

# **CRITICAL THINKING THE X FACTOR IN CRIMINOLOGY, SECURITY & RISK VOL 3**

**BY JUAN KIRSTEN**



SECURITY SUCCESS DEPENDS ON THE LEVEL OF  
SITUATIONAL AWARENESS OF THE DECISION-MAKER  
ON THE GROUND AND THEIR REACTION SPEED

## Abstract

This dissertation is compiled and using specific newly discovered methods resulting in unique outcomes. Certain discoveries and uncovering loopholes have brought underlying issues into the spotlight for earnest consideration besides offering solutions (methods to totally mitigate or limit the level of collateral damage).

*There are eight studies interwoven into this manuscript that displays the point that the demand for research is unique because of the fast-changing vulnerability landscape in security. In-turn, the research produced a new generation of research philosophies and methodologies.*

Furthermore, this work also *contains and supports a unique and highly effective experimental investigative tool* besides providing any practitioner *the easiest and most effective method to prime their critical thinking abilities* for security and criminology-risk resulting in,

- This work is a *research philosophy that defines critical thinking (security styled) and provides proof of definition besides a methodology to train such.*
- Mainly it is a *research philosophy and methodology for security criminology-risk investigation*
- This is research philosophy for border security relating to migration and policing polarized neighbourhoods.
- It contains a *research philosophy and methodology to design an experimental tool for lie deception detection and critical situational interviewing taking cultural considerations into account.*
- This is also a *research philosophy and methodology for online learning security skills.*
- Covid-19 stimulated a real-time *research philosophy and methodology for biological threat security protocols besides capacity building for global mobilization of millions of security practitioners.*
- This dissertation also is a *research philosophy and methodology in getting the most out of Artificial Intelligence (AI) and technologies for security, criminology-risk investigation and merging the workforce.*
- The research talks to *RELEVANCY as a research philosophy and methodology.*
- Based on one conclusion as in ‘relevancy’ the research went deeper because of the multiple and compounding global threats that impacts the health of mankind besides food and energy security compromises the financial integrity of the global economy therefore simulated the research philosophy and methodology for *catastrophe security.*
- Finally, and most importantly, within this research manuscript there are other hidden questions that are relative for various fields of interest that need to be discovered and researched.

## Peer Reviews

Critical Thinking the X Factor in Criminology, Security and Risk provides an in-depth source of knowledge and literature for criminologists, security, and risk investigation practitioners. **So far, it is the only material in this field that comprehensively discussed various specific techniques for all types of investigative works.** The author (Juan Kirsten) took the initiative to lay down the ground rules for the modern and future investigators, analysts, and field operators. This work is a must read! **By Dr Rommel Manwong (Prof) PhD CST CSP**

Security measures have often been implemented in the aftermath of an attack, yet truly effective security needs to be proactive in nature and served up with a healthy dose of common sense. Those who pose a threat are, after all, thinking outside the box and formulating plans that circumvent existing protocols. This requires a thorough understanding of one's operational environment and an appraisal as to how we approach security. **Critical thinking is a behavioural science**, and one explored in detail by Juan Kirsten in his paper entitled 'Critical thinking the X Factor in Criminology, Security and Risk'. Kirsten's comprehensive analysis of the latest literature related to operational mindset demonstrates that, in order to really excel – and find that *'something'* that spells ***the difference between success and failure***, then we need to reboot our tactical arsenal and deploy, as he calls it, the 'X Factor'. In doing so, Kirsten expertly illustrates that we can not only address the traditional security threats of the past, such as hijacking and suicidal terrorism, ***but also put ourselves in a position to prevent the threats of the future***, such as those posed by biological or chemical warfare, and the safety and health challenges, such as pandemics, which can, as we all know, emerge when we least expect them. **By visiting Professor Philip Baum, Aviation Security, Coventry University.** Managing Director, Green Light Limited; and, Chair, Behavioural Analysis Conference.

***Thank you for the honour of reading this important work.*** It took several days because the depth of the topics is so exhaustive, let alone the quality of the research. You have conducted a major service for the security community as well as those facing migration, technology and human capital aspects of adopting to a new era in which we have no roadmap, no genuine consensus across borders on protocols, and, it could be argued, we are even more fractured than a decade ago despite the web, more transparent data and so many other advancements. In short, you present a compelling case for future scholars to continue your ***groundbreaking work.*** **By Laurence Barton Distinguished Professor of Crisis Management and Public Safety at the University of Central Florida, USA**

Very rarely one comes across a paper which is living research in which contains all facets of professional values that are added together to give the cutting edge for security professionals which they missed so far! The Author has done what the Security Professionals needed which has been missing to sharpen their knowledge and skills and the best part is that approach to the subject is amazingly easy and practical. The X factor is a printable book that is built into an e-platform so that the reader can practicalize their reading experience by using skillsets in concert. In today's time using e-learning relevant knowledge is pivotal to our decision-making that heightens situational awareness in real time.

This ensures a continuous inflow of relative and pertinent information which needs to be processed for that accurate and critical decision which could save lives or will make or break an organisation. The book is highly recommended for professionals all over the world as this has universal application using a global approach. Mr. Juan Kirsten deserves our gratitude for authoring such an exemplary professional 'new-aged' reference. book integrated with a research tool. By **Review from CAPT SB Tyagi [Prof (Hon)] COAS' CC\*, FISM, CSC, CSP, NCR Chief Councillor of "International Council For Industrial Security and Safety Management**

“The research study has been compiled very carefully taking into consideration the X factor and critical thinking that uncovers loopholes, discovering issues of concern, and opportunities (methods/solutions). **Critical-thinking research** is a brainstorming where you have applied all elements/factors to arrive at positive conclusions. Also, you have quoted befitting examples wherever it is needed. I, feel it speak completeness in itself.’ By **Dr RK Tyagi**

### *Practical Review of the Experimental Tool*

We run an era of big challenges mainly because of the pandemic, the info-demic, and the new geopolitical tensions, the 4IR, the climate change among others and their consequent economic and societal impacts that can exclusively or combined to jeopardise the security of the societies and of the citizens. **Situational Awareness tools, apps and skills could save lives and enhance the social fabric.** Security Officers, First Responders, Investigators besides other Security and Risk Experts could get their performance off the ground with these HIM "Critical Thinking" Tools and Training methodology. By **Dr Katerina Poustourli PhD** pre-normative Security Research, Standardization and Innovation Expert, PhD Robust and Resilience Engineering. **(Based review on experiencing the training)**

As a security pracademic, a practitioner and an academic, I have found the HIM tool to be very effective. Additionally, as an experienced security industry trainer and developer of training modules I have found the way in which the training is delivered and the transfer of learning to be very intuitive. From a security perspective the training is critical for the frontline security team and other frontline personnel who have security a secondary role. The training provides the security officer with the **situational awareness needed to evaluate a situation and respond**. The training is also applicable to management and others who need to be able to read people such as investigators and business managers such as HR Managers and Security Managers. By **Dr Declan Garrett (based review on experiencing the training)** **DSyRM, MSc, H.Dip.Sec. Man, M.Sec.I.I.** Training & Education

In our complex world, knowing the difference between when you are safe and when you are not, whether it is from physical threat or simply **someone misleading you, is a crucial skill. HIM provides a set of skills and tools that help you determine other people's intent** – this skill and capability could save your life. The approach of developing situational awareness is more important now than ever before. Being mindful and knowing how to evaluate someone's behaviour is a life skill that everyone should develop! Author of the highly acknowledged – “Can I See your Hands: A Guide to Situational Awareness, Personal Risk Management, Resilience and Security” Program Director ACU – Postgraduate Program in the Psychology of Risk. **By Dr Gavriel (Gav) Schneider FIS (SA), FGIA, FIML, AARPI, MAPIO, CPP Doctor of Criminology (Security) Degree (based review on experiencing the training)**

**Other works that were reviewed are partially included herein and can be found in research booklets.** Security and Criminology Investigation Management Reviewed by **Larry Fennelly, Orlando Wilson & Errol Peace** Strategic. Critical Thinking Investigation reviewed by **Dr Rommel Manwong** Prof (Philippines), Dr Katerina Poustourli (Greece). The Operational Protocol Guide for Biological threat security is reviewed by **Dr Larry Barton** Prof (Florida USA) and **Dr Rommel Manwong** Prof (Philippines). AI for security criminology-risk investigation is reviewed by practitioners and trainers. **Catherine Halse** (Australia), **Errol Peace** and **Moorosi Monyamane** (South Africa).

### **Review by Tony Botes, Administrator SASA**

*Brilliantly constructed document, insightful and to the point!*

The association of SASA (South African Association of South Africa) with CAPSI (Central Association of Private Security Industry), IFPO (International Foundation for Protection Officers) and ISIO (International Security Industry Organization) facilitated by Juan Kirsten has provided valuable intelligence to the threats in theatre along with additional insight into new dimensions of security. By endorsing the research methodologies outlined in this research document brought about common goals that built bridges brought SASA into the collective of the largest private security representation of millions of practitioners.

## Declaration

I, Juan Kirsten, hereby confirm that all the research has been undertaken by myself and the information contained in this document is by own hand. There are articles published on the net that I have written so plagiarism software (under the names ISIO, HIM Human Investigation Management or Master in Mind) will pick it up.

Signature (J Kirsten)

## Dedications

### Dedication

My Daughter Roxanne. Knowing where you truly stand with others and where others are positioned can save you a lot of time and disappointment in life. This knowledge will empower and protect you. Knowing who is lying or hiding things from you, or why they are volunteering information will give you a clear picture to make good choices and stronger decisions. It may answer some of your own questions.  
With love – Your Dad

My Brother Glynne, thank you for your patience, your opinions, and your assistance in helping me understand my ‘own’ self.

My Friend Michael Carides, It was that book ‘Man Watching’ you gave me on my 21<sup>st</sup> Birthday, that ignited my interest in human behaviour. 45 odd years later – I say thank you again.

My Friends: Sara Vatik and Errol Peace thank you for your contributions, kindness, and support besides reminding me to check my English grammar. Alan Levitas thanks also for the grammar reminder and I am very *grateful* for our erudite discussions *on security services and affirming the importance of honest, exceptional work and profit protecting the client.*

A special thank you to Dr Rommel Manwong (Prof), Dr Jon Hodson, Dr Katerina Poustourli, Dhafir Shammery MPICT, Jean-Pierre Roux MPhil, and Shaun McGuone for the erudite discussions.

With gratitude, I thank the Chairman of CAPSI (Central Association for Private Security Industry) Mr. Kunwar Vikram Singh, the CEO Major General Sanjay Soi, Sandi Davies Chief Executive IFPO (International Foundation of Protection Officers) and Mr. Tony Botes of SASA (Security Association of South Africa) for assisting in the cooperation and delivering 9.2 million security practitioners on mission for Biological Threat Security and for the development of the security industry into the 4th Industrial Revolution.

Thank you to all the partners, trainers, and learners for contributions, comments, feedback, and assessments. Without you all, we could never have been able to design the learning curve and instructional guide to assist others with their growth and performance. Be assured of my highest considerations and deepest gratitude to everybody that has contributed in any which way to this work.

Juan Kirsten

## Dear Reader, IMPORTANT READ

*Security is a 'living science' because dangerous incidents could spontaneously take place.* Consequently, we must be in the mind-set of 'here and now', and able to improvise new and unique ideas which are in-line with the challenges of today.

**Therefore, this work is written differently.** The research method contains a learning method which is required to embed the knowledge **because practitioners handle "life impacting" and "deadly" incidents** having to react instinctively. You will find certain phrases repeated continuously or worded differently because **as it is written in NLP format** therefore keeping a consistent thought pattern in the reader's mind.

**Furthermore,** there are additional words inserted into repeated sentences for your brain to activate emotions. One may not remember what they read but they will never forget the feeling that the knowledge activates within you. **Also, the readers are purposely being drip-fed** with additional information from time to time to **scaffold** certain concepts to reinforce retention levels. Therefore, the reader may think the script is repeating however specific formulas and concepts are relative and relate to different segments.

The research questions, tables, figures, graphs, annexures, and results are displayed within the index of this work and presented differently to conventional dissertations. This is to keep the readers thought pattern in sync with the unique method of absorbing the knowledge. For example, we highlight issues and then compose guidance articles to give the learner ideas of where, why, and how to use the skill sets.

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# CHAPTER 1

## Background to the narrative

When flying to a certain country on a specific airline, I was interviewed before handing in my luggage. I thought this was unusual and prompted the question – why? Their security began their risk assessment at the airport before the flight. *By simply asking passengers questions*, the trained security officers could quickly assess the threat level to determine if there was room for concern. If there was an issue of concern, then the passenger was sent up the layer of security. This was not crime investigation interviewing techniques that was being used and seemed to be more like ‘security awareness interviewing’. The experience was a short interview, and it was designed to determine intentions and truthfulness of the passenger. Consequently, the people (frontliners) on the ground have to find people of concern.

The interviewing experience at the airline counter got me to realize that the entire issue of security is to do with people. Simply put, it is not the weapon, as in, planes, trucks, trains, axes, knives, (etc) that is the potential threat – *it is the person!* The interviewing objective must then be to determine the intentions of people.

*What is truly going on, who is involved, how are they involved, why are they involved  
And What are their intentions?*

*Considering the region of interest (airport):* It dawned on me that the airport hosts diverse cultures, and their body language could be different with regards to interpretation, reactions, conduct and communication. Therefore, for interviewing, when one is trained in one culture then it does not mean that they are able to read a person from other cultures. Cultural behaviour had to be incorporated into the question of ‘what is situational awareness when interacting with different cultures in your field of interest?’

One must also keep in mind that the interviewer that is biased will display their emotions in their body language and their tone of voice that would also impact on the interviewing process. Being unaware of the complete situation and how we or others are positioned could retard security success. There must be protocols in-place and in-line with what we do know. But, when it comes down to ‘*what we do not know*’ which may be unique to our region of interest, then we are inviting collateral damage.

*This is the X factor - the biggest nightmare for any professional which not knowing what is truly happening on the ground or under our own nose.*

There is a difference between crime and security investigators. Crime investigators are only summoned after the fact. This does not serve security. Security practitioners must go out and find the crime, uncover loopholes or issues of concern and litigate the issues.

## Author's Viewpoint

*Criminologists, Security and Risk Practitioners must conduct themselves, just as, a surgeon that also holds one life at a time in their hands. The surgeon must know the true situation and is reliant on solid evidence by obtaining scans, bloodwork, x-rays, and all information before walking into theatre besides mastering the art of using their scalpel.*

The Security Practitioner must follow suit by out-thinking and outsmarting the perpetrators because they are responsible for many lives at any one time. They manage life impacting and deadly incidents.

Security, Investigation and Research is only as good the practitioner and how they think knowledge and soft skills. It is not the weapon that causes havoc and chaos – it is people. For the practitioners in this field, their scalpel is their ability to read people and the situation by being about to extract reliable and all the truthful information by using soft skills.

When the criminologist, security or risk professional *is unable* to read people or the situation *then they are inviting collateral damage.* In this field, *because of* the fast-changing vulnerability landscape, one can obtain academic qualifications for proof of knowledge, but *it is the soft skills that keeps one relevant.*

Practitioners in this field out-think and outsmart the perpetrators using Critical Thinking (Security Styled) which is a soft skill that produces tangible results and relates to all structures besides all faculties or vertical sectors. There is crime in all professions and in the personal lives of all. Consequently, we address,

- Threat identification
- Research
- Solution Generation (innovation)
- Standardization
- Capacity building for globalization

## The Narrative

*In 2013 this research began by considering a narrative related to people travelling internationally besides the related issues to migration. This would be a good example to demonstrate the concept of the research required to define and prove critical thinking situational awareness. Subsequently, when security or investigation success depends on the level of situational awareness then our objectives are to comprehend the complete and full picture by understanding ‘the nature of the beast’ with all its impacting issues.*

Whatever story is happening somewhere in the world could be repeated or rolled out elsewhere in the world. Today’s example would be Covid19 began in China and impacted globally quickly because people travel.

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The Narrative (crime related) to the shipment of people: Transnational and Local Organized Crime Impact on <sup>1</sup>Migration . There are millions of migrants according to <sup>2</sup>UNHCR that have migrated to Europe. Apparently 1.8 million alone was calculated in 2015 and mostly landed in <sup>3</sup>Spain followed by Turkey, Italy, and Greece. Since 2015 till 2019, many more migrants have been absorbed and statistics by countries are more accurate because of their home affairs documentation.

According to <sup>4</sup>UNODC, organized crime could use migrants as mules to carry various items, e.g., drugs or weapons. All continents and countries have their distinct issues related to trafficking of people, drugs, weapons or have experienced unique and distinct related crime. Subsequently, migrants could be blackmailed and extorted to participate during their journey or after they have landed in their destination. Also, many Migrants have had to use the services of organized crime in their migration journey for transportation or documentation and have suffered the consequences, such as, rape, bullying, or other forms of emotional and physical abuse.

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<sup>1</sup> The News-lines validate the impact of NO-GO neighbourhoods

<sup>2</sup>UNHCR <https://www.unhcr.org>

<sup>3</sup> The Guardian: <https://www.theguardian.com/world/2018/jun/15/what-current-scale-migration-crisis-europe-future-outlook>

<sup>4</sup> UNODC [https://www.unodc.org/documents/human-trafficking/Migrant-Smuggling/Smuggling\\_of\\_Migrants\\_A\\_Global\\_Review.pdf](https://www.unodc.org/documents/human-trafficking/Migrant-Smuggling/Smuggling_of_Migrants_A_Global_Review.pdf)

**2<sup>nd</sup> July 2018/ There are distinct types of migrants of concern** that may react quite differently to others in certain polarized neighbourhoods namely, some migrants were kidnapped from their villages in some countries within Africa, trained to kill and some have done so. There are also child soldiers (Islamic militants) that were motivated by their own family and trained to kill (<sup>5</sup>Human Rights Watch 2018).

Besides children of concern there are also ‘men and woman’ migrants that have their mission where there is more reward in death than in life. These migrants may be small in numbers but could be responsible for major issues and collateral damage.

Migrants would attempt to relocate to *polarized neighbourhoods* where others from their country or religion reside. Some migrants having experienced the trauma of being victims of organized crime especially by foreigners of other countries, during their journey to their destination. This has contributed to their distrust of others and motivating them to seek out their own cultural neighbourhood. These polarized neighbourhoods may be controlled by their own cultural-neighbourhood-watch-police but keep in mind that some could be policing religious methodologies that consider something acceptable which the host country would consider the same as unlawful. These ‘*NO-GO*’ areas are growing dangerously-in-size world-wide.

There are issues related to migration which produces violent incidents taking place world-wide that are shifting many countries towards a right-wing (pro-nationalist supporters) direction, giving rise to heightened levels of aggressive and violent incidents from both from the left-wing (revolutionary minded thinkers) and the right-wingers. This impacted to the degree that in Germany, the right-wing party that was not recognized since the late 40’ties now have seats in parliament (2018). This indicates that nationalists are opting to retain their own national identity. Many pro-nationalists right-winged extremists world-wide are opposed to the migration infiltration of different foreign cultures or fear religious polarization and state capture.

The absorption of migrants along with the crime related such as, rape, the terror attacks, neighbourhood polarization, and riots are prompting pro-nationalist fears. Both pro-nationalist extremists (right-wingers) and pro-revolutionist extremists (left-wingers) will exhilarate volatile retaliation of those that oppose such and the globe at large, which is heading deeper into a multi-cultural war of thoughts and actions.

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<sup>5</sup> Human Rights Watch <https://www.hrw.org/topic/childrens-rights/child-soldiers#>

The pro-revolutionary (left-wing) supporters use political demonstrations *that could be infiltrated* by groups with vested interests that do have their agenda for keeping a high volatile atmosphere in theatre. There is an increase in specific demonstrations from humanitarian groups that are pro - gay, and woman rights. You may not find militants embedded in (pro-gay) groups because of their religious beliefs. You may however find militants in pro-woman rights groups to elicit support against the USA (Pres. Trump) or Israel despite the fact that there could be no woman-rights in their own culture.

There could be some 'fanatical under-cover' militants embedded into "Pro-humanitarian groups", such as Hamas (under the guise of peace-loving Palestinian) besides other terror listed groups within Pro-Woman or Pro-Life groups that are focused on turning the local nationalist community against the host government and furthermore, to recruit and/or to radicalize people to their cause. One can see the impact when local citizens burn the flag, bend the knee or refuse to stand for the national anthem.

Furthermore, criminals could also be part of such groups to motivate volatile demonstration behaviour to service their agendas.

Consequently, there are some countries in a state-of-urban-warfare. I believe that the following criteria describe urban warfare such as, *human collateral damage* and *foreign occupation*

1. *Human collateral damage*

Cross-cultural attacks using terror or crime such as, GBH (grievously bodily harm), Rape and/or Murder

- 2 *Foreign occupation*

Polarized neighbourhoods: when the cultural or religious law supersedes the host country, and they have their own policing body (basically foreign land occupation in another country).

## Global challenges in theatre could be by people from diverse cultures

Cultural Diversity impacting Situational Awareness: It does not particularly benefit by just adding something to your skill-craft, e.g., 'cultural diversity' as one should know how one uses the knowledge to evaluate, interview or use investigative situational interviewing methods to gather reliable and all the information. *Over and above and furthermore, to manage people's emotions* for many reasons. The A- Okay Sign



A particularly good example is President Trump. It does not help build relationships with South Americans or the Turkish when he constantly displays the hand sign for the **USA sign of [A - Okay]**. He may be trying to tell the USA people that all is good, **but he is calling millions of people assholes or homosexuals.**

### *Situational Awareness of Cultural Diversity and Cultural Behaviour*

To mitigate collateral damage impact, security managers and personnel must update and broaden their skill-base with relevant knowledge in-line with the current challenges in theatre to mitigate against collateral damage. Therefore, based on the current challenges mentioned above, there is one thing that all these cultures have in common – the People are all from diverse cultures (X Factor). Consequently, one must know all issues related to cultural diversity, *and know how to use this knowledge to mitigate the associated threats.*

What is just as important, is that new challenges in all or specific regions of interest can manifest in seconds and rapidly expand to other locations. Subsequently, a heightened state of situational awareness is critical to what is going on the ground right here and now and, reaction speed is crucial to mitigate with appropriate skill-craft. This speaks to,

- Skills that are relevant now to mitigate the current challenges in theatre
- Managing demonstrations and riots for both nationalists and diverse cultures

By not being situational awareness in relation to cultural behaviour, then proactive decisions cannot be made - and untimely or no reaction speed could enhance the casualty of collateral damages, loss of life and assets.

## Cultural Situational Awareness dictates the nature of the beast

*Know the cultural situation and motivation*

*Note: let us be quite clear. In countries there are many religions which means that not all people have the same beliefs and that is for the same with cultures. One cannot label the entire nation when only a small portion have certain beliefs or customs.*

Based on the “current challenges” in theatre, we must consider the situation when we begin interviewing. A person from one culture may feel guilty or shame when questioned on why they have killed people. They could also be asked; how would they feel when their family are known by the entire community and the world that they are connected to the guilty person. Would they feel such emotions of guilt and shame? The opposite emotion could be expressed, such as pride for themselves, besides their family and community would be the same, regardless of where they live. If one does not know the situation beforehand, then one will not be able to read the person and achieve the objectives.

*Other examples*

In some cultural beliefs there are young woman that are circumcised which is an acceptable practise however in other cultures this would be regarded as a horrific act.

There could be a cultural code of conduct, where the people of a culture do not share information about each other to other cultures. The example stems from the term UBUNTU in South Africa. Furthermore, there are people fear being cursed with ‘Bad-Muti’ (bad-medicine/spell which is related to the Traditional/Spiritual-healer/Sangoma). This also applies to Haitian Vodou, or Voodoo practised world-wide.

This knowledge is also vital for prison management where the gang culture and methods of communication could alert operational management of an imminent attack. The same principle relates to managing any demonstration be it students, workers, besides local extremists (pro-nationalist or pro-revolutionary) besides immigrants. Therefore, to use the skills for investigation or operational management, not knowing the cultural background or cultural behaviour and motivations could cause additional collateral damage with life impacting or deadly incidents.

## Cultural Communication Situational Awareness

Distinct cultures can communicate right in front of another culture by just using hand expressions. These are words that are displayed in hand movement. This is not sign language for the deaf as it is part of the linguistics. In this way, they can control a negotiation without the other culture knowing.

- This work adds that some cultures can instinctively not like the other person because of their cultural behavior and therefore can misinterpret the other because of their interpretation of hand movement, e.g., being touched by the left hand.

*Applying the knowledge:* Security industry personnel can aggravate a person, or calm people during the evaluation, interviewing and investigation (using critical situational interviewing). Applying the knowledge wisely would place the professional into a formidable position by not misinterpreting situation. If need be, the professional can orchestrate and manipulate emotions to a specific objective using cultural gestures.

*This knowledge will heighten 'situational awareness' by means of a wide range of applications that could tangibly be used with culturally related body language as in cultural conduct and cultural communication. When, one misinterprets or is misunderstood then they do not trust or respect the other. The conclusion dictates that knowing cultural diversity is one thing, knowing why and how to apply the knowledge is vital.*

To test this on a single person of any culture – simply show them the middle finger without saying a word or roll your eyes when you are looking at them. They may not respond politely so be careful because they could react aggressively. To test this on a crowd: A crowd regardless of culture would react together by feeding off each other's emotions. Enthusiasm is contagious and so is the lack of it ( <sup>6</sup>Carl Jung). The movement in the hands or facial expressions could incite a group or calm a crowd down. The point is, that a biased person that will demonstrate their feelings in their tone of voice or body language and people instinctively react thereto.

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<sup>6</sup> Ref: Collective unconscious, a term coined by Carl Jung, refers to structures of the unconscious mind which are shared among beings of the same species – and in this case: human beings, however groups could be made up of a distinct cultural group and emotional reactions related to them could be different to others.’’

Cultural diversity skills are used for a variety of reasons by the security manager; The security manager wears different hats at times in relation to job functions. Their job demands them to be investigators, conflict managers, mediators, negotiators, and compliance officers to ensure the physical environment is secure.

- Governance Management, vetting and compliance of projects that have different cultures working together
- Polarized neighbourhoods: policing and managing such neighbourhoods. Specific methods to recruit and place only staff with skill-craft in-line with such. Unskilled staff could incite incidents as they could be misinterpreting gestures or be misunderstood.
- To identify racist, xenophobic, or radicalized staff.
- Identify a person that could be abused, manipulated by bullying or extortion to working as the insider threat on a mission, or participating in concert with a militant organization, or organized crime.
- Identify if staff are being abused in their homes by migrants from war torn countries that have been adopted or from various religious extremist cultures that support honour killings. This is a marked increase of domestic violent crime.
- Most importantly, gathering reliable and all-the-information as staff may lie, hide, or share information for their own agenda to clarify the true situation to safeguard others.

## CHAPTER 2

### GLOBAL ISSUES IMPACT SITUATIONAL AWARENESS

## Executive Summary

Critical Thinking (security styled) is bridging and bonding Critical Thinking research, Narrative research with Situational Awareness research using soft skills (Juan Kirsten 2018).

*The research dictates that a specific practical soft skill method could be used effectively to develop critical thinking for security criminology-risk research and investigation sector.*

*Using an experimental tool for critical thinking development, the author produced more research philosophies and methodologies besides tangible results as in, crimes uncovered, damning issues discovered as well as opportunities (methods) to litigate or mitigate collateral damage.*

*Furthermore, the research stimulated booklets and guidance articles that points to more research required into various realms.*

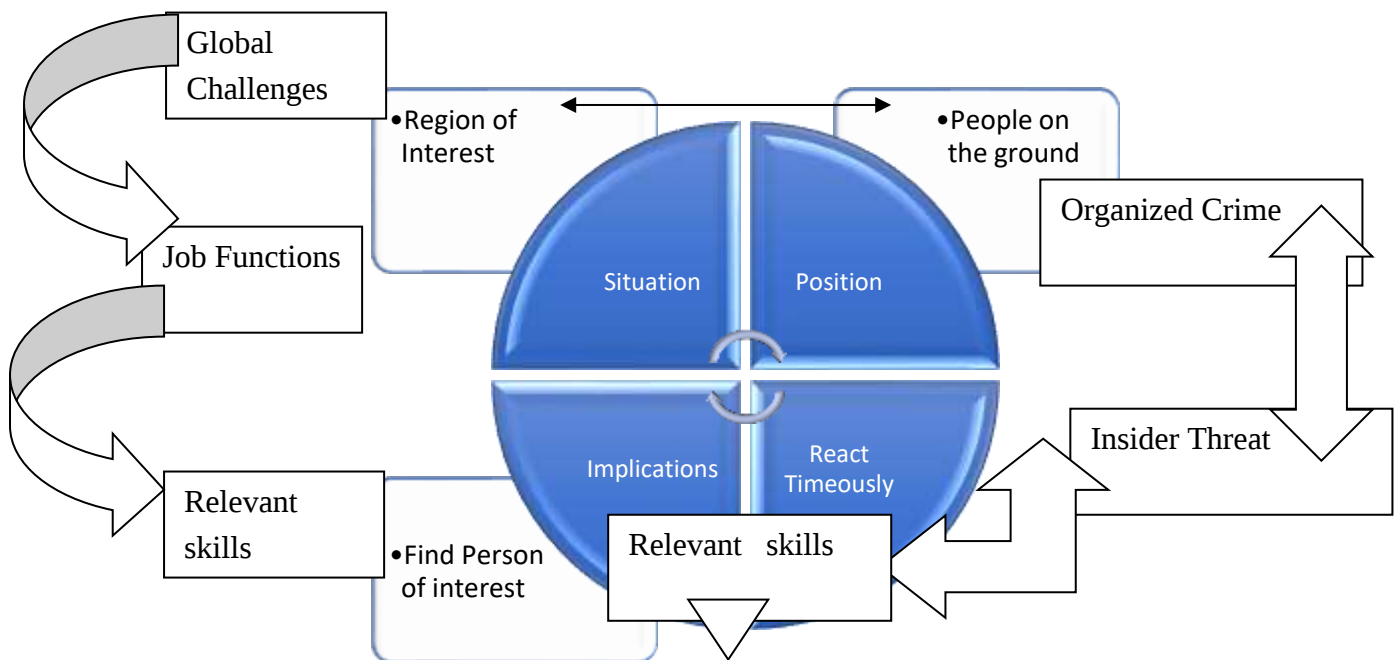
*The research methodologies and experimental tool are transferrable and relevant in all sectors, professions, job-functions and in the personal lives of people because crime is in all sectors.*

## The practitioner needs to out-think and outsmart the perpetrators

*Practitioners in this field must find the crime and stop it besides protecting sites and save lives. Firstly, we discuss critical thinking, and we prove it within the research by addressing global and local issues that impact people on the ground as well as their job functions.*

To comprehend the narrative, the Practitioner must have the soft skills in-line with the narrative (critical thinking security-styled) to be able to *gather reliable and all-the-truthful information from the ground and to manage emotions for a number or reasons that is elaborated within this work.* Global incidents could impact practitioners on the ground in some countries or world-wide.

