

Jenny Radcliffe

People Hacker and Social Engineer

The Art of Negotiation. Beyond the models and the numbers, the clauses and the contracts, at the heart of every negotiation are the people at the table. It is this human interaction that clinches deals, forms productive, sustainable relationships, and is truly the real “Art of Negotiation.” Exceptional negotiators understand that the ability to read, decode and anticipate human behaviour is key to achieving outstanding, practical and sustainable results for all parties.

This talk brings the incredible skills of “People Hacker” Jenny Radcliffe, to the audience. Using case studies, anecdotes and examples from Jenny’s unique career the audience will learn to understand people better and negotiate more effectively, persuasively and ethically. Learn to read the people and the behaviour at the table and understand how to apply truly high-level people skills to your own negotiation challenges both personally and professionally.

Fast paced and filled with tips, advice and humour, this talk brings the negotiation process to life, shedding light on topics such as body language, motivation, lie detection and the “dark arts” of persuasion and influence.

“People Hacker” Jenny Radcliffe is a global expert on influencing and persuading people and is one of the world’s most foremost social engineers and human security consultants. She has over 25 years of experience leading negotiations of all types from international corporate deals, to criminal and crisis negotiations, and is a renowned speaker and trainer on the topic. Her early career was spent in procurement for fortune 500 companies before leaving to consult, teach and speak on negotiation, social engineering and related topics on a global basis.

The Evolution of the Con: Understanding and Avoiding Modern-Day Scams, Cons, and Fraud. From phishing emails to romance scams, from social engineering to finance fraud, in this talk professional social engineer and ethical con-artist, Jenny Radcliffe explains how cons, scams, and frauds are constructed. She explores what lessons can be learnt from the hustles and schemes of the past, and how we can all recognise the warning signs to avoid becoming victims of the modern-day criminal con-artist.

This talk explores the psychology of human nature and how it can be exploited to lure people into becoming victims. It covers the nature of fear, uncertainty and doubt, how technology has allowed the con to adapt, and why times of turbulence and change provide the perfect environment for criminals to profit from human weakness. The talk provides workable, practical advice on how to protect ourselves from falling for scams, hustles and fraud, and gives workable strategies on how to mitigate and counter the methods used by criminals to exploit both corporate and individual targets.

Social Engineering & “Hacking The Humans.”

This talk introduces the topic of social engineering and discusses the hows and whys of how malicious “people hackers” target individuals and organisations, to defraud them of money, information, and data.

The Human Element Of Security.

This talk focuses on how to empower and motivate the workforce into being the first line of defense against hackers and fraudsters, through awareness and engagement via education on social engineering and the “human element” of security.

Organisational Culture & Social Engineering.

This talk centres on how company culture is key to getting staff on board with the security message and is the key to an empowered and secure workforce. Both motivational and educational, Jenny prompts the audience to question their approach to their staff, their, security and their culture in new and challenging ways.

Insider Threats: How To Create, Detect, & Mitigate The Enemy Within.

Having an “enemy within” is most companies worst nightmare, and in this talk, Jenny shows how company

culture, employee dissatisfaction, and other circumstances can create Insider Threats which can then be exploited by malicious “human hackers” in order to breach an organisations defenses. This topic is very hot right now as companies are realising how dangerous having an enemy within can be. Jenny gives advice on how to detect and mitigate the issues of insider threats within organisations.

Fraud & Social Engineering: How Fraudsters Use Human Psychology To Steal Your Money, Data, & Information (And What You Can Do To Stop It).

The cost of fraud to businesses is growing at an alarming rate and whilst the media often focuses on the technical hacks and digital crimes that make the headlines, it is often the less technical scams, such as those committed over the phone that cause the most damage, both technically and psychologically. This talk discusses how hackers use psychology to trap people into being victims of scams and gives advice on how to spot cons and scams before you fall for them. Incredibly informative and invaluable to businesses of all types.

The Confidence Trick: Using The Skills Of Social Engineering To Create Lasting Confidence In Business and Life.

This talk links the many psychological skills of the social engineer (non-verbal communications, lie detection, pre-texting/acting, and emotional intelligence, etc) to building a confident persona in business and in life. The talk is interactive and gives practical and lighthearted advice for growing confidence by becoming your own social engineer.

Signs, Signals, & Poker Faces: A Guide To Reading People & Understanding Body Language

This talk is a guide to body language and facial expressions and uses a variety of media to illustrate the topic. From film and photos of politicians and celebrities, audiences get to observe themselves and others from a critical perspective to try and read each other. This talk gets great reviews and huge laughs whilst being educational and informative.