

# STEVE VAN APEREN

International Speaker, Author,  
Behavioural Analyst,  
Media Commentator

The  
Human  
Lie Detector



# Steve van Aperen

As an international public speaker, author, behavioural analyst and media commentator Steve consults his services to government and corporate organisations throughout the world including BMW, Deloitte, Ernst and Young, Human Capital Institute, Financial Planners Association National Conferences, Goldman Sachs, Health Insurance Commission, PricewaterhouseCoopers, and the Recruitment & Consulting Services Association. He is also the co-author of *The Truth about Lies: Uncovering the Fact from Fiction*, in which he explains how to effectively read others.

Steve has trained numerous corporations in how to read their customers and watch profits soar. He has spoken at hundreds of conferences and seminars around the world attended by thousands of delegates. A person may be able to lie with words but their body language is much more overt. Steve shows you how to read your clients.

Steve has delivered training programs to CEO's, government departments, executives, fund managers, analysts, recruiters, sales teams, managers, investigators, the finance sector, media and many others.

During interviews, negotiations and meetings most people will often try to suppress what they may be feeling or thinking. This training teaches what non-verbal cues to look out for when people may be saying one thing but thinking something else!

Another area that Steve covers during training and keynote presentations is how to read and interpret micro expressions, distress signals and facial expressions. Research has found that all humans exhibit the same facial expressions associated with fear, anger, joy, contempt, disgust, sadness and surprise. Interestingly enough even when we try to conceal these emotions they will often express themselves within a 25th of a second. This training in itself is extremely valuable during meetings, interviews and negotiations when looking for conflict and contradiction between what a person is saying and what their body language is stating. This training provides corporations an "edge" in making the right investment decisions during meetings and negotiations.

Other areas covered during Steve's dynamic training sessions include identifying defensive barriers, concealment and masking gestures, preening and grooming behaviours, building rapport, analysing content and structure and how to detect deception. Due to Steve's consulting roles in various high profile cases a number of videos are also utilised to enforce learning outcomes and highlight non-verbal behaviours including those of the participants themselves attending! The training is very interactive but fun and informative.

A further link to other videos and appearances on US Television can be found at <http://stevevanaperen.com/media>





# Steve About... van Aperen

Steve van Aperen is known as an expert in the field of behavioural interviewing, reading body language and detecting deception. Steve has received extensive training from the world's leading international investigative authorities (LAPD, FBI, US Secret Service) in how and why people deceive. He has conducted behavioural interviews on 64 homicide and 2 serial killer investigations and has been consulted by various police departments, intelligence agencies and governments.

Steve who resides in Melbourne, Australia has emerged as a leading authority on analysing human behaviour and today devotes his knowledge to helping businesses thrive by increasing profits, improving human rapport and reading clients. He is also an international speaker for the prestigious and largest speaking bureau in the world: American Program Bureau headquartered in Boston, USA.

Business is all about relationships. From relationships between management and employees to those between company representatives and customers, a successful business is one in which individuals relate well with each other and their clients.

*"By addressing such questions as "How well can I read others?", "How can I change my communication methods in order to inspire trust?", and "How do I know if someone is hiding something?", Steve offers techniques specifically designed to improve your business and your company's bottom line immediately. A highly engaging speaker, he is charismatic and humorous, yet brutally honest."*

## **American Program Bureau**

As an expert on human behaviour, Steve van Aperen shows companies and government departments how to read and interpret micro expressions, distress signals and facial expressions.

Steve's keynote takeaways are extremely valuable during meetings, interviews and negotiations when looking for conflict and contradiction between what a person is saying and what their body language is stating. This is an incredibly insightful and entertaining program with more take-home knowledge than you have ever experienced in a keynote presentation.

