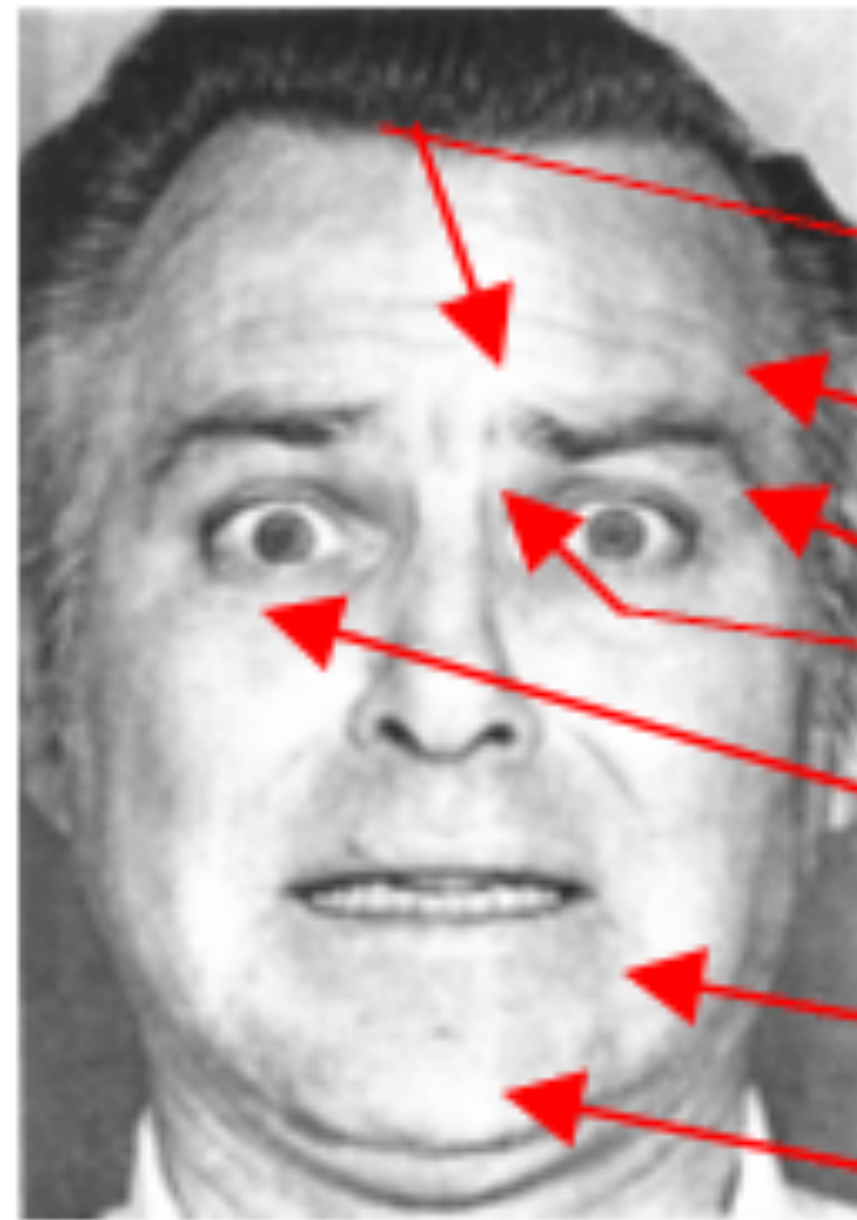


Masterclass micro-expression training

FACS example



E.g., Action code: 1, 2, 4, 5, 7, 20,

1C Inner brow raise

2C Outer brow raise