Figure 1 Critical Situational Awareness to locate X Factor Model © Juan Kirsten (2018)

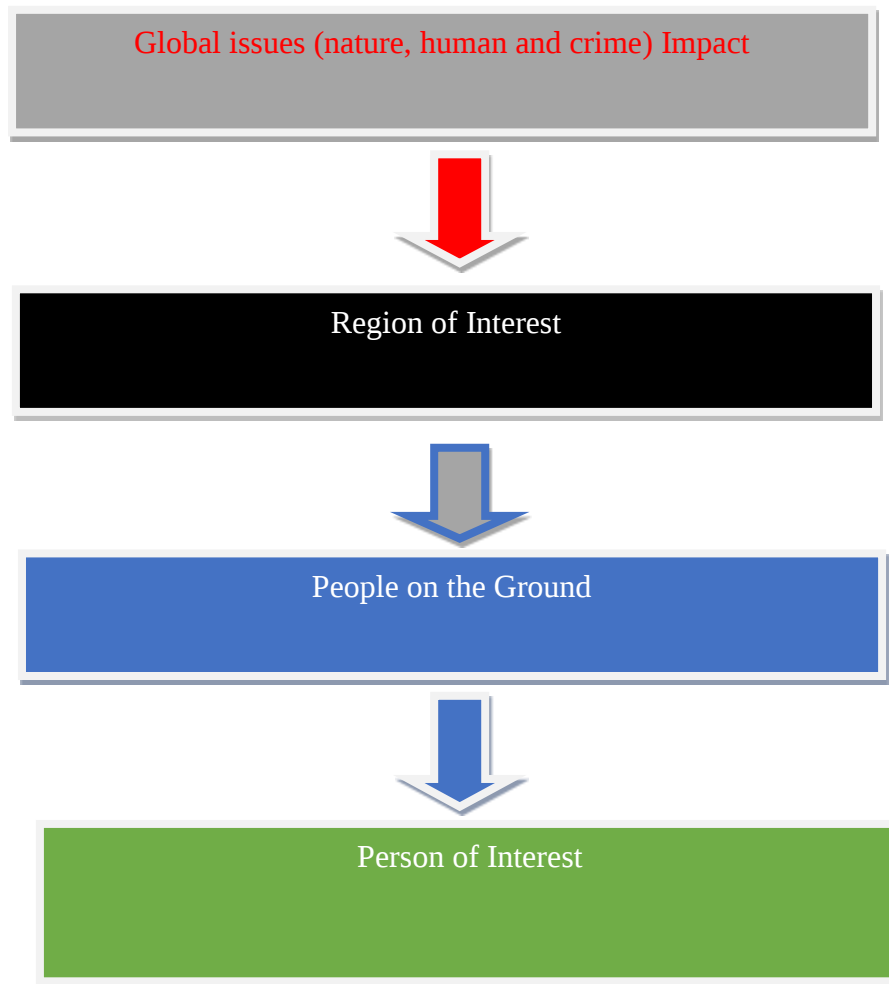


- Discover loopholes, misinformation, or opportunities
- Select the skill sets that are appropriate and relative to mitigate current challenges
  - Global Challenges impact Job Functions and therefore skill-development is required to mitigate new issues in theatre
  - Global Challenges impact people on the ground in a field of interest who could work in concert with organized crime or terror voluntarily or under duress

## Comprehending the narrative framework (full picture)

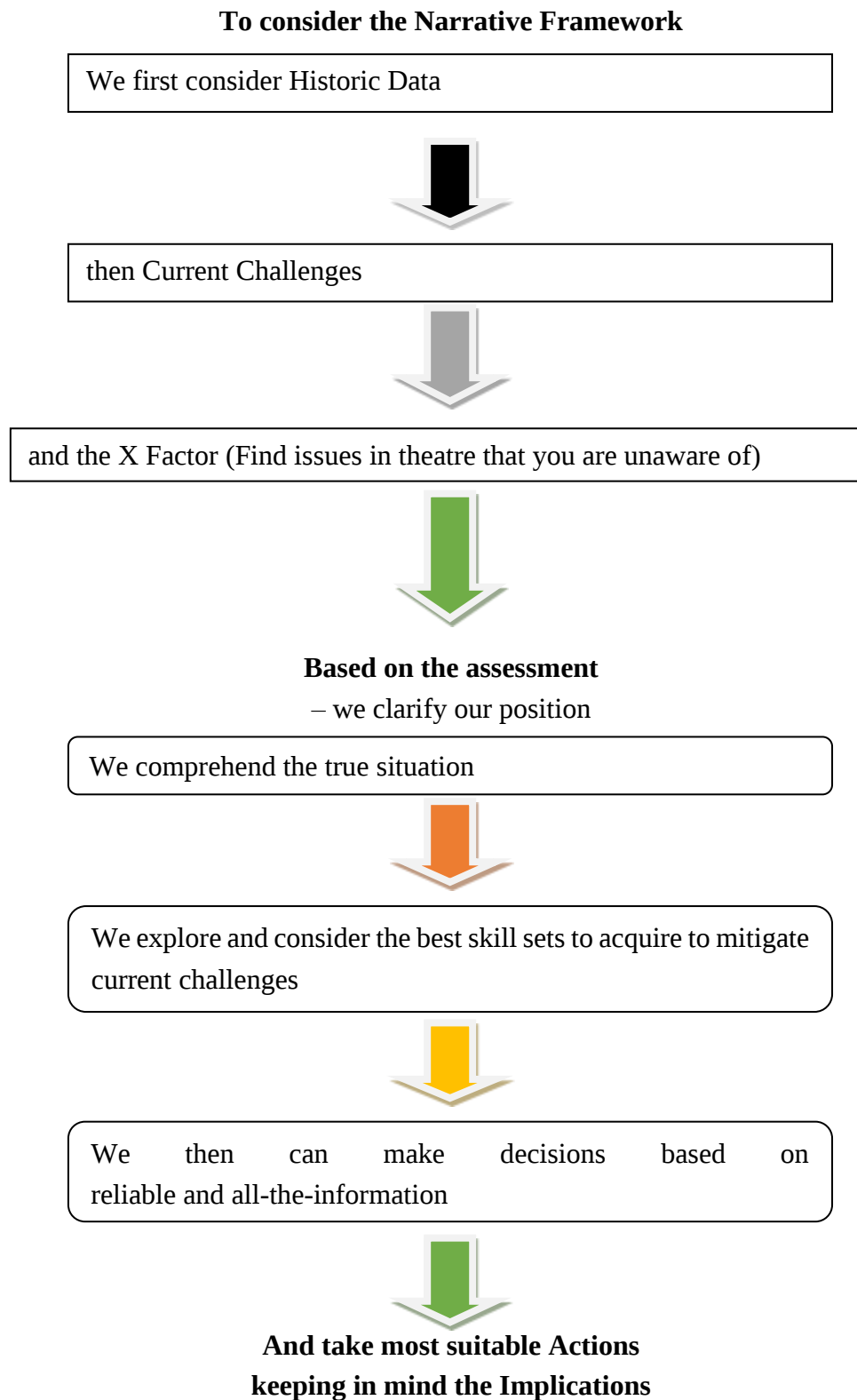
Situational awareness which must dissected with impact considered

Figure 2 Considering all levels that can impact the complete picture



## Situational Awareness of Region/Field of interest

Figure 3 Situational Awareness of Region/Field of interest



## Overall impact world-wide

On region of interest, job functions, people on the ground or a person of interest.

There are many research papers, headline news and news clips that can reference much of the following, however, *there are issues that do not make the headlines* but have been discovered by this work, such as identified bullying and blackmail in the workplace of migrants besides other issues that are exposed in the media, but many people are in denial for various reasons.

- Increase in many one-to-one attacks on right-winged supporters and counter attacks by pro-nationalist extremists on pro-revolutionary extremists.
- Increase in demonstrations turning into violent riots
- Increase in workplace abuse, violence, bullying and blackmail
- Increased number of lone wolf attacks (active assailants). It is possible that there will increase incidents that involve knives besides other weapons such as weaponized trucks.
- Insider threat especially by radicalized locals or personnel working in USA or European branded interests abroad.
- Increased number of insider threat by security personnel. Recruitment of radicals (left and right wingers), whereas the security personnel could be the major threat, as they would have easy access by wearing a uniform and an access card.
- With the increased demonstrations and riots of left-winged orientated groups will motivate right-winged counter aggressive response by way of the same in such of harassment of Muslim innocents that will drive them to polarized neighbourhoods.
- Growth in size of polarized neighbourhoods and even more so extreme No-Go neighbourhoods, rape of woman, trafficking of woman and children, with lone wolf and small attack teams working on their own or in concert with others.

Consequently, when the practitioner is naive (situationally unaware of basic knowledge) to the fact that people do lie, hide or volunteer information for their agenda then they should not be in the field. This means that the decision-makers will not obtain any or authentic information. Practitioners in this field cannot afford to be misled and decision-makers must defiantly be able to read people and the situation. Furthermore, academic researchers that are undertaking qualitative must ensure that their based on reliable and all the truthful information.

Solution: Specific skill training must contain ‘’ how to use cultural diversity knowledge and must be part of the curriculum for lie deception detection and critical situational interviewing.

## CHAPTER 3

### CONCEPTION & APPLICATION

- Critical Thinking in Security Criminology & Risk
- Narrative research
- Situational Awareness, Decision-making & Reaction Speed
- Experimental Tool
- Populating the researchers and students
- Research methods for region of interest, job functions, people on the ground and a person of interest

## Critical thinking in security, criminology- risk investigation

There is research done on critical thinking in many fields and the researchers find it difficult to define *critical thinking* besides proving and teaching it. This critical-thinking research (*in-and-out the box security styled*) themes security and criminology-risk that derived results to justify the research philosophy and methodology.

The results *define critical thinking as bridging narrative research with situational awareness using soft skills.*

***In-turn***, it relates to the outcomes, being, '*uncovering loopholes, discovering damning issues and opportunities*'.

***This results in***, uncovering new crime, discovering evolving obstacles that could cause more issues and opportunities (methods to limit or mitigate collateral damage).

*The research is only as good as the researcher and by following the research and applying the training as prescribed which is in a unique way, then incredible results will be discovered.*

Against this backdrop, the research discovered commonalities with research done on critical thinking, narrative research, and situational awareness. All of which pays attention to,

- The type of person (mental and emotional state of being)
- The quality and value of information and the methods to obtain such information
- Specific skill sets and unique method of training as it must be meta-cognitively driven
- Measurement of specific results and unique outcomes

## The Critical Thought on the Narrative Framework

**Everything** has a story – covid19 has a story, the Russia Ukraine war has a story.

***Everybody** has a story*

Who tells the stories? The bosses, the experts and consultants, the clients, the staff, any person that lives and breathes has a story.

As soon as people open their mouth, the story begins, which could begin with a few words or a full story that could be *made up of the truth, half-truths, a total fabrication and perhaps presented by a person that has an agenda.*

*Is there a story going on* between the people on the ground or a person of interest? When people are being *bullied, or extorted*, one must identify the story in theatre to comprehend the intentions of others.

*There is a habitual pattern that dictates how the person is thinking.* We want to discover the intentions of others. *People usually pay attention to their unconscious desire or conscious agenda.* How many times have you heard the words ‘‘ what is it that you or they want?’’ By instinct people use these words and what is really being said is ‘‘ what are the intentions?’’ This question is a vital question to ask oneself or to discover, because a true professional must comprehend the agendas. In this way, they can then picture the steps that are being taken by a person of interest (story pattern).

When people are volunteering information then it gives direction to question their agenda. Therefore, in their discussions they may approach the subject from various angles or relate a story and then follow through by insinuating that the person of interest may relate to such. People telling stories and may belittle another so that you diminish your respect for someone. One must ask themselves, ‘why volunteer this information or what is their intention?’

When one is telling a story or trying to read a story do keep in mind *that you have no idea who can read you better while you are reading them. Your pet hates, little secrets and hidden desires are on full-public view.* Therefore, the interviewee could become the interview controller.

Security Managers that may base the entire risk plan on historic data (stories), but the most important parts are what is the story that is now going on now and what we do not know - is what we must find out.

I found many researchers in other fields trying to define critical thinking by-way of trying to describe a thought pattern. To know such, they need to read the situation and the people involved. The true professional in this field uses specific skillsets as a method to develop their *critical thinking*.

“Critical thinking for Human Investigation Management is bridging the narrative with situational awareness *using meta-cognitive skills (thinking about thinking)*.

Furthermore, researchers find critical thinking difficult to teach and seeking methods to measure it. This work proves the way it should be taught and provides real proof of the definition by comprehending the narrative framework and discovering the X Factor (the unknown) being,

- That the research is only as good as the critically thinking researcher (You are the hypothesis).  
Therefore, the measurement is in on self-awareness for social interaction awareness (meta-cognitive skills)
- the work considers, uses, and teaches critical thinking for the narrative framework, the measurement is on all dissected levels of situational awareness and timeously focusing on the region of interest, people on the ground or a person of interest.

It also provides guidance by *using the skill sets (meta-cognitive and cognitive skills) and suggests focusing on measurement of situational awareness to obtain specific or unique outcomes by uncovering loopholes, discovering new issues or finding methods to limit or mitigate the collateral damage (opportunities).*

## The Principles

*The principle 'Security Success depends on the level of situational awareness of the people on the ground (decision-makers) and their reaction speed ' (Juan Kirsten 2018) was one of the outcomes that this research produced.*

Applying the principle, we consider the following as in to comprehend the narrative we need to totally situationally aware of all things known or required to effectively make *decisions* to determine the *reaction direction and speed*.

*Situational awareness* of and in the narrative above dictates that we must dissect the knowledge pertaining to cultural conduct and behaviour. In order to do so a person will be able to recognise such if they were educated on such. For them to do so, they would need to be uniquely trained. These practitioners must react quickly (preferably instinctively) under certain circumstances and therefore situational awareness of the training methodology is vital.

We need all the information to find crime or issues of concern, knowing where to look, how and why, to devise solutions that will litigate issues or limit the level of collateral damage. *Therefore, using the second principle uncovered namely, S.P.I Situation Position Implications.*

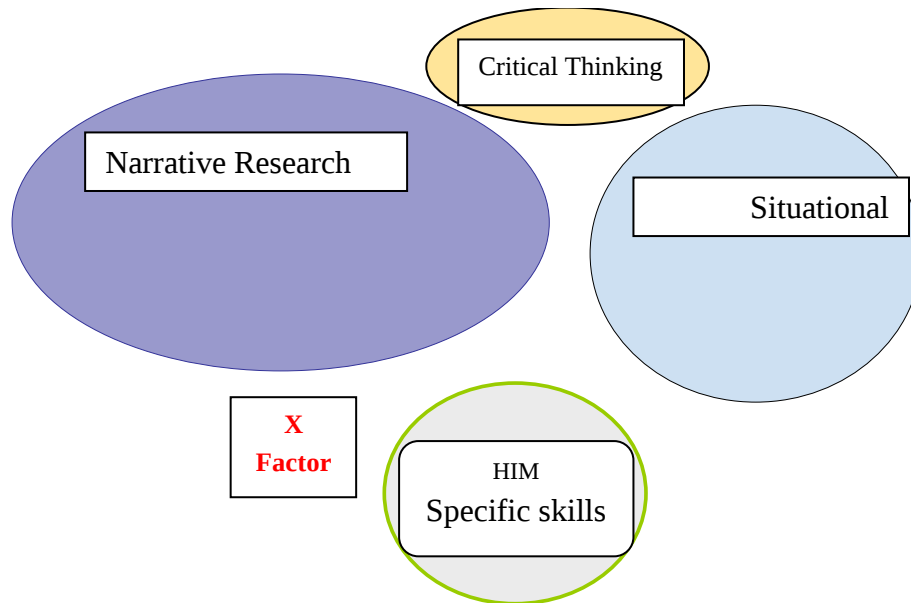
All of the above is discussed more in depth at various stages in the journey of this reading.

## Research Mission

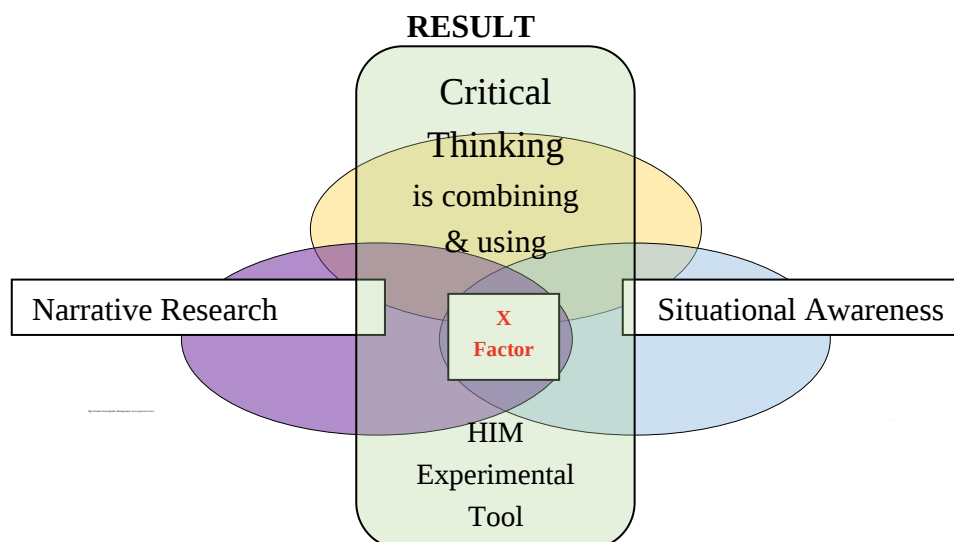
Critical Thinking is bridging and bonding Narrative research and Situational Awareness using skill sets.

Critical thinking results in real and unique outcomes, when bridging and bonding narrative research with situational awareness using HIM, specific skill sets and going on a cognitive journey by uncovering or discovering the X Factor

Figure 4 Fragmented metacognitive model - BEFORE



**The Mission :** Collate the factors to realize an operational formula that is practically workable, using specific skillsets, to uncover or discover loopholes, misinformation, or opportunities



In a nutshell: Understand ‘every action creates a reaction with its own implications’

Critical thinking is combining the narrative with situational awareness using specific skills

- Measurement

The measurement is in overall situational awareness, sub-levels of situational awareness and unique outcomes.

- Results

The results must be in uncovering loopholes, discovering issues or opportunities *when interacting with people or in comprehending a region of interest. For, example, for qualitative research to determine the results we need reliable and all the truthful information.*

## Critical Thinking Research Methodology

We use a research experimental tool that is a skill development tool which is life important along with relative knowledge in order for the research methodologies to be effective. Security professionals cannot afford to be misled and as we know people lie, hide or volunteer information for their own agenda not only in their profession but also in their personal lives.

The ‘researcher’ going on a cognitive journey learning how to extract truthful information and experiencing real-time experiences motivates them to practise using the tool daily therefore rewiring their brain into a systematic thought pattern being critical thinking using investigation methodologies. Using this technique stimulates ‘tangible’ experiences (when one sees and experiences reactions when reading people) that in-turn uncovers new crime, discovers damning issues besides opportunities (methods) to litigate or mitigate collateral damage.

### Criteria

*The Narrative:* to comprehend the narrative (full story) we build the narrative by gathering reliable and all-the-information from people.

Situational Awareness : *Situational Awareness* is comprehending the narrative framework-by taking-into-account the various issues that impact situations (sub-levels of situational awareness inside-the-box) that need to be considered to ‘comprehend’ the complete picture (narrative). E.g., when gathering information from another culture one must take-into-account cultural conduct and behaviour awareness as one could misinterpret or be misunderstood resulting in the person not providing reliable or all-the-truthful information.

*Cognitive investigation* is using mental abilities such as memory, reasoning, paying attention, besides listening and talking without bias. When one is biased then it is displayed in the tone of voice and body language to which the interviewee will instinctively react which could be negatively and shut down. When the interviewee freely tells the story it could stimulate feelings of trust which is required for social engagement with people.

*Critical thinking cognitively* is focused on self-awareness and regulate one's cognitive behaviour to be social-interactive aware (John Flavell 1976). The way you feel is the way you think, and, how you think determines, how you feel which impacts on others. E.g., if one is <sup>7</sup>biased then it impacts on their reasoning and reactions on others. If one becomes educated on <sup>8</sup>cultural behaviour (*sub-level of situational awareness*), then one could change their personal bias and therefore the reactions would be different resulting in more information gathered from others.

*Neuroscience* is human chemistry causing people to instinctively. Human senses stimulated by visuals, sound, smell, and touch would invoke and display emotion non-verbally or verbally.

*The training of the critical thinking experimental tool* uses a meta-cognitive formula that takes the learner on a cognitive journey (John Flavell 1979), whereas the learner realizes and experiences their impact on social interaction so that they can self-regulate their methods of extracting reliable and all-the-information and to manage emotions.

Consequently, the thinking person must focus their mind-set to using a simple formula by

- What is the Situation?
- What is my Position?
- What are the implications?

Or

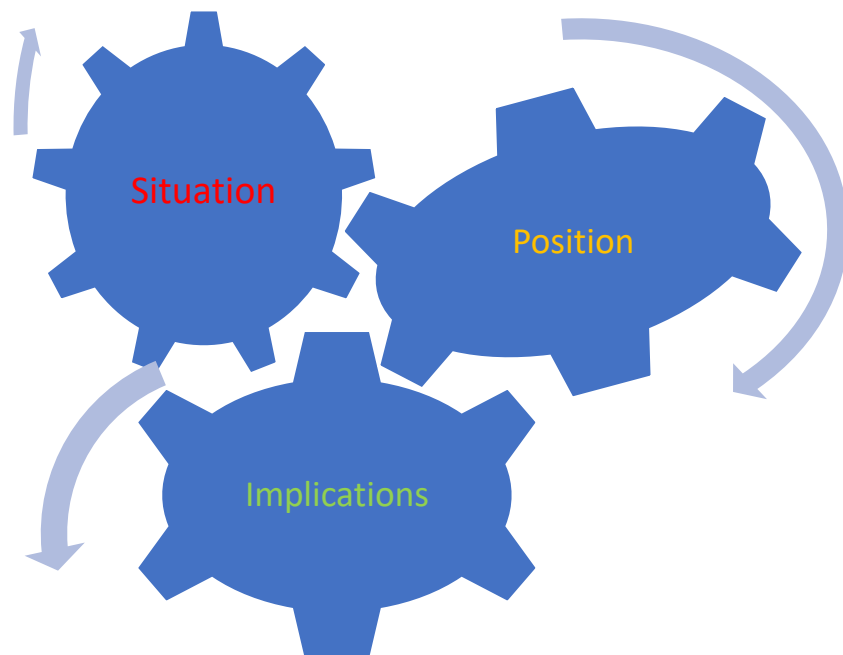
- What situation are others in?
- What position should they be in?
- What are the implications would they experience?

## Critical thinking and Comprehending the Narrative Framework

### S P I (Situation – Position – Implications)

- When one has a clear understanding of their situation and comprehends the implications then, they know their position or that of others. They are using critical thinking to comprehend the narrative framework

Figure 5 SPI Kirsten (2018)

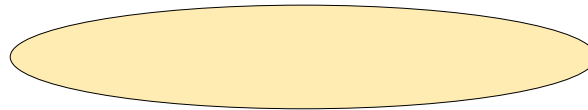


- Unexpected implications could pop into the equation impacting position and the situation.
- If or when, the situation changes then [it] impacts on the position and the implications thereto

**Red:** Stop and Evaluate the Situational Framework

**Yellow:** Clarify your position

**Green:** Consider the Implications



## Critical Thinking

<sup>9</sup>John Flavell (1976), a foundation researcher pioneered metacognitive (thinking about thinking) suggests considering various criteria for self-awareness of one's thought-structure, thought-pattern, self-regulating and self-monitoring. Flavell suggests using meta-cognitive knowledge, tasks and experiences that can be used consciously and sub-consciously. In other words, a critical thinking person should consider themselves *as a self-regulating-thought-processor* and acquiring relevant knowledge or undergoing tasks which provides a method to physically experience the knowledge and one's own method-of-thinking (Flavell 1979).

### Definition

According to the excellent review works of <sup>10</sup> Jennifer H Reed (1998), Margaret Lloyd and Nan Bahr (2010), and <sup>11</sup>Emily Lai (2011) to determine if academics and student-teachers comprehend and share the same opinion critical thinking for higher education. Lai, Lloyd & Bahr, and Reed states that many differ on their interpretation and definition of what critical thinking is, and, therefore, this is a problem. This work considers the definition best suited for *human management awareness*, would be the formula; '*Critical thinking is bridging narrative research with situational awareness using specific, cognitive skills and trained in a unique way (meta-cognitive journey)*'. Furthermore, for this work, I define the objective for Critical-Thinking, is, to uncover loopholes, discover damning issues or opportunities

### Characteristics of the 'Thinker'

This work suggests that the curriculum-of-skills must contain cognitive skills, narrative research, and situational awareness skills. Flavell (1979) suggests a person must use a meta-cognitive learning method using skills and paying attention to self-awareness for social interaction awareness. <sup>12</sup>Etherington refers to reflexive engagement which is continuously

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<sup>9</sup> John Flavell View web-link to consider concept and route to relevant papers for reading and referencing (1976,79,87).  
[https://www.demenzemedicinagenerale.net/images/mens-sana/Theories\\_of\\_Learning\\_in\\_Educational\\_Psychology.pdf](https://www.demenzemedicinagenerale.net/images/mens-sana/Theories_of_Learning_in_Educational_Psychology.pdf)

<sup>10</sup>MM. Lloyd, and Nan Bahr, (2010)

<https://digitalcommons.georgiasouthern.edu/cgi/viewcontent.cgi?article=1229&context=ij-sotl>

<sup>11</sup> Emily Lai Review of critical thinking research

(2011)<https://images.pearsonassessments.com/images/tmrs/CriticalThinkingReviewFINAL.pdf>

JH Reed <https://www.criticalthinking.org/resources/JReed-Dissertation.pdf>

<sup>12</sup> Kim Etherington

<https://www.keele.ac.uk/media/keeleuniversity/facnatsci/schpsych/documents/counselling/conference/5thannual/NarrativeApproachestoCaseStudies.pdf>

being aware of the researcher and the person being researched. Therefore, this work relates to using meta-cognitive skills of the critical thinker to comprehend their own variables and that of the other's Flavell (1987). One must consider character traits and disposition of oneself and others (Review Lai 2011). This work adds to the list of people variables and character traits or any form of 'negative' disposition such as expressing anti-social behaviour as in, xenophobic, radicalized opinions, or whatever bias (Nickerson 1998) in any form. This is because, it will limit the abilities of the critical thinking investigator to extract reliable and all-the-information but furthermore, cloud their vision of possibilities. Consequently, the critical thinker (practitioner/student/researcher) must be in a constant state of self-awareness of their bias and that of others (<sup>13</sup>Nickerson 1998) when considering social-interaction-awareness Flavell (1987)

### Critical thinking of the Narratives and Situational Awareness

Flavell (1979) suggests considering tasks/goals and sub-goals. To comprehend the narrative framework, one must use situational awareness pertaining to the region of interest, job functions, people on the ground or a person of interest. This work considers in all-of-the-above, and goes deeper by considering culture, historic data, current challenges and provides suggestions to uncover the X Factor (*What is truly going on, who is involved, how are they involved and why are they involved? What are their intentions?*)

|                 |
|-----------------|
| <b>X Factor</b> |
|-----------------|

### Training Meta-cognitive Skills and Cognitive skills

Flavell states metacognitive skills training provides cognitive awareness of self and regulating one-self in social-interactions. Consequently, the training must be where the learner acquires new knowledge by thinking differently, *so the student physiologically experiences the result by doing various tasks which can be measured*. For this matter, I use the skill sets of lie, deception detection, and critical situational interviewing taking cultural behaviour into account in-order to take the student using meta-cognitive skills on a cognitive venture for social interaction awareness Flavell (1979). Most of the training is real-time activity by communicating with others, extracting information, planning, and implementing methods to extract even more information or managing emotions.

Subsequently, the learner must regulate their physical behaviour by flexing physically (e.g., rolling the eyes or pulling a disgusted or happy face), speaking, and listening to gather information and manage emotions.

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<sup>13</sup> Nickerson (1998)

[https://www.researchgate.net/publication/280685490\\_Confirmation\\_Bias\\_A\\_Ubiquitous\\_Phenomenon\\_in\\_Man\\_y\\_Guises](https://www.researchgate.net/publication/280685490_Confirmation_Bias_A_Ubiquitous_Phenomenon_in_Man_y_Guises)

In this work, consideration and emphasis is paid to self-awareness (mentality) and self-regulation for effective social-interaction awareness (skill sets to extracting reliable and all-the- information and to use the concept of SPI (Situation – Position – Implications) to comprehend the narrative framework, decision-making, considering implications, and suggests reacting timeously.

