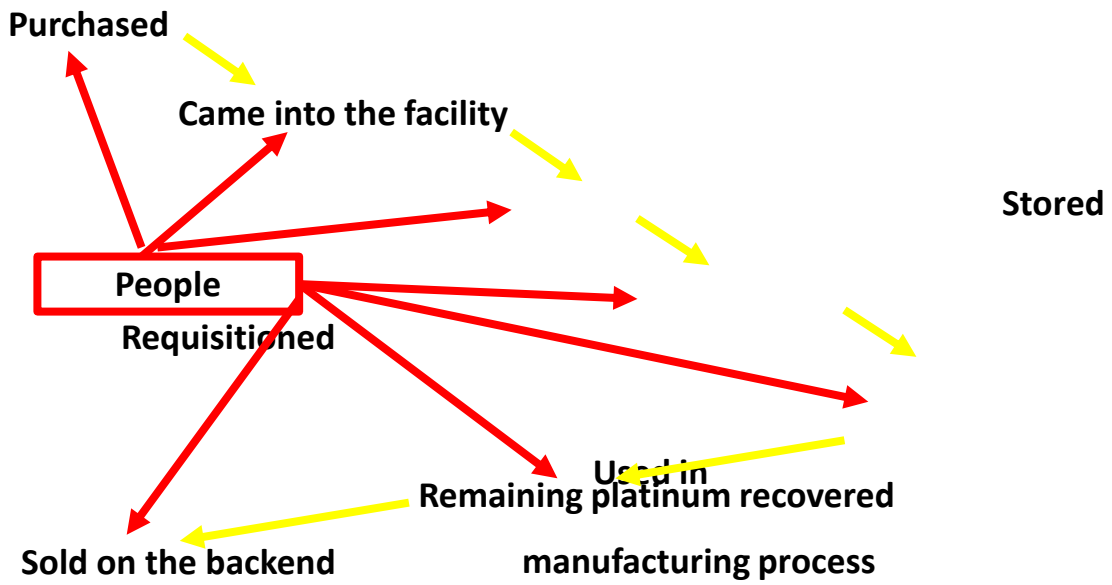
Requisitioned

**Used in
Remaining platinum recovered
manufacturing process**

Sold on the backend

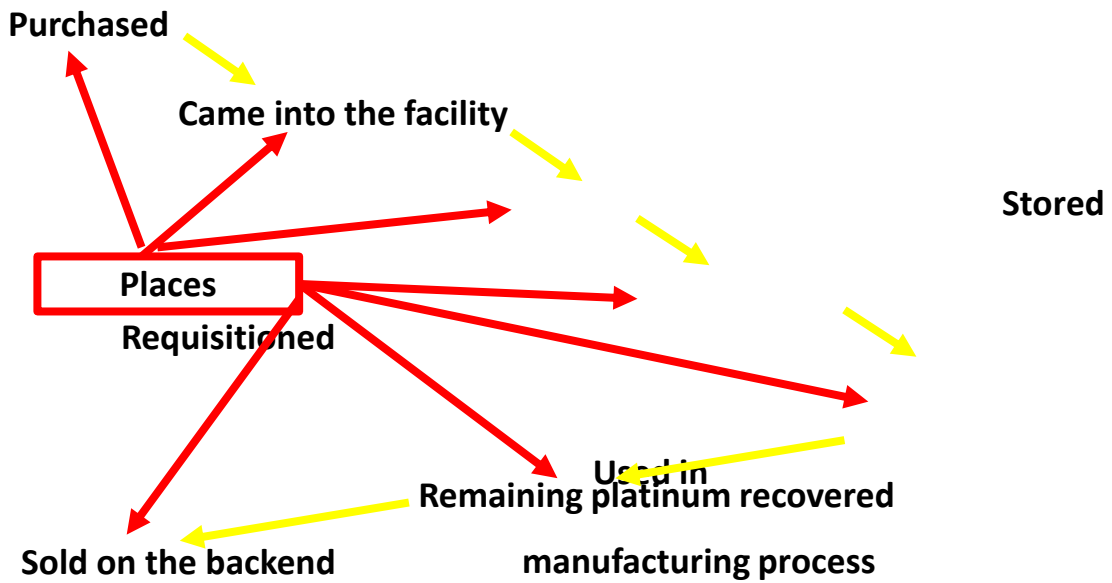
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124



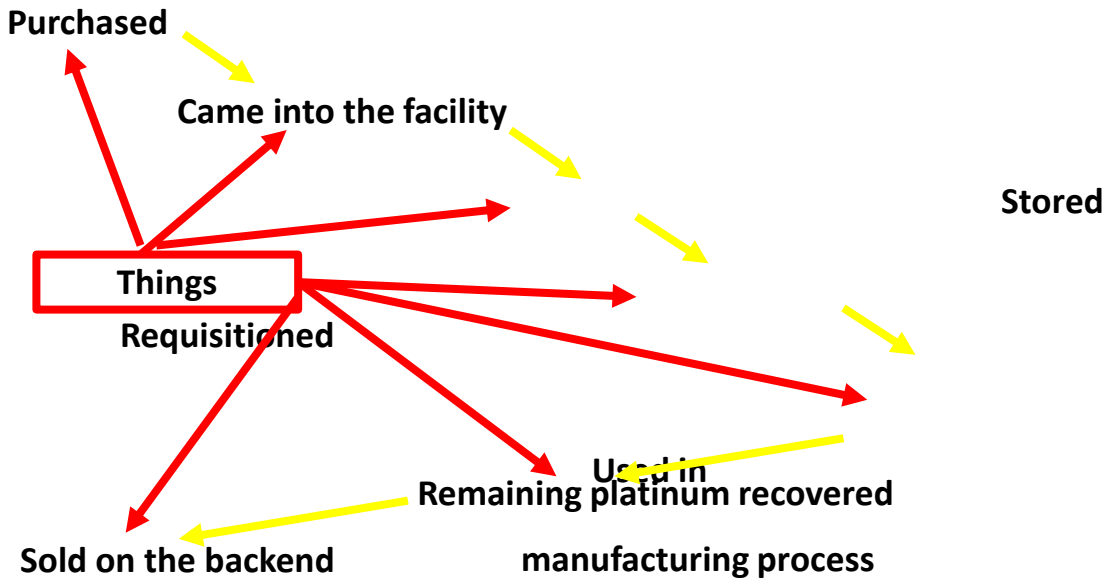
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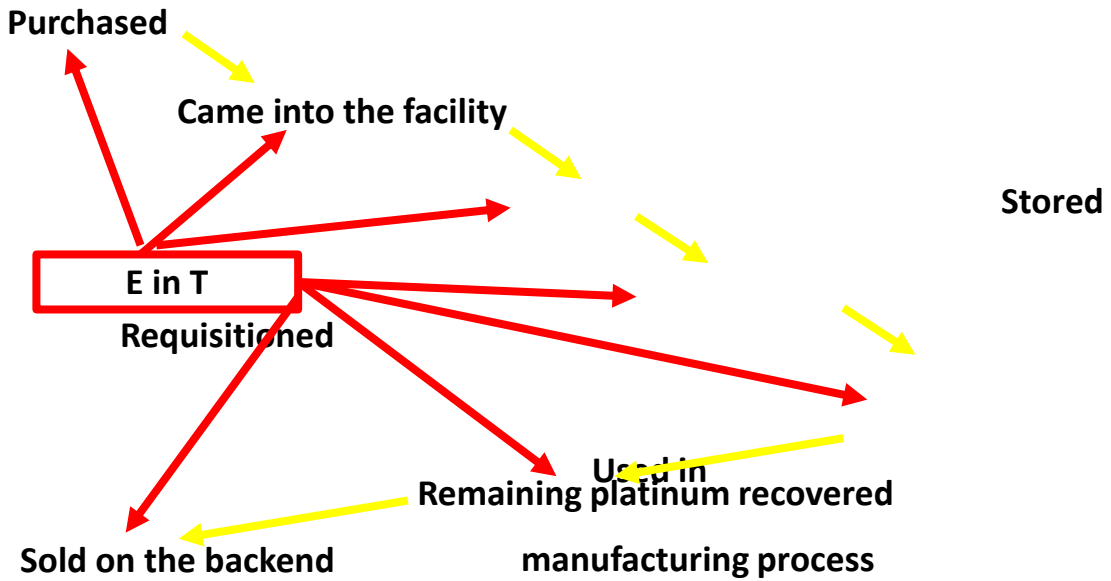
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126