To view Steve's bioview feel free to watch a 5 minute video at

<http://tinyurl.com/cd23zv>



# As seen on

3AW (Neil Mitchell), 2UE, ABC, 3LO, 5DN (Deryn Hinch), ABC radio, Today Tonight, A Current Affair (McDonalds competition scandal), Today Extra, Good Morning Australia (Bert Newton), The Footy Show (ARL), National Nine News (Perth serial killer investigation), Fox FM (Tracey & Matt), Southern FM, Sex Lies & Politicians, Hey, Hey its Saturday, Channel Ten News, The Crud Show (Triple M), 3AW (Ernie Sigley) Triple J. Mornings with Kerri-Anne, The Panel, CNN, The News Room, 60 Minutes, A Current Affair, Today Tonight, Daily Edition, Access Hollywood and many more...

The Sydney Morning Herald

marie claire

Herald Sun



ASM | AUSTRALIAN SECURITY MAGAZINE

THE AGE

The West Australian

Woman's Day

THE WEEKEND AUSTRALIAN MAGAZINE

SOUTH AUSTRALIAN Style

SECURITY SOLUTIONS

Melbourne Weekly

CNN



A CURRENT AFFAIR

FINANCIAL REVIEW



## CLIENT LIST

# Client List

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- 3D Networks
- Acorn Capital
- ADI Limited
- Allens Arthur Robinson
- Allianz Insurance Limited
- Alpha Financial Services
- American Express
- AMP Financial Services
- AMP Global Henderson
- ANZ Banking Group Limited
- AON Consulting
- Aquatic Leisure Technologies
- Arab Bank
- Arthur Andersen
- Astra Zeneca
- Attorney General's Department
- Austrade
- Australasian Compliance Intsite
- Australian Automotive Dealer Association National Dealer Convention, Queensland.
- Australia Post
- Australian Customer Service Professionals
- Australian Customs Services
- Australian Federal Police
- Australian Football League (AFL)
- Australian Institute of Credit Management National Conference
- Australian Institute of Management
- Australian Market & Social Research Society National Conference
- Australian Retail Logistix
- Australian Securities and Investment Commission (Major Fraud Conference)
- Australian Tax Office Debt Litigation Conference (Keynote Speaker)
- Australian Unity
- Avalon Systems
- Avante Group
- Aviva Group
- AXA (Quarterly Community Forum)
- Bankers Trust
- Bendigo Financial Group
- BMW Finance (Annual Business Managers Conference) Blue Mountains NSW
- BMW Sales Managers Conference (NSW)
- Brisbane City Council
- Broke Bird & Co.
- BT Financial Group
- Bursars' Association of New South Wales (2010 Conference)
- Canberra Management Conference Minerals & Energy Human Resources
- Catholic Education Business Administrators
- CEO Clubs New York City
- CGU Insurance
- Cockram Construction, Senior Manager's Conference
- Challenger Financial Services Group
- Choice Aggregation Services National Conference
- City of Marion Council
- CityLink
- Club Marine
- CMC Markets
- CRT National Conference, Gold Coast, Queensland.
- Coles Myer
- Colonial First State
- Colorado group ltd
- Commonwealth Bank
- Converga Pty Ltd
- Corporate Crime Liaison Group
- Corporate Lawyers Group
- Count Financial Limited Annual Conference 2007 (Keynote Speaker)
- CPA World Conference (Melbourne)
- CPA Mining & Finance Conference, Surfers Paradise Queensland
- Customer Service Benchmarking
- Daubeny & Associates
- Deloitte Touche
- Dennis Fawcett
- Department of Defence (DPV)
- Department of Education and Training
- Department of Foreign Affairs & Trade
- Department of Health
- Department of Immigration and Multicultural Affairs
- Deutsche Assent Management (Asia)
- Deutsche Asset Management
- Drake International
- Energy Australia
- FAST Personal Development Road Show: Sydney, Melbourne, Brisbane Adelaide
- Fed Square Pty Ltd
- Ferrier Hodgson
- Fidelity International
- Financial Planning Association National Conference 2006
- Financial Recruitment Group
- GAPbuster Worldwide
- Geelong City Council
- Gwenden Walsh Laboratories
- Gympie City Council
- Gympie Community
- Gympie News Pty Ltd
- Gympie Sachs JBWere
- Gympie Merton Corporate
- Gympie Financial Services
- Gympie Region