Lai's assessment refers to using good questions to gather information. Lloyd and Bahr (2010), suggests that results are based when comprehending the narratives with specific questions to students on their understanding of what critical thinking and how it works, therefore, drawing the student's attention to the concept and terminology. Reed suggests the questioning model is vital based on the experimental tool designed by Richard Paul (Paul 1993). This work suggests the researcher utilises the critical thinking thought pattern SPI built into the content considering criminology, security, and risk implications to the topic of thought or region of interest. In this case, critical thinking is empathised awareness of one's own thinking and actions focused on a goal, sub-goals, and tasks (Flavell 1979/1987, Reed 1998, Etherington 2007, Lloyd & Bahr 2010 and Lai 2011). This work, therefore, uses only two questions to draw attention to their own level of situational awareness and to report on their interactions with others pertaining to each chapter which covers each level of situational awareness. Furthermore, the learner *for certificate of completion qualification* (CHIMC) is provided specific questions-sets for essays totalling 6000 words, focusing on situational awareness *to explore regions of interest, job functions in relation to the people on the ground*. This in-turn encourages the student to pay attention specific parts of situational awareness to comprehend the complete narrative. **Resulting** in using a <sup>14</sup>*meta-cognition and cognition model where the student is not only being aware of their own learning method but by keeping a record can comprehend their own learning curve and outcomes thereto.*

#### Measurement of method of learning and outcomes

Lai's review states challenge in the measurement of critical thinking and cites opinions associated to reliability and validity in the method of measurement. Furthermore, Lai suggests possible solutions to strengthen measurement. In this work, various types of (SA) and levels of situational awareness are measured simply because, if there is no situational awareness of any aspect then we invite collateral damage into the formula for critical thinking. What we do not know – we cannot work with.

**X Factor**

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<sup>14</sup> Cognition Oxford Dictionary. The mental action or process of acquiring knowledge and understanding through thought, experience, and the senses.

Also, this method provides for the measurement by dissecting situational awareness, and in the reporting of interactions resulting in the comprehending the narrative framework and implementing actions in-line to a goal and sub-goals (Flavell 1987) orientated planned solution but always keeping vigilant with in the mind that the X Factor could come into play.

### Issues and Results

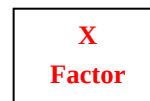
*These are the critical thinking results and outcomes of the training method found in this work. Critical thinking must be measured in unique outcomes. This work uncovers damning issues, loopholes, misinformation, and opportunities in regions of interest and job functions, namely:*

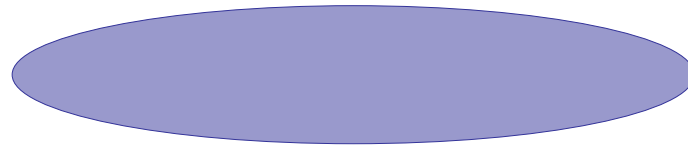
- *Regions of Interest with X Factors:* If your interest is in Polygraph examining; Risk Management and Hotel Security Industry. *A point of note:* you will find issues uncovered and discovered with solutions suggested.
- *Job functions with X factors*  
Security Management Leadership, Multi-cultural Leadership, Security Budgeting and Crime Reporters/Conflict correspondents mention herein also outline uncovered issues and solutions provided.

### Skillsets with X Factors

Critical Situational Interviewing focuses on issues related to comprehending the complete narrative picture and the situational structural design. This work has uncovered loopholes and damning issues in.

- Narrative research and Situational Awareness
- Lie, deception detection and critical situational interviewing
- Taking cultural behaviour into account
- Method of training best suited to train critical thinking using skills of reading people to comprehend the true situation and complete narrative besides being able to make decisions quickly and react timeously.



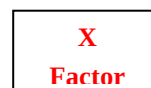


## Narrative Research

Narrative research is a spoken or written account of events and could be described as a history, or story besides other descriptions<sup>15</sup>. Some researchers evaluate the narrative of the human experiences and considers what the content means in-terms of certain criteria. It is vital to conventionalize the story to understand the meaning of it (Sandelowski 1991).

### Mentality

Margarete Sandelowski's (1991) brilliant research on narratives for the nursing fraternity refers to the researcher *must be interested in the cause*. Kim Etherington (2007) in her amazing research work on comprehending the narratives for therapists refers to helping people with their stories and suggests methods. This research work insists that all (practitioner, student, researcher, examiner) involved must have a professional mentality and a dedicated work ethic for criminology, security, and risk management because they could handle life impacting or deadly situations (Kirsten 2018)



### Based on reliable and all-the-information

The narrative must be based on reliable and all-the-information. There may be times when there is a bit more to the story. This work is focused on the importance of accurate reporting of the narrative as the readership may be involved in life impacting and deadly incidents. The narrative researchers use the term to gather information as *interviewing* and stress the importance of truthful information (Etherington 2007<sup>16</sup>) (Sandelowski 1991<sup>17</sup>). Etherington (2007) does have an excellent question set at *various stages of interviewing*. I would argue that conventional *interviewing method* would not achieve certain objectives more so than *critical situational interviewing methods* which are used by security, and investigation professionals. Obtaining all reliable information is vital when the researcher that must 'comprehend the unknown with what is it known'. This work expands to knowing 'why did it happen', as people hide or volunteer information besides flat-out lie.

<sup>15</sup> Oxford Dictionary narrative

<sup>16</sup> Kim Etherington

<https://www.keele.ac.uk/media/keeleuniversity/facnatsci/schpsych/documents/counselling/conference/5thannual/NarrativeApproachestoCaseStudies.pdf>

<sup>17</sup> Margarete Sandelowski 1991 [http://academic.son.wisc.edu/courses/N701/week/sandelowski\\_tellingstories.pdf](http://academic.son.wisc.edu/courses/N701/week/sandelowski_tellingstories.pdf)

Consequently, *Critical Thinking is comprehending the narrative framework*. The narrative researchers use the term narrative framework of the entire story and use *situational awareness* to *conceptualize the story (narrative framework)* of each influencing dissected part when considering the region of interest, the skill sets of job functions, the people on the ground, or a person of interest. Professionals must explore all-the-information to find and mitigate the unexpected, as the unexpected factor, which is their greatest fear, even though they are well trained for any eventuality.

Etherington refers to the importance of *cultural standpoints*, and Sandelowski refers to a person of one culture telling a story could be considered by another person of a *different culture* as a lie (She cites Toolan 1988).

We must also keep in mind that bias impacting narrative research and self-awareness. *Keep in mind, moral, political, or religious bias* besides cultural bias (Nickerson 1998). In the comprehensive work Confirmation Bias: A Ubiquitous Phenomenon in Many Guises.

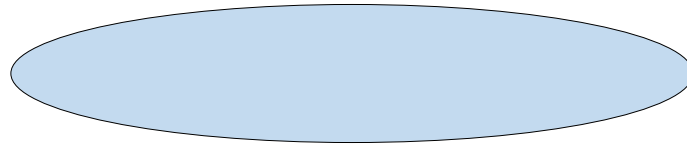
<sup>18</sup>Raymond S. Nickerson (1998) supports the concept of bias impacting the narrative when gathering information and making decisions. *The logic of this paper* throughout suggests that people could be racist, bias, or can be misunderstood or misinterpret distinct cultures and therefore not obtain the truth or all-the-information resulting in, not recording reliable and all-of-the truthful information necessary for narrative research. Consequently, it is imperative for the researcher must be in-touch and in-check with themselves. Etherington speaks to being reflective of one's own emotions as it is the interviewer that impacts and effects the amount, depth or width of information retrieved. Practically, I assume that bias will be displayed in a person's tone and body language which will cause the other to react instinctively with distinct emotions. *Furthermore, this paper declares that the research is only as good as the researcher* (Self-Awareness and Social Interaction skills) *and, therefore, starts the assessment process with 'You are the hypothesis'* (Kirsten 2018). Consequently, meta-cognition skills (Flavell 1979, 1987) are required. Meta-cognition is the ability to not only think about thinking but furthermore for self-control (e.g., calm down) and self-regulate (Flavell 1979) one's thinking process (e.g., what if: or perhaps I should approach this differently).

To comprehend the narrative framework, one would in this case use meta-knowledge (what do I need to know – obtain specific knowledge) or explore meta-experience (what do I need to experience) to comprehend the narrative framework for social-interaction-situational awareness.

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<sup>18</sup> Nickerson (1998)

[https://www.researchgate.net/publication/280685490\\_Confirmation\\_Bias\\_A\\_Ubiquitous\\_Phenomenon\\_in\\_Many\\_Guises](https://www.researchgate.net/publication/280685490_Confirmation_Bias_A_Ubiquitous_Phenomenon_in_Many_Guises)



## Situational Awareness

Critical thinking is comprehending the narrative framework by using situational awareness. Narrative Framework: Situational Awareness (SA) is being aware of all issues that must be considered when making decisions. Mica Endsley (1995) refers to such as perception and comprehension as in, a person must be aware of ‘complete’ situational awareness and decisions must be based on reliable and sufficient information. The concept of SA considers a baseline considering historic data, they then consider current challenges taking environment into account. (<sup>19</sup>Kip Smith & PA Hancock 1995, <sup>20</sup>Mica Endsley 1995). Situational awareness must be focused awareness on specific issues when it reflects on criminology, risk management and security. A vital component is comprehending information and making decisions based on narratives and is referenced to various levels of situational awareness. This work defines distinct types of situational awareness to the theme of the work and reports obtained that can be found later in this document are from the people on-the-ground that could support the current situation or the change in the baseline. This in-turn changes the *modus operandi* (method of working) Sarah Cassela (2012). Using critical thinking (Flavell 1976) by considering various methods of approach then the perception (Endsley 1995) can change. The change could be made on purpose for strategic situationism (Dimovski, Marič, Uhan, Đurica, Ferjan 2012)

Endsley (1995) and Smith & Hancock (1995) refer to situational awareness to consciousness performance being influenced by human factors and external factors. Endsley (1995) refers to SA can be influenced by mental mode of the decision makers, therefore, states that decision makers could make wrong decisions because of inaccurate or incomplete information. Duress could confuse self-awareness and situational awareness (Endsley 1995). Someone that uses *critical thinking* is highly aware of the variables impacting self-awareness and that of others (Flavell 1987) to comprehend the situation better.

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<sup>19</sup>Kip Smith & PA Hancock (1995)

[https://www.ida.liu.se/~729A71/Literature/SA\\_T/Smith,%20Hancock\\_1995.pdf](https://www.ida.liu.se/~729A71/Literature/SA_T/Smith,%20Hancock_1995.pdf)

<sup>20</sup>Mica Endsley (1995). [http://www.realtechsupport.org/UB/I2C/SituationAwarenessTheory\\_1995.pdf](http://www.realtechsupport.org/UB/I2C/SituationAwarenessTheory_1995.pdf)

When it comes down to *human situational awareness*, then some could be consciously or unconsciously bias that impacts on others and causing issues without knowing so. This work speaks to self-awareness once again as it did for critical thinking (Flavell 1979) and narrative research Etherington (2007) being the primary factor, as the research is only as good as the researcher for additional reasons which is mentioned further in this work. Therefore, the mentality (Sandelowski 1991) towards the job with life impacting or life & death situations calls for professionals to do continuous learning, updating skills and skill-craft to be proficient and confident resulting with their professional mind in theatre over their emotional issues. Smith & Hancock and Endsley also addresses competency and performance. They also contend that people must be self-aware of the ‘big picture’ (narrative framework) to manage the situation.

Considering self-awareness for this work, critical thinking using meta-cognition (Flavell 1979) is more than just self-awareness – *it adds self-situational-awareness* (what is my position and that of the other) *and social interaction awareness*, whereas, the person thinks about their thinking and regulates their own thought-pattern and emotions besides that of others to obtain the truth-of-the-matter, for example, one may say to themselves, ‘‘keep calm, let me try another approach by self-regulating my approach (Flavell 1979)’ or perhaps ‘‘let me display an intimidating disposition as I want the other person to feel fear of the implications

Endsley (1995) refers to Situational Awareness of the Task Environment, Smith & Hancock (1995) refer to it as Risk Space. Critically thinking, one must keep in mind that one has no idea of the width or breath of the *landscape-vulnerability or task variables Flavell (1987)* as it can change at a moment’s notice due to current challenges. Flavell states that variables impact the person, task, and strategy. This work considers the term variable as issues could be known and the unknown and for situational awareness labels it as the X Factor. When one is unable to critical think or consider the landscape-vulnerability then one does not know that there is a situation in theatre or consider the implications of actions and could invite collateral damage.

<sup>21</sup>Sarah Cassela (2012) highlights improving module operandi (literally, the way of working). One would take <sup>22</sup>*Historic data (modus operandi / past experiences)* into consideration, which could be the cause of crime, terror, or other pertinent issues or events that impacted on the region of interest in question and on people. We, then consider *current challenges* keeping in mind global or macro impact at this moment in time. Furthermore, keeping in mind, that *history is as old as one second ago*, because something did happen! (What just happened a minute ago is now already in history). Therefore, situational awareness must be present and at heightened levels at any time. This work suggests collating the knowledge and information in-line with the initial focus on the largest space shifting down to stages of the vulnerability-landscape that are relevant.

## Situational Awareness for Research Criteria

*The Global situation* can impact on the region of interest in-line with current challenges. Smith & Hancock (1995) and Endsley (1995) refer to information, knowledge, actions and they refer to risk space that includes environmental awareness. Critical thinking then highlights meta-strategic vision and therefore must be goal-directed towards main goal and sub-goals/tasks (Flavell 1987) Endsley (1995) yet this work includes cultural awareness.

*Cultural Awareness* theming for this work. We are in a global village interacting with distinct cultures in the workplace locally or based in different countries. In some countries, *we are in a multi-cultural war of thoughts and actions*. In-order-to obtain reliable and all-the-information, we must be knowledgeable on how to interpret communication and communicate with various cultures (<sup>23</sup>Onal and Endsley 2012, Jack 2010, and <sup>24</sup>NCBI Hareli, Kafetsios, Hess 2015). *It is quite easy to offend, misinterpret or be misunderstood by others* and, therefore, not obtain sufficient or, the type of information we need to be aware of the true situation.

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<sup>21</sup> Sarah Cassela (2012) A Behavioural Approach to Modus Operandi: Incident Form Completion and its Effect on Predictive Analysis  
<https://scholarworks.wmich.edu/cgi/viewcontent.cgi?referer=https://www.google.co.za/&httpsredir=1&article=1025&context=dissertations>

<sup>23</sup> Onal and Endsley (2012) Requirement and Design for better cultural situational awareness

<sup>24</sup>NCBI Hareli, Kafetsios, Hess (2015) <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC4591479/>

*The Group or Collective cultural situational awareness in various environments such as, riots and demonstrations, gang cultural behaviour in prisons or polarized neighbourhoods could differ and therefore the method of reading people could alter when comprehending the true situation.*

*Situational awareness in job functions.* Endsley (1995) refers to level 2 and 3 as higher levels of SA (situational awareness). Yes, I agree with Endsley that situational projection is a higher level of awareness. Furthermore, we must be in a constant state of critical thinking and keeping the narrative framework in mind, as '*situational projection*' Endsley (1995) is 'critical thinking' is constantly considering implications. The research in this work dissects situational awareness into distinct levels and bases the awareness in-relation to the narrative framework of all that is involved. Therefore, considering that situational awareness regarding current challenges, is on the region of interest, job-functions, people on the ground and on the individual. To know the *true situation in a region of interest*, one must gather reliable and all the information from the people on the ground

*Situational Awareness of the people on the ground (in-house)* must be considered as various crime or terror issues could impact tremendously on operations and mobilization. There may be increased activity with organized crime facilitating workers in concert for their agenda or staff contributing towards workplace violence for numerous reasons and using various methods. To comprehend the narrative framework, it is vital to collate information from the collective. Furthermore, HR, Finance Department, Logistics, and in-fact all the people-on-the-ground in all departments must be able to identify an issue in theatre as they are part of the entire sphere of consumption, production and communication, as risk transcends all boundaries.<sup>25</sup> Through a glass darkly (Fischbacher-Smith, D. and Fishchbacher-Smith M 2015). Endsley, refers to such as *Team situational awareness*

*Situational Awareness of a person of interest* is most important, as it is the people on-the-ground that truly knows what is happening that others are unaware of. They are the ones that can either withhold or provide information voluntarily or be motivated to provide information. Even though we are mission using methods to extract information from a person of interest, there are times when we must manage the emotions of others for distinct reasons to discover the true situation.

*Situational Awareness of the skill sets that are most relevant.* What is the true situation? We must get to know the true situation in the region of interest, people on the ground or a person

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<sup>25</sup> **Through a glass darkly** by Fischbacher-Smith, D. and Fishchbacher-Smith M. (2015)

of interest. Therefore, when we identify an issue of concern, comprehend the implications and consider the skill sets to mitigate the narrative. We, then acquire the skill sets that are most relative. Professionals cannot afford to wait for salespeople to approach, but rather be proactive and seek the right supplier to acquire and train the appropriate skill sets. Procrastination is the thief of time and lives could be at risk.

*Critical thinking gearing situational awareness interviewing.* Within this work, I do elaborate on critical thinking situational interviewing. Situational awareness interviewing is focused by comprehending the narrative framework (complete picture) by dissecting situational awareness and therefore the interviewing objective is to find issues related to the truth of the situation to uncover loopholes, discover damning issues or opportunities (methods to litigate the threat).

*Situational Awareness must contain specific content for training.* Flavell (1979) suggests knowledge, meta-cognitive experiences, tasks and strategic action. The method of training is vital for SA (Endsley 1995) and Critical Thinking <sup>26</sup>(Flavell 1979). Obviously, cultural awareness and how to use the knowledge is imperative. Furthermore, knowledge on critical thinking, narrative research and situational awareness is included. Therefore, the training must not only be 'how to use the skill sets, *but where and how to use such in sequence is priority consideration.*

*Situational Awareness of the training method.* A security professional must be in a heightened state of situational awareness to be identify a situation, comprehend their SPI (situation-position-implications), as they must be able to make quick decisions but react timeously. The cognitive training method within this work is geared to imbed the knowledge in such a way that the interviewer's memory and thinking abilities instinctively are used and focused on extracting information or managing emotions to clarify the true situation. *This is competency-based training at its best when the students submit their essays and examined by certified examiners that have acquired the skills in this work.* The examiners can comprehend the narrative framework, clarify exactly how the student feels and vets their feedback that should result in a solid and strong constitution for the learning process

Military, Protection and Security professionals use the term *situational awareness* to *comprehend and understand* the story. Military and Close protection officers use this term strategically and more so for environmental security awareness to conceptualize the lay of the land, where the enemy are positioned to defend, or attack a region of interest. They, therefore, deploy soldiers to gather reliable information (the true story), to consider their plan of approach, methods and equipment that will service their objectives.

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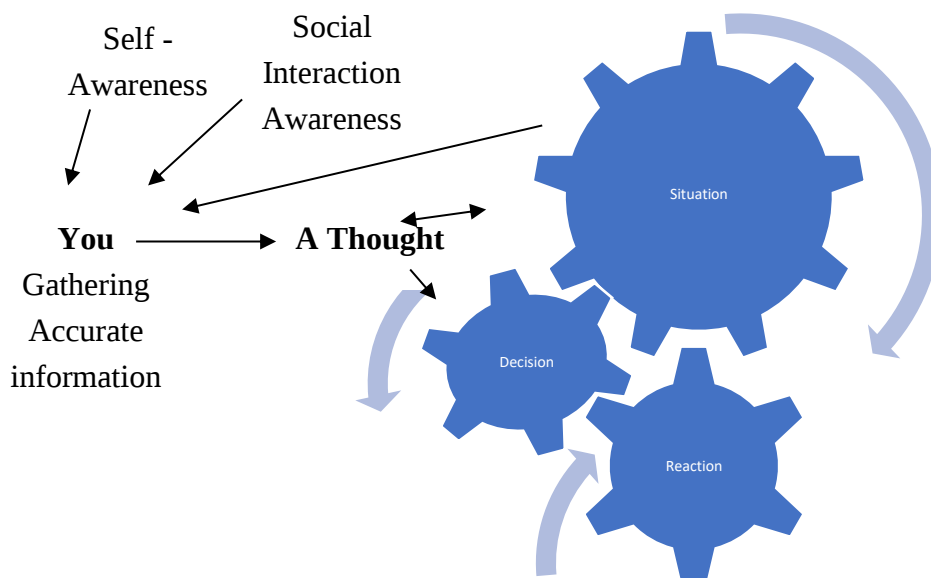
<sup>26</sup>(Lai 2011) <https://images.pearsonassessments.com/images/tmrs/CriticalThinkingReviewFINAL.pdf>

Consequently, reliable information is key to the success of the exercise. *Situational Awareness must be totally vetted and confirmed for the means in the context of military tactics for strategic situationism whereas circumstances can impact human behaviour rather than personal characteristics.* This is the ability to change the situation at any time or to have an advantage over others in the situation (Sun Tsu:’’ Art of War’’ Vlado Dimovski1, Miha Marič, Miha Uhan, Nina Đurica, Marko Ferjan 2012)

## Situational Awareness of Critical thinking & Decision-making

**Critical thinking of actions:** Utilize the HIM meta-cognitive <sup>27</sup>(awareness of one’s thought-structure and thought-process and that of others) model to think before you act or to act instinctively if HIM trained accordingly

Figure 6 Situation Decision Reaction [SDR Model] Kirsten (2018)



The situation can change at any time and impact on decision making. *Consider* a decision will stimulate a reaction The reaction will then change the situation. Also, a situation can change and cause a reaction calling for a new decision. Consequently, situational awareness is the key factor as for each action there will be a reaction.

<sup>27</sup> Oxford Dictionary – metacognition

If one does pay attention to situational awareness, then they can easily make another decision and action it to adjust the result or being aware of the *narrative framework* then the result justified the decision-making and the means. **Note: It is repeated again later in this work along with SPI model when an interviewing example is used.**

Situational awareness is vital to making complex decision-making (Ensley 1995). Decisions must be based on reliable and all-the-truthful information. Any action based on unreliable or insufficient information will deliver collateral damage. When it comes to *situational awareness picking up on a highly volatile scenario, quick decision-making is now in a stressful situation* where the emotions related to fear are predominant (<sup>28</sup>Dr Gavriel Schneider May 2012). We must keep in mind that excitement could manifest just as powerfully as fear, because, when a person identifies a situation right in front of their own eyes, they could get highly excited, even if it is just a simple lie or if they discover someone is hiding something. Freeze, fight or flight are possible symptoms that naturally occur because of the neurochemistry of the person <sup>29</sup>(H. Stefan Bracha, 2004). It is vital that the Security Professional is trained to react instinctively. Therefore, the decision-making process dictates that security personnel must feel confident and knowledgeable to be in a constant state of implication comprehension to react instinctively and timeously.

## Situational Awareness of Reaction speed

Ensley (1995) refers to automatic processing does have hazards by not responding to new stimuli. Smith & Hancock (1995) suggests consciousness and adapting appropriate situational awareness banking on knowledge and action. This work finds that the Professional must react instinctively as there are times when professionals must react within seconds or must strategically react timeous.

Reacting too late or too early could cause higher levels of collateral damage than reacting at the right time for the right reason, therefore, a thinking-pattern (critical thinking) comprising situational awareness must be trained.

This vital component to reading people that must be highlighted is on the training making use of a specific learning method. This would be by 'physiologically embedding' the knowledge to naturally foster human instinct by stimulating the neurochemistry of a person. This in-turn would impact on the consciousness and mind-set that seems to work best for security.

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<sup>28</sup> Dr Gavriel Schneider May 2012

[http://uir.unisa.ac.za/bitstream/handle/10500/23548/thesis\\_schneider\\_g.pdf?sequence=1&isAllowed=y](http://uir.unisa.ac.za/bitstream/handle/10500/23548/thesis_schneider_g.pdf?sequence=1&isAllowed=y)

<sup>29</sup> H Stefan Bracha <https://pdfs.semanticscholar.org/02fc/1304d5a08079ac4b0e44c68063b47faeceb6.pdf>

The concept of the research can be described by a single sentence. *Security success depends on the level of situational awareness of the decision-makers on the ground and their reaction speed.* Subsequently, *the research* had to be focused on situational awareness, decision-making and reaction speed.

Once a decision and actions taken, there is the reporting of results. Many situational awareness research studies then focus on the human factor regarding decision-making. Reporting then takes place in many forms and could take the form of narrative feedback by-way of witness statements, incident reports which impacts on the baseline Cassela (2012). The problems with statements and reports are when conventional interviewing is used. The accuracy of the information could be diluted, or misinformation provided because there could be issues that people are unaware of, that could impact the narrative framework

*The dissertation combines multiple discoveries thus feeding different studies by joining them all together that serve each other uniquely in keeping with the same narrative.*

### Definition Critical Thinking Research

#### Bonding Critical Thinking and Narrative Research with Situational Awareness using soft skills

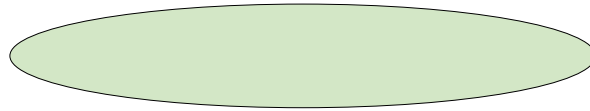
Critical thinking uncovers new crime, discovers damning issues and opportunities (methods and solutions to limit the level of collateral damage)

### Concluding and affirming the principles

Security success depends on the level of situational awareness  
of the people (all are decision-makers) on the ground  
and their reaction speed.

&

Situation Position Implications [SPI]



# Chapter 4

## Experimental Tool

*Practitioners cannot afford to be misled.* It is not the weapon that kills, maims or causes havoc – **it is people.** Practitioners have to out-think and outsmart the perpetrators. People do lie hide or volunteer information for their own agenda.

Using the HIM e-Connect training tool (experimental tool) and method in this paper (<sup>30</sup>HIM) method activates the critical thinking required which awakens the concept of the philosophy because the questions expand and leads into all realms. The research on the experimental tool is broken down through the chapters because it focuses on a person-of-interest. But, in-short it sets the stage to use the practical HIM tool method *to look for the unknowns.*

HIM skill set and method of training

<sup>31</sup>*I designed the structure of the HIM course (lie, deception detection and critical situational interviewing taking cultural behaviour into account). The mission is to extract reliable and all-the-information using a specific method.* This method is outlined within this paper considering the subject matter, the steps of introducing certain information at appropriate times and inserting tools for students to tangibly experience to comprehend the knowledge.

There are tools on the market to identify certain nonverbal clues such as Micro Expressions <sup>32</sup>(Paul Ekman) and <sup>33</sup>( Patryk & Kasia Wezowski). Furthermore, there are no existing online tools designed in the market that provides educates or advises guidance on critical situational interviewing and investigative situational interviewing or that teach cultural behaviour awareness and provide a method to deduce measurement of situational awareness pertaining to such.

In my opinion, I found that some courses were not in-line with my understanding of the way to learn, teach to acquire specific knowledge and a thought pattern to meet certain objectives for reading people. This research paper supports the training method which generates results and in fact, found arguments, failings and solutions to the tools of others by using the skill sets of the training tool in this paper.

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<sup>31</sup> HIM <https://www.human-investigation-management.com>

<sup>32</sup> P Ekman <https://www.paulekman.com/micro-expressions-training-tools/>

<sup>33</sup> Patryk and Kasia Wezowski <http://microexpressionstrainingvideos.com/about-us-patryk-kasia-wezowski/>

There is argument throughout this paper that provides numerous reasons to consider when reading people to extract reliable information for the narrative, but furthermore, to manage emotions to gather more information, or to change a real-time story in session to realize a pre-determined outcome. *The most important loophole is that none of the tools contained any reference to meta-cognition to educate the learner and the implications thereof besides taking the learner on a cognitive journey to re-wire habitual behaviour to foster natural instinct.*

## e-Learning Tool Evolutionary Situation

We are in the era of the ‘‘living science’’. The evolution of knowledge is rapidly changing due to current challenges and technological developments. This necessitates the constant updating of skills and qualifications to keep up with the times. This evolution of knowledge has also influenced the biology of man and neuroscience. With this knowledge, it is now possible to prime the brain and align the nervous system to heighten retention levels. In other words, this knowledge can facilitate the student to use the critical core skill sets and master the skill-craft to react instinctively.

This work’s method of e-Learning Critical Thinking

In the Watson-Glaser overview for testing done by <sup>34</sup>Pearson Assessment eloquently displays the psychometric method testing of Watson-Glaser. Watson-Glaser has a range of tests based on a statement being made and evaluates the answers, which is mostly done by other critical thinking researchers providing a question/answer sheet. In the article ‘‘<sup>35</sup>A New Method for Assessing Critical Thinking in the Classroom’’ by Ahrash N. Bissell Paula P. Lemons (2006), they pay attention to questioning the content and critical thinking skills must be in-line with the narrative and content. They stress the fact of the importance of metacognitive skills and which cognitive skills were used and therefore base their assessment on such. The testing of critical thinking in this work is defined, trained and assessed for specific objectives that is required for criminology, security and risk practitioners. Reason being, is that the questions cannot be asked if people are unaware of the hidden problems or have no complete picture of the narrative. Secondly, people do answer but they could lie, hide information or volunteer information for their agenda. Meaning that there could times when young students may wish to sit with specific students for reasons other than schoolwork.

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<sup>34</sup> Critical thinking Practise Test [http://www.pearsonvue.com/phnro/wg\\_practice.pdf](http://www.pearsonvue.com/phnro/wg_practice.pdf) ISBN: 978 0 749107 66 6

<sup>35</sup> A new method of assessing critical thinking in the classroom *Bioscience*, Volume 56, Issue 1, 1 January 2006, Pages 66–72 <https://academic.oup.com/bioscience/article/56/1/66/224850>

### Concept

There are times when critical situations call for quick assessment, decisions and reactions especially when lives of others hang in the balance. The skill sets need to be trained so that the practitioner can sub-consciously or consciously react timeously and therefore the training is unique and physiologically embedded through physically experiencing reactions. This work uses blended learning banking on e-Learning to achieve such.

There must be objectives for e-Learning critical thinking because the methods of training not only install knowledge but can also ‘‘physiologically re-wire’’ the learner so that the person reacts instinctively.

There are many methods trained, *however*, this research method to heighten situational awareness using lie, deception detection and critical situational interviewing taking cultural behaviour into account produced tangible results.

*One must consider* the layered subject content when selecting the easiest and most effective training tool to achieve the objectives and results contained in this paper

*A major finding is this work is using the skill sets is not only to seek the truth, but also to identify issues and threats such as, the character traits required best suited for investigators and general staff, or to mitigate against damning life impacting issues that are in theatre.*

## Tool must assist in reading the Situation

The learner as mentioned above must have a tool that assists in reading people or a person-of-interest, but there must be *relevant knowledge incorporated* into the tool to comprehend the narrative besides skills to read the true situation. If they are unaware of the true situation or issues that can impact the situation, then they are unable to ask the right questions for the right reasons.

*The point of the narrative* is that there are various schools of thought that train distinct methods. Some may only focus on methods in terms of ‘what you see’ or there are some that solely focus on ‘what you hear’ (critical situational interviewing). To comprehend the truth of the matter (narrative framework), then, the combination of both would be more successful. However, cultural behaviour plays its part as illustrated in this paper and must be taken into consideration. Furthermore, the method of training must be geared on ‘*how to think*’ using a specific method to acquire the skill sets to *master the skill-craft*. This research paper contains all the ingredients mentioned above plus the application method of such.