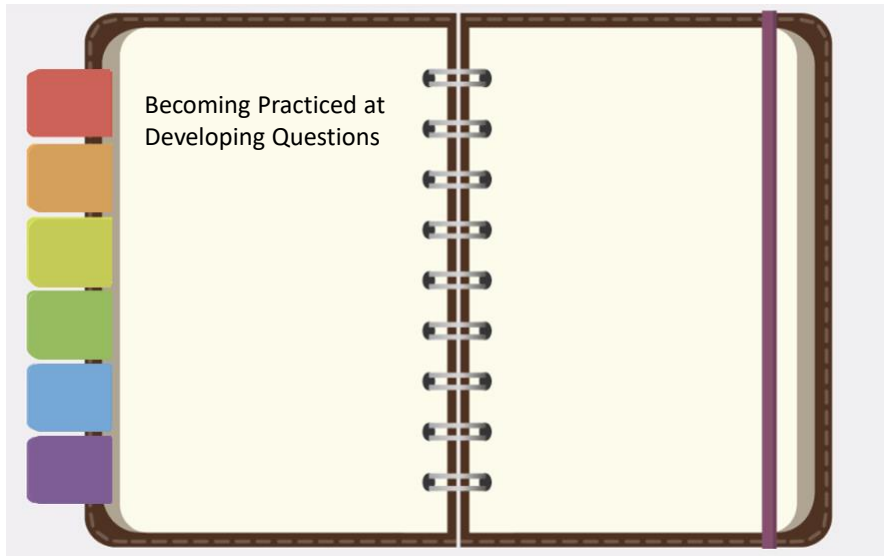
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127



128

128



129

129

If: _____

An alleged scam involving appropriating refunds for merchandise that was never returned is reported to have netted two store employees better than \$100,000.

Jane Doe, 24, of Anytown and co-worker Amy Samee, 39, are suspected of taking refunds that were processed for big-ticket merchandise that never was returned to the store.

Doe is suspected of pocketing \$106,268 since October 2019, and Samee is suspected of taking \$2,289.

A manager in the electronics department did an inventory and found several pieces of merchandise missing on July 13, sparking an inquiry. A records check revealed Doe had processed refunds for the items, but that they hadn't been brought into the store.

130

130

If: _____

Then: _____

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131

131

If: _____

Then: _____

Therefore: _____

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132

132

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133

133

If: _____

Then: _____

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134

134

If: _____

Then: _____

Therefore: _____

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135

135

If: _____

Then: _____

Therefore: _____

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People

136

136

If: _____

Then: _____

Therefore: _____

An alleged scam involving appropriating refunds for merchandise that was never returned is reported to have netted two store employees better than \$100,000.

People

Places

Jane Doe, 24, of Anytown and co-worker Amy Samee, 39, are suspected of taking refunds that were processed for big-ticket merchandise that never was returned to the store.

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137

137

If: _____

Then: _____

Therefore: _____

An alleged scam involving appropriating refunds for merchandise that was never returned is reported to have netted two store employees better than \$100,000.

People

Places

Jane Doe, 24, of Anytown and co-worker Amy Samee, 39, are suspected of taking refunds that were processed for big-ticket merchandise that never was returned to the store.

Things

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A manager in the electronics department did an inventory and found several pieces of merchandise missing on July 13, sparking an inquiry. A records check revealed Doe had processed refunds for the items, but that they hadn't been brought into the store.

138

138

If: _____
Then: _____
Therefore: _____

An alleged scam involving appropriating refunds for merchandise that was never returned is reported to have netted two store employees better than \$100,000.

People
Places
Things
E n T

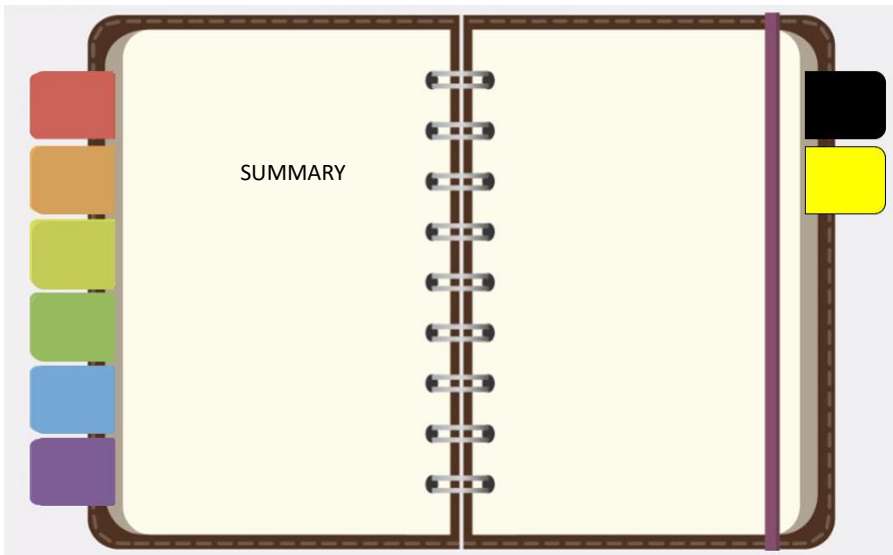
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139

139



140

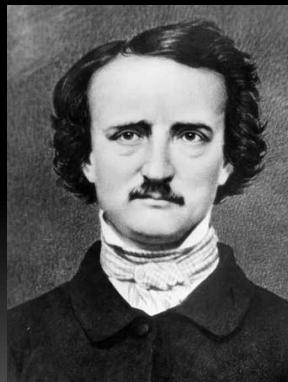
140

Interviewing Head to Poe

1

*"I became insane,
with long intervals
of horrible sanity"*

Edgar Allan Poe



2

Poll Question 1
Session 4



3

Rapport

By way of context



Aristotle

4

Rapport

By way of context

LOGIC



Aristotle

5

Rapport

By way of context

LOGIC

EMOTION



Aristotle

6

Rapport

By way of context

LOGIC

EMOTION

CHARACTER



Aristotle

7

Character

“Through Sound”

8

The most critical attribute !

Character

“Through Sound”

9

Purpose:

Enhance the success rate in gaining a positive interviewing outcome

10

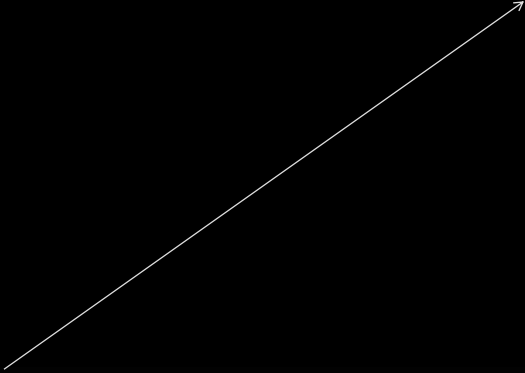
Purpose:

Enhance the success rate in gaining a positive interviewing outcome

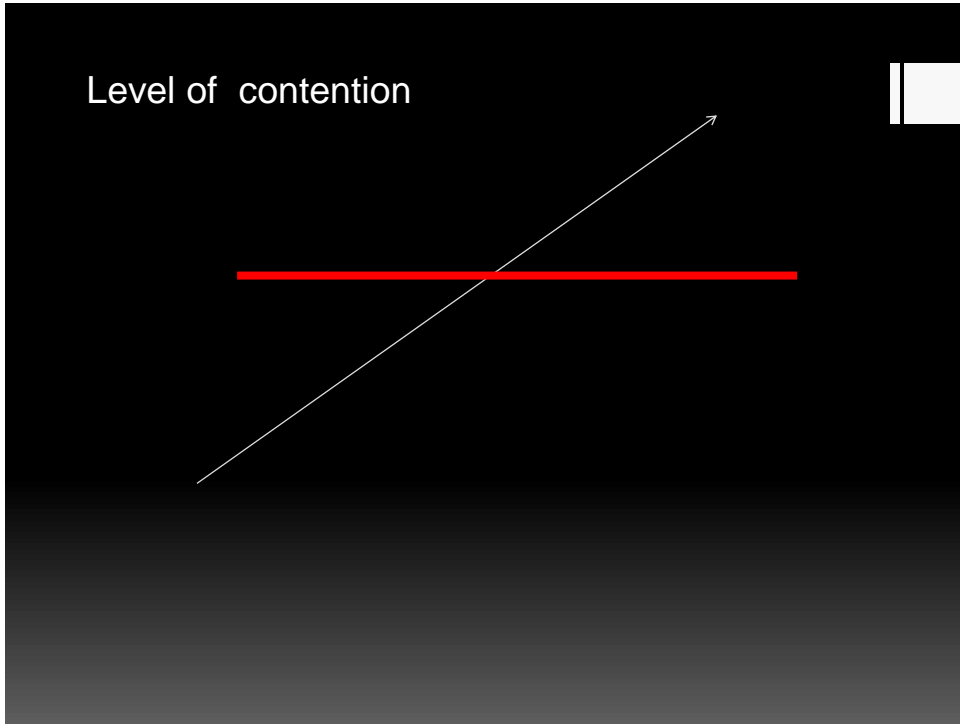
Endeavor to minimize the liability to the interviewer/organization

