#65 Illusion of asymmetric insight

First of all, we need to understand the user's motivations. We shouldn't immediately label him as a liar, even if we are sure that his story is implausible. Sometimes it is enough for a user to experience emotions to believe that he is right (and yes, it's not rational) (**#37 Anecdotal evidence**, **#82 Generation effect**).

#89 Backfire effect

By immediately stating that the user's claims are inconsistent, we don't let the user save his face. We cannot be sure of his motives. Perhaps he simply forgot or misinterpreted something. Thus, all our arguments should be given in stages, with the control of the user's reaction.

#74 Dunning-Kruger effect

In some cases, the user can tell a non-existent story simply to hide his total incompetence (or the fact of his mistake). Starting with bland "the system itself deleted the file, I never did it," continuing with many others.

#51 Placebo

In cases where the user realizes his mistake, we shouldn't let him lose his face by offering a placebo in the form of "we will register this incident and conduct appropriate checks." If such problems occur often, we can provide users with some form/button/email address for feedback (**#19 Conservatism (belief revision)**).

#11 Base rate fallacy

Perhaps in our communication, we used stressful wording, which led to the user's anxiety and contacting us.

#17 Negativity bias

The story of our user may be a continuation of some negative episode that happened to him earlier.

#33 Bias blind spot

We shouldn't tell the user that the problem is in their thought processes.