Critical thinking to comprehend the narrative framework to know how best to *use the skill sets for specific objectives*. *Qualitative research* is to gather reliable and all-the-information by-way of observation of people, interviewing people or a person-of-interest and collating information from focused group workshops. The qualitative research is done by people, but people do lie, hide or volunteer information for a number of reasons. When the research is based on unreliable or insufficient information, then the research is not based on a solid or formidable foundation.

HOWEVER, this work found loopholes in Qualitative research. In the in-depth research article Consolidated criteria for reporting qualitative research <sup>36</sup>(COREQ): a 32-item checklist for interviews and focus groups (Tong, Sainsbury, Craig Dec 2007), they provide guides and questions on interviewing criteria. They suggest open-ended questions, characteristics of the interviewer and do mention the issue of bias and cultural ethnography, besides the author compiling the questions and tested them. This work suggests that for qualitative research the researcher/interviewer must read the situation and the people involved for reasons mentioned within this work which is that people could lie, hide or volunteer information for agendas.

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<sup>36</sup> COREQ <https://academic.oup.com/intqhc/article/19/6/349/1791966>

*Critical thinking qualitative research has specific objectives which are to uncover loopholes, discover damning issues or opportunities (methods to limit the level of collateral damage). Therefore, the practitioner in criminology, security and risk must comprehend the narrative to uncover or discover unique crime or identify copycat crime to limit the impact and mitigate the issues. The e-learning method contains a specific module called SPI (situation-position-implications) which teaches critical thinking situational awareness. The learner issues reports relating to issues that they uncover or discover in social settings which is in everyday life. This is important because people are betrayed or are victims of all sorts of crime in their lives and nothing can beat this learning method when one physically, mentally and emotionally experiences such.*

### Coding

The reports were coded *in software*, and the results sectioned using the <sup>37</sup>Dedoose.com, which was designed by the renowned team that design software and specialize for qualitative research to comprehend the narrative.

Do find some reports within this paper along with the results from DeDooose.com and the results impacting on the level of situational awareness and unique outcomes in the region of interest, the job functions, the people on the ground or a person-of-interest. Furthermore, these results confirm that the method for lie, deception detection, critical situational interviewing taking cultural behaviour into account and the method of training is successful and sound.

### *Outcome:*

Besides conventionalizing and the making of the experimental tool, this method of populating the researchers and learners, method of training and reporting provides continuous flow of usable, reliable and all-the-information that is current and in-line with historical events that recently occurred. The learners are the researchers that tell and deliver the story.

## Conclusion and theory

The tool to train critical thinking contains lie, deception detection and critical situational interviewing regardless of culture to out-think and outsmart criminals. Included is relevant knowledge to know where, how and why giving direction to the users. The proof is in new crime uncovered, damning issues discovered and using relative and appropriate solutions or methods to litigate or mitigate the level of collateral damage.

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<sup>37</sup>Dedoose Software is a standard software made up of a team of experts <http://www.dedoose.com/about/team>

## Building and Developing Experimental Tool

### Populating the researchers and students

*Situation: Setting up the laboratory.* In April 2013, the research began at a conference/convention centre that rented out various sizes of training rooms. It attracted potential students and trainers of various courses that appealed to various fields of interest and professional development for various job functions.

*Position:* The location was perfect to interact with trainers and solicit students for this course. The initial course was launched, where trainers and students paid to attend the workshop and training. Many of the students were already trainers with academic levels from PhD, Masters, Undergraduates besides specialist non-academic trainers and coaches in various fields. Public attendants were middle management or corporate companies besides self-employed consultants from all sectors.

*Implications:* In this way, I had a focused group of professionals that were committed to training and learning skills. The training began with workshops whereas the course training tool was provided and granting access to the learners for a year. The workshops provided immediate input of knowledge of where and how to use the skill sets in various sectors and therefore, information could be gathered for region of interest, the job functions and the people on the ground. Using the training and focusing on persons of interest (being the trainers and the students) that were reporting their results by meeting up weekly or by submissions of their reports to which the analysis began for situational awareness, decision making and reaction speed.

*Results:* The first group of students were trainers from various faculties and sectors of industry. Advocates, Psychologists, Therapists, NLP Master Trainers, Emotional Intelligence Trainers, Coaches and team-building Specialist provided their perspective on why and how accurate information impacted their region of interest (profession) besides their personal learning outcomes

The initial training team was recruited at the convention centre which are academically renowned and from various faculties. The train-the-trainer training began which fed even more insight into the research. It was not a question of the qualifications of the person but if the person that had the instinct and personality to train situational awareness management and human behaviour skill sets. This initial research impacted on my sense of self-awareness and how to select the right type of people for the job. Therefore, the research and trainer evaluation for certification was conceived.

It is vital that the trainers and examiners master the skill-craft to report back with reliable and all-the-information to direct and guide the trainers, besides building intellectual research capital for the content and integrity of the methodology.

*The initial results indicated that self-awareness* that is the primary factor, hence it is the hypothesis for this work. ‘You are the Hypothesis’, consequently, we must agree that research documents are as only as good as the trainers or the researchers. Furthermore, the researcher must have a matching *mentality* towards the job-function to understand the importance of accurate reporting when they could deal with life threatening or life impacting situations.

With regards to this form of narrative research that is based on questions, such as what you heard or what have you heard? then we must consider the implications as we must ask ourselves, ‘*do you know the truth, and did you get all-the-information?*’’ *There is narrative research* that can be measured by common outcomes. Subsequently, this form of narrative research provides a formula that uncovers contemporary issues that was discovered by professionals in their field of expertise and therefore unique issues and challenges recently discovered are not a common outcome yet until others find out. The trainers and students consider *the situational awareness in their region of interest, the people on the ground, the job functions and perhaps people of interest* and therefore, *specific results will be impacted by the comments and reactions from those in their respective fields.*

*Targeted Sector Training:* I, then flew to another city where a specific security trainer solicited the audience and arranged for a workshop for security and investigation professionals. These students were a focused group that came from policing bodies with professionals on average of 30-45 years’ experience. The Heads of police that police the police, violent crime units, drug units, undercover operatives, investigators and polygraph examiners. The results of the workshop and the results from monitoring the training impact over the period of weeks declared incredible and unique outcomes. This was repeated on a training trip to the United Kingdom where the results were just as phenomenal.

An important unique element in the results was the fact that even with many years of experience, the students remembered and realized knowledge from past training from years back was being applied again due to this HIM training method. They felt rejuvenated and excelled in their results.

One-to-one training began with professionals world-wide, who were recruited using marketing methods and they also paid for their training, so the research is self-funding. The problem that I found is that certain companies for the sake of cyber-security would not allow the students to use company internet to use the training tool. Therefore, the students had to use their own internet after hours. On a major scale, HIM would be able to provide the material to the IT dept to upload the training tool onto their own secure site

The various cultures that were trained enjoyed the fact of knowing more about the thinking patterns of the west and even though they could forgive western behaviour, but they still maintained that the westerners were naïve and uncultured. Nevertheless, each week they followed the same sequence through a specific method of training, which they applied to their business and personal life. The results were recorded and from such, a learning curve was derived and determined.

Professional Students provided assessments on how best to use the skill sets for job functions and distinct regions of interest. This propagated the research to determine situational awareness aligned to security and criminology. The consensus is also built on feedback from professionals with many having over 40 years of experience in security, investigation, risk assessment, security training and close protection. Students provided results to weekly questions. Some replied with a single sentence. Others described achievements to specific encounters to which a full story was divulged. This outlined and provided more information providing the environmental conditions, for example, outlining the conditions of potential violence which was overcome by using this devised method.

#### Questions to discover the situational awareness for the region of interest

Research Subject: What is Situational Awareness in your region of interest?

The students had to discover loopholes and issues not only in job-functions regarding their region of interest. Some have gone further and found damning issues pertaining to the entire region of faculty or industry sector, for example, X Factor in risk management, the polygraph industry. Furthermore, some students discovered corruption within their region of interest or how their company was deceiving their own staff or clients.

The narrative research for regions of interest and job functions are outlined in this paper is based on one-to-one training, using the skill sets and SPI to explore the situational awareness of the narrative, find the problems and provide solutions for consideration. The workshops in person training, providing a self-tuition training tool, continuous guidance and the reporting provided the narratives from people on the ground or a person of interest (student).

## Method of Result Measurement

How to measure situational awareness in this narrative research?

Initially, the results were measured using conventional Qualitative and Quantitative methods. After the initial research, Critical Thinking Qualitative research came into the spotlight providing issues uncovered or damning issues discovered, and opportunities discovered, as mentioned in this work in the findings.

What is it? How does it work, and Proof that it works!

To answer this question, we invite you to be the hypothesis

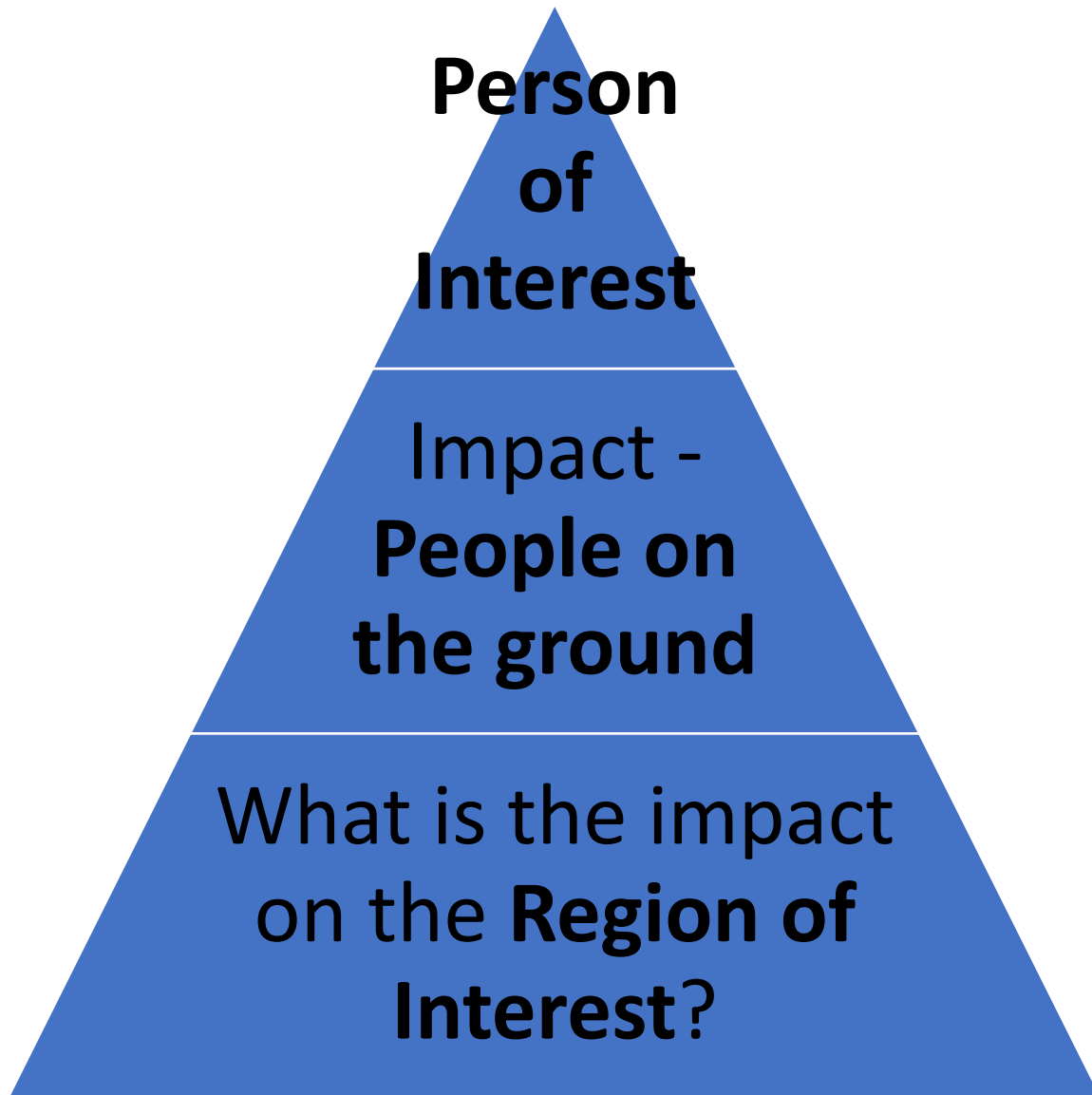
## CHAPTER 5

### YOU ARE THE HYPOTHESIS

#### READING THE PERSON OF INTEREST OR PEOPLE-ON-THE-GROUND

The research is only as good as the researchers.  
The interview is only as good as the interviewer.

CONSIDERING



1. A person of interest could be identified as the root of the issue
2. They could impact people on the ground, *or* the people on the ground could be the root of the issue impacting on a person of interest for specific reasons working together in concert
3. All-of-the above could impact a region of interest be it, a location, industry/sector, or a cultural group

Focusing on-the-Person; consider, you are the hypothesis to comprehend the research method, as it is you that must determine the situational awareness of your region of interest.

Do a Professional Assessment for the past 12 months, as it is the person, that is the decision-maker. What happened, and what did you learn? Professionals must take stock at the end of the year of experiences and decide to continue with successful habits or change habitual behaviour. When professionals are responsible for the lives of others and assets, then they would have the mentality to consider self-reflection on their situation - position and the implications. Perhaps, they may need to educate themselves in specific areas or build upon certain strengths.

We consider historic data (Modus Operandi – The Pattern) for the past year. If we did not make the type of progress we would like to have made or capable of making, then we must reconsider the methods. For example, there is still a major and unacceptable level of theft of specific goods or higher cases of workplace violence, collateral damage relating to insider threats or outside influences, an example; could be xenophobic, racist or other forms of bias incited attacks or incidents.

Current challenges: Let us keep in mind that the threats or collateral damage is mostly done by people. It is not the weapon, equipment or any tangible object that creates crime or terror - it is people. Sure, we have weather conditions or earthquakes that do horrendous harm and devastation which must be considered, but for this exercise consider issues that are man-made.

The X-Factor: Perhaps there were issues that we were unaware of and now have been discovered. Not knowing them beforehand perhaps have caused collateral damage.

*When one has suffered some form of disappointment or was betrayed by people, then it means that the person did not read or comprehend the intentions of the other and decisions were made based on unreliable or insufficient information.* This could also mean, that perhaps other people could read you better while you were reading them and took advantage.

Finding: Security Success depends on the level of situational awareness of the decision maker on the ground and the reaction speed. Consider the following.

- The level of situational awareness comprises Historic data, Current challenges, and the X Factor
- Decisions need to be based on reliable and all-the-information
- Reaction speed depends on SPI [Situation Position Implications]

We gather information from people to determine the situational awareness to make decisions

BUT

People lie, hide or volunteer information

Knowing if someone is lying is relatively easy

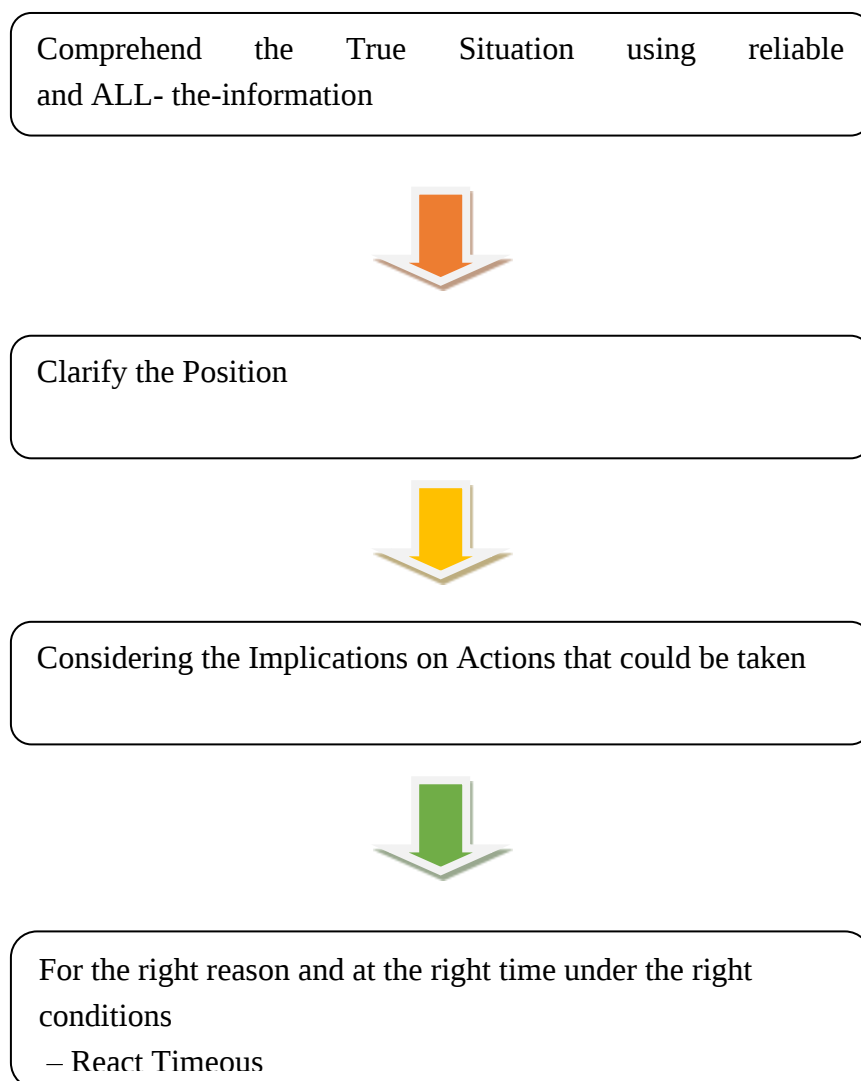
The point is to know the "Why?" they are lying, hiding or sharing information

## MISSION

They could be the insider threat working on their own, or in concert with organized crime or terror either voluntarily or under duress. What are their intentions?

NOTE: Any decisions or reactions based on inaccurate or insufficient information will deliver collateral damage

**Figure 8 Mission Plan ‘FIND THE CRIME’**



## CHAPTER 6

### APPLYING THE TOOL/person of interest

#### SITUATIONAL AWARENESS FOR PERSON-OF-INTEREST

## Human Engineering and Information Extraction

*Some say, 'I know how to read people'' You may believe that you are able to read people but do keep in mind that you have no idea who can read you better while you are reading them. Your pet hates, secret desires and especially when you are lying or hiding something is on full public view*

When a person is bias for any reasons and especially when they are racist then they would not be able to read people and derive successful results, because their true emotions will reflect in their body language and tone of voice. The interviewee will instinctively pick up on their beliefs and not part with sufficient and reliable information. Therefore, if you know or feel that a professional is bias, then know you cannot rely on their assessments

Furthermore, one may be schooled in lie, deception detection and investigative interviewing in the West, but could be misread or misunderstood by another culture. People may react differently with cultural behaviour (conduct and cultural communication) which makes for confusion as body language is different with regards such. Also, according to Adair, W. L., & Brett, J. M. (2004), M. J. Gelfand & J. M. Brett (Eds.) besides Bond, C. F., Omar, A., Mahmoud, A., & Bonser, R. N. (1990), Onal E and Endsley M.R. (2012), Jack R. 2010, and <sup>38</sup> Hareli, Kafetsios, Hess (2015) distinct cultures' behaviour interpret actions and respond emotionally differently. Therefore, not knowing this knowledge impedes your level of situational awareness when you evaluate – interview – investigate

Lastly for those that rely purely on body language. A person could be reacting to a thought instead of a question or situation as people do think faster than they speak or listen to others. One may conclude that a person does not want to be in conversation with others as their feet are facing the door. Perhaps, that person is dying to go to the loo. Therefore, we must be in conversation with another to determine a precise reading.

There are many reasons why people lie or hide information or even volunteer information. (There are many descriptive words in the dictionary), There is a big but now, - but do they know, what information they must seek when they are reading people, as it must be in-line with current challenges. They must be aware of a situation in theatre. **MOST IMPORTANT**. There are many theories and methods on lie detection, however, to know if some is lying is relatively easy and researched by many. *The problem is not knowing if someone is lying but more importantly – The WHY?* must be known to comprehend the true situation

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<sup>38</sup>NCBI Hareli, Kafetsios, Hess (2015) <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC4591479/>

Why are they volunteering information?

Why are they hiding something?

What are their intentions?

How do they think?

How do you know if someone is capable of snapping, becoming the lone-wolf and doing horrendous damage? How do you identify and monitor people that are radicalized, perhaps xenophobic, part of organized crime working in concert voluntarily or under duress with others as they are being bullied blackmailed or extorted?

When one is a true professional and working in this sector, one must realize that one is working with life impacting or perhaps life & death situations. Being intellectually arrogant dictates the mentality of a non - professional. A true professional is humble enough to know that they must undergo continuous learning to acquire new generation skill sets and to master skill-craft. You know you met a professional when they can display the fact that they are in a constant state of continuous learning or mastering the skill sets of lie, deception detection and investigative situational interviewing - as it is people that do horrific things - not the weapons.

Social -Situational Awareness is knowing where others truly stand and not knowing the true situation will deliver wasted time, effort, disappointment and collateral damage. People lie or deceive for a variety of reasons.

## Course Content

How it works

What you see

What you hear

How you think

## How it works

Major issue: *There are many theories* on lie, deception detection and investigative interviewing and outline methods such as body language to identify visual non-verbal cues, interviewing methods covering asking open ended questions, length of time for interview, to identify the true situation. It should be considered that all people are unique, and a more open-minded method must be used in situational interviewing as one must also look for unique outcomes. Furthermore, the interviewer must comprehend the complete-picture by understanding and considering the situational-structure of the narrative which must be done by using critical thinking.

When we comprehend the fact that when we are reading people, we are in fact are working with their chemistry *and our own*. We can calm them down or make them feel emotions and can do so with expressions, specific words, tone of voice or vent just a single sound. We use these mechanics on ourselves to prepare, enlighten and embed the knowledge. Imagine that a person is the lie detector machine, and you are the examiner. Initially questions are asked to determine the baseline of the person. You would see the graph rhythm that reflects the person's heartbeat, pulse rate, or any changes in the physical anatomy. When the person finds it difficult to answer, then, the anatomy responds because of neurochemistry (adrenalin) stimulation and in-turn people react involuntary. People react involuntary with their eyes, face and hands, as well as, at times with their language. (Freudian slip<sup>39</sup>). Asking the right questions at the right time for the right reason also triggers these involuntary reactions mentioned above.

If the reaction contradicts or support the reply, depending on the question, one could assume that that person is lying, hiding something or telling the truth. *Most important is to determine the TRUE SITUATION*, therefore, read the 'Why' people are lying, hiding or why they are sharing information. Using questioning formulas, one can discover the 'why' or what that person's intentions are or perhaps their 'fear'. The 'fear factor' is used to manipulate a hostile witness or to provide peace-of-mind to the interviewee.

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<sup>39</sup> Dictionary: Freudian slip Merriam - Webster - a **slip** of the tongue that is motivated by and reveals some unconscious aspect of the mind.

## Brain Engineering

All people react the same with involuntary physical reactions regardless of culture to sight, sound, taste, touch and smell, therefore, you would get a reaction by asking a word or making a sound.

The body responds to certain situations by producing chemicals such as adrenaline, cortisol and others depending on the situation. <sup>40</sup>Klein (2013). These reactions have a physiological reaction which are manifested in the natural contractions and expansions of nerves and muscles and are therefore apparent in our eyes, facial expressions, and hand movements. [Involuntary physical reactions]

People also react involuntarily ‘verbally’ by using the slip of a word.

Expressions displayed and apparent in a flash of a second when one is trying to conceal an emotion is called a micro expression (Ekman-Friesman 1973, David Matsumoto-Hyi Sung Hwang 2011)

<sup>41</sup>People think faster than the speak. On average, they can talk at 100 words per minute(wpm), hear at 400 wpm and think at 800 wpm (Shauna Vey & Victoria Lichterman 2013)

These are reactions show in the eyes, hands and face. (Visual Indicators)

Eyes, Face and Hands show,

Eyes – How people Think

Face - How People Feel

Hands – How people React

The Human Investigation Management Module contains.

Cultural behaviour may confuse what we see

What to see in deception eyes, face and hands?

How to hear in investigative situational interviewing

How to think

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<sup>40</sup> Sarah Klein Huffington Post 2013 Adrenaline, Cortisol, Norepinephrine: The Three Major Stress Hormones, Explained [http://www.huffingtonpost.co.za/entry/adrenaline-cortisol-stress-hormones\\_n\\_3112800](http://www.huffingtonpost.co.za/entry/adrenaline-cortisol-stress-hormones_n_3112800)

<sup>41</sup> Research compiled by Humanities Professors Shauna Vey & Victoria Lichterman  
[http://facultycommons.citytech.cuny.edu/files/FC\\_SAC-Facts\\_About\\_Listening-handout.pdf](http://facultycommons.citytech.cuny.edu/files/FC_SAC-Facts_About_Listening-handout.pdf)

## Eye Talk

People's eyes move in different directions for a number of reasons (<sup>42</sup>Diamantopoulos (2010). However, not all people function in the same fashion. This work considers that all people are unique and, therefore, use a method that is more personalized. Kamarul Zaman Ahmad affirms that NLP researchers disagree on the movement of the eyes and what it means. <sup>43</sup>Nick Berggren<sup>1</sup>, Koster<sup>2</sup> & Nazanin Derakshan<sup>1</sup>'s work confirms that emotions do impact eye movement. <sup>44</sup>*Also, people must realize that emotions displayed in the eyes impact the reader or the interviewee.* When someone rolls their eyes at you – what do you think they are thinking and how does that make you feel? The eyes show how a person thinks *besides feels!* (Kirsten 2018). *Furthermore, and most importantly*, to determine a person's baseline, we must take into consideration at that moment in time, that a person may be suffering from an eye problem, perhaps they have an emotional burden that is causing their eyes to react to the thought and not the conversation (Kirsten 2018)

It is the questions and in which sequence asked, that provide the foundation to understanding the eye language reactions, as we must ensure they are reacting to the question and not a thought. Asking the right question at the right time for the right reason in the right environment is key! (Environment could infer to their state of mind)

To understand how the eyes, talk and to be proficient will only be discovered later in the course, as question asking is paramount to the formula. Establish Base Line of the person.  
*Eyes show how a person is thinking.* This is their natural way of reacting!

Keeping in mind that every person may react differently.

Why? All people react in a natural fashion which is their own unique way of reacting. When you hear, people replying which contradict what you see, then you can conclude that they may be lying or someone hiding something!

When you hear and see which is supported by their natural reactions, you can conclude that it is the truth of the matter!

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<sup>42</sup> Novell eye feature extraction and tracking of non-visual eye movement applications by Georgios Diamantopoulos (2010) [https://anlp.org/files/georgios-dimantoplois-eye-accessing-cues\\_6\\_130.pdf](https://anlp.org/files/georgios-dimantoplois-eye-accessing-cues_6_130.pdf)

<sup>43</sup> Nick Berggren<sup>1</sup>, Ernst H.W. Koster<sup>2</sup> & Nazanin Derakshan<sup>1</sup>

<https://biblio.ugent.be/publication/2071732/file/6768894.pdf>

Kamarul Zaman Ahmad 2013<sup>44</sup>

[https://nscpolteksby.ac.id/ebook/files/Ebook/Journal%20International/Business%20Administration/International%20Journal%20of%20Business%20and%20Management%20Vol.%208-%20No.%2023%20\(2013\)/31013-107987-1-PB.pdf](https://nscpolteksby.ac.id/ebook/files/Ebook/Journal%20International/Business%20Administration/International%20Journal%20of%20Business%20and%20Management%20Vol.%208-%20No.%2023%20(2013)/31013-107987-1-PB.pdf)

## Face Talk

*Facial Expressions - shows how a person is feeling.*

There is a lot of research done on <sup>45</sup>facial expressions Ekman-Friesman (1968), (David Matsumoto-Hyi Sung Hwang (2011), Rachael E. Jack, (2010), however, it is easier to comprehend and a more accurate way of deducing how somebody feels when the right question is asked at the right time for the right reason (Kirsten 2018)

Most of the expressions are negative emotions, therefore, to *first establish a person's baseline ask non-intrusive questions*. Most importantly, ensure that they are in conversation with you as they may be reacting to a thought and not your question. Furthermore, to determine a person's baseline, we must take into consideration at that moment in time, that a person may be suffering from a facial pain, a tooth infection, perhaps they have an emotional burden that is causing their eyes to react to the thought and not the conversation (Kirsten 2018)

We first consider looking at overall facial expressions as they are easy to see, and when we see something that is questionable, we repeat a question to ensure the deduction is valid. When we ask the right question at the right time for the right then we would get a reply that either matches the facial expression or contradicts the facial expression (Kirsten 2018)

The interviewee may display a micro-expression and that is when one is trying to conceal an emotion Ekman-Friesen (1975), Matsumoto-Sung Hwang (2011). If you do happen to notice a flashed expression, then it is best to ask a question again, which may provide you a clearer perspective. When you can see the expression more clearly as they tried to initially conceal the emotion then we must discover the 'why' they feel that emotion. It is far easier to use the right question at the right time for the right reason to seek a specific reaction and then we can determine the why.

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<sup>45</sup> List of researchers in facial expressions American Psychological Association

<http://www.apa.org/science/about/psa/2011/05/facial-expressions.aspx>

All of Ekman's work can be found on <https://www.paulekman.com/journal-articles/>

Even though there are many facial expressions and researchers code only between 7 and 9. This work empathises when there is no-emotion – this is an emotion. When the subject is tight-lipped and hiding something (Kirsten 2018). And, when they are lying (the swallow or trying to suck those words back into their mouth)

## Hand Talk

*Hand Talk displays how a person is reacting.*

Positive and negative emotions are expressed in the hands Vicario\* and Newman (2013). Emotions expressed through the hands of distinct cultures present the interpretation by others which could be quite different in the west and therefore impacts on the emotions of others of different cultures, even by drinking a cup of tea/coffee (<sup>46</sup>NCBI Hareli, Kafetsios, Hess 2015 and Jack 2010). In the in-depth study Emotions impact on the recognition of hand gestures <sup>47</sup> Vicario and Newman (2013) emotions and social attitudes are conveyed through gestures, therefore, the display of an image the hand-fist would react on another's emotions and therefore the comprehension by the 'other' person would cause a reaction within the 'other' person. Using the right question at the right time would provide a clearer perspective of the person's hand-movement-intentions (Kirsten 2018)

Hand Expressions and Hand Talk

Hands are effective indicators of human expressions.

