

Can you tell if someone is lying *even before he opens his mouth?*
Can you distinguish between *nervousness* and *ill-intent*?
Do you know the “tells” that give away a person’s *innermost thoughts*?



Understanding & Using Non Verbal Behaviour for Anti-Fraud Professionals



The **Canadian Health Care Anti-Fraud Association (CHCAA)** invites you to spend the day with **former FBI Special Agent Joe Navarro** and learn how to read the non-verbal cues in human communication. Mr. Navarro will be guiding attendees through the art of interviewing and interpreting nonverbal behaviour.

Among the many things you will learn in this session:

- ❖ How to assess general behaviour for signs of deception;
- ❖ What clues and cues are revealed by the interviewees’ hands, feet, and facial expressions;
- ❖ Identifying what role gender plays in where and when to lie.

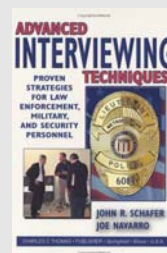
This one-day seminar is a must attend for anyone involved in investigating, preventing, and deterring fraud! Register now; attendance is limited. See next page for further details and registration information.

The session will be held on **June 13, 2006, from 9:00 AM until 5:00 PM**, at the **Canada Life Assurance Company**, 190 Simcoe Street, Corporate Conference Centre, Toronto, ON. Continental breakfast and lunch will be provided.

This is part of the CHCAA ongoing series of educational programming.

Joe Navarro, M.A.

Joe Navarro studied at Brigham Young University and Salve Regina University, in Rhode Island. He served for 25 years as a special agent with the FBI specializing in the analysis and interpretation of behavior. Mr. Navarro is a world renowned expert on nonverbal behaviour and interviewing. He has traveled throughout the Americas and Europe sharing his expertise with government agencies, academia, and multinational corporations. He has appeared frequently on Fox Cable News, the Today Show, and Hardball with Chris Mathews. He is the author of numerous published articles and two books - *Advanced Interviewing Techniques* with John Schafer and *Hunting Terrorists: A Look at The Psychopathology of Terror* - both published by Charles C. Thomas Publishers. He is presently working on his third book, *Decoding the World Around You*.



Mr. Navarro will survey the latest research in nonverbal behaviour with a focus on improving interpersonal communication especially in the theatre of the interview. Effective strategies will be explored to enhance interviewing and to garner greater cooperation from interviewees. Emphasis will be placed on accurately reading and interpreting nonverbal behaviour, utilizing nonverbals to evince information, avoiding nonverbal pitfalls and in the art of detecting deception.



Feel free to share this flyer with friends and colleagues
Canadian Health Care Anti-Fraud Association ♦ www.chcaa.org

Event Details:

**JUNE 13, 2006
TORONTO, ON**

Understanding & Using Nonverbal Behaviour For Anti-Fraud Professionals

Canada Life Assurance Company
190 Simcoe Street,
Corporate Conference Centre
Toronto, ON

175.00 + GST of 7% (Total cost + GST = \$187.25)

Continental breakfast and lunch will be provided

Payment must be received prior to attending session.

*Payment can be made by cheque at the door, or by calling or faxing in your credit card information. Cancellation must be received TWO days prior to the event or you will be billed.

Attendance is limited.

Cancellation must be received TWO days prior to the event or you will be billed.

Other Upcoming CHCAA Sessions:

**MAY 11, 2006
VANCOUVER, BC**

On Site Audits /Clinic Inspections

Speaker: Mr. Timothy Cloney

**OCTOBER 12 & 13, 2006
HALIFAX, NOVA SCOTIA**

***Annual Conference:
"Stop The Bleeding - Bandage Solutions Don't Work!"***

The Halifax Marriott Harbourfront Hotel,
1919 Upper Water Street,
Halifax, NS B3J 3J5

Don't miss the biggest and best health care fraud conference in Canada this year!

Visit our website for more information: www.chcaa.org

Registering for CHCAA Sessions

Please fill out the attached registration form or, for more information, contact Jacinta Khan at:

The Canadian Health Care Anti-Fraud Association
386 Huron Street
Toronto, ON M5S 2G6

Tel: (416) 593-2633 ext 250

Fax: (416) 596-9532

E-mail: administrator@chcaa.org

Web site: www.chcaa.org

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Canadian Health Care Anti-Fraud Association ♦ www.chcaa.org

Manual Registration Form (If you have internet access please register online)

06-13-06 – Toronto – J Navarro

To Register, complete this page and email it to: administrator@chcaa.org or **fax** this page to 416-596-9532 or call Jacinta at 416-593-2633 ext 250

[] **Number of Participants** x **\$175.00 + 7% GST = (\$187.25)** \$ _____

Delegate Name(s) and Email Addresses:	1. _____ 2. _____ 3. _____ 4. _____ 5. _____ 6. _____ 7. _____ 8. _____ 9. _____ 10. _____
Company:	
Address:	
Main Phone:	
Direct Phone:	
Direct Fax:	

Policies

Payment will be accepted in Canadian funds by cheque, money order, Visa, Master Card or Amex. Credit card payments must be completed in full, signed and faxed to 416-596-9532. All cancellations or transfer requests must be in writing and will be subject to an administration fee of \$25. Any cancellations received on or after the day of the session will be subject to all registration fees.

This registration form can be emailed or faxed to the CHCAA offices c/o:

Email: administrator@chcaa.org

Fax: 416-596-9532.

Note: If paying by credit card please fill in your cards details and sign below before faxing this page to 416-596-9532!

Please indicate Credit Card Type:

Visa

Master Card

AmEx

_____/_____/_____
Account Number

_____/_____
Expiry Date (mm/yy)

Cardholder's name

Signature

All fees must be received prior to attending this Session.