11

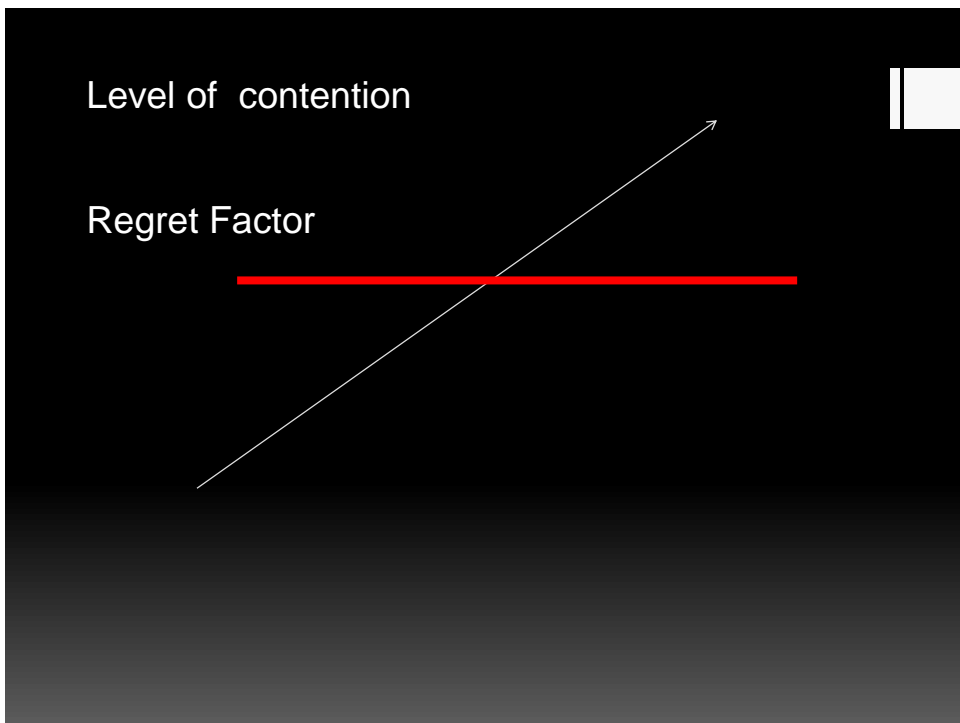
Level of contention



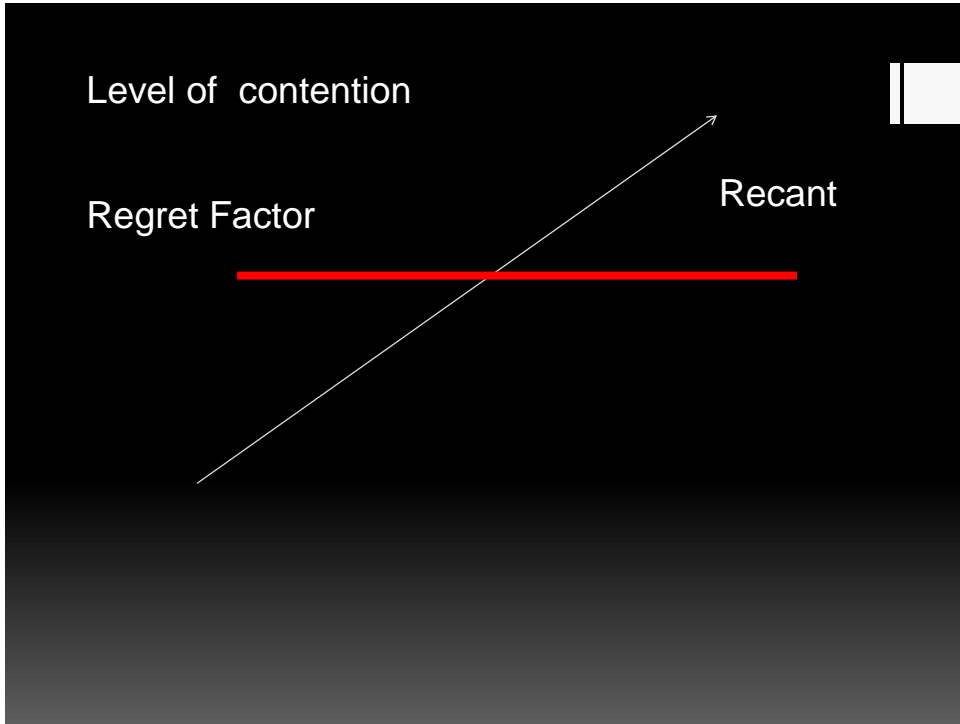
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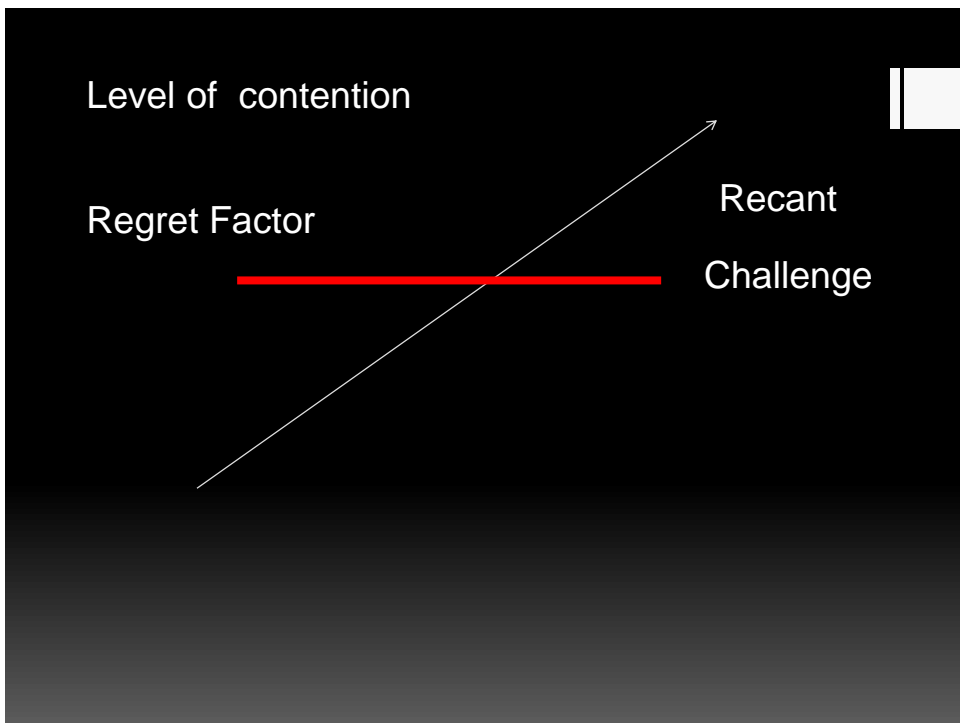
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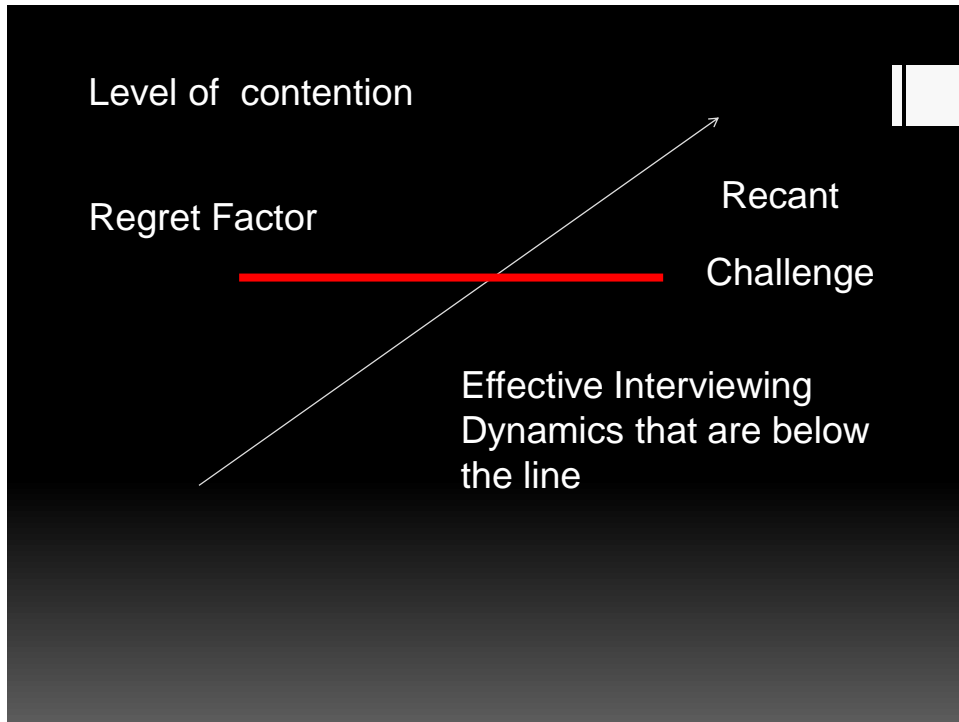
14