When the hands touch the face then, they present a wider range of emotional indicators

The hands also can display how a person is thinking - just like the eyes. (Kirsten 2018)

Establish Base Line of the person by asking non-intrusive questions

This is their natural way of reacting!

Hands are effective indicators of self-expression

The Hands express emotion

Or empathize a facial expression even more so when touching the face.

Example: A person can display "contempt" in a simple hand swipe motion

Or when one talks to themselves trying to work out their emotions and they rub their chin then one can conclude they could be making-a-decision.

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<sup>46</sup> Hareli, Kafetsios, Hess 2015 <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC4591479/>

<sup>47</sup> Carmelo M. Vicario and Anica Newman (2013) <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC3872733/>

### Hand movement related to emotions

- Lying
- Anxiety
- Shame
- Truth
- Confidence
- Sorrow /despair
- Anger
- Fear
- Contempt

### Hand movement related to thought (J Kirsten)

#### Making decision

- Concentrating
- Bored
- Lying
- Displaying level of friendship
- Trying to keep self in control
- Deflection

Keep in mind: Baseline. How do they react at that moment time?

Furthermore, and most importantly, to determine a person's baseline, we must take into consideration at that moment in time, that a person may be suffering from an arm or hand problem, perhaps they have an emotional burden that is causing their eyes to react to the thought and not the conversation (Kirsten 2018)

The HIM method to use is consistent, as in, there are a few positive emotional hand displays. When the person answers positively but displays a negative reaction, then we know that the person is not being sincere. The strangest pick-up is when the person naturally talks with their hands and then when asked a question, the person suddenly does not use hand movement as they normally do. They are in a state of concentration and not in their natural flow. The same is in reverse, when person is not using hand display and then suddenly it comes alive when a specific question is asked. This break in pattern could dictate a sudden change in emotion and therefore, needs to be explored more using the HIM methods. Keep in mind to use the right question at the right time for the right reason

## Lie, Deception detection and Critical Situational Interviewing

In the situational awareness chapter, critical thinking gearing situational interviewing covers specific objectives which influence the investigative situational interviewing method and objectives. The following is provided here separately which supports the construct of the method and considerations for the experimental tool herein.

- Objective: Get the other to talk as much as possible

### What we hear: Critical Situational Interviewing

*The interview is only as good as the interviewer.* Not all people can be effective interviewers because of dispositions, character traits Flavell (1979) Lai (2011), bias Nickerson (1998), moral compass, political beliefs or religious affiliations would impact on their interaction with the interviewee. Therefore, any interviewing course that does not contain meta-cognition skills (Flavell 1979) will not be as effective even if cognition skills are part of the curriculum which this work does support. <sup>48</sup>Collins, Lincoln and Frank (2002) address the interviewing goal as building the narrative framework and cover rapport-building and rapport-manipulation for forensic interviewing. They do state that there are people variables and mention cultural behaviour. This work empathizes through-out various reasons for such regarding distinct cultures because *distinct cultures could misinterpret or be misunderstood and therefore the interviewer may believe in conversation that they are building rapport whilst they are not.*

Adair, W. L., & Brett, J. M. (2004) says that emotions and relationship building are crucial points in conversation & negotiation. The situation is impacted when people misinterpret each other. Each interview has a unique scenario which may demand a different style or method used to extract usable, reliable and complete information and to manage emotions to comprehend the narrative framework. Using critical thinking - the situation, the interviewer will use right question sets in-line with such besides the interviewing style that fits best based on the profile of the interviewee's disposition and character traits, because building-rapport may work, or rapport-manipulation may serve better results. Therefore, to begin the interview, this work suggests using non-intrusive questions to establish the base line to determine the state of mind, disposition, character traits, emotional and physical reactions.

\*\*\*\*\* Remember, what one feels about another will display in the tone of voice and body language. Instinctively people can pick up on it and the educated can purposely put the emotion over for specific reason.

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<sup>48</sup> Roger Collins, Robyn Lincoln, and Mark G. Frank (2002)

[http://epublications.bond.edu.au/cgi/viewcontent.cgi?article=1018&context=hss\\_pubs](http://epublications.bond.edu.au/cgi/viewcontent.cgi?article=1018&context=hss_pubs)

In the work <sup>49</sup>‘Police Practise and Research’ of Powell, Hughes-Scholes, Smith and Sharman, (2012) for child abuse investigators, they compare open ended questions and specific and direct questions.

This work does not mention the words in training, e.g., ‘open ended questions’ which many researchers suggest Powell, Hughes-Scholes, Smith and Sharman (2012), but states the interviewer’s mission is to get the person to talk more. This work gets people to talk more providing the interviewer an easy method to get the interviewee to disclose or expand on providing information. Furthermore, the interviewer will use emotional gestures or sounds to obtain more information or to verify existing information using non-verbal stimulation. This work suggests using guidance questions and specific questions, besides, verbal sounds, and physical expressions (non-verbal) to comprehend the narrative. Direct and specific questions which can be used effectively, *if*, the questions are asked at the right time for the right reason under the right conditions.

Powell, Hughes-Scholes, Smith and Sharman (2012) also addresses results based on experienced and inexperienced interviewers regarding the impact pertaining to the number of the newly trained interviewing style experiences. They conclude that the method of training along with post training is a key factor to successful results.

*The training method in this work is geared to the student experiencing the interviewing process with every interaction in their social or professional life. Furthermore, empathises continuous attention is paid to the mentality required, self-awareness and self-regulating oneself for social interaction awareness (Flavell 1979), and the interviewer’s method of learning and practise (Flavell 1987). Consequently, the skill sets in this work empathises on finding the why people are lying, but, even more so on – ‘why’ they are hiding information or volunteering information.*

*Find within the online course the questioning method and to comprehend the narrative and true situation in the replies.*

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<sup>49</sup>‘Police Practise and Research’ of Powell, M, Hughes-Scholes, C, Smith, R and Sharman, (2012)  
<https://researchbank.rmit.edu.au/eserv/rmit:17507/n2006037470.pdf>

## S. P. I Formula

*The Key to all! Comprehend the Narrative Framework in investigative situational interviewing by using critical thinking.* Critical thinking (SPI) uncovers loopholes, discovers damning issues and opportunities in regions of interest and job functions, besides, the true intentions of the people on the ground or a person of interest. Therefore, re-read chapter on Critical-Thinking

The SPI formula dictates the importance of knowing that you gathered ALL the information. Specific questions are tailor-made for specific functions for SPI.

*Remember:*

1. Before you begin – get your mind-set right.  
[Be Neutral – Open to Receive without Prejudice]
2. Get the other person to talk as much as possible
3. Asking the right question, at the right time for the right reason

In a discussion using the SPI formula provides you a structured method of thought and action. Know the true situation to clarify your position to know the implications to act in-order-to derive an outcome.

### *Situation*

Establish the Situation – to what happened, who, when, where how and why.

- What happened? When did this happen? Where did it happen? How did it happen?
- Why did it happen <sup>50</sup>We leave the why? to last – as this is usually when the person begins to shut down, defend, overcompensate or attack if he/she *planned* the discussion (Kirsten 2018)

### *Position*

Example: Now you can either go one of two ways. You can ask the person:” What position are you in?” Or you can clarify their position by:” So, if I am hearing you right and understand what you are saying – your position is ....” [Answer in a short sentence]

4. Implications: <sup>51</sup>*What if?* (Northern Illinois University, Faculty Development and Instructional Design Centre) is a question that one must ask. From this point it is from the I (Implications), that one can turn the conversation into a direction to follow.  
Examples: *Close Protection:* To ensure the safety of the Close Protection Operatives, The Principal and their Entourage. (Comprehending the narrative – loopholes)

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<sup>51</sup> Northern Illinois University, Faculty Development and Instructional Design

Center [https://www.niu.edu/facdev/pdf/guide/strategies/instructional\\_scaffolding\\_to\\_improve\\_learning.pdf](https://www.niu.edu/facdev/pdf/guide/strategies/instructional_scaffolding_to_improve_learning.pdf)

The principal along with their entourage must be ‘threat level’ evaluated when profiled. Normally questions are asked such as, asking for medical report and determine what medication is taken. for threat assessment. Some specific questions are then asked, as the inner circle of the principal may have a hidden threat which needs to be discovered. To pre-check a specific venue or for a random visit to a venue, there are questions which need to be asked to assess this threat level. When the Principal is paying for the venue to host an audience, the venue may not disclose the true terror threat for fear of loss of venue income. The CP that does not gather reliable information is putting the principal, the lives and his life at risk. The door security of these venues may lie, hide information or volunteer information for a variety of reasons. Validating the threat level is paramount. Who knows if the principal is not leading a double life, perhaps the kids are doing drugs or seeing people their parents do not know about?

<sup>52</sup>*Example: Crime Scene Environment Protection and Authenticity Assessment*

What did you first see? Who was here? When did it happen? What did you hear? What did you smell? What did you touch? Where is the perimeter of the crime scene? Where does the crime scene perimeter begin? Ask the question a second time! What has been moved?

The Security Manager would then ask a specific set of questions in a sequence for accurate reporting. After asking the first set of questions, take the person physically back to where they said they had entered. Ask the questions again and physically walk through with them following their movements.

In this way, *besides validating their replies* they are getting trained to focus on specifics when they approach a crime scene again. Furthermore, and most importantly the question of ‘what has been stolen before the forensic team secured the site is critical. These sentences and words are inscribed herein to kick-start a thought pattern for specific professionals to consider ideas

- Examples of sectors that require tailor-made questions to determine specific objectives: Insider threat, Incident Reporting, Identify Bullying, Extortion or Blackmail, Radicalization and Xenophobia tendencies, *Bias in any form*.
- Border Security; Trafficking of Woman. Children and Illegal Substances.
- Correctional Facilities: Perimeter and Physical Access Control Assessment.
- Fraud or Theft of anything specific: Use of Drugs or Illegal Substances.
- Home Affairs: Illegal Immigrants and Identifying the Why people are truly visiting.

*Example: SPI Scenario in ‘Critical Situational Interviewing’ using Critical Thinking*  
 A terrorist is being interviewed and the interviewer is gearing the interview using guilt as motivation. The questions are structured as in, ‘how your family will walk down the street when everybody knows what you did. The family will be embarrassed their whole life will be ruined in their city. The terrorist knows that there is reward if he does live and even more reward in death than in life and that his community will rejoice in his deed. They may even name a children’s park in his name and his family will receive funding from their charity organizations and will for ever grateful and proud of the terrorist. *If one does not know the narrative (the big picture) and the of situation of the other, then question sets will not be appropriate and not result in the desired outcome.*

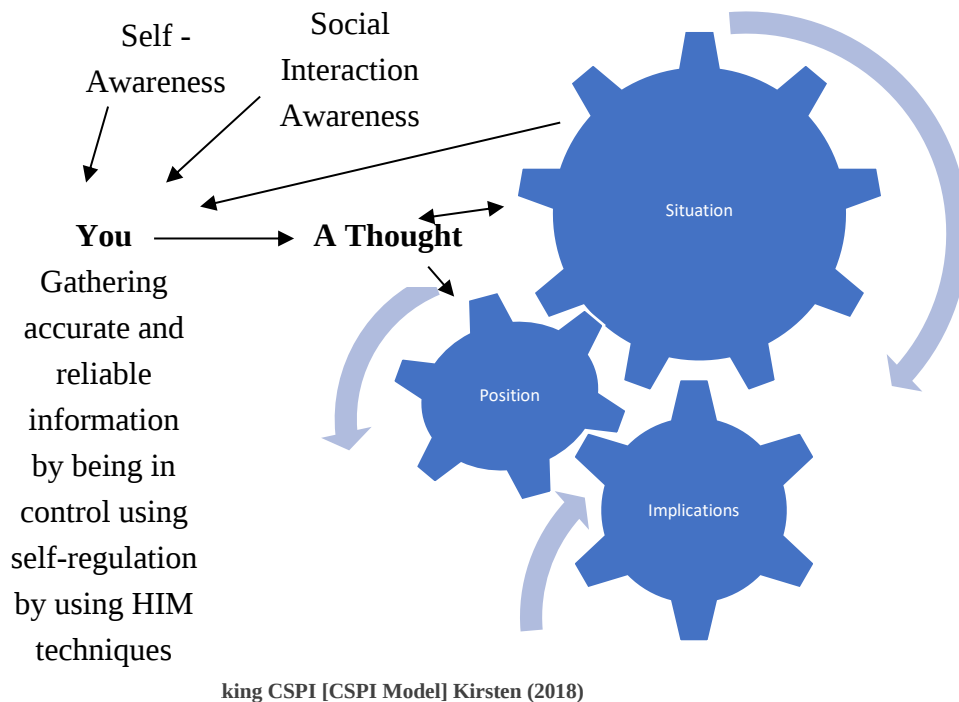
<sup>53</sup>Roger Collins, Robyn Lincoln and Mark G. Frank (2002) states that it is highly effective to build a rapport with the interviewee. However, this work suggests that one must fully comprehend the narrative framework and the person of interest, as perhaps, rejection or diminishing the interviewee may reach a better result especially if they have a motive or low esteem. They may disclose information to defend themselves by displaying they are respected by others

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<sup>53</sup> The Effect of Rapport in Forensic Interviewing by Roger Collins, Robyn Lincoln, and Mark G. Frank (2002)  
[http://epublications.bond.edu.au/cgi/viewcontent.cgi?article=1018&context=hss\\_pubs](http://epublications.bond.edu.au/cgi/viewcontent.cgi?article=1018&context=hss_pubs)

### Critical thinking CSPI [CSPI Model] Kirsten (2018)

Critical thinking the Situation, Position and Implications of the person-of-interest



- The situation can change at any time and impact on the position of self or others

**Comprehending the narrative framework** means one must quite clearly identify the true situation. To build the narrative framework, one must have a complete perception and conception of the situation by dissecting the situation of each influencing sub-situation.

When you know that something exists, then you can see and read the true situation, know the position you are in - or that of others and therefore, comprehend the full picture by considering all the implications.

#### *NOTE: Self-Regulation*

At all times we must be aware to be in the moment to self-regulate our verbal and non-verbal techniques as the narrative may change calling for different approaches or techniques

**Critical thinking Cognition:** Utilize the HIM cognition model of the people-on-the ground or a person-of-interest.

**Keep in mind and re-apply** Situation Awareness Decision Reaction [SDR Model] Kirsten (2018)

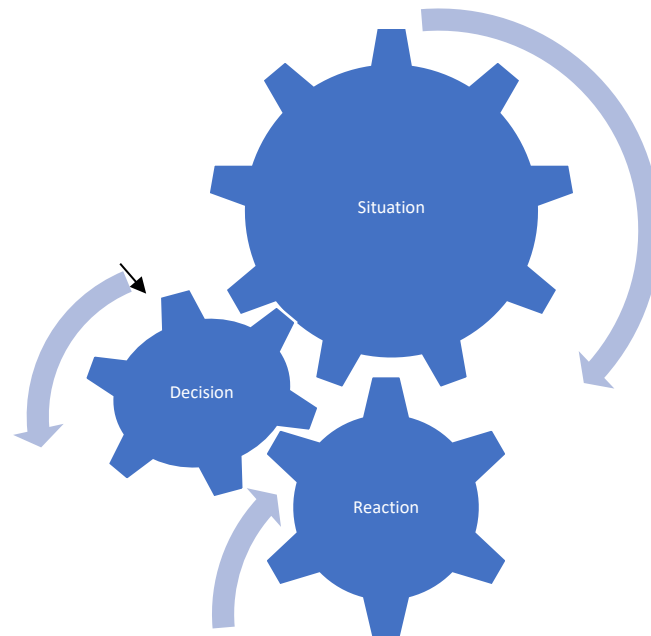


Figure 10 Critical thinking cognition [SDR Model] Kirsten (2018)

- The situation can change at any time and impact on decision making
- *Consider* a decision will stimulate a reaction
- The reaction will then change the situation.
- Also, a situation can change and cause a reaction calling for a new decision

Consequently, situational awareness is the key factor as for each action there will be a reaction. If one does pay attention to situational awareness, then they can easily make another decision and action it to adjust the result, or, if one was aware of the *narrative framework* then the result justified the decision-making and the means.

## The Bluff

### <sup>54</sup>Negotiating – The “Bluff”

The ‘Bluff’ is another concept of the lie or someone hiding something but is more of a testing tool. To give you an example, there may have been a time when someone told you that they were leaving the home or you. They may say, ‘I am going to go and pack my bag, call a taxi, and leave. I am ever coming back’. They then proceed to pack their bag and deliver it to the front door. They say, ‘I am going to call the taxi now’. This is when they want you to buy their bluff.

### Why I add it to ‘The Lie’

<sup>55</sup>It is used mostly as a ‘testing tool’, or it can be used to mitigate the bully, blackmailer or to identify the ‘con artist’

The person that can read the other better derives more out of the negotiation.

You must have confidence in yourself and your strategy, as, you do not know who can read you better while you are reading them. Calling the bluff at the right time for the right reason at the right price in the right ‘conversation’ environment is key.

Security Professionals could use this method to expose bullies, blackmail, or extortion

### *How does security handle Bullies, Blackmail and Extortion?*

A security professional could face bullying, blackmail or extortion issues within the client, company, or principal.

A security professional, protection professional or investigator also could be compromised and could pose a high insider threat level. In the world of security, professionals do confront situations whereas people are being victimized by others to compromise their moral fibre, political affiliations, or political beliefs. Management or staff could be placed into situations against their will, which could cause elevated levels of collateral damage to the company assets or personnel.

Protecting oneself from being bullied, blackmailed, or extorted.

Do not confide in people that discuss other people, as it is in their nature to discuss people's business with others, and they will discuss yours. They cannot help it.

Do know why others are sharing information with you as they may have an agenda

*If there is an incident that involves bullying, blackmail, or extortion*

*Identify and gathering reliable and usable information*

It is obvious that the recipient is not forthcoming with information for fear of the implications and would be lying, hiding, or sharing information for an agenda.

Bullies are basically cowards that blame others for their misfortunes and suffer from inferior complexes. They are leaches that usually over inflate their positions of authority.

“Extortionists are *narcissists* living without *conscience* and have an egotistic admiration of one's own attributes “ Sigmund Freud. Furthermore, blackmailers are liberty-takers and opportunistic in character

## Combat the situation

Security Professionals involved in any form of Security, Investigations and Protection use deception detection skills and investigative situational interviewing to identify others that are being victimized and use deception detection methods to counter or diffuse issues that are manipulated by others who use techniques to further their cause. In the research article on Adults Role in bullying <sup>56</sup>Charles E. Notar, Sharon Padgett (2013), which covers the perpetrator and victim spells out the quite clearly the role that Adults could play in bullying. Furthermore, it provides a good understanding of why people may not seek assistance.

The more time the perpetrators have – the more damage they create. The Bullies, Extortionists and Blackmailers have overly sensitive egos, and their bluff or blackmail must be called and showed immediately to an audience. By calling them to the floor quickly unsettles them and reduces their power because giving them more time they tend to embed their tentacles of terror even more so.

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<sup>56</sup> Notar C.E, Padgett. S (2013),  
<https://files.eric.ed.gov/fulltext/EJ1053880.pdf>

They tend to shy away very quickly from public view and retract from their mission of destruction and still have the audacity of blaming others for their conduct except the narcissists that would brag to others that they held themselves back from bullying the other

In the literature review <sup>57</sup>Negotiation Theory and Practice by Tanya Alfredson, and Azeta Cungu (2008) strategic and behaviour approach is addressed. They address ‘‘the skill in using *available* means’’ The most important consideration in conversation or negotiation is to know that, when that you are confronting, it must be at the right time, for the right reason, with the right price and under the right conditions or in the right environment.

#### For Right Reason

The right reason to bluff in a situation is crucial.

Do not bluff simply to see if think if the other person can read you. When a person catches you lying, they would not believe you again.

First make sure that you have reliable and sufficient information to consider your position and fully comprehend the implications to pull it off. Support your bluff with some supporting facts. Each time you make a statement, confirm the statement with a fact.

When the Price is Right. Ref to the case study of the two prisoners and which sells out which one accordingly, one must consider the implications for yourself as others may take advantage of such Cungu (2008).

The time to pull a bluff or call the bluff, is when the price is right for you, therefore, know what you want beforehand.

The point of the entire situation is succeeding in your objective but keep in mind by placing the ‘mind-set’ of a fair price policy firmly in their mind. They must agree that your price makes sense, and it would be to their advantage to accept such.

#### At the Right Time

Be confident and not be impatient. There may be reason to call someone’s bluff and in certain instances it must be called as soon as possible so that the other does not have the time to consider the implications.

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Negotiation Theory and Practice <sup>57</sup> for UN Agricultural dept.

[http://www.fao.org/docs/up/easypol/550/4-5\\_negotiation\\_background\\_paper\\_179en.pdf](http://www.fao.org/docs/up/easypol/550/4-5_negotiation_background_paper_179en.pdf)

Rather step away from the situation without having to show your position rather avoid being caught. If they do not respect and trust you - then your bluff could be called at any time.

Under the Right Conditions or Environment.

The conditions (environment) could be described in two aspects, namely

The opponent is in an emotional state that is conducive (mental environment)

The presentation is done in the right conditions (physical environment). It does not help to present the bluff in a bar if the person is a recovering alcoholic.

## Putting it all together

### Combining the physical chemistry and critical situational interviewing

Presenting *'the right question at the right time for the right reason under the right conditions'* stimulates neurochemistry. This stimulates and activates involuntary reactions that display the emotional positioning of the person. The non-verbal indicators will give guidance to weaknesses or strengths; however, the major objective is to get the suspect to talk as much as possible. This gives the interviewer more ammunition to work with.

Furthermore, people can be presented information by using stimulants (e.g., sound) in conversation (Kirsten 2018) and visual displays impact on emotions, according to A. P. Atkinson, W. H. Dittrich, A. J. Gemmell, and A. W. Young (2004). This work applies stimulants to the person by using the eyes, face, and hands stimulates and manipulates the neuro-chemistry mechanism resulting in emotional displays of the viewer. Combining the physical reactions with conversation provide us situational awareness of the narrative (narrative framework) to comprehend the intentions of others besides to manage emotions for a specific objective

## Situation Awareness on Conclusion

If you know what is going on – then you can do something about it. When you have no idea of what is going on – then your nightmare could come true. There are times when we do not want to know but must know. We do not want to consider if our partner is having an affair, or our kids are doing drugs. Considering such is highly emotional and opens a can-of-pain, but it must be done. The longer we stay in denial – the deeper the pain we must endure.

## Reasons for motivation and what to expect

There are professionals that have the right mentality towards their job function and attend and study continuously to keep themselves up to date. However, there are professionals that do the HIM training simply because they have a personal issue that seems to motivate them more so. In <sup>58</sup>Abraham Maslow's hierarchy of needs (1943), it is stressed that man's is by nature insecure and has needs to be fulfilled to feel safe. The student will be applying this skill development to their field of interest and at the same time will use this knowledge in their personal life. Students may lose 'so called' friends but will replace them with excellent quality people.

There may be issues that people do not really want to know the truth, as they are emotionally fearful of the associated pain. There comes a time when one should deal with reality and it is best to know, as it is wasting precious lifetime. It may be time to get out of the 'ostrich hiding its head in the sand' mentality and face up to the facts as everything always works out for the best. There are emotional triggers which could motivate people to do certain things with enthusiasm and conviction. The reasons for this motivation as you will see, is 'soul touching'. There are certain things that some people may not want to know but they must know. Do you know if your partner is cheating on you? Are your kids going down the wrong road? Is someone close to you being abused? Are you selling or buying a home? Have you ever been ripped off by a plumber?

And finally, HAVE YOU EVER BEEN BETRAYED OR LIED TO? Do you remember the emotion you felt? Knowing where you truly stand with others saves a lot of time, effort and disappointment and gives you the edge over others. Perhaps, there is someone you know that may be hiding something; however, you may be incorrect about your assumptions as it may have nothing to do about you. There are instances that provide a strong motivation for people to refer to the course for their own personal wellbeing. Sure, it may be painful and not easy to consider and confront issues, but things always work out for the best in the end. Every day, people interact with others who lie, hide things or volunteer information for their own agendas.

'You' must interact with 'Your World' which is 'Your Real-Time Laboratory'.

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<sup>58</sup> Abraham Maslow's Psyche journal <http://journalpsyche.org/tag/maslow-hierarchy-of-needs/>

# CHAPTER 7

## Learning Method and Outcomes

The individual using lie, deception detection and critical situational interviewing to comprehend the true situation

## Most Important: Self-Monitoring

The dictionary describes <sup>59</sup>metacognition as Awareness and Understanding of one's own thought processes. In other words, to think about your own thinking (deep learning). Therefore, You have your own unique learning curve besides the results that were taken on average from all the users recorded below. Each week record in your diary, be it a book or electronic diary by asking yourself 2 questions, namely,

- 1.** How do I find my level of situational awareness?
- 2.** What is happening in my interactions with others?

*You then compare your results to others that will give you guidance on what to focus on.*

### Learning Curve

This skill is mastered by going through the learning curve method and skill interaction according to the instructional guide below. This learning curve is designed and based on feedback from users.

The Learning Curve must be read and referred to from time-to-time, so that you can understand your natural learning method and the impact that you will experience. You will be able to monitor yourself weekly against each chapter and know where you are standing emotionally and intellectually.

Based on the easy learning method 'Watch and Learn'. Do – Experience – Embed

The blended educational mechanisms contain the slider, video clips and toolboxes. Access the course tool just before meeting others. In this way you will easily prime the brain and activate your mind-set to instinctively being present.

The daily use by effortless practicing and following the sequence for reading people heightens situational awareness levels to the optimum.

Your own life is your classroom. Your lab is people that you meet daily, who could be the butcher, baker, or the security guarding officer at the door. By asking simple questions, you will be able to hear their replies and see their reactions which gives you a great interactive experience to build a solid foundation for critical thinking situational interviewing.

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<sup>59</sup> Metacognition description from Oxford Dictionary

*Instruction:*

With each interview record the person's name, their cultural group and in brief a summary of the narrative. There are times when the person is paying attention to or asks questions about a subject then consider asking yourself why. People can pay attention to something that appeals to their unconscious desire or conscious agenda. Therefore, conclude your interview by recording a short description of the narrative framework of the conversation or interview.

Furthermore, watch reality shows.

Reality shows such as Crime Channel, Judge Judy, Judge Joe Brown, Jeremy Kyle, COPS, Big Brother, Master Chef, and Survivor, many of which is on CBS Reality is highly recommended. Furthermore, watch the news channels and interviews. Listen to the questions and listen to the answers watching the indicators.

Go to specific venues to see specific emotions. For example, going to watch court cases, boxing matches, weddings, funerals, parties, and business functions. Look and listen to people paying attention to their 'word language' working in conjunction with their eyes, face and hand movements'. Most importantly, to become familiar with distinct cultures, visit their polarized neighbourhood, eat in their restaurants, or attend their functions.

Do not rush! We have found that there is a natural learning curve for all people. There may be an urgent personal reason that you feel you need-to-know where you stand with someone. As a result, you may want to rush the learning curve by jumping right into a conversation. Hold off for a few days – be patient – the truth will come out sooner than you think.

## Experiential Learning Method

### Length of time required to begin to master the skill-craft

There are books or courses that professionals read only once. This learning method is, however, a bit different. When one learns to ride a bicycle, they could stop riding and yet return years later and able to ride again. The brain is like any body parts, such as, an arm, tummy, or leg, as the brain as it is an organ. One must daily exercise an arm in-order-to retain the integrity in its strength and shape. If one did not, then the body-part would turn to flab. <sup>60</sup>Powell, Hughes-Scholes, Smith, and Sharman (2012) provide substantial proof that new learners derive greater results than seasoned investigators when trained using new methods, as the seasoned investigators revert to old ways if they are not supported post training.

The method in this work adds meta-cognition and cognition skills, *besides a scaffolding method* to embed the knowledge. Furthermore, the students practise the skill sets more often by interacting more frequently with others than just the workspace. The students that do the one-to-one training and supported by way of e-mail reporting as mentioned in this work produce amazing results which is proved by the learning curve developed by this work herein. The training of investigative situational interviewing is a lengthy process despite what experienced trainers believe. The learning and training research method by found that 12 weeks with continuous feedback and reporting provided best results. In this research work, we found that it takes at least 9 weeks to acquire the skill sets and between 9 – 12 months *to begin* mastering the skill-craft

In the amazing work on Experiential Learning of <sup>61</sup>Seaman, Brown, Quay (2017), they empathise learning through experiencing outcomes with continuous self-reflection (self-monitoring) is a highly evolved method to embed knowledge. There are tons of academic research for simulation training whereas all refer to; trying to mimic the genuine experience. Simulations for close protection training are vital <sup>62</sup>Gavriel Schneider (May 2012) The training method in this work is real life experience by-way of daily interaction with people.

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<sup>60</sup>The relationship between investigative interviewing experience and open-ended question usage', Police Practice and Research, pp. 1-10. <http://researchbank.rmit.edu.au/view/rmit:17507/n2006037470.pdf>

<sup>61</sup> Seaman, Brown Quay 2017

[https://scholars.unh.edu/cgi/viewcontent.cgi?article=1255&context=kinesiology\\_facpub](https://scholars.unh.edu/cgi/viewcontent.cgi?article=1255&context=kinesiology_facpub)

<sup>62</sup> Dr Gavriel Schneider May 2012

[http://uir.unisa.ac.za/bitstream/handle/10500/23548/thesis\\_schneider\\_g.pdf?sequence=1&isAllowed=y](http://uir.unisa.ac.za/bitstream/handle/10500/23548/thesis_schneider_g.pdf?sequence=1&isAllowed=y)

Based on a person experiencing results, the person's mind embeds physiologically and with continuous experiences entrenches the habit of action, comprehending the content and experiencing full-well the reactions. This in-turn fosters human instinct so that people then react instinctively. In this work, I refer to you to scaffolding education This real-time learning method is immensely powerful.