4B Brow lower

5D Upper lid raise

7B Lower lid tighten

20B Lip stretch

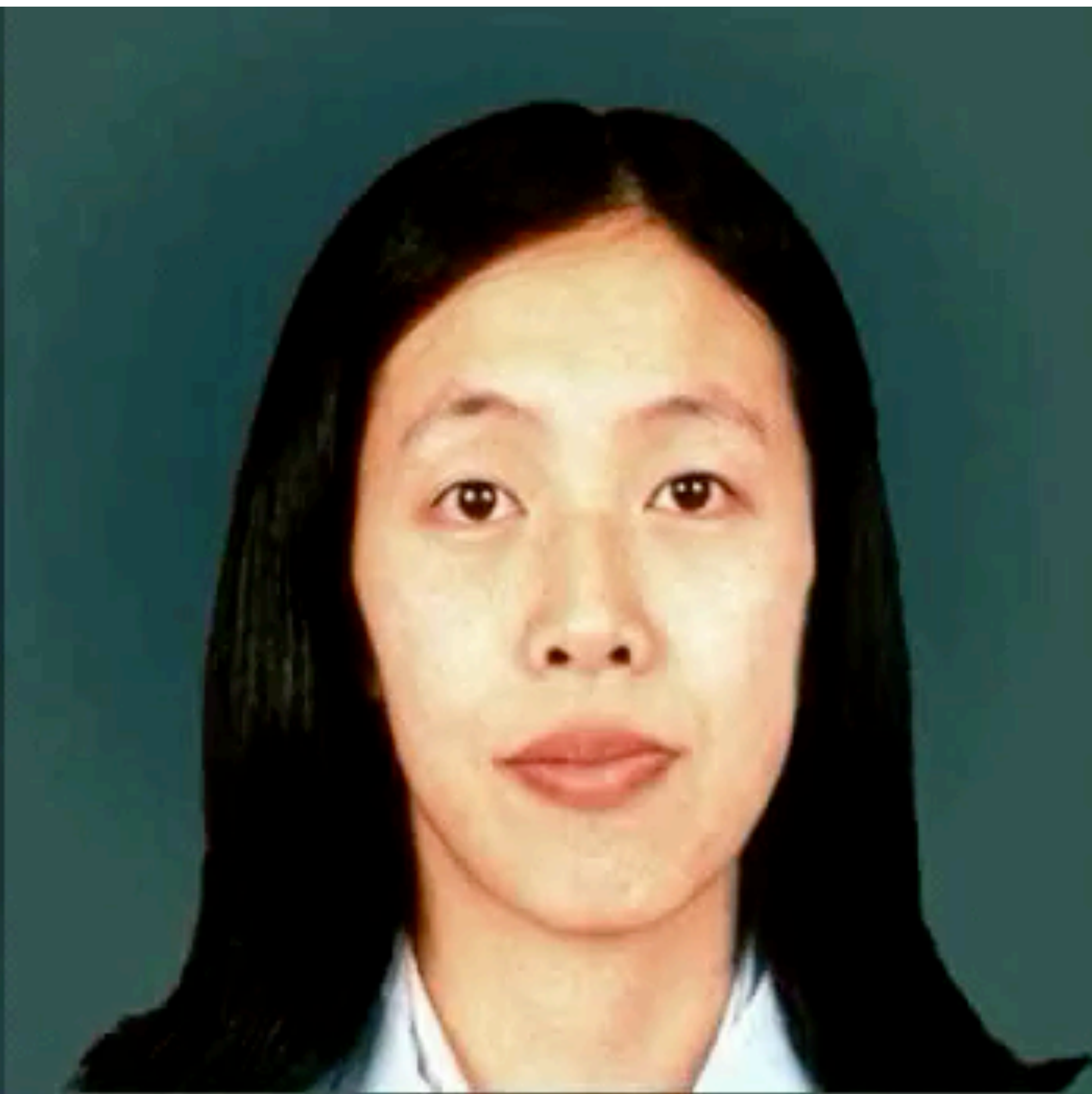
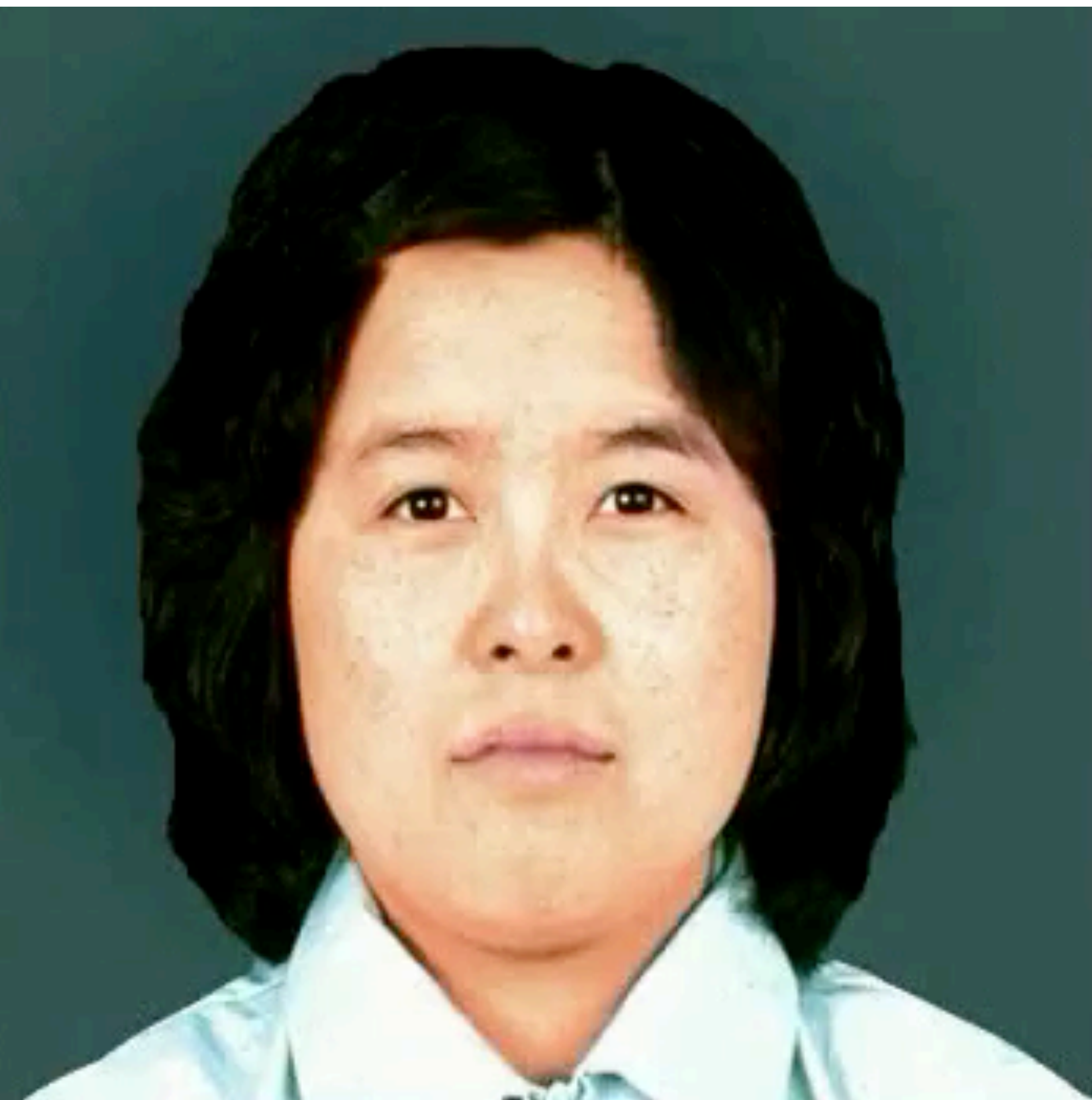
26B Jaw drop