15



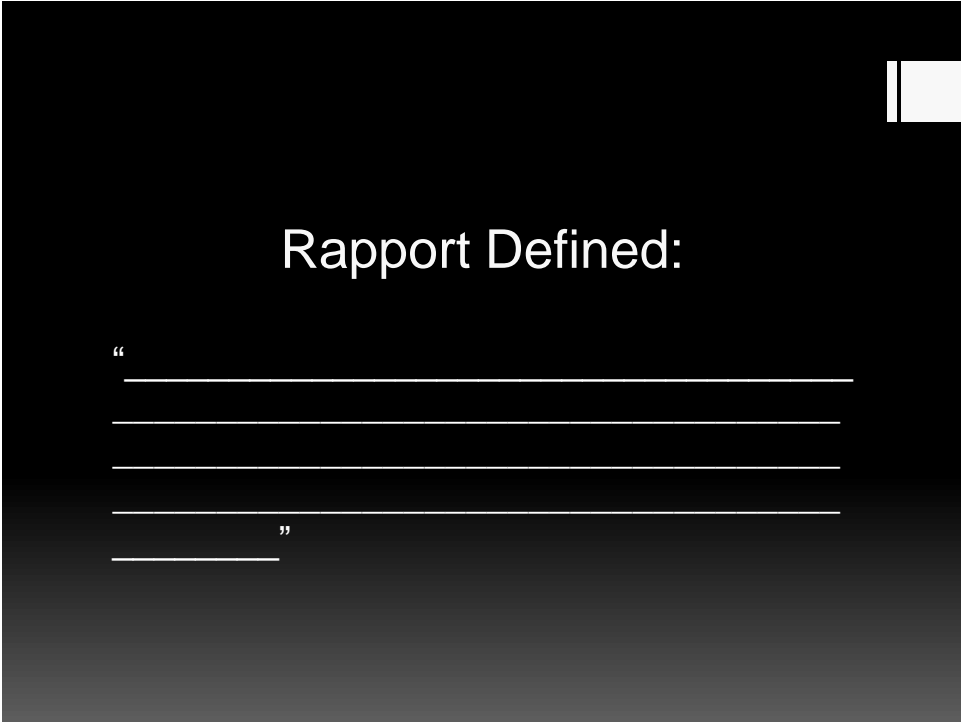
16



17



18



Rapport Defined:

“

_____”

This slide features a black background with a white title 'Rapport Defined:' and a quote structure consisting of five horizontal lines between quotation marks.

19



HOW ?

Answer

This slide features a black background with a white box containing the text 'HOW ?' and a dark grey box containing the word 'Answer' in a white, handwritten-style font.

20

... heightened attention leading to increased suggestibility.

The suggestion being, move from the **unwilling** chair to the **willing** chair –

“The art of Persuasion”

21

The three benefits of rapport:

- ✓ Trust
 - ✓ Help
 - ✓ Understanding

22

HOW IT IS DEVELOPED

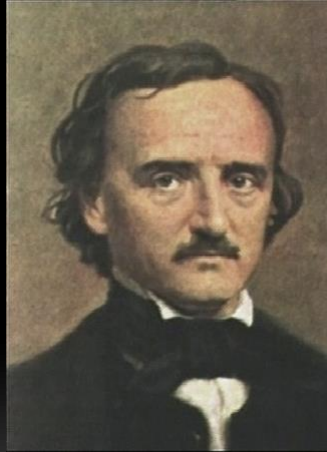
- **Confirmation?**
- **Formula for development**
- **Verification**
- **Three options**

23

This brings us up to:

24

January 19, 1809 – October 7, 1849



25

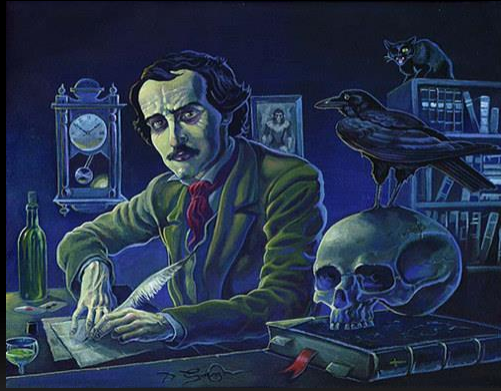
Author



26

Author

Poet



27

Author

Poet

Editor



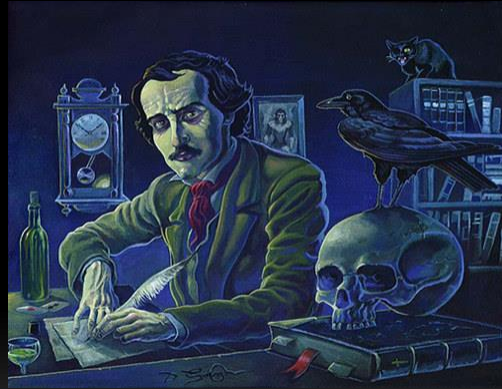
28

Author

Poet

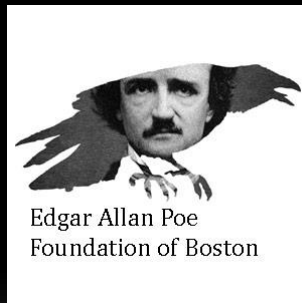
Editor

Literary
Critic



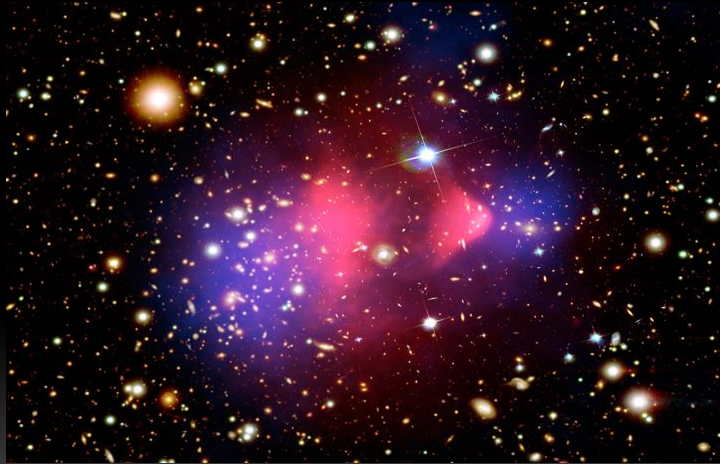
29

His works influenced literature in the U.S. and around
the world



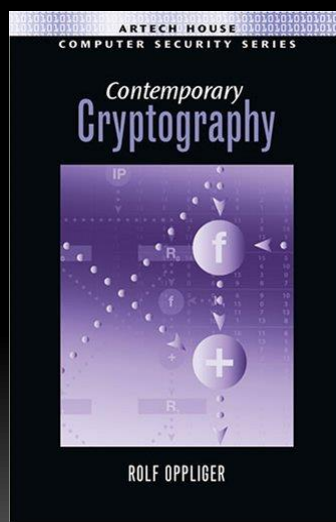
30

Specialized field: Cosmology



31

Specialized field: Cryptography

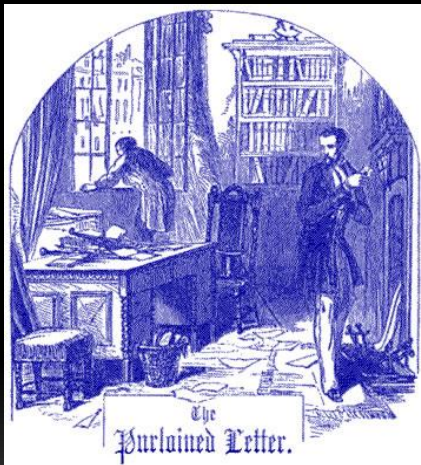


32

Works still have influence



33



1845

34

'When I wish to find out how wise, or how stupid, or how good, or how wicked is any one, or what are his thoughts at the moment, I fashion the expression of my face, as accurately as possible, in accordance with the expression of his, and then wait to see what thoughts or sentiments arise in my mind or heart, as if to match or correspond with the expression.'

