



The Insurance
Institute of London
Chartered Insurance Institute

Continuing Professional Development Certificate

How to spot liars?

Date

Thursday 05 December 2019

Time

1.00pm - 2.00pm

Speaker

Phillip Maltin, Partner, Raines Feldman LLP

In this Claims Lecture Phillip Maltin surveyed the weaknesses in the claims of body language experts about how to spot liars. He then summarised science based techniques that can expose dishonesty. In his presentation, Phillip explained the four-step "READ System".

By the end of this lecture members would have gained an insight into:

- The pseudo-science behind most body language interpretations;
- The exaggerated claims regarding the accuracy of voice stress analysis systems;
- Cues of deception validated by research;
- How to question people to uncover the most information of the highest quality;
- The most effective technique for accurately determining whether a person is lying.



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