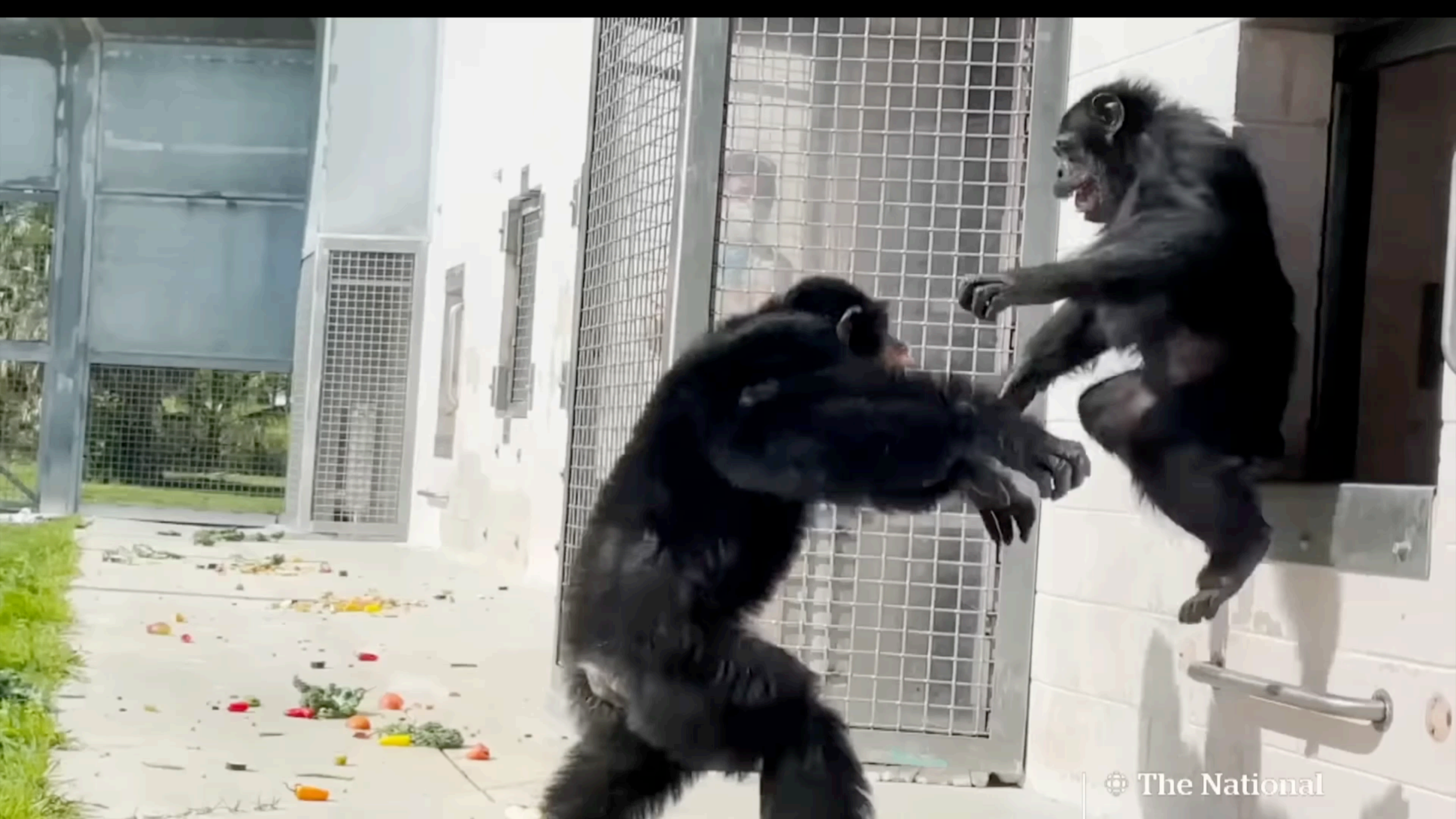
Body language





**Next
AD ▶**





Reading People





Body language

Independent on which research you cite you will find that 65-95% of the message is transported non-verbally.

























Darwin

The Expression of the Emotions in Man and Animals



FACIAL ACTION CODING SYSTEM

- (EKMAN & FRIESEN)

Upper Face Action Units					
AU 1	AU 2	AU 4	AU 5	AU 6	AU 7
					
Inner Brow Raiser	Outer Brow Raiser	Brow Lowerer	Upper Lid Raiser	Cheek Raiser	Lid Tightener
*AU 41	*AU 42	*AU 43	AU 44	AU 45	AU 46
					
Lid Droop	Slit	Eyes Closed	Squint	Blink	Wink
Lower Face Action Units					
AU 9	AU 10	AU 11	AU 12	AU 13	AU 14
					
Nose Wrinkler	Upper Lip Raiser	Nasolabial Deepener	Lip Corner Puller	Cheek Puffer	Dimpler
AU 15	AU 16	AU 17	AU 18	AU 20	AU 22
					