35

*'When I wish to find out how wise, or how stupid, or how good, or how wicked is any one, or what are his thoughts at the moment, **I fashion the expression of my face, as accurately as possible, in accordance with the expression of his,** and then wait to see what thoughts or sentiments arise in my mind or heart, as if to match or correspond with the expression.'*

36

Non-verbal Mirroring



37

Verbal Mirroring

38

The Mind As A Computer



39

Five Sensory Channels

- ❖ **Seeing**
- ❖ **Hearing**
- ❖ **Feeling**
- ❖ **Taste**
- ❖ **Smell**

All that we
ever learned
we:

40

Five Sensory Channels

- ◆ Seeing
- ◆ Hearing
- ◆ Feeling
- ◆ Taste
- ◆ Smell

But when
others
communicate
with us:

41

Five Sensory Channels

- ◆ Seeing ←
- ◆ Hearing
- ◆ Feeling
- ◆ Taste
- ◆ Smell

42

Five Sensory Channels

- ◆ Seeing
- ◆ Hearing ←
- ◆ Feeling
- ◆ Taste
- ◆ Smell

43

Five Sensory Channels

- ◆ Seeing
- ◆ Hearing
- ◆ Feeling ←
- ◆ Taste
- ◆ Smell

44

Five Sensory Channels

- ◇ Seeing
- ◇ Hearing
- ◇ Feeling
- ◇ Taste
- ◇ Smell ←

45

Five Sensory Channels

- ◇ Seeing ←
- ◇ Hearing ←
- ◇ Feeling ←
- ◇ Taste ←
- ◇ Smell ←

46

Five Sensory Channels

- ◇ Seeing →
- ◇ Hearing
- ◇ Feeling
- ◇ Taste
- ◇ Smell

47

Five Sensory Channels

- ◇ Seeing
- ◇ Hearing →
- ◇ Feeling
- ◇ Taste
- ◇ Smell

48

Five Sensory Channels

- ◇ Seeing
- ◇ Hearing
- ◇ Feeling →
- ◇ Taste
- ◇ Smell

49

Five Sensory Channels

- ◇ Seeing
- ◇ Hearing
- ◇ Feeling
- ◇ Taste
- ◇ Smell →

50

Five Sensory Channels

- ❖ Seeing →
- ❖ Hearing →
- ❖ Feeling →
- ❖ Taste →
- ❖ Smell →

51

Three Primary Sensory Channels

- ❖ **See**
- ❖ **Hear**
- ❖ **Feeling**

52

Dominant Sensory Channel

53

Dominant Sensory Channel

Everyone has one !

54

Three Primary Sensory Channels

Visual (1)
Auditory (2)
Feeling (3)

