

# MANAGING EMOTIONS & EVALUATING TRUTHFULNESS



**GENTEX<sup>®</sup>**  
TRAINING CENTER



## Introduction

Judging what someone really means requires two capabilities at once: control of your own reactions and accurate reading of theirs. The Managing Emotions & Evaluating Truthfulness Training Course develops both. Participants learn how emotion influences perception and judgement, how to stay composed during difficult exchanges, and how to assess credibility through structured observation rather than intuition. Furthermore, the programme covers verbal and non-verbal signals, questioning technique, and the ethical limits of deception detection. Delivered by Gentex Training Center over five days, this programme suits interviewers, HR professionals, investigators, and managers. As a result, participants conduct fair, well-evidenced assessments with confidence.

## Managing Emotions & Evaluating Truthfulness Course Objectives

- Explain how emotions influence perception, memory, and judgement.
- Apply the four-domain emotional intelligence model to interview and assessment settings.
- Use self-regulation techniques to stay composed during tense exchanges.
- Recognise personal biases and their effect on credibility judgements.
- Apply the ABC reframing model to manage reactions to challenging behaviour.
- Read non-verbal signals including posture, gesture, gaze, and voice changes.
- Apply statement analysis techniques to identify inconsistencies.
- Use structured questioning methods such as cognitive interviewing and PEACE principles.
- Distinguish stress indicators from reliable indicators of deception.
- Apply ethical standards, consent, and fair process in truthfulness assessment.

## Course Methodology

- Interactive sessions grounded in behavioural science and interview practice.

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- Interview simulations with structured peer observation and feedback.
- Video analysis exercises on non-verbal and verbal signal interpretation.
- Emotion regulation practice with reflective debriefs.
- Case studies of interview failure, bias, and false conclusions.
- Action planning with a personal interviewing improvement plan.

## Who Should Take This Course

- Human resources and recruitment professionals.
- Investigators, auditors, and compliance officers.
- Security, loss prevention, and risk staff.
- Managers conducting disciplinary or grievance interviews.
- Customer service and complaints handling staff.
- Journalists and researchers conducting interviews.
- Officials conducting assessments or screening processes.

## Managing Emotions & Evaluating Truthfulness Course Outlines

### Day 1: Emotion, Perception, and Judgement

- How emotions shape perception, memory, and decision making.
- The four-domain emotional intelligence model explained.
- Emotional triggers in interviews and confrontational exchanges.
- Cognitive biases affecting credibility judgements.
- Emotional contagion and its effect on interviews.
- Self-regulation techniques: breathing, pausing, and the six-second rule.



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- Self-assessment: personal emotional and observational profile.

## Day 2: Reading Behaviour and Non-Verbal Signals

- Baselines and clusters: why single signals mislead.
- Posture, gesture, and proxemic behaviour.
- Gaze, facial expression, and micro-expression awareness.
- Voice: pitch, pace, pauses, and tremor.
- Cultural differences in emotional expression.
- Avoiding misinterpretation and stereotype-driven conclusions.
- Exercise: establishing a behavioural baseline.

## Day 3: Structured Interviewing and Questioning

- Interview structure and rapport building.
- Open, probing, and clarifying question types.
- Cognitive interviewing techniques for memory retrieval.
- The PEACE interviewing model explained.
- Detecting inconsistency through statement analysis.
- Documenting interviews and maintaining objectivity.
- Practice: conducting a structured interview.

## Day 4: Evaluating Truthfulness and Managing Pressure

- Stress indicators versus reliable indicators of deception.
- The myth of the single tell and why it fails.
- Verification strategies and corroborating evidence.
- Managing your own reactions to provocation and silence.



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- Handling emotional escalation and disclosures ethically.
- Recognising when to stop and escalate.
- Simulation: an interview under pressure.

## Day 5: Ethics, Documentation, and Action Planning

- Ethical standards, consent, and fair process.
- Privacy, data protection, and confidentiality obligations.
- Avoiding false accusations and confirmation traps.
- Writing objective, evidence-based assessment reports.
- Giving feedback and handling challenge on conclusions.
- Building a 90-day interviewing skills improvement plan.
- Final practice, peer review, and course consolidation.

## Conclusion

By successfully completing the Managing Emotions & Evaluating Truthfulness Training Course, participants will have acquired practical knowledge of emotional regulation, bias awareness, non-verbal signal interpretation, structured questioning methods, statement analysis, and ethical truthfulness assessment. In addition, they will conduct interviews that are fair, evidence-based, and defensible. Gentex Training Center delivers this programme through recorded interview practice and structured debriefs, so participants apply their new knowledge immediately.

## FAQs





## Q1 What is the "Managing Emotions & Evaluating Truthfulness" course about?

The course teaches two connected skills: controlling your own emotional reactions and assessing credibility accurately. It covers emotional regulation, bias awareness, non-verbal signal reading, structured questioning, statement analysis, and ethical standards in assessment.

## Q2 What are the key benefits of the "Managing Emotions & Evaluating Truthfulness" course?

Participants stay composed in difficult exchanges and reach more reliable conclusions. Furthermore, they question more skilfully, avoid bias-driven mistakes, and document assessments that withstand scrutiny. As a result, interviews and investigations become fairer and more accurate.

## Q3 What skills will I gain from the "Managing Emotions & Evaluating Truthfulness" course?

Participants gain emotional regulation and bias awareness, behavioural observation and non-verbal signal reading, structured interviewing and questioning, and ethical truthfulness assessment and documentation. These four skills combine to support fair and accurate credibility judgements.



## Q4 What tools, methods, or standards are covered in the "Managing Emotions & Evaluating Truthfulness" course?

The programme uses the four-domain emotional intelligence model, the ABC reframing model, the six-second rule, baseline and cluster observation techniques, statement analysis methods, cognitive interviewing techniques, the PEACE interviewing model, and confidentiality, consent and data protection guidance.

## Q5 How is the "Managing Emotions & Evaluating Truthfulness" course applied in real-world practice?

Professionals apply it during recruitment interviews, disciplinary and grievance hearings, internal investigations, loss prevention enquiries, complaints handling, and customer verification processes. In addition, they use it to review evidence and to prepare objective assessment reports for decision makers.