NOS

npo

TOEKOMST

ROPE

LIJST
16

kracht
PLUS





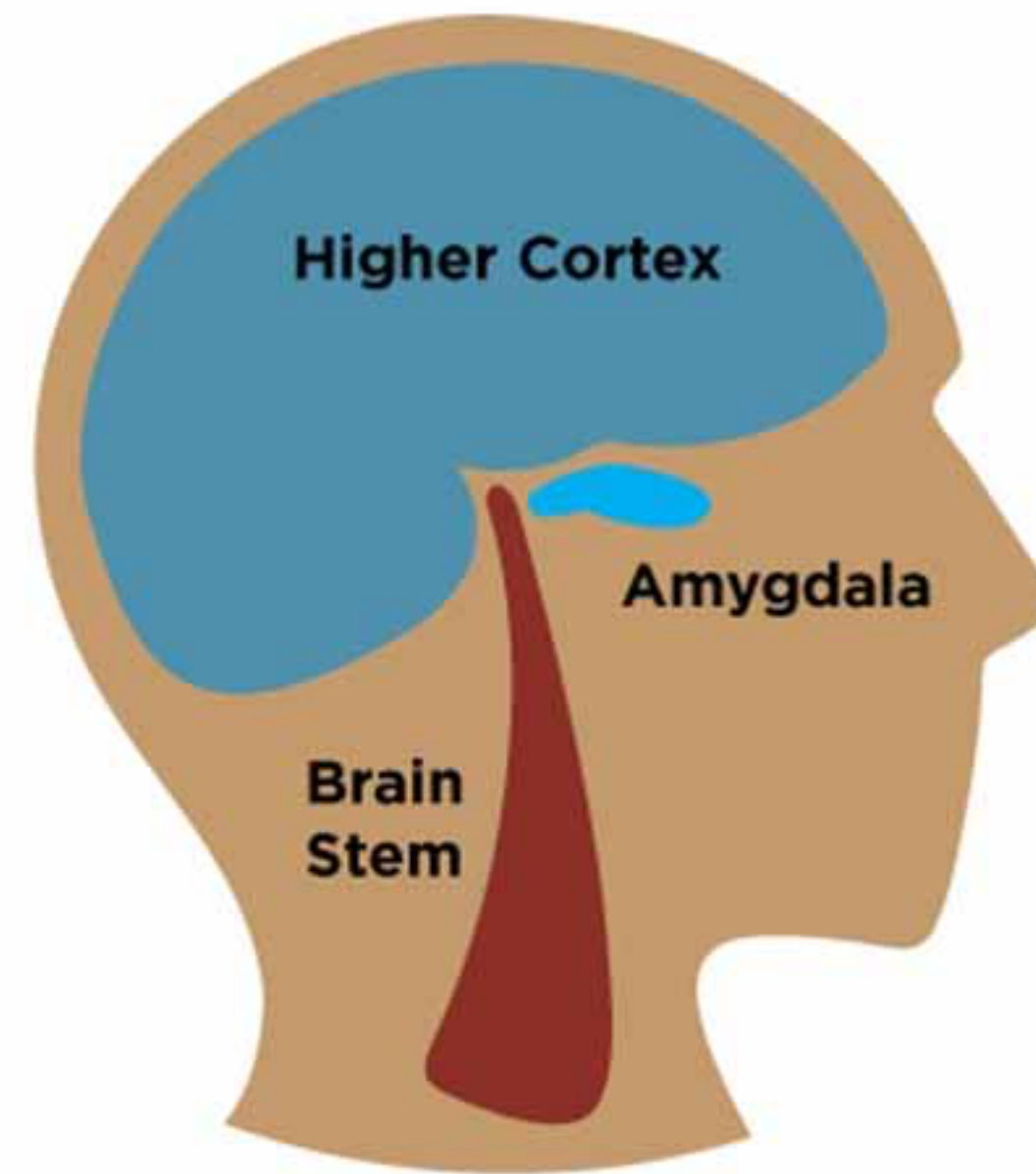


60
MINUTES

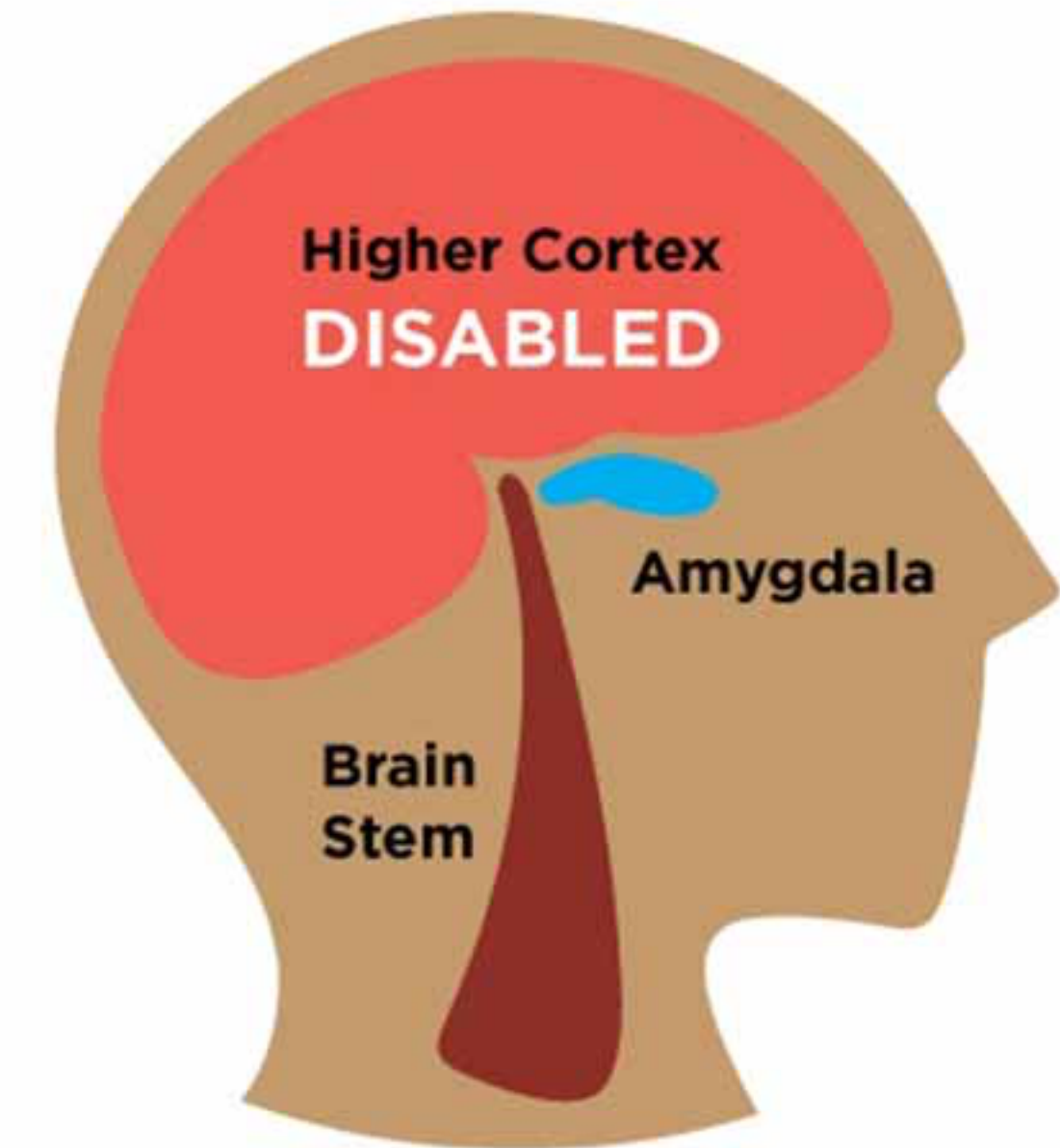


Emotions

- Motivations
- Steering priority in brain
- Unconscious
- Censured



LOW Emotion
(Calm, Relaxed)



HIGH Emotion
(Anger, Fear, Excitement, Love,
Hate, Disgust, Frustration)