# Testimonial Testimonials



*"He is so good they call him the Human Lie Detector."*

**Sanjay Gupta MD**  
CNN



*"Watch what you say he can smell a liar."*

**Kit Hoover Co-Host**  
Access Hollywood Live



*"Steve is an extremely interesting individual...He is an expert in the non-verbal cues to look for when people may be saying one thing but thinking something else. He specialises in reading and analysing distress signals and facial expressions. I would certainly love to have him by my side in the business world, where his powers of observation would be a fantastic resource."*

**Steve Waugh AO**  
Former Australian Cricket Captain

*"Steve van Aperen is a man who studies the way people answer questions and at the same time their body language. He makes his living out of sorting truth from deception."*

**Mike Munro**  
Journalist and former 60 Minutes Reporter





# Testimonial Testimonials



*“He is an extraordinary man who is an expert in detecting deception. This man is a dead set legend.”*

**Catriona Rowntree**  
Presenter and Journalist



*“Steven van Aperen is known as the Lie Guy and as I discovered he’s pretty good at it.”*

**Tom Steinfert**  
A Current Affair



*“He has trained with the LAPD, FBI and US Secret Service. Fascinating.”*

**Kerri-Anne Kennerley**  
TV Host

*“Steve van Aperen is an expert in reading people”.*

**Ita Buttrose AO OBE**  
Australian of the Year 2013



# Testimonial Testimonials



Steve appearing on Access Hollywood Live Los Angeles

*“Your presentation to the CEO Clubs of New York City was amazingly informative and entertaining. It is not often that we have a speaker that can keep command of the room the way you did today at the Harvard Club. The buzz in the room was that you were one of the best speakers we have ever had. Please consider visiting with us again any time you are in the New York City area - I can't thank you and Renee enough for adding tremendous value to the club and it's members.”*

**Gary M. Anzalone**  
**CEO Clubs New York City**

*“Steve was excellent. Without exception he was a huge success, setting the tone for a very successful day. The consistent message from the 600 delegates was the desire to hear more...they found his information and his presentation 'fascinating and relevant'. Steve has great presence and uses his time to maximum advantage. Very fluent and professional.”*

**Carole Gregson**  
**National Employment Services Association**

*“On behalf of Australia Post, I would like to thank you for presenting at our Platinum Forum on 27 March, 2009. Your talk on “Detecting Fraud by Analysing Behaviour” was a great hit with our guests. I particularly enjoyed the way you involved the group throughout the presentation. The Platinum Forum has been running in Sydney for several years and, thanks to your interesting session, looks destined for the same success in WA”.*

**Dean Nalder**  
**State Commercial Manager**  
**Australia Post**

*“Steve's training was exceptional. It was one of the best courses that I have attended.”*

**Gosken Kalkarla**  
**NSW Registry of Births, Deaths & Marriages**



Steve presenting to the Human Capital Institute in Boston, USA.



Steve live on CNN, New York.



# Current Keynotes

## **Read and understand your clients and watch profits soar**

Want to increase profits and your bottom line? This informative 1 hour keynote presentation will teach you how to benchmark behaviours and read what your customers are really thinking or feeling! This keynote is full of takeaways designed to teach you what the most common high and low confidence gestures are and how to interpret micro-expressions and non-verbal cues.

## **How to detect deception and read your clients**

Learn what the tell tale signs of deception are and how to identify them by analysing the content and structure of language. This training in itself is extremely valuable when looking for conflict and contradiction between what a person is saying and what their body language is stating. This popular keynote covers understanding and identifying micro and facial expressions and what 4 key areas to look for when people engage in deception. This is ideal for interviewers, recruiters, HR managers and negotiators.