55

Exercise with the *Mysterious Dot*



Present

56

Exercise with the *Mysterious Dot*



Present

From the dot, draw a straight arrow into the future - F

57

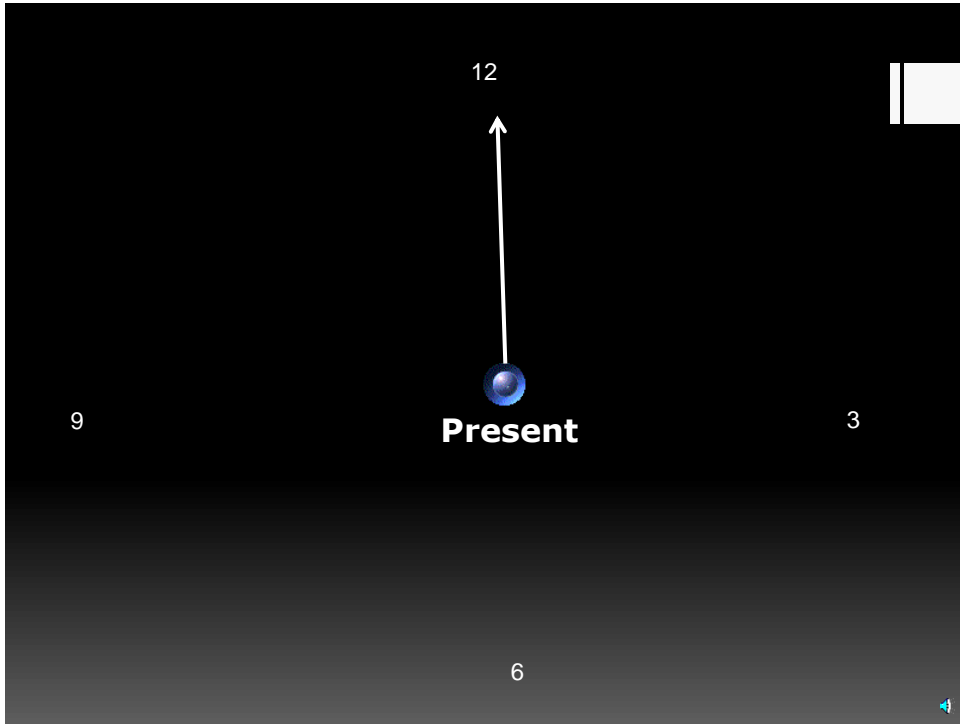
Exercise with the *Mysterious Dot*



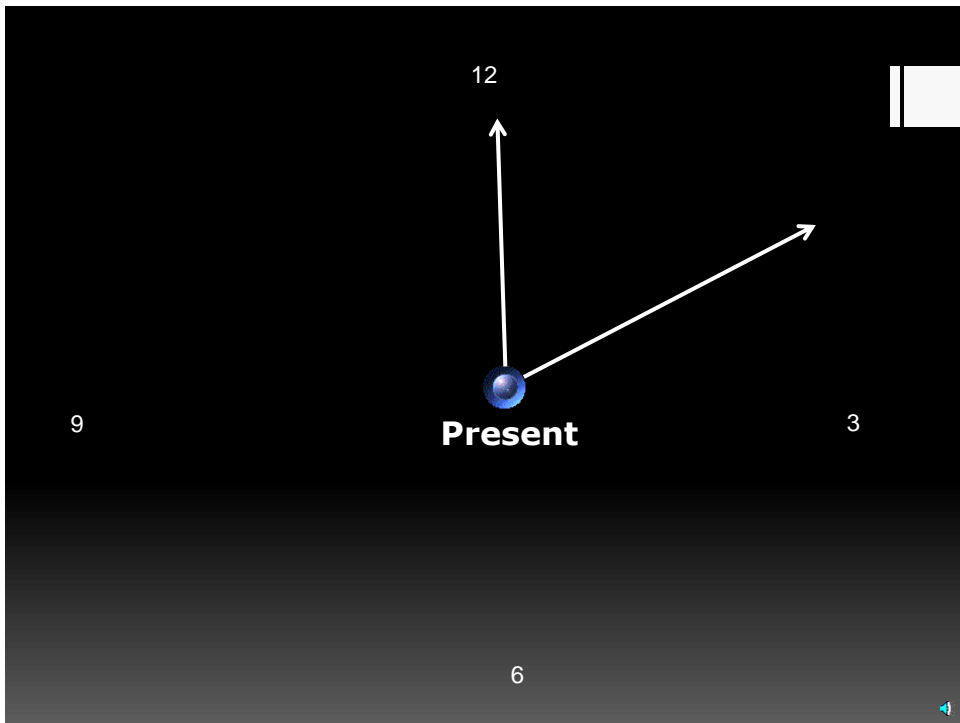
Present

From the dot, draw a straight arrow into the Past - P

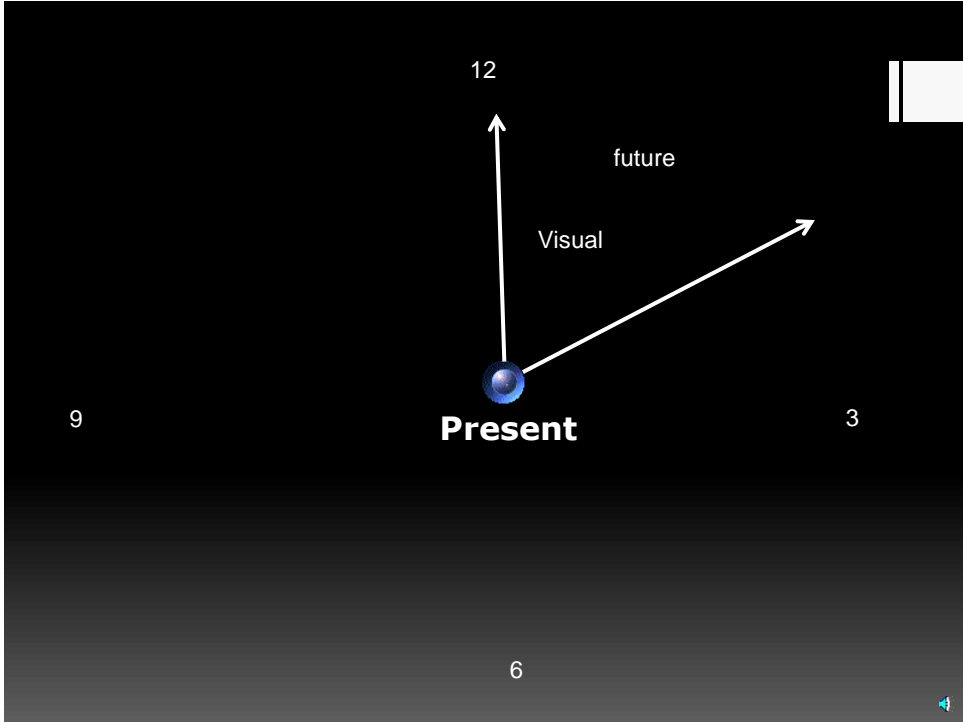
58



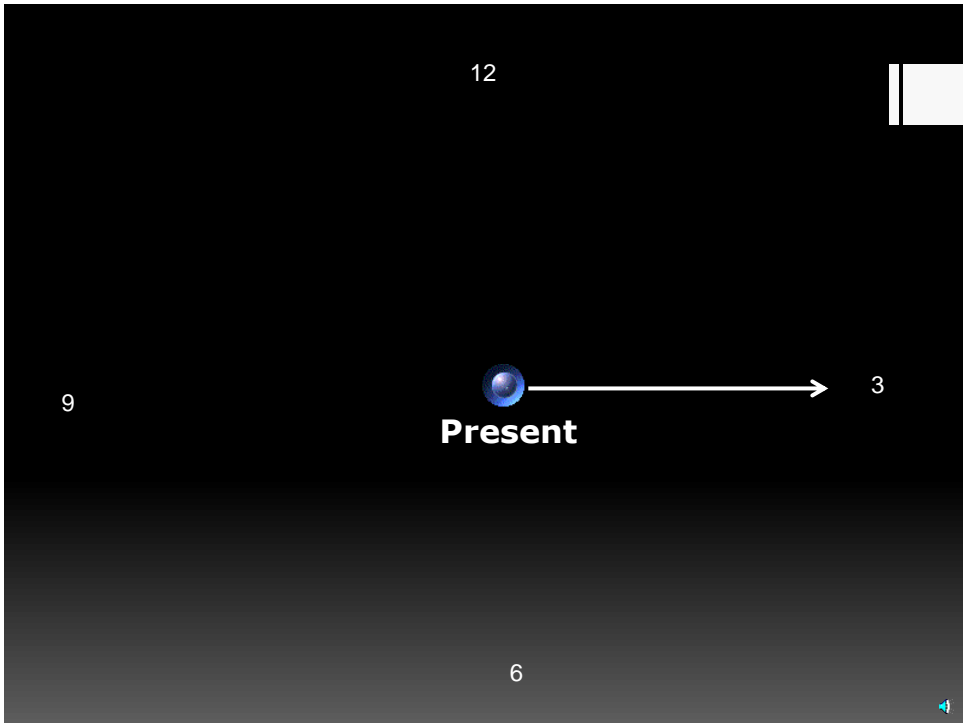
59



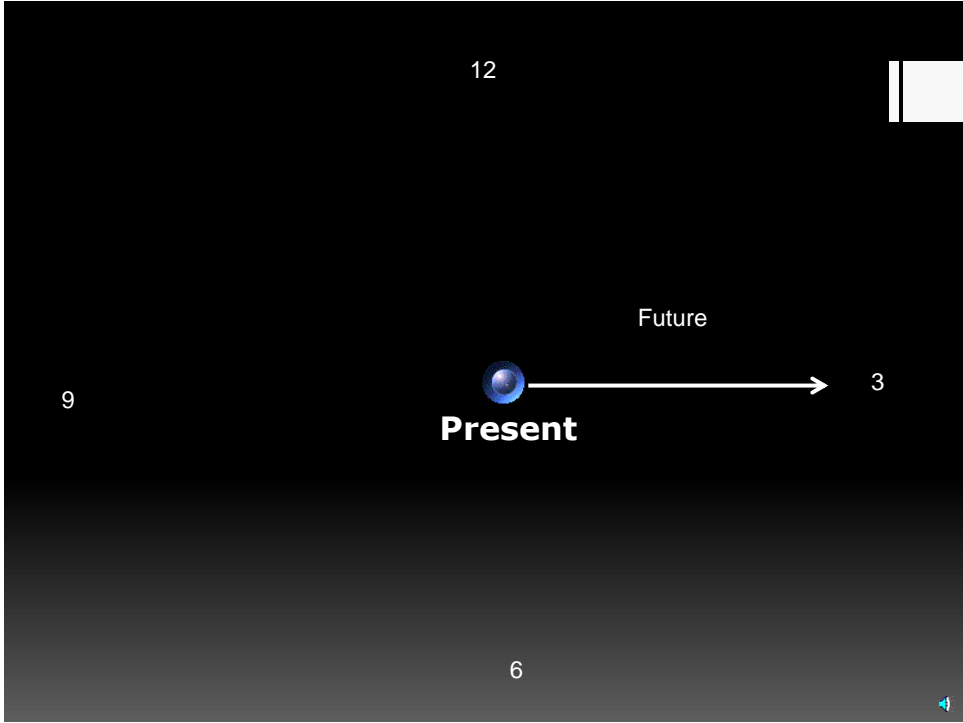
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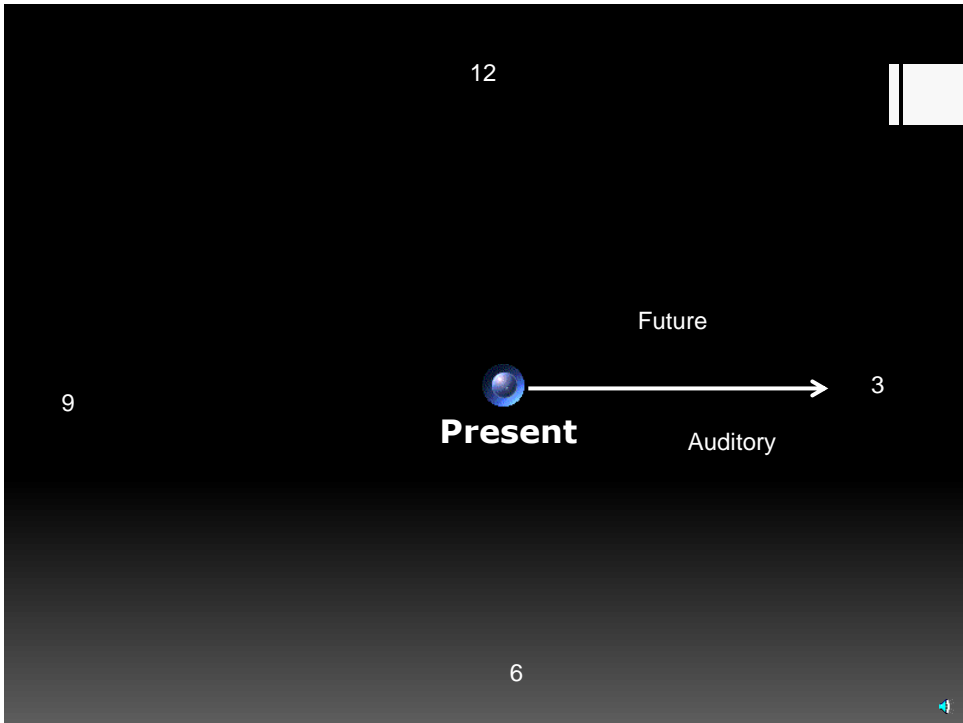
61