rt(4)live



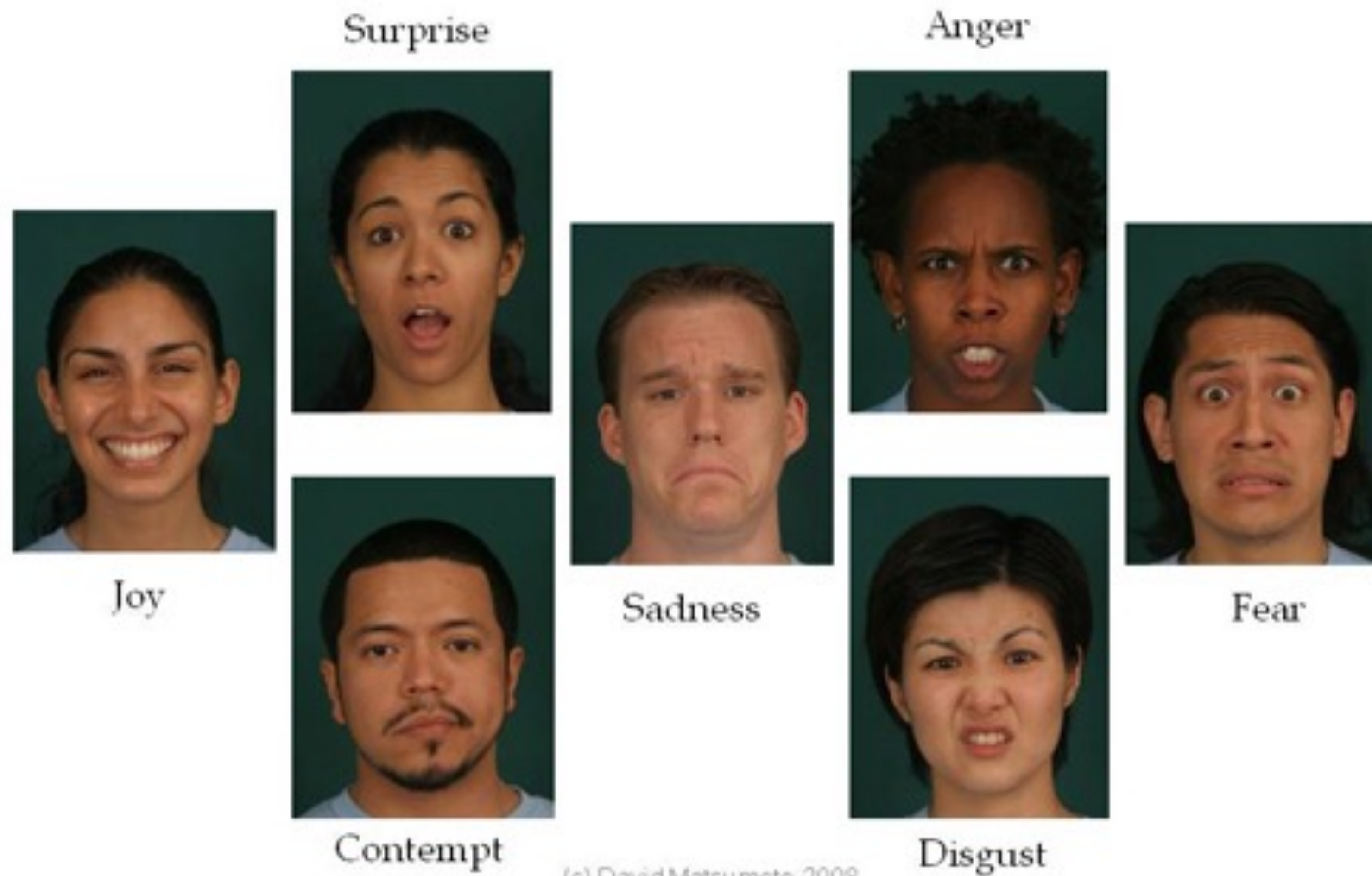








7 universele expressies



(c) David Matsumoto 2008

Understanding
and interpret
emotions

Emotie/expressie	Thema/betekenis
Happy	Acces/ nog danger
Contempt	Superiority
Fear	Danger/ avoidance
Disgust	Moral rejection
Anger	Fighting
Suprise	Not expecting/ understanding
Sadness	Loss

Hotspotting with Micro-expressions

Micro-expressions are brief, involuntary facial expressions that occur when a person is trying to conceal or