

<b>Course Summary:</b>	This course will focus on interviewing clients, applicants, and/or employees in teaching trainees how to build instant rapport, recognizing the non-verbal signs of communications, identifying hidden signs of emotion and deception, maintaining a strong rapport. Trainees will gain understanding in how humans process information and will be able to recognize the mode for how another person thinks so as to better understand the client and/or applicant and allow for a more accurate assessment.
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Performance Objectives:	
A)	Demonstrate how to Interview a client (applicant and/or employee) and learn how to build an instant rapport.
B)	Describe the non-verbal signs of communication.
C)	Identify hidden signs of emotion and deception.
D)	Explain how to establish and maintain a strong rapport.
E)	Identify how humans process information & recognize the mode for how that person thinks.
F)	Explain how to develop a better understanding of the individual allowing for a more accurate assessment.

Course Outline				
Day	Time Begin (24 Hour)	Time End (24 Hour)	Subject or Topic	Instructional Methodology
1	0800	1000	Introduction and overview of course. Handling personal matters. Interviewing clients. How to build instant rapport.	Lecture Group Discussion
1	1000	1200	Recognizing the non-verbal signs of communications. Identifying the hidden signs of emotion and deception.	Lecture Group Discussion Audio/Video Clip
1	1200	1300	Lunch	
1	1300	1500	Establishing and maintaining a strong rapport. Understanding how humans process information. Recognize mode for how another person thinks.	Lecture Group Discussion
1	1500	1700	Developing a better understanding of the individual. Achieving a more accurate assessment. Summary, feedback, and evaluations.	Lecture Group Discussion Evaluation