

DISCIPLINED LISTENING

How to Integrate Business Communications and Interrogation Techniques

Persuasion Techniques for Inspiring Commitments

Great Questions for Every Conversation

The Verbal and Non-Verbal Cues You've Been Missing

Presentations Heard Around the World



INQUASIVE
Strategic. Ethical. Persuasion.

Michael Reddington, CFI President
The Interrogator Turned Executive Resource

About InQuasive

Michael Reddington, CFI established InQuasive, Inc. to teach executives how to activate the truth with the application of strategic, ethical observation and persuasion techniques. He leveraged both his authority as a Certified Forensic Interviewer and his business experience to curate a substantial content library for customizing every client engagement. InQuasive's content applies across industries to CEO's, front line managers, sales professionals, HR executives and beyond. Every session provides participants with the skills, perspectives and techniques necessary to reduce missed opportunities and increase commitments to action in all of their conversations. InQuasive's content catalogue includes:

- Leadership Communication
- Sales and Negotiation
- Conflict Resolution
- Customer Experience
- Candidate Interviewing
- Diversity and Inclusion
- Parenting Conversations
- Interview Preparation
- Influential Instruction/Public Speaking

InQuasive [in-kwey-siv]

Adjective: To studiously observe and ethically persuade others to commit to sharing the strategic intelligence required to effect positive change.

"The cognitive processes that lead suspects to say "I did it", customers to say "I'll buy it" and employees to say "I'll do it" are essentially identical."



The Disciplined Listening Method

The Disciplined Listening Method is the only communication approach designed by integrating research and best practices from across the spectrum of business communication with the key components of the most effective non-confrontational interview and interrogation techniques. Disciplined Listeners consistently:

- Understand how every interaction potentially impacts their long and short term goals
- Leverage their perceived weaknesses to develop their communication strategies
- Identify strategic intelligence by evaluating the totality of their counterparts' communications
- Adapt their strategies to immediately integrate the intelligence they acquire
- Encourage their counterparts to protect their self-images at all times
- Build trust equity through post interaction follow up

"Talking is the most important part of listening."



Most Requested Presentations and Seminars

Keynote and Half-Day Presentations

- Leadership Lessons From the Interrogation Room
- Sell Like an Interrogator
- Negotiate Like an Interrogator
- Trust Like an Interrogator
- Forge Strength From Perceived Weakness
- Overcome Strategies of the Dishonest
- Observe for Strategic Value
- Cultivate Calm From Conflict
- Influence Perception and Decision Making
- Pinpoint Candidate Potential
- Get What You Ask For
- Influence Under Stress
- The Same Difference: Embracing a Value Based Approach to Relationships

Full and Multi-Day Disciplined Listening Seminars

- Observing for Strategic Value
- Sales Techniques
- Leadership Communication Techniques
- Negotiation Techniques
- Candidate Interviewing Techniques
- Customer Service Techniques
- Embracing Diversity and Inclusion
- Public Speaking/Influential Instruction



Michael Reddington, CFI is an expert at moving people from resistance to commitment. As a Certified Forensic Interviewer, he achieved the highest professional designation available in the field of interview and interrogation. Michael has been invited by companies, government agencies and executive groups to facilitate his programs across the United States, Canada, The United Kingdom, Ireland, Europe, Africa and the Middle East. He has led over 1,500 programs and educated over 15,000 participants from over 50 countries. With Michael it's never a presentation, seminar or advisory session, it's always an experience.

"People will interpret how you communicate with them for proof of how much you respect them."





“The Disciplined Listening Leadership Academy Michael developed for Coca-Cola Bottling Company United is by far the best I’ve ever seen. His experience, research and ability to apply his content to our world are extraordinary. We have seen a clear difference in our leaders who have attended his sessions. Thank you Michael!” *Becky Rogers, SPHR - Director of Learning and Development*

To learn more about collaborating with InQuasive to create custom engagements and develop teams of Disciplined Listeners contact Michael Reddington, CFI at +1 (704)-256-7116 or mreddington@inquasive.com

INQUASIVE
Strategic. Ethical. Persuasion.