## **Behavioural Interviewing 1 & 2 Day**

These comprehensive one and two day courses delve into understanding the communication process, detecting deception, analysing the content and structure of language, reading body language and micro expressions and how to utilize behavioural interviewing questions. This master training course includes real life scenarios and is very interactive with numerous practical exercises. The use of behavioural analysis questions is also covered together with theme developments. Ideal for those people that interview or for HR managers and consultants.

## ***What you will LEARN!***

- What is an interview
- Understanding the communication process.
- What is the communication process?
- Methods of Communication
  
- Interview stages
- What makes a successful interviewer
- Passive V Active Listening
- Barriers to effective interviewing
- Establishing rapport with an interviewee
- Using rapport during the bench marking process
- Guidelines to Facilitate Interactive Rapport Building
  
- Mirroring, Leading and Anchoring
- Conditioning an interviewee to tell the truth
- Detecting Deception
- How Do People Deceive?
- Analysing Verbal behaviours
  
- How deceptive people use past and present tenses without taking ownership

# *What you will LEARN!*

- Understanding response latency
- Using the "60 Second Profiling Technique"
- Analysing Non-verbal Behaviours
- Typical truthful behaviours.
- Typical deceptive behaviours.
- Non-verbal behaviours - four main categories
- Significant posture changes
- Personal grooming gestures
- Eye contact and facial changes
- Characteristics of body language
- Neuro-linguistic Programming
- Visual Processing
- Auditory Processing
- Kinaesthetic Processing
- Questioning Types
- Interviewing pracs
- Analysing content & structure
- Using behavioural interviewing questions
- Theme development to elicit information
- Analysing and dissecting

# Current Keynotes

## The Seven Winning methods that build trust and increase profits

Learn from the marketing mistakes that some of the largest global corporations have made and how they turned themselves around. Learn Steve's 7 Step winning strategy designed to build trust and create rapport whilst increasing sales and improving brand loyalty simultaneously.

In this inspiring presentation Steve shows how to increase your customer base and improve rapport in what he terms the "Trust Cycle". Steve explains how client sales are based on psychology and emotions and how using the CFF Principle keeping it *Cool, Fun and Functional* will increase your bottom line. More importantly he will show you how to use existing customers to "sell your company" to new customers for no additional expense by becoming customer centric. Happy customers are the cheapest and most effective marketing and branding tool available. Book Steve and see why this presentation is one of the most talked about topics that he delivers.

## Greater sales through hypno-selling (1 day training package)

Steve is a behavioural clinical hypnotherapist who has pioneered hypno-selling programs for sales teams and call centre personnel. In this fascinating and must attend 1 day event Steve demonstrates how by using the power of the mind through hypnosis, rapport building, reading clients, psychology and positive thinking that you will not just exceed sales targets but obliterate them! Let Steve show you how to build your sales team's confidence, motivation and drive that will lead lead to increased sales and profits.

## One-on-one training for senior executives

Steve has mentored and facilitated individual mentoring programs for senior executives that improve skill sets during interviews, negotiations and meetings. See why the top fortune 500 companies consult Steve to give them the edge over their competitors.

# Costs

## Costs

### **1 hour keynote presentations**

- **Read your clients and watch profits soar**
- **How to detect deception and read your clients**
- **The 7 Winning methods that build trust and increase profits**
- **Reading & analysing body language**

**Above keynotes USD \$20,000.00**

### **1 & 2 day training sessions**

- **Behavioural Interviewing**
- **Reading your clients by analysing facial & micro expressions**
- **Detecting deception and analysing body language**
- **Negotiation and interviewing techniques**

**Above training days USD \$25,000.00 per day.**

### **Travel and Accommodation:**

Steve requires Business Class airfares, Chauffeured transfers to and from airport, venue and any other destination required by the client. Business class airfares are to be paid in advance by the client. A minimum of 5 star hotel accommodation is required (inclusive of breakfast) and any out of pocket expenses.

A 50% deposit is required upon booking to guarantee Steve's availability. Steve's team will send a speaking package which incorporates contract and additional details regarding room and Audio Visual requirements.

