



Scott Huckabee

Subconscious

**Verbal and Non-verbal Indicators
Associated with Drug Seeking Activity**

Objectives:

1. Identify behavior that is not deception;
2. Explain association between stress and deception;
3. Provide examples of verbal and non-verbal behavior associated with deception;
4. Explain stall and distraction techniques used by deceptive people.

The “Truth” Bias

Would it be responsible in pain management today?

Behavior – NOT Deception

Odd Behavior in Patients

Bad Past Experiences

White Coat Syndrome

Loose, Little or No Eye Contact

Other continuous behavior

Deception is Different

Behavior will change when:

- ✓ Discussing a significant topic
- ✓ Answering a significant question

Identifying Deception

1. Establish the norm.
2. Identify the change in behavior.
3. Did it occur at a significant point in the interview?

Use of this Technique

This tool used along with:

- ✓ Your history with the patient
- ✓ Patient's medical history
- ✓ Patient's signs and symptoms
- ✓ Result of Risk Assessment
- ✓ UDT / Pill Count results
- ✓ PDMP query results

2 Recommendations for the Interviewer

1. Never take what a patient says personally!
2. Always use the 2 minute rule.

The 2 Minute Rule

Your Objective

- ✓ Establish rapport with the patient.
- ✓ Identify the patient's norm.

Motivation to Deceive

Addiction = Can't get enough

Aberrant Use = More than directed, run out before refill, fear of withdrawal

Diversion = Provide to family member or others

Drug dealing = Sell the drugs

Truth and Ethics

1. Critical part of our gut level value processing.
2. Good vs. Evil and Right vs. Wrong provides foundation of ethical behavior.
3. Ethical behavior causes people to react differently (consciously and subconsciously) when communicating deception to another person.

Displacement of Stress and Anxiety

Most people do not handle stress well.

People will subconsciously displace stress/ anxiety through verbal and non-verbal means.

Verbal: change of pitch, speed, and language

Non-Verbal: shifting of body and limbs

Increase of Anxiety/Stress

Prior to lie:

- ✓ Thinking about lie
- ✓ Thinking about opportunity and delivery

During lie:

- ✓ Evaluate plausibility
- ✓ Evaluate effectiveness

After lie:

- ✓ Evaluate reaction
- ✓ Evaluate believability

When Behavior Has Meaning

- ✓ Identify person's **norm** during rapport phase
- ✓ Identify **change** of behavior
- ✓ Identify **point** in the interview where the change was noticed.

Did change occur at a significant point?

Identifying the Change

Make sure change was not caused by:

- ✓ The person's condition
- ✓ Environmental conditions
- ✓ Ambient noise
- ✓ YOU!

Observations Regarding Physical Gestures

Truthful People:

Open, smooth, free, easy, and flowing gestures

Limbs move outward

Deceptive People:

Cramped, jerky, tight, and closed

Limbs move inward

Observations Regarding Physical Gestures

Anxiety = Gesture

Elevated anxiety = Obvious gesture

High anxiety = Clusters of gestures

Clusters of gestures are more reliable than single gestures.

Facial Expressions

Avoid judging facial expressions.

Facial Expressions can be consciously controlled.



Physical Gestures

Eye Movement

Diverted Gaze

Deception

- ✓ Diverts gaze during the response to question

Truthful

- ✓ Continues eye contact to ensure they are heard and understood

Upper Torso Movement

Truthful

- ✓ Torso straight upward and toward interviewer in a focused position

Deceptive

- ✓ Lean upper torso back (away) from the interviewer, making distance from interviewer

Arm Movement

Elbows

- ✓ Low and loose or folded and in a relaxed state.

Arms

- ✓ Loose, flowing and in harmony with rest of the body.

Barriers

Crossing or re-crossing arms, hands or legs.

Clutching or covering groin (**men**).

Covering mouth with hand.

Covering face with hand/s:

✓ looking through fingers

Feet Movement

Tapping feet indicates **tension**

✓ Swift action

Swinging feet indicates **tension**

✓ Swift action

Woman slipping her foot out of her shoe
indicates **relaxation**

✓ Smooth Action



Verbal Gestures

Observations Regarding Verbal Gestures

Practice active listening skills

Pay attention to:

- ✓ What is said
- ✓ How it is said
- ✓ Does it make sense
- ✓ Does the thought pattern flow

Watch for a change in - inflections, pitch, rate, volume

Truthful Responses

Spontaneous

- ✓ Answers direct questions with direct responses

Direct Denials

- ✓ Will give direct denials

Timing of response will be consistent with previous conversation

Deceptive Responses

Pitch, Speed and Timing

- ✓ Alter the pitch, speed and even the timing of their response.

Use of Soft Words

- ✓ Borrow vs. Steal – Embellished vs. Lie, etc.

Outrageous Explanations

- ✓ Nonsensical and/or outrageous explanations

Deceptive Responses

Feign Anger

- ✓ People do not like to deal with confrontation

Quick Answers

- ✓ Provides answers before you finish your question



Stall Tactics

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Conscious Behavior

Used to provide just enough time to come up with a plausible response.

Stall Tactics

- ✓ Echoes (repeats) the question.
- ✓ Asks you to repeat the question.
- ✓ Huh?
- ✓ What?
- ✓ What are you saying?
- ✓ Clears throat, Coughs, sighs
- ✓ Asks you for clarification

Stall Tactics

Also, Conscious Behavior

Distractions:

Example: A sudden ache or pain may cause you to stop (or change) the type of questions you are asking.

Misdirection:

Example: During your series of questions:

- ✓ Asks a question about a specific medication.
- ✓ Brings up a different pain they had experienced.
- ✓ Brings up the football game played last weekend.

Hoping you will forget or forgo further questions.



Change in Verb Tense

Change in Verb Tense

Past Tense

- ✓ Stories are naturally told in past tense (Truthful)

Present Tense

- ✓ The story is being made up at the time it is told (Deceptive)

EXAMPLE

Yesterday after I got off work I drove home. When I arrived home I sat in my chair and watched the news. After the news was over, my son's friend, Dave, came over to do his homework with my son. Dave and my son studied in my son's bedroom. I notice that Dave walks out of my son's bedroom to get some water from the kitchen. I watch Dave walk from the bedroom to the kitchen, I hear the cabinet open, and then the refrigerator. Dave stayed at my house until 9:00 pm. After Dave left, I look in my cabinet and see that my pain pills are gone.

Subconscious Verbal & Non-verbal Behavior

Great tool for:

- ✓ New Patients
- ✓ Established Patients

Safeguards Against:

- ✓ Desperate Drug Seeker
- ✓ Opportunistic Drug Seeker
- ✓ Professional Drug Seeker

Helps identify patients who are beginning to have problems with their medication!

Parting Note:

- ✓ Vast majority of patients are truthful people.
- ✓ Don't try to make something out of nothing.
- ✓ Be objective and evaluate all history (verbal/nonverbal behavior).
- ✓ If an error could be made in your judgment, always give the patient the benefit of the doubt.



Questions
QUESTIONS

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