When we go through an experience, we are eye-witnessing and feeling emotions to that experience. HIM works on watching a short video clip, reading through a slider and then follows a practical instruction of application. The physiological experience of going through the instruction embeds the knowledge much more than simply reading the experience. Therefore, the methods must be used daily to keep the neurochemistry working at optimum levels. This is imperative to keeping the neurochemistry pumping in sync with reaction mechanisms by stimulating the mind-set that is required to developing and utilizing the skill-craft to its full potential. Security Professionals daily practise their fitness, close combat skills or weapons handling ability. Their Mind is the paramount asset to be alert, primed and assertive. How neuro-education and neurochemistry contributes to the learning method'

HIM's learning method is designed to ensure high retention levels to the degree that the information becomes part of character.

Experimental Tool & Learning Method 'Neuro-education and neurochemistry'



Clinically speaking, the brain presented with information stimulates reactions which manifest in emotions. This training method uses a neurochemistry induced mechanism which stimulates reactions as well as establishing the mind-set of heightened situational awareness. The input of information daily through following the step-by-step instruction enables the student to experience the result (Kirsten 2018).

*By task switching* (Adam, C., Braver, S. and Braver, T. (2010) using this method, we stimulate the 'frontal lobe' of the brain (Kolb & Wishaw, 1990) with the necessary neurochemistry activates the mind-set of being in a heightened state of awareness. Continuous practising creates pathways and deepens character traits into the memory and nervous system through neurons. Neurochemistry stimulates natural reactions for people to respond involuntarily. Therefore, following the step-by-step daily tasks of *'Watch and Learn'*. Acuna, B.D., Sanes, J.N. and Donoghue, J.P (2002). consider sight and impact on people viewing advertising. By adding *'Do - Experience - Embed'* and going through a learning curve provides the foundation for students to instinctively use the knowledge. (Kirsten 2018)

#### Investigation and Managing Emotion Formula Using Neurochemistry

Presenting *'the right question at the right time for the right reason under the right conditions'* stimulates neurochemistry. This stimulates and activates involuntary reactions that display the emotional positioning of the person. The non-verbal indicators will give guidance to weaknesses or strengths; however, the major objective is to get the suspect to talk as much as possible. This gives the interviewer more ammunition to work with.

There are distinct subjects and mechanics that are included in this module.

How?

After a lecture or workshop and/or online: a password and login to the Human Investigation Management website provides access to HIM e-connect course application training tool.

Following the learning curve and instructional guide over a period of weeks is a proven technique to educate, embed the knowledge and to develop and heighten situational awareness by students. Bandura, A. (1982)

Why?

In conventional lectures or workshops people normally only remember 2 percent after 16 days.

<sup>63</sup>In the in-depth work of retention of environmental science teaching by (Dresner , Kerissa ,Chang 2013) lay's-out the outcomes and research which include retention level differences between visual, audio visual, and field-labs. The cognitive and retention levels results confirm with layered scaffolding learning derives in the field a higher retention level.

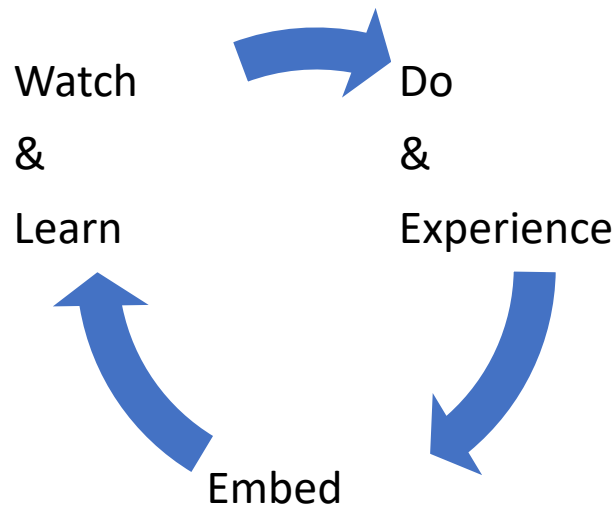
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<sup>63</sup> Marion Dresner Catherine de Rivera Kerissa K. Fuccillo Heejun Chang 2013

<https://academic.oup.com/bioscience/article/64/1/40/251076>

The HIM learning method induces a higher retention level to the point of changing the physiological structure by priming the brain and aligning the nervous system as well as the communication ability of the person

. Watch & Learn, Do – Experience-Embed (Kirsten, J 2018)

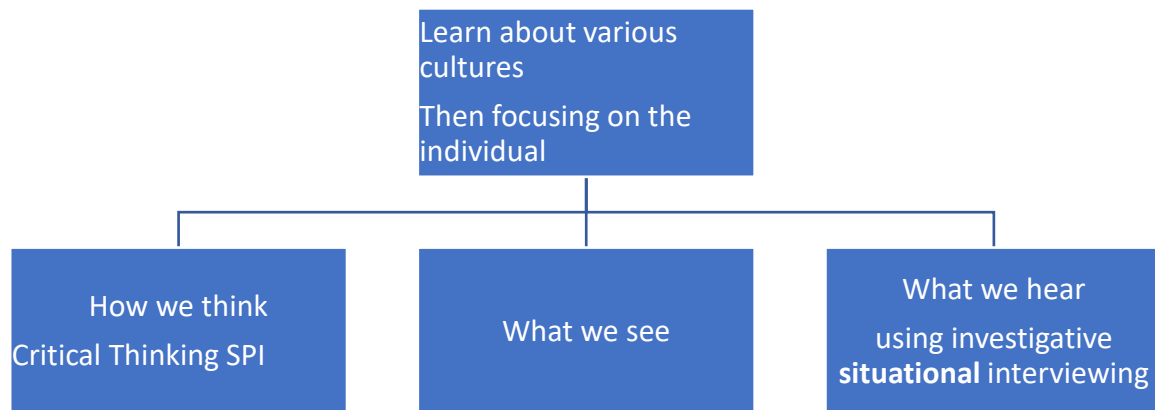


Note: There is an on-line training tool

HIM e-connect training tool

This book will contribute towards the education most certainly. The professionals that use the HIM e-connect training tool will experience greater results by exposing their brains to multi-media that will stimulate the senses and chemistry even more so.

It is suggested to consider using the on-line version as it contains mixed media – short video clips, sliders, and toolboxes. The use of these tools produces more effective results than by using just this written format.



Applying the knowledge real-time



The Learning Curve dictate different outcomes when one repeats re-reading this book or does the HIM e-connect training tool. In the amazing work for scaffold education for second language learners, <sup>64</sup> Aí'da Walqui 2006 outlines the methods of the student building upon experiences resulting from practical application and building upon such focusing on the region of interest being language.

<sup>64</sup> Walqui 2006 <https://pdfs.semanticscholar.org/eeaf/a59d9a254ac843f9d8fb94aebd017dae6b76.pdf>

*This work involves the use of language in the content for investigative situational interviewing.* This is a vital method for thought construction.<sup>65</sup> In the work of Northern Illinois University, Faculty Development, and Instructional Design Centre, they refer to instructional scaffolding, where the emphasis is upon new knowledge, new task, self-assessment, then repeating the cycle.

#### Discovering and acquiring the skill sets

Cycle 1 – The first-time users go through the cycle they experience a heightened sense of situational awareness due to picking-up on the physical movement of people more so than what they hear. They tend to react quickly simply because there usually are personal issues that they need to deal with. Their reaction speed without fully comprehending the implications could lead to disappointment and a waste of time and effort.

#### Implementing the skill

Cycle 2 – This second-cycle stage of the course exercises your ability in your questioning methods in conjunction with what you see. Asking the right question, at the right time for the right reason provides a clear understanding of how a person's eyes, face and hands talk back to you.

#### Mastering the skill-craft

Cycle 3 – Managing other people's emotions

Focus on the questioning method and understanding the language that you hear. Paying attention to the words, sound, and pitch. This is where you begin to manage emotions by asking specific questions to purposely stimulate reactions.

Cycle 4 – *Being able to disguise your Emotions when necessary*

Your ability to managing emotions should improve tremendously, and at the same time you may be conscious of wanting to disguise your emotions. Grossman & Levinson (2014) declare not much research has been done on adults relating to emotion suppression. They related their research using audio/visual pictures where students pushed their buttons on feeling specific emotions. Their research method results are fundamentally based on results by viewing 'outside' issues. This work is relating the impact on 'inside' all emotional issues besides moral fibre, such as, political affiliations and religious beliefs, which are highly sensitive to people and therefore a specific length of time and actions is required to suppress one's emotions. The longer an undercover operative is in theatre experiencing other's emotions will embed instinctive reactions.

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<sup>65</sup> Northern Illinois University, Faculty Development and Instructional Design Center  
[https://www.niu.edu/facdev/pdf/guide/strategies/instructional\\_scaffolding\\_to\\_improve\\_learning.pdf](https://www.niu.edu/facdev/pdf/guide/strategies/instructional_scaffolding_to_improve_learning.pdf)

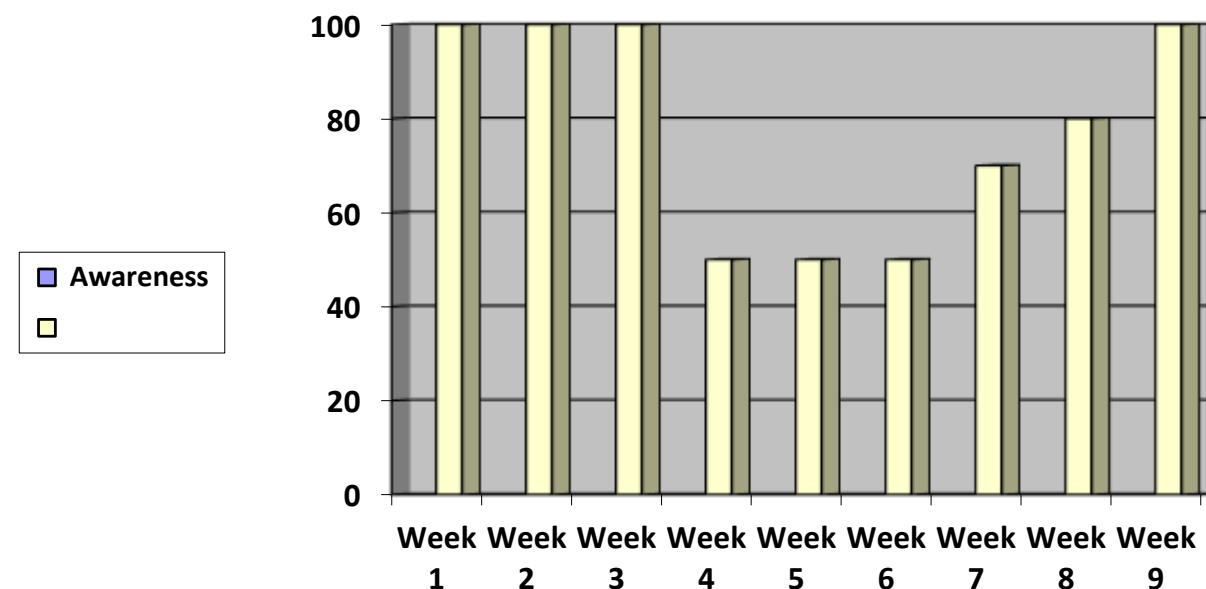
## Learning Barriers

The learning barrier that was identified was internet accessibility. There are some companies that have high-level IT security and workers are unable to use company internet. A solution was to obtain permission through the HR department. If this was not possible, then the student had to use their own source for internet, therefore, the cost involved could be a hinderance. Furthermore, the student would need a smart phone to use the training tool in the field.

## Learning Curve and Instructional Guide

The easiest and most effective method to acquire the skill sets and master the skill-craft is by following the learning curve and instructional guide. It is a puzzle building method. This method is based on 'neuro-education' stimulating neurochemistry in line with 'Watch &

Learning by building upon knowledge & experiences (Fig listed and used below)



Learn'. 'Do – Experience - Embed'. Doing a chapter, a week with the action steps, you will embed the information so that you can use it instinctively.

It is difficult to teach a thought pattern (an attitude), and therefore tangible experiences are more powerful for brain-imbedding for physiological change

The *Clarity* of Awareness of a person *seeing* reactions is initially high to the extent of being a bit over-the-top because they now are aware of body language, human behaviour and aware that they may be leaking information to others.

The Verbal comes into play at week 4 which kicks in the method for *listening* more by asking the right questions. At week 7 the student listens more so to the replies of the other and week 8 and 9 begins to *watch and listen* at the same time. By week 9 they understand more where the other is positioned.

When repeating the cycle, the questioning method is more accurate which is supported with non-verbal gestures, giving a stronger reading of the others.

## Qualitative research

Qualitative research is the gathering of information from or on the ‘human’ factor by way of,

- Observation
- In-depth interviewing
- Group consensus

Gathering *reliable, usable and all-the-truthful* information is vital to comprehend the narrative. **The damning issue** to qualitative research is when researchers are naive to the fact that people lie, hide or volunteer information for their own agenda then the research is baseless.

Most of the learners attended a one-day workshop but a few students began their HIM journey by subscribing to the HIM e-connect self-tuition on-line training tool. These learners obtain a certificate of competence.

The learners that attended the workshop were provided the HIM e-connect course application self-tuition training tool. From time to time, they submitted the answers to two questions.

Questioning formula: The questions were based on two aspects which is used to obtain the relative information, namely Qualitative and Mixed Methods Research (Dr John W. Creswell 2008) All reported back on 2 questions, namely

- How is your level of situational awareness?
- What do you find happening in your interactions with others in-line with the chapter you are working on?

The learners reported findings in their profession and personal life. This provided information mostly of how they paid attention to their job functions or a person of interest relating to their job function or in their personal life.

## Proof of instinctive reactions Amanda – Course designer, Trainer and Coach

Cycle 1 ‘Some security guarding officer asked me if I could intervene and speak to their boss. They had not been paid and apparently were getting multiple stories and promises that never materialize.

After phoning and not getting anywhere, I decided to pop in. The man looked decent, but his language and actions did not line up.

In the boardroom he stood and whilst giving me a variety of stories and reasons as to why he had not paid his staff – he hammered his fist onto the table and became very aggressive whilst leaning forward and getting into my face. All of this was going on with him glaring at me.

I realised he was looking to see what was landing or what I was believing.

I quietly told him that his lies and aggressive behaviour was not working on me – when could the security guarding officers expect payment.

He went on another rampage and even called his colleagues to come and look at me. He tried belittling me. I calmly told his staff he was lying, and I would like to know when the security guarding officers were going to be paid. My response was “REALLY.... Do you believe your own lies?” He then pulled out his most powerful fear tactic and threatened to lay a criminal charge at the local police station.

I called his bluff and offered to meet him there. For, half a micro-second his face dropped, and I saw the worry and concern. I asked again “when will you pay the security guarding officers?” When I left, his ranting and raving reached new heights. The whole time I remained calm – I was in control as I knew the truth. He phoned me within 15 minutes of leaving – threatening to lay criminal charges. I could hear the lies in his voice. I offered to meet him at the police station with all the staff that he had not paid. All staff were paid within 30 minutes.

If I were not trained in HIM things would have been seriously different. His fear tactics probably would have eventually worn me down. Having control and seeing the lies for what they were, made an enormous difference in my approach and by revealing his lies and calling this bluff. All the security guarding officers got paid.

Focused workshop for Hotel and Casino Security Managers below, thereafter, Professionals in public workshops

*Important note:* Group feedback in specific sectors, for example, the hotel security; concluded that staff may steal a small amount of money from the guest and not the full amount. Therefore, when the full amount is stolen, the missing money could be for other reasons. Example, if a client has USD\$ 1700 and there is USD\$200 stolen then it could be the staff as they would only take a small portion hoping the guest would not discover the missing money or believe that they could have used it for something they do not remember. When the full amount is missing, then perhaps the client is lying or lost the amount.

Consequently, the feedback is a constant source of current information feeding the author with challenges in theatre, which provides subscribing on-line students the latest knowledge of issues in their region of interest

Cycle1: First Day after workshop” Did interview yesterday and had a lot of fun with questions. The warmup questions to find the basis worked well and the results in the end matched the investigation results today. Well worth it.”

Hotel Security Manager – 395-bedroom hotel – United Kingdom

Cycle 2: To give you a short story we had an incident where a view hundred thousand Rand is missing worth of stock. And proudly I can say the person and outcome was found by me.

Cycle 1: How do you find your level of situational awareness?

A little over sensitive putting everything in one but slowing myself down to take in the information. What is happening with your interactions with others? More in control of the situation on conversation.

By Security Manager

Cycle 1 “ I am enjoying doing incidents and being able to read people the way I now do. The fact that staff know they cannot lie to me makes it easier and I therefore had a confession recently.... WOW at last...lol”

Hotel Security Manager

## Competency Based

The students that underwent the advanced certification SCIM and then changed to CHIMC (Certificate of completion for Human Investigation Management for Security Criminology-Risk Investigation) process had to submit three 2000-word essays. They were trained by a Certified HIM trainer and Examined by a different Certified Examiner holding a Doctorate or master's degree in a specific field that was appropriate to their region of interest. The objective for the Examiner was to verify that the learner went through the experiences they reported and that their outcomes were true. *The method gifted HIM with valuable information* on how to use the skill sets in various job functions or careers. Therefore, I have included the assessments of professionals that are highly experienced in their field that underwent HIM in their respective region of interest.

This information, therefore, has provided the Security and Criminology Sector new insights and methods to use to obtain more reliable, useable, and sufficient information to function with greater and authentic results. Furthermore, the information will assist other sectors of interest, for example, Journalists, Crime Reporters and Conflict Correspondents, besides those that work in Hostile Environments.

The information was then fed into the Dedoose mixed method formula and software, I was able to deduce specific outcomes in relation to the stats.

Consequently, the research had to be done on the method of learning, as professionals that work with life impacting or deadly situations must be able to read a situation quickly, make the decision and react timeously. In conventional investigation the reaction speed is relative to the situation but when it is a deadly situation the reaction speed must be fast.

Research and results are focused on;

1. Method of Training
2. Students provided information
3. Collated the results (Dedoose)
4. Formed opinions from the outcomes

## Examples of Student Reporting

William – Traffic Officer

Cycle1: I am paying more attention to people now. Particularly the eye talk, it has been like watching a light bulb come on at times.

Face Talk: I have found face talk more difficult to practice at work as most of our interactions with the public unfortunately tend to be negative anyway. (Nobody is ever happy at receiving a parking fine!)

Hand Talk: ‘I feel my situational awareness improving every day.

Just this morning I was having a cigarette outside before starting work when a member of public (that I have not met before) walked past and I noticed that just the sight of me standing there in my uniform (which is very similar to the police here) drew a look of contempt from him and he was clenching his fists. I also noticed that as he got further away his hands relaxed again.

It was such a brief encounter and something that I probably would not have even noticed previously. I am really enjoying this awakening’

Cycle2: I was able to watch a documentary on "Killer Women" and I was able to conclude she was guilty early on as she displayed every indicator, I have learned so far when she pleaded her innocence. It was like a visual checklist. I did notice when she was asked more 'structured' questions (the kind that she would have spent years thinking about in prison) she seemed to believe her own story and was a very good liar, but the more impromptu questions seemed to catch her off guard.

Cycle 3: My interactions with others have been rather limited recently as everybody I meet when I am working all have the same "why?" - they do not want a parking ticket.

But I have found I am making more of a conscious effort to listen to people and read them than I did previously. And it is still a very conscious effort on my part as I do get 'blindsided' by members of the public occasionally, finding myself on the back foot and unprepared to read them. However, I am now aware of this and handling these situations a lot better, often just by asking them to wait a minute or to simply start over giving me that moment to prepare myself. Overall, I have noticed my interactions with members of the public have been a lot more positive, despite me usually delivering them 'bad news', as my ability to distinguish the genuine and the disingenuous improves.

Cycle 4: I now find I am getting sincere apologies and even the occasional thanks for issuing them with parking fines. I am still finding my situational awareness is improving with this training on top of my tactical experience. I still must make the conscious decision to read people, but it is getting easier to flick that switch now.

I have noticed a lot of the trivial things I did to get people to talk more/elaborate I have already been doing naturally for years, without realising what I was doing before.

I am a lot happier with my interactions in general now, whereas before I could only rely on my gut feelings about people, I can now put my finger on what/why that gut feeling is.

I also noticed I am looking back on past interactions with more clarity now.

Assessment – Perimeter Security by John – Security Professional – New York

Cycle 1: The course so far has definitely made me more aware of peoples' facial expressions and being able to read the expression. I had previous knowledge about reading their expressions, but this course seems to be fine tuning that ability.

Cycle 2: It is going very well. The material is very in depth, and I continue to grasp the knowledge more when I go over the material again. I am noticing peoples' reactions more and their facial, eyes and hand talk more as I continue to go over the material again and even starting to instinctively put the face, hand and eye talk together. My level of situational awareness continues to increase the more times I go over the material and soon will become second nature to me soon.

Cycle 3: I have noticed that individuals will most of the time look away from you if you are sensing that they are not telling the truth or look at you for a brief second. I wanted to make sure if that is the case for all individuals or if some people can trick the system and make people believe they are telling the truth. I also recognize the ease of the flow of the story coming from their mouth when it appears, they are telling the truth or there are pauses in the story if they appear that they are lying.

Cycle 4: Learning outcome Brilliant – Putting into action:”

The other day I was speaking with an emergency professional and noticed that he kept looking towards his straight left and recognized that this was a sign of perhaps neglecting to tell me some information before I filled out some paperwork. Sure, enough after I filled out the paperwork, I sent him a message telling him that I wanted to give him the papers and then he told me that his organization has a policy where the company has a probationary period where the applicant must wait some time before they consider providing the documents.”

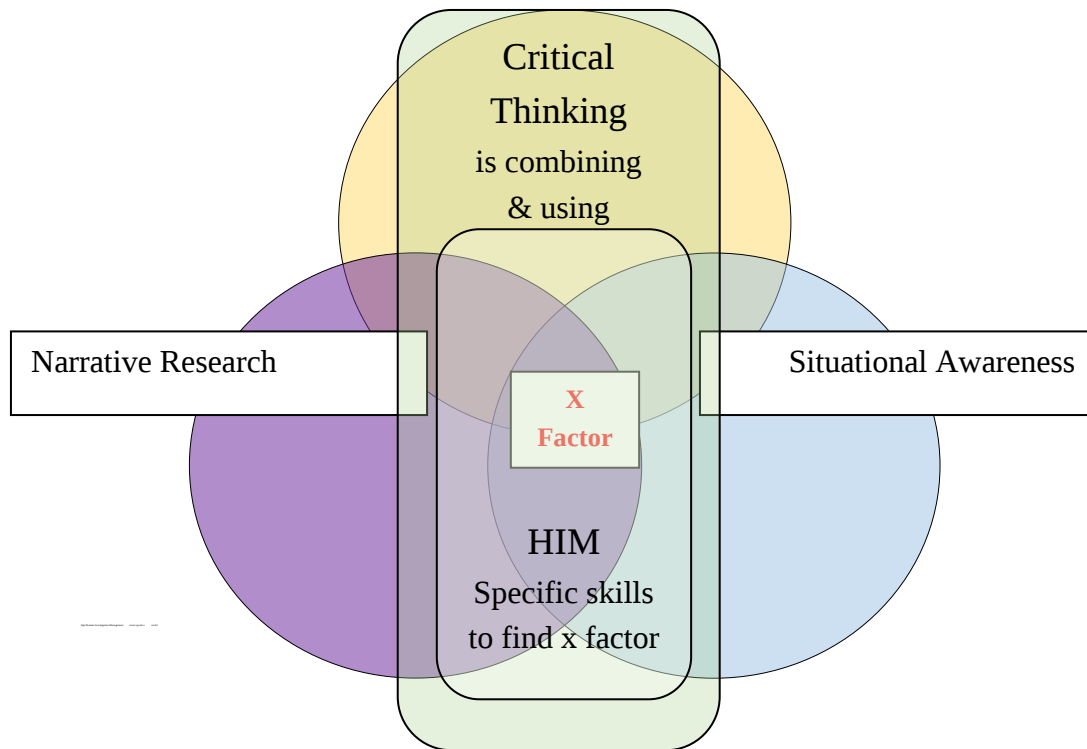
The above results support the scaffolding method and learning curve methodology.

## CHAPTER 8

### Triangulation

## Referring to Critical Thinking Research

Figure 12 HUMAN INVESTIGATION MANAGEMENT Critical Thinking Model (HIMCTM)



Critical thinking results in real and unique outcomes, when bridging narrative research and situational awareness using HIM specific skill sets by uncovering or discovering the X Factor

<sup>66</sup> Dictionary: Metacognition is the awareness and understanding of one's own thought processes

## Commonalities of Critical thinking, Narrative Research and Situational Awareness

All researchers mentioned above speak to the characteristics of the researcher having the Mentality, Ability to gather and comprehend information (knowledge), besides being Skilled with specific skills

*By using the HIM experimental tool, the measurement in this paper measures the situational awareness of the X Factor (something unknown) with what is known or knowing what skills are required for what purpose to discover the X Factor.*

*Furthermore, the unique outcomes are therefore greater than common outcomes.*

To triangulate critical thinking required for narrative research and bridging situational awareness to discover the difference between constant results and unique outcomes, *one can consider copycat crime*. A paper was written ‘<sup>67</sup> Copycat crime among Juvenile offenders’ (R Surette) where the research and stats dictate the method of copycat crime and therefore a researcher is able to measure data collection for the narrative. Consequently, in this way a storyboard can support solidly narratives based on convictions. The question architecture is accurately applied by using specific questions that can be designed to seek specific information in relation to such research. One must not forget that a new challenge can enter the arena which has not been discovered or uncovered and therefore not classed yet as a copycat crime. This is referred to as the X Factor. Therefore, if one is only using questioning methods based on historic data then one will not discover the X factor and the research paper is dormant until someone discovers issues. Well, this is the case until someone studies this philosophy, and applies it.

The reading and comprehension of the student reporting of X Factor narratives for situational awareness are unique as the outcomes find challenges that experts in their field of interest discovered them by using the methods in this paper.

The reporting (narratives) of situational awareness of a person of interest to determine the X Factor is easily coded as the coding is based on the structure of the question, being situational awareness and unique outcomes. The narratives are reported by students and as they use the methodology which based on, ‘change-is-here-to-stay’. Reason being, that risk is in a constant state of change. Therefore, we use the Dedoose.com software to collate the data, but the interpreter of the data is HIM skilled.

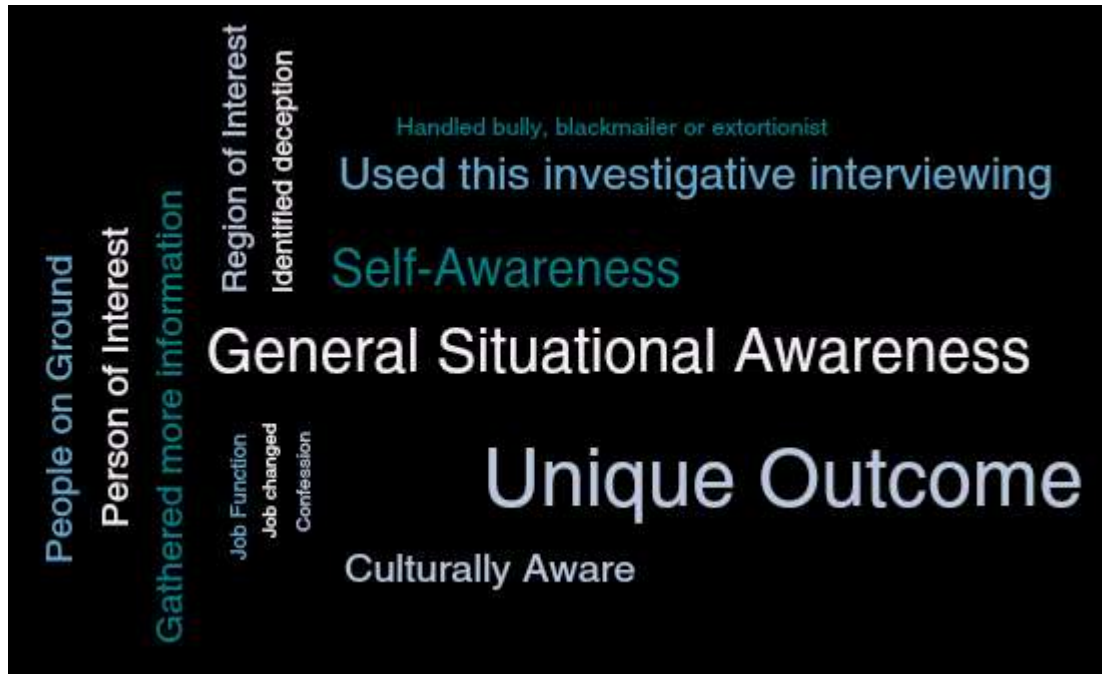
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<sup>67</sup> Ray Surette Dept of Criminal Justice Uni. Of Central Florida

<http://citeseerx.ist.psu.edu/viewdoc/download?doi=10.1.1.482.5972&rep=rep1&type=pdf>

## Quantitative Research

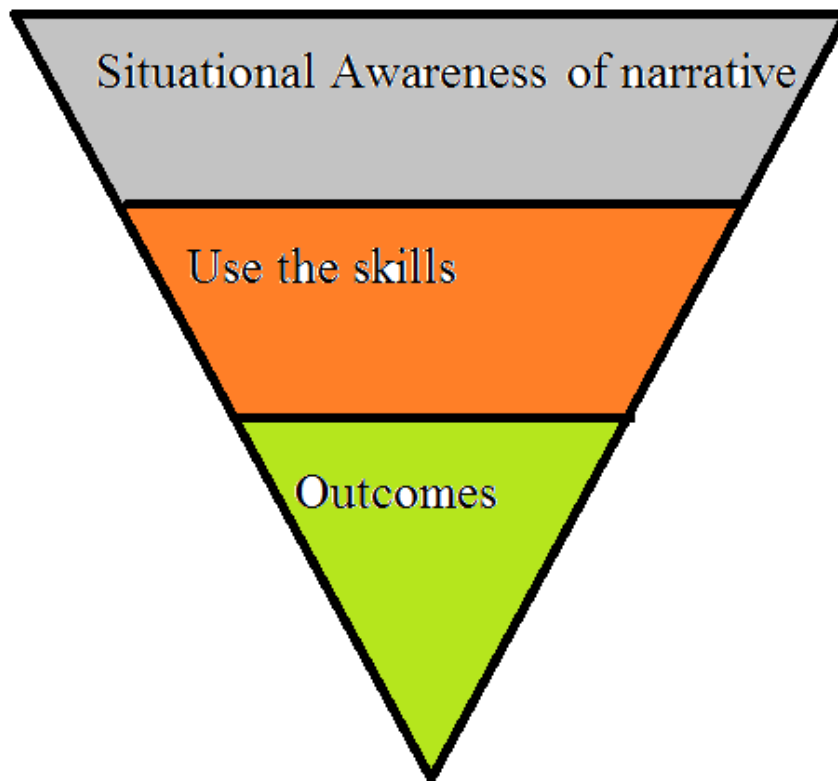
Dedoose displays visual headlines of results



## Dedoose Mixed method formula and software

Using the Dedoose mixed method formula and software, I was able to deduce (*excuse the pun*) specific outcomes in relation to the equations. (Dedoose Version 7.0.23, web application for managing, analysing, and presenting qualitative and mixed method research data (2016). Los Angeles, CA: Sociocultural Research Consultants, LLC [www.dedoose.com](http://www.dedoose.com))

## Procedure



I first loaded the student's reports into the Dedoose tool, each report was coded into three parts, namely situational awareness, validating the information with actions and the third part was results and outcomes. The objectives were to determine the types of situational awareness that are realized, and which type of situational awareness was apparent consistently. The information that students provided was uploaded into the media section of Dedoose. Each student's contribution was then coded with these codes below

#### Discovered missing stock and sensitivity first cycle issue

Cycle 2: To give you a short story we had an incident  
 where a view hundred thousand Rand is missing worth of stock.  
 And proudly I can say the person and outcome was found by me.