suppress their emotions. They typically last only a fraction of a second, usually between 1/25th and 1/5th of a second, making them difficult to detect with the naked eye. However, they are thought to reveal a person's true feelings, as they are automatic responses that happen before the conscious mind has time to control or mask them.

challenges with reading people



Projection



Focusing on content

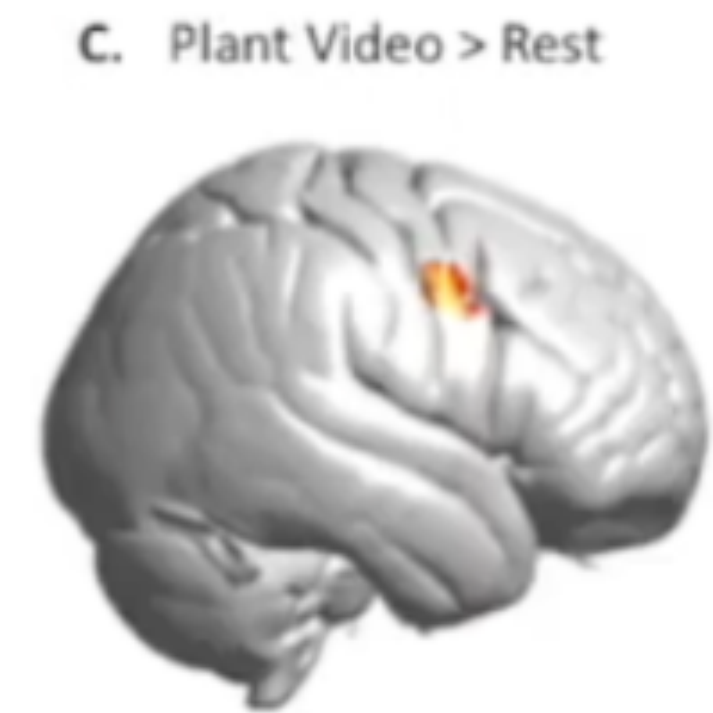
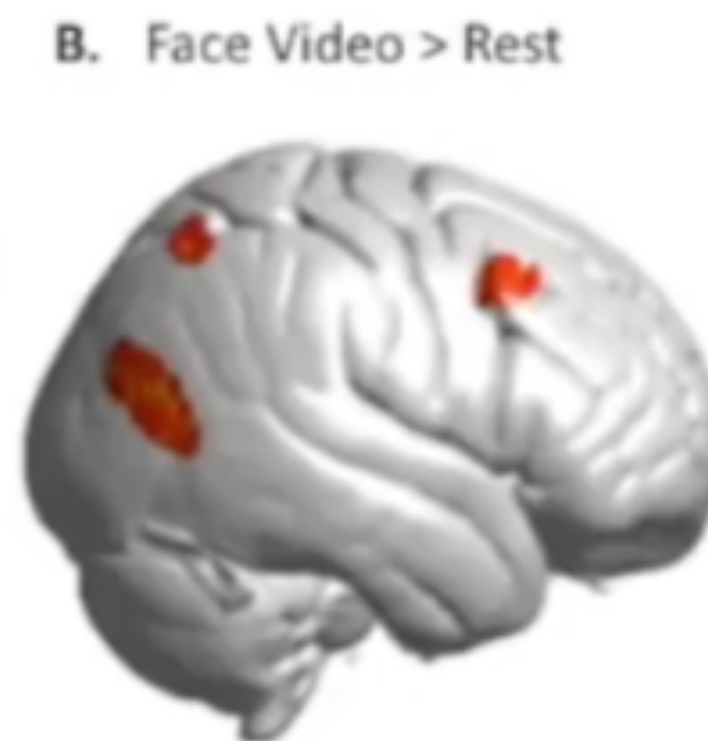