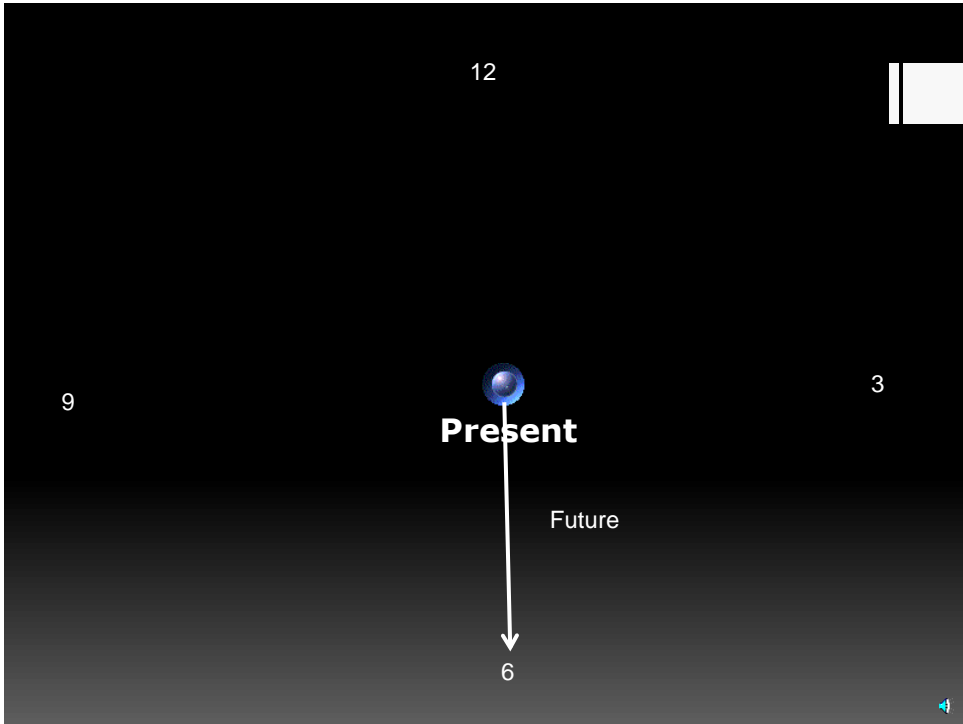
62



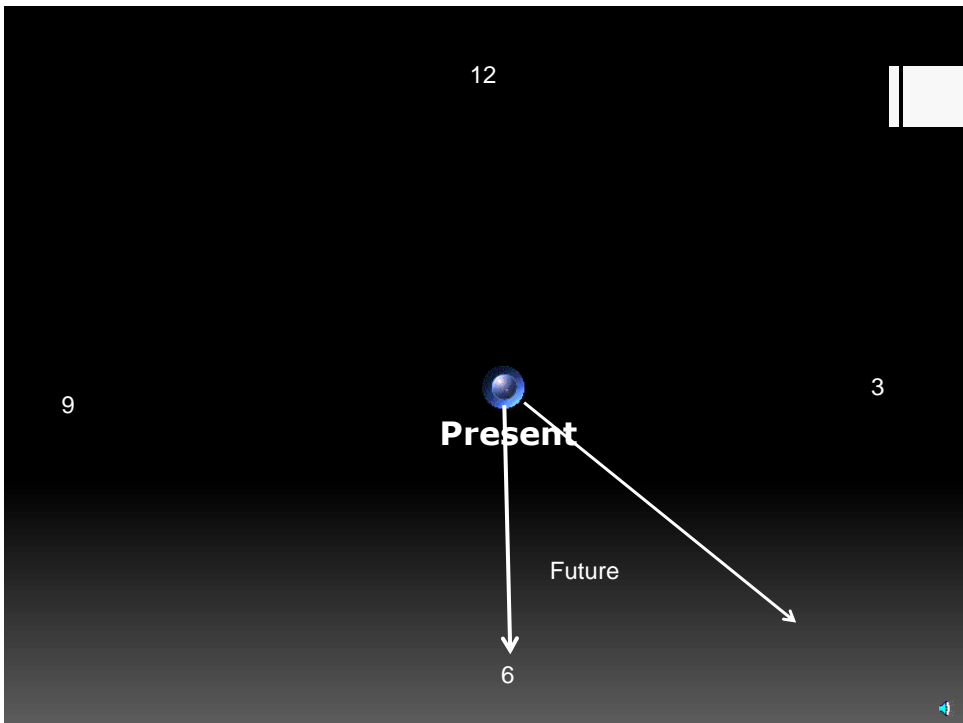
63



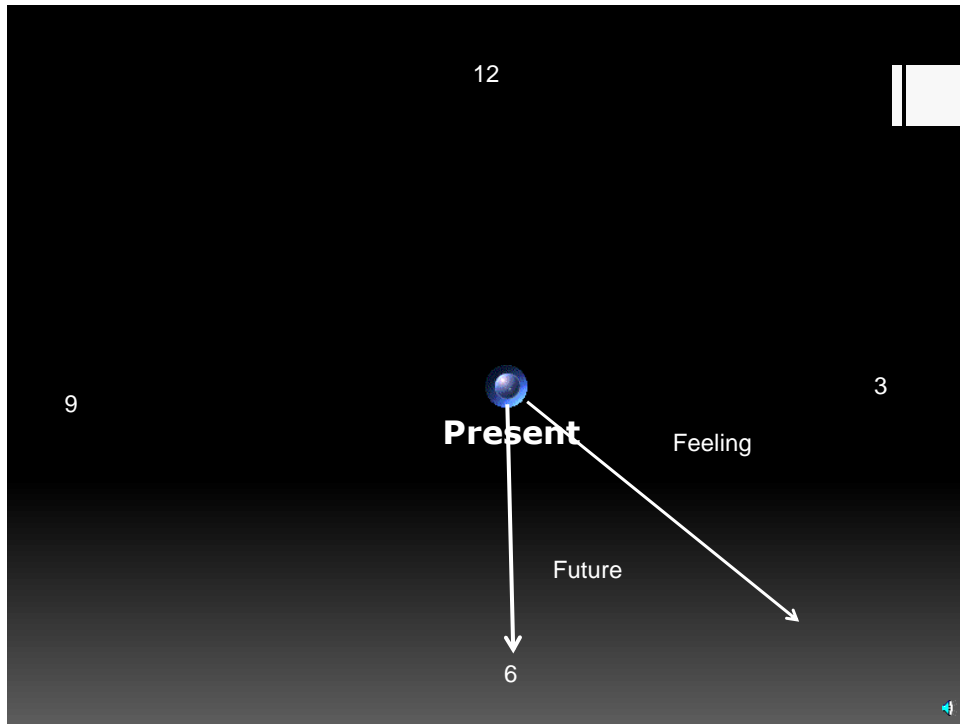
64



65



66



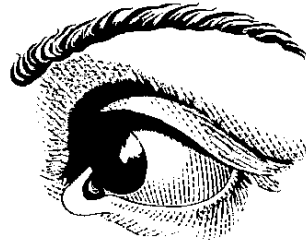
67

Predicates for the Representational Systems

68

Seeing

- Appear
- Clear
- Cockeyed
- Colors
- Focus
- Glance
- Look
- Neat
- Scan
- Scope
- Tint
- Vague
- Watch
- Blind to
- Seeing Red
- Green with Envy



69

- Audible
- Babble
- Buzz
- Discord
- Echo
- Grumble
- Harmony
- Prattle
- Quiet
- Silence
- Shriek
- Squawk
- Stammer
- Give a Hoot

70

Feeling

- Bounce
- Feel
- Grasp
- Handle
- Kiss
- Lukewarm
- Press
- Poke
- Tender
- Touch
- Beside yourself
- Breakdown
- Iron Out
- Raising Hell

71

Sensory Linguistic Matching for Rapport:

- I **see** what you are trying to **show** me.
- I **hear** exactly what you are **saying**.
- I have a **grasp** for how **rough** it must have been.

72

We knew what worked.

We didn't know why it worked.

73

- Only knowing “*what*” limits the interviewer to only being rote.
- Knowing “*why*” allows the interviewer to become a performer.

74

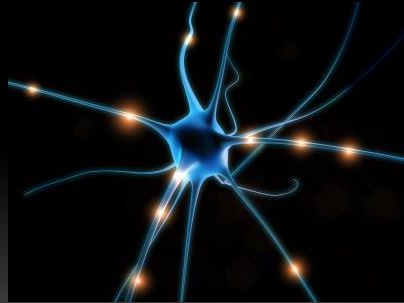
The answer is found in the second portion of what the young man had to say:

75

'When I wish to find out how wise, or how stupid, or how good, or how wicked is any one, or what are his thoughts at the moment, I fashion the expression of my face, as accurately as possible, in accordance with the expression of his, and then wait to see what thoughts or sentiments arise in my mind or heart, as if to match or correspond with the expression.'

76

Mirror Neurons

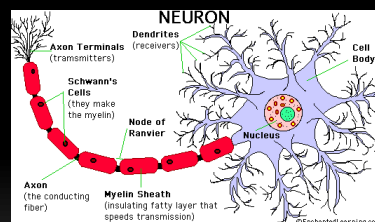


77

First, what is a neuron?

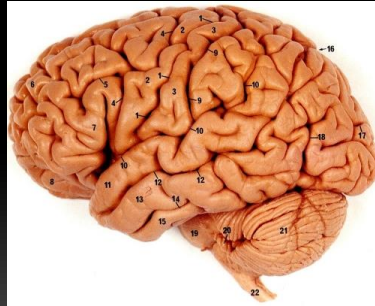
A neuron is an [electrically](#) excitable [cell](#) that processes and transmits information by electrical and chemical [signaling](#).

Neurons are the core components of the [nervous system](#).



78

"An adult human brain has more than 100 billion neurons"



79

Mirror neurons:

A **mirror neuron** is a [neuron](#) that [fires](#) both when an animal acts and when the animal sees or hears the same action performed by another.

