



OSEEC: The Open-source Social Engineering Education Course



Unit C - Hadnagy

Week 13 - Day 1

Chapter 8



Non-verbals

"It is our responsibility to learn to become emotionally intelligent. These are skills, they're not easy, nature didn't give them to us—we have to learn them."

—Dr. Paul Ekman

Chapter 8

I Can See What You Didn't Say

Nonverbals Are Essential

All Your Baselines Belong to Us

Be Careful of Misconceptions

Know the Basic Rules

Rule 1: Focus on the What—Not the Why

Rule 2: Examine the Clusters

Rule 3: Look for Congruence

Rule 4: Pay Attention to the Context

Chapter 8

I Can See What You Didn't Say

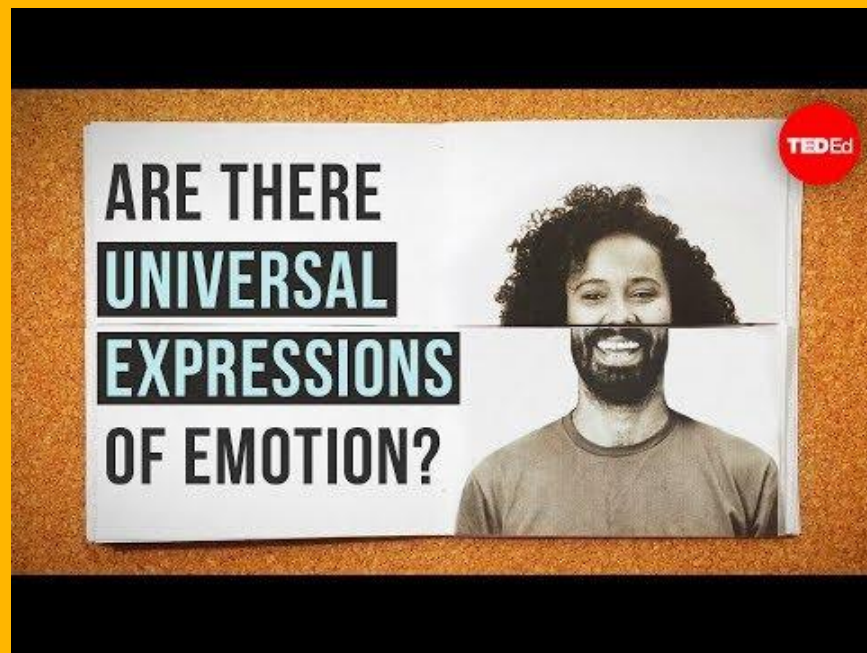
Understand the Basics of Nonverbals

Comfort vs. Discomfort

- Anger
- Disgust
- Contempt
- Fear
- Surprise
- Sadness
- Happiness



Reflection:



TED-Ed

"Are there universal expressions of emotion? - Sophie Zadeh "

<https://www.youtube.com/watch?v=-hr58YuoyDs>

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Exercise:



MDI Management Development International

"The 7 basic emotions - Do you recognise all facial expressions?"

<https://www.youtube.com/watch?v=embYkODkzcs>



The Innocent Lives Foundation



www.innocentlivesfoundation.org



Thank You!

oseec.github.io