Cycle 1: How do you find your level of situational awareness?  
 A little over sensitive putting everything in one but slowing myself down to take in the information.

What is happening with your interactions with others? More in control of the situation on conversation.

By Chrishwin – Security Manager

#### First confession

Cycle 1 "I am enjoying doing incidents and being able to read people the way I now do.

The fact that staff know they cannot lie to me makes it easier  
 and I therefore had a confession recently.... WOW at last...lol"

Ernie changed job with promotion

By Ernie – Hotel Security Manager

#### Schalk - 2 confessions

Must tell you that I had two confessions the last week using master in mind techniques.  
 My interaction with others is fine, the only thing I am starting to realise some people in my life who are deceiving me.  
 The only problem I really have is that when interviewing suspects  
 I spent more time looking at the body language and forget to listen to the answers.  
 Sometimes I have to ask the question again.  
 I suppose it will take practise to get this right.

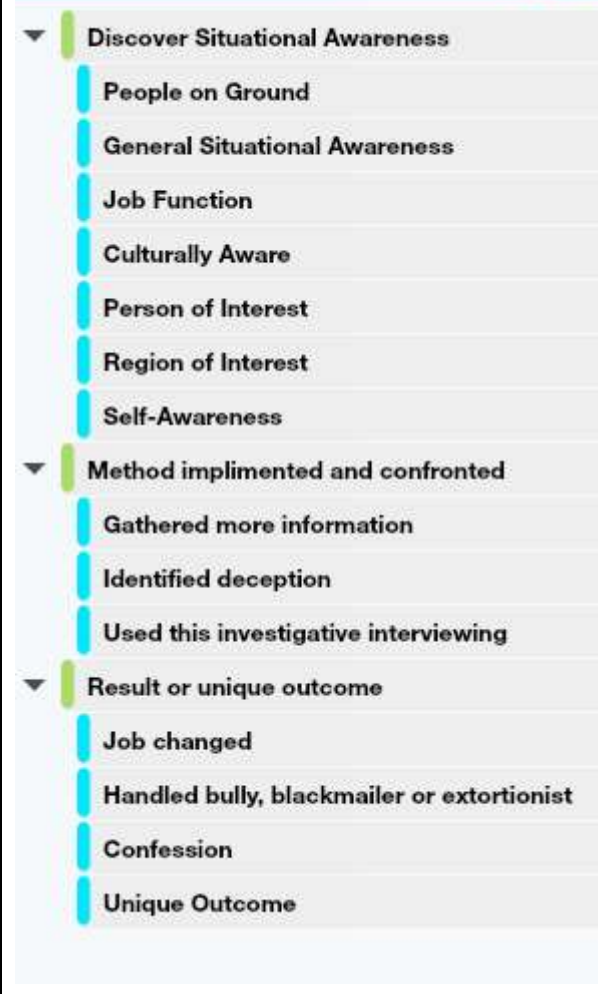
Cycle 2 I recently did an interview with a suspect in a theft and fraud case.  
 By using this programme and in particular the eyes and face sections I could clearly detect the deception  
 and after I established his base line I managed to break him down.  
 By asking the right question at the right time I managed to get a full confession.

#### Shaun – 2 confessions

Cycle 1 Assessment: The material is of a very high standard and of profound interest. We use it daily, in the one instance  
 mistruths and in no time at all, questioned by the two of us, he admitted his wrongdoing and implicated his fellow officer.  
 his facial and hand movements, he was told in no uncertain terms, that he was deluding himself.  
 After three accusations thrown at him, he confessed that he was in fact having the affair.

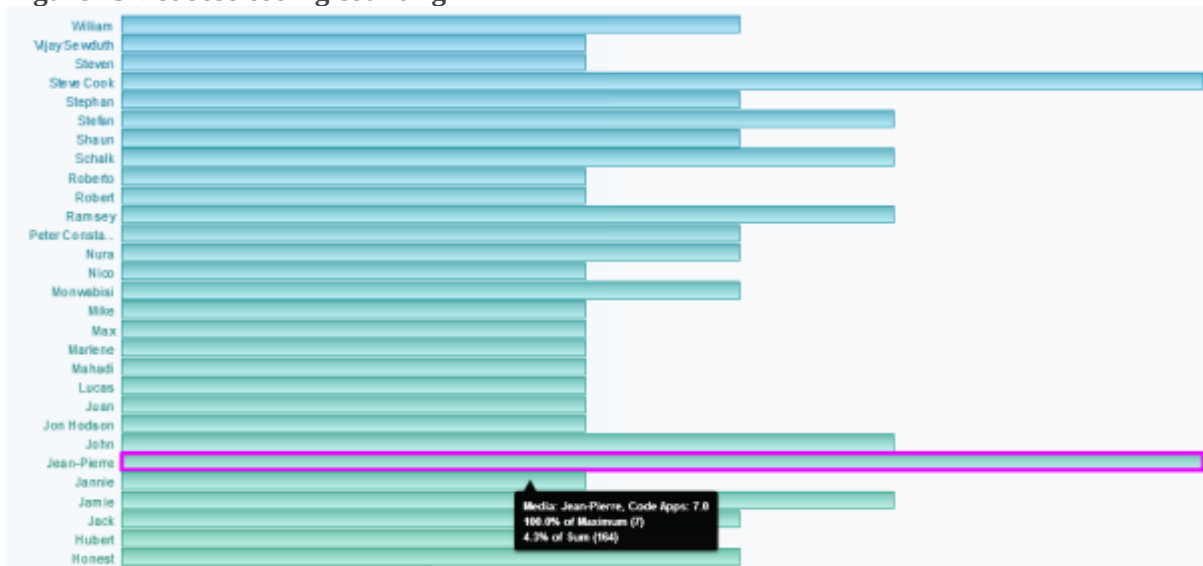
## Results and Outcomes

Consequently, situational awareness is the key factor as for each action there will be a reaction. If one does pay attention to situational awareness, then they can easily make another decision and action it to adjust the result, or, if one was aware of the *narrative framework* then the result justified the decision-making and the means. Therefore, I measure the situational awareness and sub-levels of situational awareness to determine critical thinking resulting in specific or unique (found X factor) outcomes

| Figure 14 Dedoose coding                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Codes                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|  <ul style="list-style-type: none"> <li>▼ Discover Situational Awareness           <ul style="list-style-type: none"> <li>People on Ground</li> <li>General Situational Awareness</li> <li>Job Function</li> <li>Culturally Aware</li> <li>Person of Interest</li> <li>Region of Interest</li> <li>Self-Awareness</li> </ul> </li> <li>▼ Method implemented and confronted           <ul style="list-style-type: none"> <li>Gathered more information</li> <li>Identified deception</li> <li>Used this investigative interviewing</li> </ul> </li> <li>▼ Result or unique outcome           <ul style="list-style-type: none"> <li>Job changed</li> <li>Handled bully, blackmailer or extortionist</li> <li>Confession</li> <li>Unique Outcome</li> </ul> </li> </ul> | <p>1. Discover Situational Awareness. Provided several types of situational awareness that students paid attention to.</p> <p>2, Method implemented and confronted is by using the skill sets in this work</p> <p>3. Results and Outcomes obtained by the students. The Unique Outcomes are mentioned below</p> <p><b>The results suggest</b> that by using critical thinking, comprehending the narrative-framework, and dissecting situational awareness, the number of unique outcomes surpass outcomes because loopholes and issues were discovered by the student. The loopholes and issues were related to the person lying, hiding something or discover reason why they volunteered information.</p> |

On the Quantitative Research Dedoose programme, the reporting of students was coded. Each item of relevance was coded in relation for specifics, namely, situational awareness in regional of interest, situational awareness (SA) in job function, (SA) of people on the ground, (SA) for the person- of-interest, by considering the levels of situational awareness, as-in cultural awareness, gathering information, deception detection, decision making, reaction speed, confessions, and unique outcomes. The Dedoose software then counts the codes per piece of the student's work and displays the results

**Figure 15 Dedoose coding counting 2**



From this information, Dedoose provides the results from which we can deduce the outcomes certain outcomes in-relation to the course registration. The students that obviously are undergoing certification would be more assertive and focused on specific forms or situational awareness (SA) than others as they are working towards a goal and reward

Figure 16 Dedoose code count results

| Media          | Codes                          |                  |                     |              |                  |                    |                    |                |                        |               |                      |                         |                          |            |                          |             |                | Totals |
|----------------|--------------------------------|------------------|---------------------|--------------|------------------|--------------------|--------------------|----------------|------------------------|---------------|----------------------|-------------------------|--------------------------|------------|--------------------------|-------------|----------------|--------|
|                | Discover Situational Awareness | Culturally Aware | General Situational | Job Function | People on Ground | Person of Interest | Region of Interest | Self-Awareness | Method implemented and | Gathered more | Identified deception | Used this investigative | Result or unique outcome | Confession | Handled bully, blackmail | Job changed | Unique Outcome |        |
| William        |                                |                  | 1                   |              |                  |                    |                    | 1              |                        |               |                      | 1                       |                          |            |                          |             | 1              | 4      |
| Vjay Sewduth   |                                |                  |                     |              | 1                |                    |                    |                |                        |               |                      | 1                       |                          |            |                          |             | 1              | 3      |
| Steven         |                                |                  |                     |              | 1                |                    |                    | 1              |                        |               |                      |                         |                          |            |                          |             | 1              | 3      |
| Steve Cook     |                                | 1                | 1                   | 1            |                  |                    | 1                  | 1              |                        | 1             |                      | 1                       |                          |            |                          |             |                | 7      |
| Stephan        |                                |                  | 1                   |              |                  | 1                  |                    |                |                        |               | 1                    |                         |                          |            |                          |             | 1              | 4      |
| Stefan         |                                | 1                | 1                   |              | 1                | 1                  |                    |                |                        |               |                      |                         |                          |            |                          |             | 1              | 5      |
| Shaun          |                                |                  | 1                   |              |                  |                    |                    |                |                        | 1             |                      | 1                       |                          | 1          |                          |             |                | 4      |
| Schalk         |                                |                  | 1                   |              |                  |                    |                    |                |                        |               | 1                    | 1                       |                          |            |                          |             | 2              | 5      |
| Roberto        |                                |                  |                     |              |                  |                    |                    | 1              |                        |               |                      | 1                       |                          |            |                          |             | 1              | 3      |
| Robert         |                                |                  |                     |              | 1                | 1                  |                    | 1              |                        |               |                      |                         |                          |            |                          |             |                | 3      |
| Ramsey         |                                | 1                |                     |              |                  |                    |                    | 1              |                        | 1             | 1                    |                         |                          |            |                          | 1           |                | 5      |
| Robert Sewduth |                                |                  |                     |              |                  |                    |                    |                |                        |               |                      |                         |                          |            |                          |             |                |        |

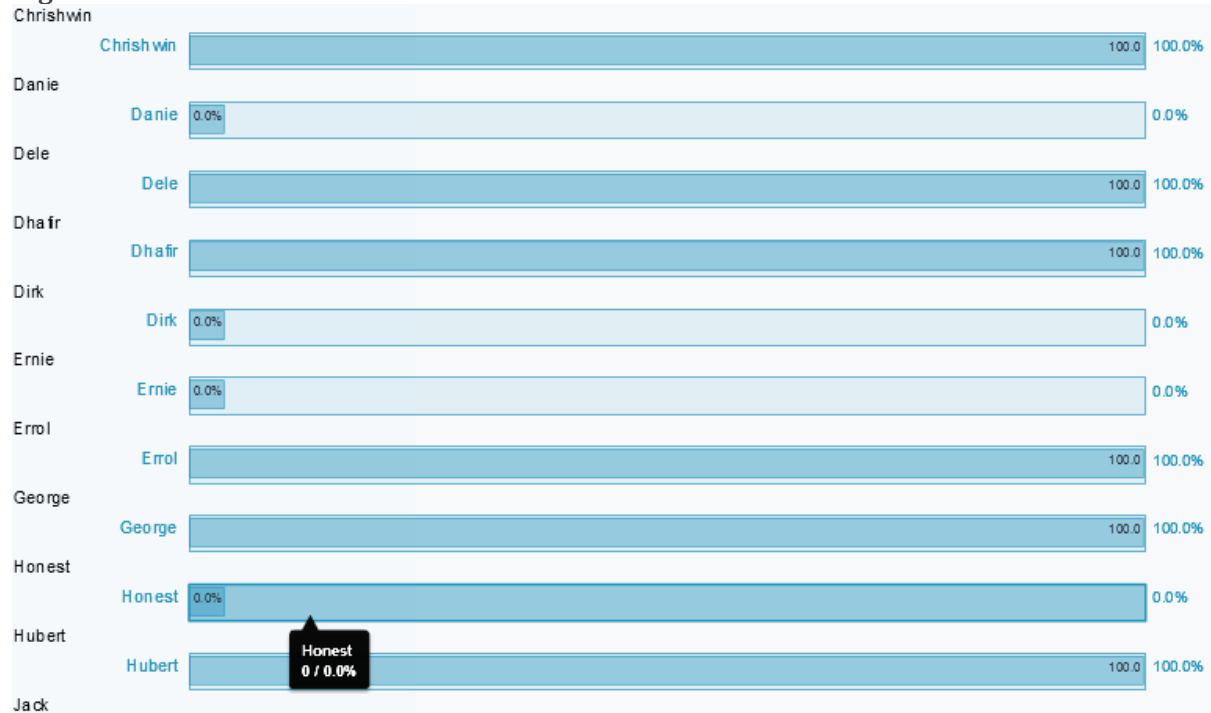
Dedoose displays that All students increase level of situational awareness

This result comprises where they may use situational awareness for distinct reasons, namely

- A. In general
- B. Self-awareness
- C. Focus on a person of interest
- D. Cultural awareness
- E. To identify people on the ground
- F. Job function G. Assessing Region of Interest

The Self-awareness level is very high on the scale as people must prime their mind and keep themselves intact when using investigative situational interviewing methods

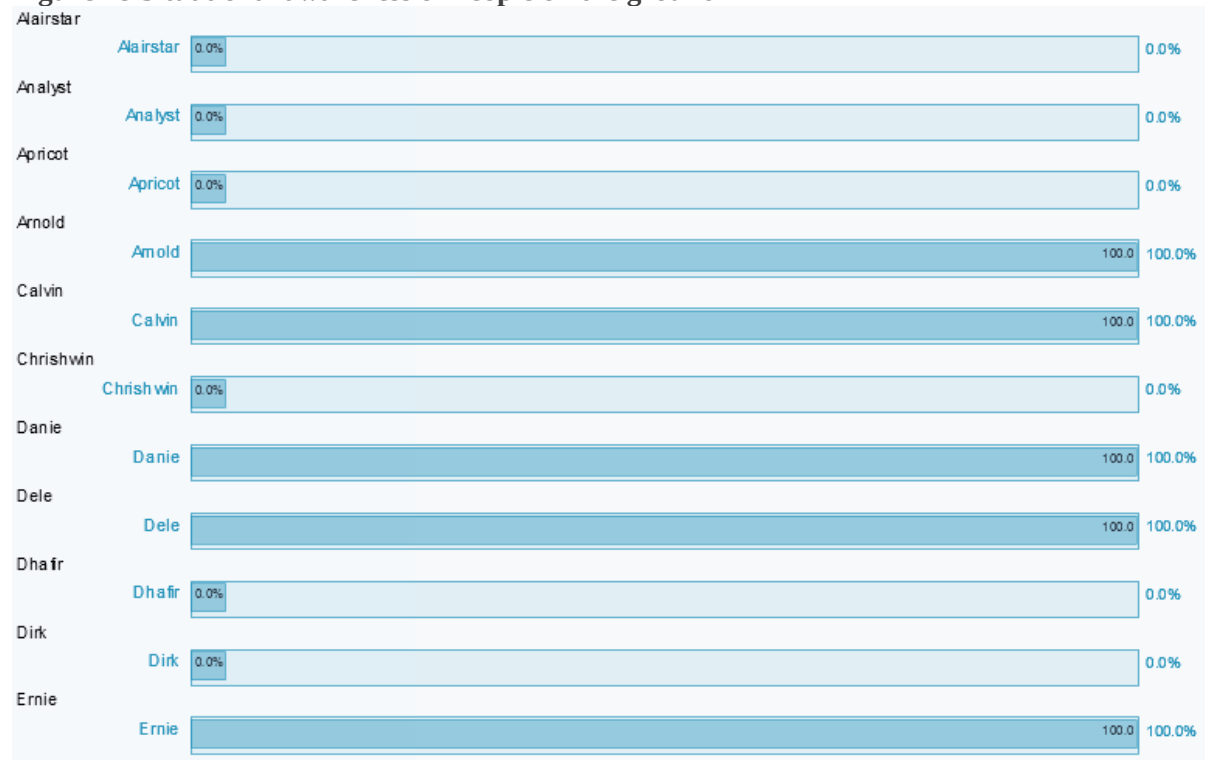
Specific students that provide reports pertaining to situational awareness when interacting with a person of interest, is when they pay attention to their self-awareness or perhaps after they realize the results from their instinctive response. At certain stages, the results fluctuate where sense of self is more prominent than social-situational awareness of others. Once the first 9 weeks has been completed, then 100 percent report higher levels of self-awareness

**Figure 17 Self - Awareness**

In the beginning of the training some students report an immediate heightened level of situational awareness of self-awareness as they realize that they too leak information. There seems to be a few that report more awareness of others before they begin to report heightened levels of self-awareness. No explanation for this phenomenon was discussed with student's as to the objective was to see when students realized their awareness of self.

There were some students that must establish the situation of the people on the ground for their objectives

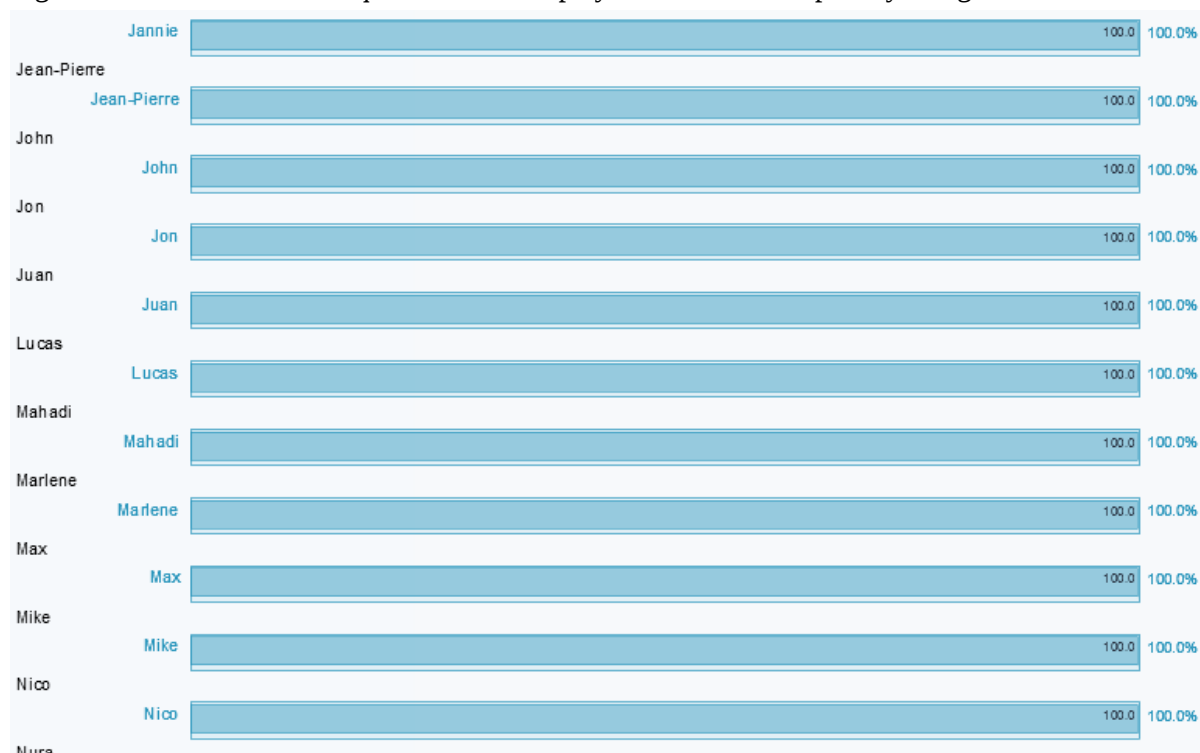
**Figure 18 Situational awareness of People on the ground**



**Figure 19 Implemented methods and confronted using the investigative situational interviewing methods**



Figure 20 The results and unique outcomes display the incredible impact by using this method



All students obtained unique outcomes as they discovered issues in their profession or personal life that they eventually acknowledged while doing this work. Furthermore, an example can be made with the confessions, whereas the person did not confess but rather resigned or the police was called, and the person charged. I do not know if convictions took place but still could not code a conviction as a confession.

*NOTE:* The following code-weight result diagram outlines in is in-line with the Flavell model (1979/87) by way.

Metaknowledge, Meta-experiences, tasks/goals, and actions are metacognitive monitored for self-awareness, cultural awareness, social-interaction-awareness besides sub-sections of situational awareness where results and unique outcomes uncover loopholes, discover issues and opportunity.

## Code Weight

Figure 21 Code Weight Results

| Code                           | Count | Mn | Max | Mean | Media | Mode | Range | Sum | SD   | Varian |
|--------------------------------|-------|----|-----|------|-------|------|-------|-----|------|--------|
| Discover Situational Awareness |       |    |     |      |       | Nah  |       |     |      |        |
| Culturally Aware               | 15    | 2  | 5   | 4.8  | 5     | 5    | 3     | 72  | 1.49 | 0.60   |
| General Situational            | 28    | 1  | 5   | 4.85 | 5     | 5    | 4     | 136 | 1.20 | 0.57   |
| Job Function                   | 7     | 5  | 5   | 5    | 5     | 5    |       | 35  | 2.04 |        |
| People on Ground               | 16    | 2  | 5   | 4.81 | 5     | 5    | 3     | 77  | 1.45 | 0.56   |
| Person of Interest             | 15    | 1  | 5   | 2.86 | 1     | 1    | 4     | 43  | 2.20 | 4.26   |
| Region of Interest             | 7     | 5  | 5   | 5    | 5     | 5    |       | 35  | 2.04 |        |
| Self-Awareness                 | 24    | 5  | 5   | 5    | 5     | 5    |       | 120 | 1.04 |        |
| Method implemented and         |       |    |     |      |       | Nah  |       |     |      |        |
| Gathered more                  | 22    | 5  | 5   | 5    | 5     | 5    |       | 110 | 1.09 |        |
| Identified deception           | 15    | 5  | 5   | 5    | 5     | 5    |       | 75  | 1.33 |        |
| Used this investigative        | 27    | 2  | 5   | 4.88 | 5     | 5    | 3     | 132 | 1.11 | 0.33   |
| Result or unique outcome       |       |    |     |      |       | Nah  |       |     |      |        |
| Bluff                          |       |    |     |      |       | Nah  |       |     |      |        |
| Bribery                        | 1     | 5  | 5   | 5    | 5     | 5    |       | 5   |      |        |
| Confession                     | 9     | 5  | 5   | 5    | 5     | 5    |       | 45  | 1.76 |        |
| Handled bully, blackmailer     | 4     | 5  | 5   | 5    | 5     | 5    |       | 20  | 2.88 |        |
| Job changed                    | 2     | 5  | 5   | 5    | 5     | 5    |       | 10  | 5    |        |
| Learning method                | 18    | 3  | 5   | 4.88 | 5     | 5    | 2     | 88  | 1.27 | 0.22   |
| Unique Outcome                 | 29    | 5  | 5   | 5    | 5     | 5    |       | 145 | 0.94 |        |

We must keep in mind that the coding was done on specific parts of the student's story, however, the certification essays, specific outcomes for sectors, such as the polygraph industry or hostile environment study for journalists, crime reporters and conflict correspondents are based on situational awareness of the region of interest, the people on the ground and perhaps a person of interest. Subsequently, one can determine from the research that the submissions of the students that are classed for region of interest displayed attention to the situational awareness of the region of interest and the situational awareness of people on the ground and the job functions. The results above are fluid and can fluctuate at any time, as it is based on information that is being uploaded frequently. There could be an issue of interest that may be divulged, uncovered or a new threat and challenge that impacts all which could instigate and stimulate the change in code counting within days. This means that I cannot calculate the percentage against the number of people and size or the number of narratives and submissions of reports.

I only can vouch emphatically for the results on the level of situational awareness that will be at a constant level of 100 percent at any given time because of issues uncovered or discovered at various stages of development. Furthermore, cannot compile a specific outcome unless it is mentioned for example a confession, instead of being charged with crime.

## Learning Method Results

There is a paper by <sup>68</sup>L de Sousa (2017) on the effect of multimedia use on the teaching and learning of Social Sciences at tertiary level which adds specific calculations for measurement. L de Sousa founded certain results on specific multi-media. Additional Consideration by Colleen Hays (2016) on ‘how does effective sight, sound and word construction impact students’ reading abilities. This HIM research work goes further and brings physically experiencing results through interactions with others. Therefore, the work in this paper believes by adding a person’s attention to experience of the emotional and physical experiences amplifies the results and outcomes. When a person emotionally or physically experiences a result, then the experience is embedded. For example, the first time one touches a boiling kettle or drops a cup of hot tea on them, they then will instinctively and automatically move out of the way, unless an accident occurs.

It is not easy to learn or change an attitude as it is a non-tangible, but this unique method using tangible actions resulting in experiences which changes physiological reactions and therefore attitude. The learning method in this work instructs the student is to ask questions and to look for movement. Once the other person reacts with movement, the student sees a specific reaction and experiences a tangible result besides an emotional reaction. Furthermore, the instructions go further when the student just uses a physical action such as rolling their eyes and gets a response from the other person. The physical action along with the emotional feeling will be remembered. You may not remember these words, but if you go out right now and ask someone a question and see their reaction- you will never forget the emotion you feel. The formula of ‘Watch and Learn’, Do – Experience – Embed’

If the student has had no body language training before, then the students report an abnormal increase in level of situational awareness and experience paranoid with a feeling of defensiveness. The students that had some knowledge do report back with a 100 percent increase in situational awareness. Regardless, if they were familiar of body language or not, the students begin acquiring the knowledge report that they may feel a bit defensive in their first week as they see so much and more aware of human behaviour because *they too realize the fact that they also leak information.*

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<sup>68</sup>L de Sousa (2017) <http://www.scielo.org.za/pdf/yt/n17/02.pdf>

*Perhaps others can read them better while they are reading others and in fact, they feel paranoid. They settle down over the following weeks as they become more confident in their clarity. This means that in the beginning they are making quick decisions based on insufficient information. When they identify an issue of concern and apply the SPI formula, they follow the training instructions they clarify the information and their responses and reaction speed slow down as their decision making is more thoughtful. Therefore, they will react more timeous. Over the months, the students then react timeous in line with the strategy that best suits the challenge and the implications of their actions have considered. Consequently, you can see in the above graph that authentic reaction speed reduces over time as the decision making is based on sound judgement. (View graph above)*

The learning curve is based on the results that the students divulged in their one-to-one training. Unfortunately for the protection of privacy, the conversations were not recorded, however, one can deduct from the results and essays. From the fully comprehensive overview of the situational awareness, that situational awareness is focused on their region of interest and the job functions of the people on the ground besides the person of interest.

## Unique e-Learning Outcomes

### Course structure improvement and examination design

The reports of which you can find in this paper have commonalities from students of different countries or cultures during their step-by-step journey through this method. *This information was collated and produced a learning curve* which is presented with a step-by-step action plan. The learning curve provides a monitoring method for students to view their emotional and intellectual growth to measure their progress.

Furthermore, learners providing input on their interactions with others give direction on where, how and why the skill sets are used therefore, here is a living document that is in-line with ‘what is situational awareness in your region of interest’.

## Conclusions on the Experimental Tool

### Unit Standard of method of Training

Learner’s website activity is monitored to ensure that the learner follows the training as prescribed. The training method is built by way of scaffolding the knowledge and using specific knowledge that is repetitively exposed in an appropriate sequence using multi-media methods.

The student applies the knowledge practically in real-time in their personal life and profession. The objective is for the learner to physiologically embed the knowledge to the degree of being able to react instinctively. This method is demanded by professionals that could handle life impacting or life and death outcomes

## Unit Standard of critical thinking e-Learning

The Critical thinking scaffolded e-Learning method provides the learner metacognitive skills taking them on a cognitive journey by educating and encouraging the learner in a staged fashion to action cognitive behaviour activities.