Cognitive load



Digitale communication

GLM Analysis



($p < 0.01$, FDR Corrected)
N = 30



Non-verbal

- No direct eye contact
- No odor
- Not seeing whole body
- No touch
- Different dressing norms
- Different contextual information

Effects



- Difficult to develop and remain good social network. Existing relationships can decrease in quality

Scene 1

A software engineer at a wind turbine manufacturer is looking for a position where, in addition to applying his exceptional expertise in his field, he can also take the lead of a team of 12 software engineers. In this team, there is sometimes a lack of cohesion. The new lead will be tasked with fostering unity and connection within the team. He will introduce himself briefly and explain why he is your man. Every group has the opportunity to ask 1 question. Estimate with your group how confident the candidate is? Every group will explain about their estimation. After that the actor will give feedback and choose the best group (in his opinion).

Play instruction actor scene 1

You are a software engineer at a wind turbine manufacturer and are interested in a position as a team lead in software engineering. The task is to bring connection and cohesion to the team. That hasn't exactly been your strongest quality in life. Moreover, you find that most of the team members are somewhat on the autistic spectrum. However, you really want this position because it offers significant financial benefits, and it will also make it easier for you to grow further in your career. It would be a great advantage to say in your next step that you've also led a team. Introduce yourself briefly and explain why you are the right person to elevate the team to the next level.

Scene 2

You are looking for a Facilities Director. There has been a lot of unrest within the organization. People have been laid off, others had to accept different (lower) positions, and salaries are frozen for the next three years. You want stability in the organization and are looking for a director who can commit for at least five years. The previous candidate left after four months, which caused a lot of dissatisfaction. The candidate will introduce themselves and say something about their commitment. After that, each group will have the opportunity to ask a question and deliberate to form a group opinion. Once each group has shared their opinion, feedback will be given by the facilitator, who will also choose the best opinion.

Actor instruction scene 2

You have an interview for a new position as a director facilities. However, your heart is set on another role at a different organization, which is a much better alternative. But it's highly uncertain whether you'll actually get that position. The opening question will be: "For us, your commitment is very important. There's been a lot of unrest. We want stability and to start building again. Can you say something about your commitment?" You choose to convince the interviewer of your commitment.

Scene 3

You are looking for a new CEO for a large, globally operating crane manufacturer who can continue and expand on recent successes. The organization faces important strategic decisions. The market is volatile, and there is a high demand for innovation. Penetrating new markets is extremely difficult and risky. Your Candidate is the head of sales with a great reputation and a loyal very loyal to the company for years. He will introduce himself and explain what he will think is key for the years to come for the company. You get the opportunity to ask one question as a group. Then evaluate his motivation. Does he really believes he is the man?

Instruction scene 3 actor

You are the head of sales at a large crane manufacturer. You are very successful in sales and thus largely responsible for the company's success. Because of this, you believe you are the most suitable person to succeed the current CEO. Your aim is to convince the recruiters that sales is the key issue for further company success. You really believe this as truth and are determined to gain this position.