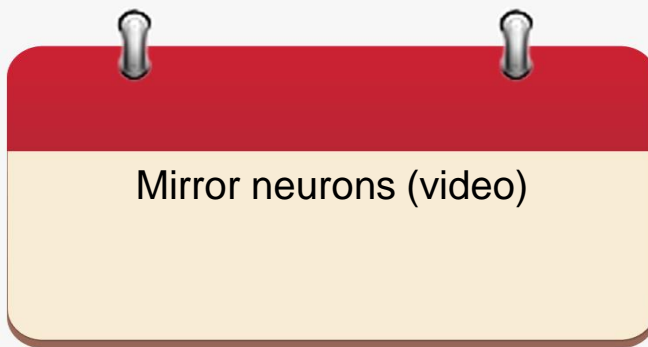
Thus, the neuron "mirrors" the behavior of the other, as though the observer or listener were itself acting.

80

Mirror neurons were first described in 1992. Some scientists consider this to be one of the most important recent discoveries in [neuroscience](#).



81



Mirror neurons (video)

82

Examples from everyday



83

- These mirror neurons are important for understanding the actions of other people.
- Mirror systems simulate observed actions, and thus contribute to theory of mind skills.

84

Theory of mind (T_oM)

Having a theory of mind allows one (interviewer) to attribute thoughts, desires, and intentions to others, to predict or explain their actions, and to posit their intentions.

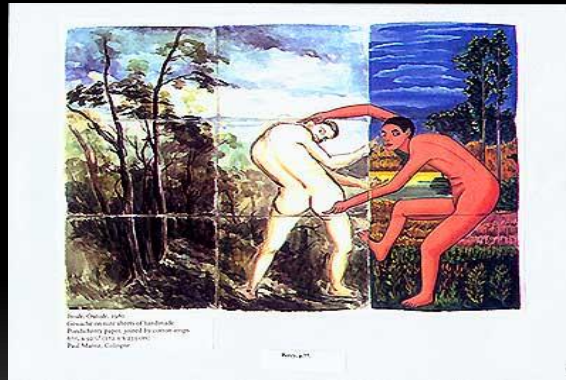
It enables one (interviewer) to understand that mental states can be the cause of—and thus be used to explain and predict—others' behavior.

85

Alterity:

- A term meaning "otherness", strictly being in the sense of the other. (Latin *alter*).
- It implies the ability to distinguish between [self](#) and [not-self](#), and consequently to assume the existence of an alternative viewpoint.

86



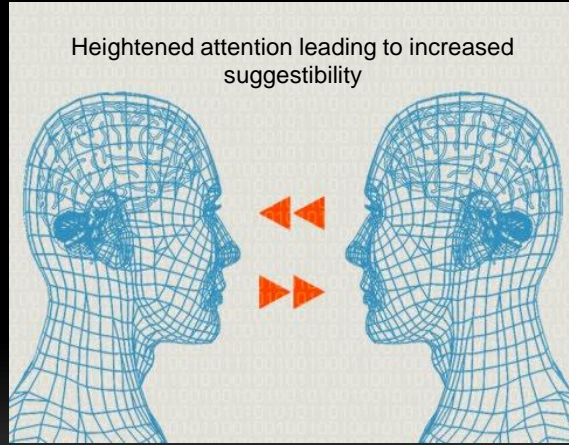
87

Poll Question 3
 Session 4



88

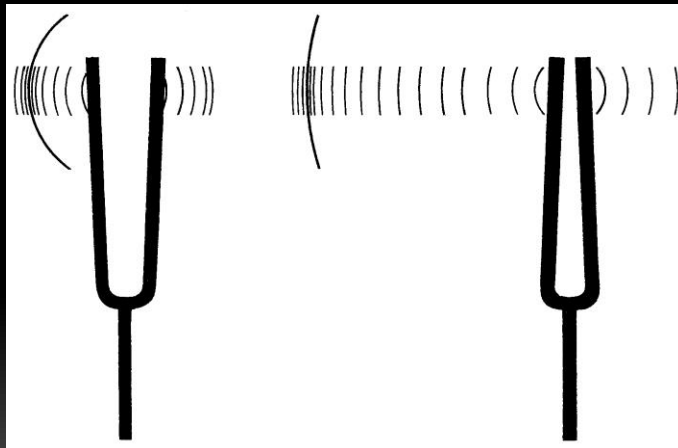
Activate the mirror neurons of the interviewee



Rapport!

89

2 tuning forks in the key of C



90



91

Two (2) very powerful mirror neuron activating options

92

Two (2) very powerful mirror neuron activating options:

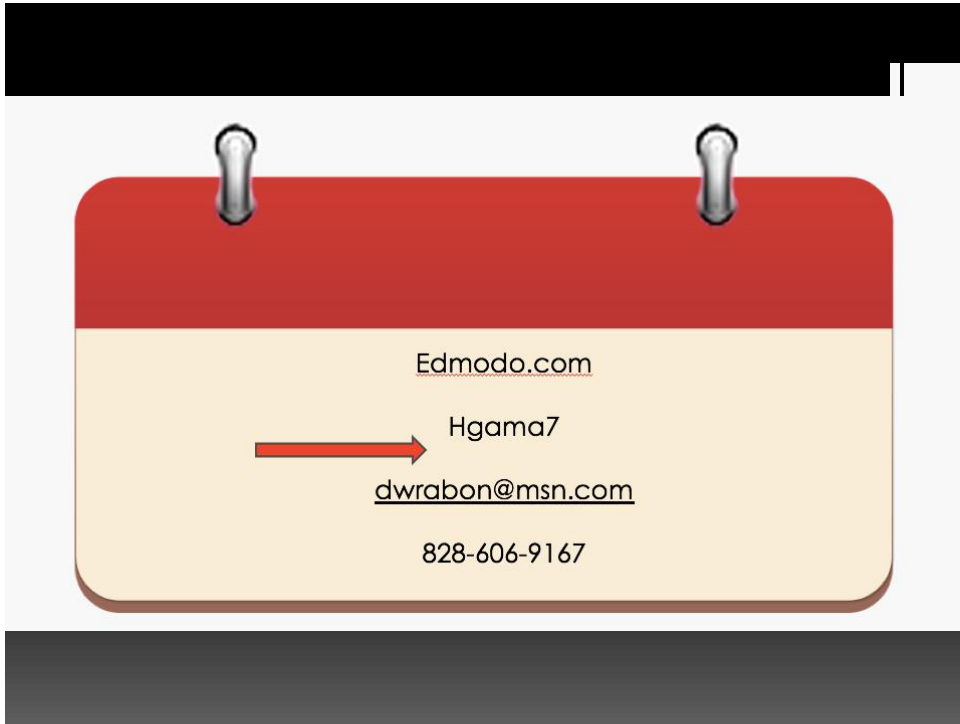
- **Story.**

93

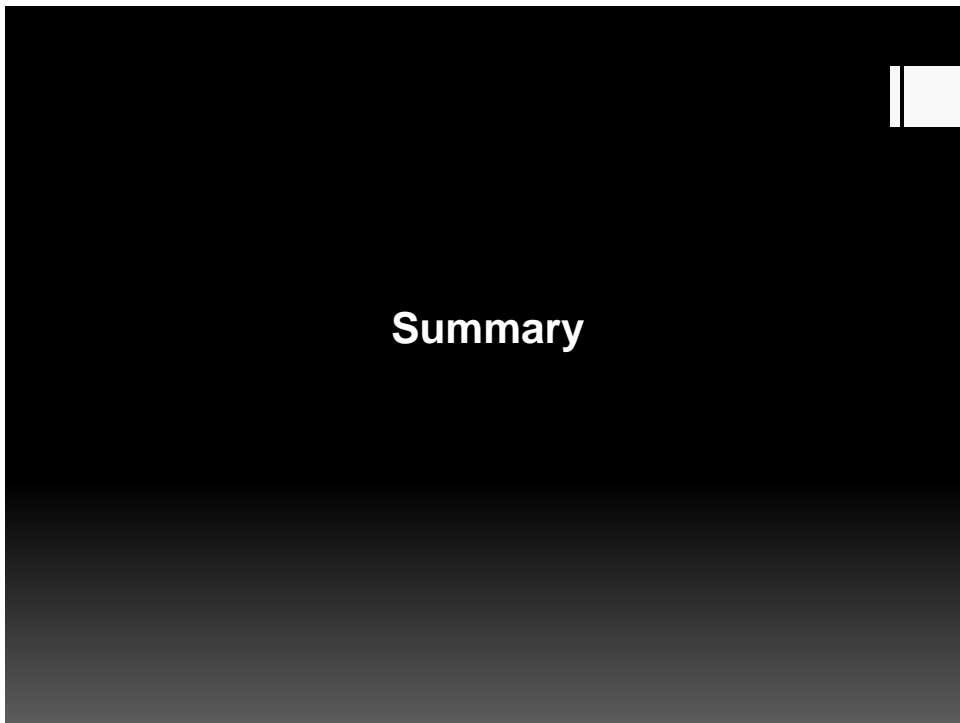
Two (2) very powerful mirror neuron activating options:

- **Story,**
- **Metaphor.**

94



95



96