The course structure is designed by introducing the learner to non-verbal displays of others. Thereafter, the questioning and comprehension of replies by others follows. *On repeating the procedure*, the learner uses questions more in-line with conversations this deriving a better comprehension of the conversation with others. This is because of the Critical thinking (SPI) chapter is inserted near the end of the procedure which means the previous chapters being used in conjunction with the verbal focuses the learner to build upon what they do know and have experienced.

*The use of task-swopping* of the dissected non-verbal chapters along with the critical situational interviewing keeps the learner in a state of continuous surprise of discovery, therefore, retaining attention and motivates the learner to see more.

This powerful method of spaced repetition reinforces the scaffolding process of learning.

## Scaffolded e-Learning

*The study units cover a 9-week cycle* which is a sequence of drop feeding knowledge and task-swopping for specific objectives. On repeating the cycle, *the learning outcomes will change during the weeks and months. The following mission and outcomes are provided in this paper are ONLY* for the first 9 weeks (cycle 1) of doing the course as prescribed.

*Time impacting the experience and repetition:* The guided learning hours are calculated at the length of time of using the video clips (by the lecturer), guided reading of the slider and following the written instructions (guidance learning). The learner practically applying the knowledge real time. This is estimated at 15 minutes minimum per day (5 days) and taking 9 weeks to go through each chapter totalling 12 hours, however, we double the number for time spent for practical application by the learner (unsupervised). Additional hours are provided to compile reports and essays which will be examined by the trainer or examiner (depending on level).

*Repeating the sequence as course prescribed scaffolds the learning curve for higher level awards achievement by the learner reporting and providing essays. Finally, at Diploma stage, the learner has acquired the skills to know where and how to use such, to comprehend the narrative, dissect the situation and uses skills to uncover loopholes, discover damning issues and opportunities.*

### Physiological change on cycle reporting over 9 months

Each cycle forms a block and repeating the cycles builds upon the previous blocks providing a greater number of tangible experiences, thus, reinforcement of knowledge to react instinctively

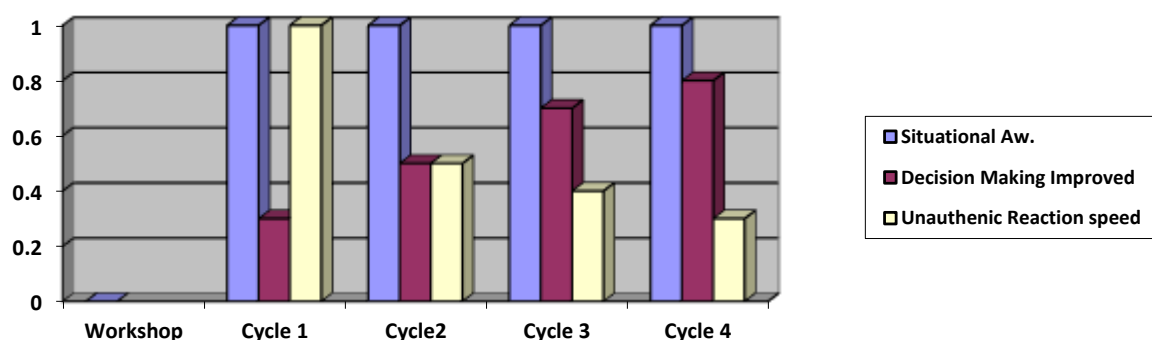
Cycle 1: See more reactions in people, which is proved above (Situational Awareness)

Cycle2: Comprehend the narrative by hearing more (Clarifying SPI)

Cycle3: Manage other's emotions

Cycle4: Disguise feelings and emotion reaction. The results pertaining to level of situational awareness, decision making and reaction speed equation

Displaying change in situational awareness, decision making & reaction speed



Results support the fact with unauthentic reaction speed decreases because the student realizes the true situation, comprehends their position better and therefore the reaction speed is time-effort balanced.

### Online Competency based course

#### Knowledge Based

The knowledge is provided easily by way of e-learning using short video clips, a slider that provides an overview and specific points to keep in mind. The brain hearing and seeing the lecturer and once again exposed to easy to read high-lighted points along with repeating the sequence makes his method of learning the knowledge easy. By physically experiencing the impact physiologically wires their critical thinking abilities. The learner provides reports by way of questionnaires weekly by instruction that forces them to consider their self-awareness and thinking approach during social interactions or for that matter critical thinking in general.

### Performance Based

The daily practical application by way of the instructional toolbox provides the learner direction on how to apply the knowledge so that the learner physically experiences the reactions intellectually and emotionally.

### Evidence Based

The repeating of the cycles could be evidence based where the written submission is reference with cited academic work or if a learner's case study leads to a disciplinary charges laid or judicial sentence of sorts.

### Volume of Learning

The volume of learning is digested by daily application in the learner's personal and professional life because it relates to social interactions. The learner must use a few minutes daily the multi-media e-connect tool to acquire bits of knowledge and then record, when necessary, their social-interaction. Over a short period of time, the learner becomes knowledgeable and by using the practical application comprehends tangible evidence of learning.

## CHAPTER 9

### Applying the tool to find a person of concern

## Security and Criminology Investigation Management

The research herein led to further investigation that produced a book by the author Juan Kirsten called ‘Security and Criminology Investigation Management (Vol4)’ that described a beast that is part octopus, a jelly fish and a lizard. Each of these creatures have unique methods of obtaining information, attracting their pray and managing the capture for their rewards. Following is the understanding of the situation taken from the book and inserted herein besides suggestions on how to locate the victims besides understanding the time and solutions to limit the level of collateral damage.

*The problem is that Practitioners may be unaware that they may be compromised already. Security Managers investigate diverse types of crime that runs into the billions*

In the in-depth study ‘Professional Security Management and Investigation for the New Competitive Advantage’ by <sup>69</sup> (Button, Lee, Kim, 2017) the size and value of all types of crime that security managers run into the Billions. The types of crime listed that security managers must investigate is overwhelming. *The Point is*, that it is impossible to know truly the value and size of crime because victims are fearful to step forward. Various methods of abuse are used by Organized Crime (OC) and some methods are difficult to identify and mitigate (<sup>70</sup>UNODC Victim Reporting).

Our initial focus is to find a person of interest or concern. This person could either be working voluntarily on their own (lone wolf predator) or could be working in concert with others either voluntarily or under duress.

### Crime tools of the trade

There are many victims that organized crime, gang crime or the lone wolf predator takes advantage of by using some for abuse which is their ‘trade-tool’. There are also some that do not admit to themselves that they are victims of abuse and believe that they are living their mission or even could think that they are in love.

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<sup>69</sup> Professional Security Management and Investigation

[https://www.researchgate.net/publication/264202679\\_Professional\\_Security\\_Management\\_and\\_Investigation\\_f\\_or\\_the\\_New\\_Competitive\\_Advantage](https://www.researchgate.net/publication/264202679_Professional_Security_Management_and_Investigation_f_or_the_New_Competitive_Advantage)

<sup>70</sup> UNOCD Module 5 Conceptualizing and measuring organized crime (Victim Reporting)

<https://www.unodc.org/e4j/en/organized-crime/module-5/key-issues/how-much-organized-crime.html>

## Strategic and assertive threat identification and litigation

The security practitioners should have their eyes on the statistics on their location and field of interest. It is the responsibility of the security practitioner to find the crime and stop it besides protecting sites and save lives. There are also kidnappings that are not disclosed unless the victims are murdered. The same applies to crimes such as sex for jobs or foreign workers contributing a portion of their salaries to keep their jobs or being bullied by others to participate in criminal activity. Unfortunately, there are no solid statistics of bullying, and extortion because people are afraid to disclose such.

The same applies to abuse whereas all staff should be educated on ‘situational awareness for abuse’. In this way, people may only realize that they are truly abused, abused people may come forward, or others that doing the crime of such are then discovered. It is possible that abusers will leave the environment or site because they fear the implications. *For example*, the statistics of reported incidents could be discovered by the outcomes such as attacks on teachers by students, or even being abused by teachers. In this situation we could use a method such as <sup>71</sup>ECPAT training for parents, teachers and the youth. ECPAT-USA do have specific training for other professionals. Nevertheless, the same concept but educating all staff on child sex extortion as well as other forms of extortion of abuse and rape on adults because people are in denial or keeping the secret so that they keep their job. Therefore, the same results could be derived when the perpetrators may resign as the pressure of keeping their secret would drive them away.

### Find the pattern (modus operandi)

There is a saying that ‘People are creatures of habit’. Once a person has used a method that has worked for them then they are inclined to use the same method again. Subsequently, if a person abuses another then the likelihood of doing such to others could be considered as a high probability. Consequently, if a person is discovered then, one should deeply study the modus operandi to find others that have suffered similar or the same consequences. The same applies the habitual methods used by organized or gang crime besides the lone wolf predator that use their tools to manipulate, bully, physically abuse or use other means to achieve their objectives. Predators use many methods to entrap others or a specific method to capture a person. It makes sense that a person that becomes more desperate to pay their dues then they ‘themselves’ could become more dangerous. Subsequently, we need to identify a person of concern or interest besides establishing their motivation (motive for action).

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<sup>71</sup> ECPAT <https://www.ecpatusa.org/>

When there are multiple threats then people are desperate and could break their moral code. Obviously, there are addictions that motivate people to do desperate things. These gangs or organized crime are usually the providers of such for example, loan sharking, illegal gambling, drugs, prostitution, to mention but a few.

The investigation methodology would be to find a person of concern/interest then to determine their status. Furthermore, determine if others are they involved and how so.

- Are they doing it voluntarily?
- Are they working in concert with others voluntarily or under duress with others?

When they are working with others, then find out who, how and why.

Once the boss (top person) is identified, then follow their path to determine how they operate down the line because they could be using the same methods or to identify other methods that they use. In other words, they may be using the octopus' model <sup>72</sup> by having many legs. (Security and Criminology Investigation Management vol 4 2018)

## Remedy

*When all security staff are educated there are more eyes on the ground. The use of the experimental tool heightens situational awareness of expressions and language that are used by abusers as well as victims.* The results are listed in the research outcomes.

A worker (person of concern) identified by a security officer that informed the security manager led to the disablement of a gang that was threatening a worker to sell drugs to guests.

The co-worker told the security manager that a worker seemed very sad and scared. The security manager used the methods herein to extract the information and discovered that that the worker had just been intimidated by a gang to sell drugs to guests. The security manager applied a unique method to litigate the problem. The security manager investigated further by finding out the gang's address without the worker knowing and contacted the police that police the police as the neighbourhood police were perceived as being corruption. A successful arrest was made The worker arrived at work that displayed feelings of relief and joy without knowing that the security manager facilitated the ordeal – and to this day, the worker still has no idea of the manager's involvement.

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<sup>72</sup> Octopus National Geographic Man-of-War <https://www.youtube.com/watch?v=xTgLtbXJrfM>

## CHAPTER 10

### APPLYING THE TOOL TO CLARIFY SA OF PEOPLE ON THE GROUND & JOB FUNCTIONS

In 2019, the research took the author on the path to compile a book ' Critical Thinking Investigation' which was primary focused on investigating the investigators (the right person for the job)'.

To research the scope of topics by applying the tool along with newly discovered methodologies produced various investigations using applicable methods of investigation to uncover additional outcomes. In other words – find the right people for the job!

## Determine the situational awareness in job functions

Where and why, do we use the skill sets of lie, deception detection and investigative situational interviewing for assorted reasons in diverse job functions?’. The skill sets are used in all sectors of criminology and security besides job functions. Crime scene authenticity protection, first contact, investigations, close protection, risk management, personnel assessment, vetting, compliance, just to mention a few examples.

What to consider for situational awareness pertaining to job functions?

### Mentality

#### The Mentality of the Criminology and Security Professional

Bower, G. H., Monteiro, K. P., & Gilligan, S. G. (1978) affirm the impact of emotional mood and learning, *for example, if someone is sad because their partner is cheating on them, then their mind is occupied*, and they are not fully functional. In this work, we take this further by stating that professionals who handle life impacting or life & death situations must adopt the mood appropriate to the responsible career and accept that they function in the world of violence and crime. The Security Professionals must take their job function as seriously as any other industry that is involved in fields of working with life and death situations.

Surgeons must practise to *prime their fingers to keep them nimble as the hands hold the scalpel* as they literally hold the life of others in their hands. So too, must Security Professionals do such with their mind – as their mind is their scalpel. Security Professionals, therefore, must be skilled in lie, deception detection and investigative situational interviewing skills and use *training tools that is the scalpel to daily to heighten their level of situational awareness to keep their mind as sharp as a pin*

For the criminology and security professional, the brain must be primed

The professional realizes that their brain is their greatest asset and uses physiological methods to prime their brain to react instinctively. When the knowledge is embedded, the neurochemistry is being stimulated and all the senses are alive and tuned into the conversation, while listening to the person's language and watching their reactions. Therefore, the mentality is the state-of-mind that heightens situational awareness by being stimulated with adrenaline and other neurochemicals.

*Why:* As we know there are professionals that could handle life impacting or deadly situations and therefore, they rely on reliable and all-the-information and must sometimes react instinctively.

The reliability of the information can only be done by validating the information quickly so quick critical thinking situational awareness would initially be more relevant than investigative interviewing.

However, deeper situational awareness investigation would be required when considering job functions and the people involved.

*When:* *Security Managers, daily evaluate - interview – investigate* (using critical situational interviewing) then they are in a constant state of evaluation because acts of crime or terror can occur at any time.

*The mission:* Even though some people may have the correct qualifications, they may be unaware of issues that could impact their assessments. Their biggest nightmare is not knowing what is truly going on under their own nose.

The mission of professionals must be in a constant state of heightened situational awareness and assessing the situation, position and implications of actions that could impact on collateral damage.

*How:* by using HIM that is trained in a specific way to accomplish the objectives for specific purposes or objectives laid out in this paper.

## Specific job functions demand the mastering of certain skills as lives are at risk

You have no idea who can read you. Your pet hates, weaknesses, strengths and even when you are lying is on full public view to those who can read you'. When the criminal can read the operative better than the operative reading them then the collateral damage could be life impacting or deadly.

Peoples' lives depend on their ability to hide true emotions and intentions. There are certain reasons why some are not able to hide their true feelings. When the Hostage Negotiator and Undercover Operative are unable to hide their true emotions then they could compromise one of three issues leading to devastating outcomes namely,

- Moral Code
- Political Affiliations
- Religious Beliefs

Consequently, the professional must acquire the experimental tool that contains the skill sets to master the skill-craft which would take a minimum of 9-12 months.

## Situational Awareness of leadership (Security Styled)

*Do you trust and respect the security manager?*

People are not forthcoming with information for numerous reasons. It is vital for security managers to earn the respect and trust to improve staff participation and to obtain information.

The Situation in Work Environment

The Security Managers uses the skill sets *to earn the trust and respect of their team* besides focused on specific ideals. Some decisions are reliant on their staff's input. *When the staff do not trust or respect the manager, the manager may not obtain valuable information.*

The first things that comes to one's mind sub-consciously when we meet people for the first time is ‘*do I respect the person, and do I trust the person?*’

How does one earn respect?

They are <sup>73</sup>exceptional attentive listeners with a balance in empathy and ego drive. They are open to innovative ideas and want to know or learn more, as they realize they are responsible for the lives of many. They understand emotionally the responsibility of their position and have the mentality that goes with the responsibility.

This has nothing to do with the title, as some people get their title by perceived strengths and skills related to security. Perhaps, they have just had a lengthy period of military war/conflict experience, or they may be academically inclined with MSc with limited field experience in a specific field and believe they are versed in all fields of security. Subsequently, one who knows the true value of a security manager would be able to assess the manager's strengths and weaknesses. The security manager that is an expert in Risk mitigation and a student of Criminology will acquire the skill sets and master certain skill-craft in-line with current challenges.

Unfortunately, the Directors of companies do not know the true abilities of a security manager and therefore do not understand the value that the security manager could contribute to their company.

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<sup>73</sup> Professionals skilled in these skill sets are excellent listeners as they are trained to extract reliable and all the information besides manage emotions to gather even more information

Respecting the Security Manager have characteristics, such as,

- 1.The Security Manager is not biased <sup>74</sup>(Nickerson 1998) or racist in any sense of the word. They must also be non-political.
- 2.They are knowledgeable in their region of interest and most importantly, they express that they realize they will always be students of 'their region of interest'. Reason being, is that new incidents evolve rapidly with current challenges. One simply does not respect a 'know it all' person because what worked yesterday may not work today.
- 3.They have an investigative mind which is their greatest strength and focus on their skill development related to such. Subsequently, a Master, is a person that knows that to retain the title 'Master', a person in a state of continuous learning and perfecting skill-craft. *People respect and trust an educated professional.*
- 4.Security Managers base their decision making on all, usable and reliable information as they know their actions have life impacting or life & death decisions implications. They *do not thumb-suck info* and any action based on insufficient or unreliable information will deliver collateral damage.
- 5.When they declare they are experts in Risk Mitigation, and you ask them how they mitigate risk. They may discuss historic data and bring in their viewpoint of current challenges. Then ask them” what is happening on the ground right here and now in their location and region of interest?” If they do know - then ask them how important it is to know as they did not mention it.

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<sup>74</sup> Nickerson (1998)

[https://www.researchgate.net/publication/280685490\\_Confirmation\\_Bias\\_A\\_Ubiquitous\\_Phenomenon\\_in\\_Man\\_y\\_Guises](https://www.researchgate.net/publication/280685490_Confirmation_Bias_A_Ubiquitous_Phenomenon_in_Man_y_Guises)

6. They declare they are students of <sup>75</sup>criminology and continuously pay attention to the news media especially articles or current events pertaining to any form of crime. They must substantiate their statement by confirming the statement with facts as there is such a thing as false news.

7. The Security Manager knows what they do. They are in a constant state of heightened situational awareness, evaluating and interviewing people, because it is not the weapon that commits crime – it is people.

The MOST IMPORTANT function is to gather all, usable and reliable information. *Furthermore, the Professional Security Manager must be able to manage other people's emotions.*

When the security managers manage people's emotions by understanding their situation and knows their position and how they truly feel, then people feel listened to, which they in turn respect and trust. They are able to do this with the skill sets for critical thinking lie, deception detection and critical situational interviewing.

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<sup>75</sup> Students of criminology, risk and security and find Major Threat Concerns can be found in the Annexes

## Situational Awareness for Project Management (Security Style)

Project management is a function that all managers do either as a daily task or consider and acknowledge the title when a special project must be undertaken. Let us consider a project as a clock. Each function designated to a person is a cog. If the cogs do not work in sequence – the clock, simply will not work.

Multi-cultures working on projects could fail for numerous reasons pertaining to communication <sup>76</sup> (Sharma. V, (2016), <sup>77</sup>Farah & Vuniqui (2012), <sup>78</sup>Onal & Endsley (2012), Vardaan Sharma (2016). In this work, we add that distinct cultures could misinterpret, be offended by others or could be racist or biased <sup>79</sup> Nickerson (1998), and therefore project could fail when people cannot work in harmony

Security projects could involve life impacting or life & death situations and therefore is key to a successful project. The project transparency and accountability success will depend on the level of situational awareness of the decision makers on the ground and reaction speed.

The success of any project will depend on reliable and all the information to start with. There must be consistent flow of correct and transparent information all the time during the project until completion because any actions based on insufficient information will deliver collateral damage.

### Project Brief

The manager is briefed on the project. Perhaps, the manager is not totally clear on the brief, or is provided insufficient information for whatever reason. It is up to the project manager to ensure that they gather reliable and all the information for the project before embarking to selecting the right people that will participate. If the initial brief does not contain accurate and sufficient information and the manager finds issues, then, the manager must explore the reasons why this has taken place. Could the project be sabotaged from the beginning with lack of information or misinformation, doomed to fail and for what reason?

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<sup>76</sup> Vardaan Sharma (2016) <https://www.slideshare.net/VardaanSharma9/msc-project-management-dissertation-58805447>

<sup>76</sup>Farah & Vuniqui (2012)

<sup>77</sup> <http://www.diva-portal.org/smash/get/diva2:538974/FULLTEXT01.pdf>

Onah & Endsley (2012) *Requirements and Design for Cultural Awareness*

<sup>79</sup> Nickerson (1998)

[https://www.researchgate.net/publication/280685490\\_Confirmation\\_Bias\\_A\\_Ubiquitous\\_Phenomenon\\_in\\_Many\\_Guises](https://www.researchgate.net/publication/280685490_Confirmation_Bias_A_Ubiquitous_Phenomenon_in_Many_Guises)

A project is only as good as its people. People may not be forthcoming with information. People do lie, hide, or volunteer information for their own agenda. How do we know that we are placing the right people in the right position for the right reason at the right time?

Capable; They may say that they can do the job, but in-fact are chancing it for their own agenda.

Accurate reporting - There may be someone that indicates that they have completed their portion of the project and ready to advance to the next stage but may be lying when asked by the project manager.

They may lie not because they want to sabotage the project but simply because they are embarrassed about something they did nor did not do.

They may be hiding something or volunteering information for some reason such as protecting others.

It is possible that distinct cultures could not be working together. In the issues and impact of communication <sup>80</sup>Vardaan Sharma (2016) outlines major problems.

**Situation:** Understanding the situation must take all into consideration based on historic data, current challenges and especially the X Factor which are issues that the manager is unaware of. This is the biggest nightmare – not knowing what is truly going on under the manager's nose.

**Position:** Decisions based on inaccurate or insufficient information will lead to collateral damage

**Implications:** Project failure, Loss of funding, lives impacted or death

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<sup>80</sup> Find more on Multi-Cultural Project Management in the Annexes

## Situational Awareness for Close Protection Operatives

### Critical Situational Interviewing for Close Protection Operatives

*When the CPO cannot read the situation, the people-on-the-ground, or a person of interest then they invite collateral damage. People do lie, be it the principal, their entourage, the management of a venue, or the door security during an impulsive visit. **Furthermore, the principal may have an insider threat that they are unaware of**, who could be a person scheming on their own or working in concert with others either voluntarily or under duress.*

In the in-depth and wide-minded research of <sup>81</sup>Dr Gavriel Schneider (2005), he refers to the Close Protection Officer (CPO) possibly escorting the principal internationally and furthermore, working with counterparts abroad, subsequently, interacting or working with diverse cultures. Included in his research, the pays attention to various forms of communication that the CPO would be involved in, i.e., in the stages of planning, mission and de-briefing. Furthermore, he stresses the importance of observation, awareness, and quick thinking. Having researched various CPO training companies and paying attention to the curriculum of others, we noted that all were failing in certain aspects whereas, the research paper of Dr Gavriel Schneider (2005) was most advanced.

In this work, we stress the importance and re-iterate that security success of a CPO will depend on their *level of situational awareness* of the *decision-maker* on the ground and *reaction speed*. The emphasis on this article is on the situational awareness – decision making and reaction speed.

*The decision-making to plan and protect the principal begins at the stage of interviewing, whereas the CPO must establish the true situation. The Professional CPO uses HIM Critical Situational Awareness Interviewing. The client in fact could not only be the principal but also their entourage, e.g., partners, kids, wife, etc. The CPO may ask questions related to the health of the client and inquire about issues that may negatively impact on the safeguarding of the principal. The principal may not disclose their little secrets or other members of the entourage, e.g., the children not disclosing who they are in contact with, or what they are truly up to - that could impact on their protection. Therefore, it is vital to gather reliable, and all-the-information during the brief and to continuously monitor the truthful situation as issues could have been missed.*

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<sup>81</sup> Dr Gavriel Schneider (2005)

<http://uir.unisa.ac.za/bitstream/handle/10500/734/dissertation.pdf>

*To read the complete-narrative* or the people involved, we may dissect the situation. When dissecting the situation, the situation could be impacted because of cultural differences. These cultures interact differently taking cultural behaviour and cultural conduct into consideration. If one does not know what others are reading in others or saying to others using their hands or face in cultural behaviour, then situational awareness is no- existent. Furthermore, the client (principal) could be misinterpreted or be misunderstood which opens the door to possibilities that can *cause collateral damage in the field or even destroy the business relationship with the principal (client)*.

*We need to take this further* and make decisions on which members of the team are best and need to vet the team, whereas it could be possible for CPOs to have an issue with the client if they are racist or bias in any way. For argument's sake, let us say that the principal may be an extremist right or left-wing celebrity or a paedophile, then there may be team members that the issue and could cause a situation whereas the principal could experience collateral damage on purpose.

### In the field

*The pre-check* of a venue or site by the CPO is a critical part of protection. They may need to interview the people on the site to vet and validate the security. Venues derive revenue by holding functions and may not provide all-the-information as they do not enjoy turning business away, therefore, the people on site may not provide accurate information to secure their financial return. The CPO needs to know the truth of the matter.

*The impulsive visit.* The principal may simply request a change in route at the last minute and drop by for an impulsive visit to a venue. The CPO needs to then interview the people manning the entrance, be it the security guarding officer or receptionist to validate the security. Within seconds they need to clarify the situation to decide. An example would be at a bar, whereas, the CPO, would need to know if there had been any issues in the bar that night, or did the guard turn away someone and that person promised to return with others. The site management may not want to lose the business and therefore, lie or hide information. It is vital to know the truth of the matter for obvious reasons.

For Professional development of the CPO. When it comes to situational awareness picking up on a highly volatile scenario, *quick decision-making is now in a stressful situation*.<sup>82</sup> Dr Gavriel Schneider (May 2012) discusses when emotions of fear are predominant. Freeze, fight, or flight are possible symptoms that naturally occur because of the neurochemistry of the person (<sup>83</sup>H. Stefan Bracha, 2004). It is vital that the CPO is trained to react instinctively. The Security Personnel using HIM must be trained instinctively to activate operations and mobilization with clarity of consciousness and confidence. Therefore, the operations awareness and training of mobilization must be intense for security personnel to feel confident and for considering the implications to react timeous.

#### *Vetting the team and the principal*

*Team members could lie or hide information. ‘’ Over several years, I worked in the field of Executive Protection, operating in some 30 countries and your guide to cultural nuances is invaluable in that field of operations. The HIM concepts very much enhance the ‘people’ aspects of this and on the occasions when I must interview candidates for security positions it will be an invaluable tool to bring to bear in determining any embellishment of skills or blatant lying. ‘’Peter Constadine (Find in Peer Reviews).*

*MOST IMPORTANT THE PRINCIPAL: When the principal has no idea of who or what is their true threat, then no-one can protect them.* Knowing the X Factor (there may be something happening that the person is unaware of) can prepare the CPO and in failing such, could lead to collateral damage. Therefore, it is vital for the CPO to enlighten the principal on situational awareness by providing a tool that CPO use to determine the true situation. This critical *situational interviewing* tool contains lie, deception detection and situational interviewing methods to determine their true situation so that they are not being misled by others. *The sharing of the skills will bond the CPO and the Principal through trust and respect.*

*Close Protection Officer – Consider providing the Client the experimental tool (HIM) for them to discover their insider threat besides educating them on the skills that are mastered by CPO to bond by earning trust and respect*

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<sup>82</sup> Dr Gavriel Schneider May 2012

[http://uir.unisa.ac.za/bitstream/handle/10500/23548/thesis\\_schneider\\_g.pdf?sequence=1&isAllowed=y](http://uir.unisa.ac.za/bitstream/handle/10500/23548/thesis_schneider_g.pdf?sequence=1&isAllowed=y)

<sup>83</sup> <sup>83</sup> H Stefan Bracha <https://pdfs.semanticscholar.org/02fc/1304d5a08079ac4b0e44c68063b47faeceb6.pdf>

Dr Gavriel Schneider (2005) addresses the importance of educating on protection methods and HIM emphasis on educating the client to earn trust and respect. *The client would use HIM to consider their true situation and their own threat level* with their partners, wife, and kids. If the principal has no idea of who is their true theft, no-one can protect them. Knowing the X Factor can prepare the CPO and in failing such, could lead to collateral damage.

For Professional development of the CPO. When it comes to situational awareness picking up on a highly volatile scenario, *quick decision-making is now in a stressful situation* <sup>84</sup>. Dr Gavriel Schneider (May 2012) discusses when emotions of fear are predominant. Freeze, fight, or flight are possible symptoms that naturally occur because of the neurochemistry of the person <sup>85</sup>(H. Stefan Bracha, 2004). It is vital that the CPO is trained to react instinctively. The Security Personnel using HIM must be trained instinctively to activate operations and mobilization with clarity of consciousness and confidence. Therefore, the operations awareness and training of mobilization must be intense for security personnel to feel confident and for considering the implications to react timeous.

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<sup>84</sup> Dr Gavriel Schneider May 2012

[http://uir.unisa.ac.za/bitstream/handle/10500/23548/thesis\\_schneider\\_g.pdf?sequence=1&isAllowed=y](http://uir.unisa.ac.za/bitstream/handle/10500/23548/thesis_schneider_g.pdf?sequence=1&isAllowed=y)

<sup>85</sup> H Stefan Bracha <https://pdfs.semanticscholar.org/02fc/1304d5a08079ac4b0e44c68063b47faeceb6.pdf>

# CHAPTER 11

## APPLYING THE TOOL/Job Functions

### FOR SITUATIONAL AWARENESS ON SPECIFIC SECTORS

In keeping with ‘Critical Thinking Investigation’ to investigate investigators. This is a necessity as a project could involve the use of silo experts that specialize in investigation or the technologies that may be required (AI merging technology with manpower published 2021 by Author). Based on current challenges globally or in the region of interest, we must consider the skill sets in-line with job functions

The one-to-one competency training resulted in the discovery of serious issues in specific sectors.

### Steps to consider region of interest

- Find the crime, or loopholes
- Back-track to find the source
- Consider the skill sets required to mitigate the issues

## Method and outcomes: Your Region of Interest

The global challenges in theatre do impact on sectors of security besides the people on the ground. Furthermore, this method of determining the situational awareness of a person of interest provides insight into the loopholes of where some subjects or sectors of criminology, risk and security are using inaccurate information for vetting and compliance.

This work is *competency-based training* on gathering reliable and all the information from students

- Virtual Interview online *in Person* – Learners provide information
- When training *workshops* in person, specific and modulated information was sourced in person for specific sectors. Therefore, when putting it all together will be in line with the sector and region of interest. Example: Correctional Services, Border Security, Close Protection Professionals and Judicial System. Hostage Negotiators, Undercover Operatives, Store Detectives, Covert and Counter Surveillance Specialists may have different and more intense training on some topics as opposed to Door Supervisors and Security Management Professionals.
- For Certification: The duration for certification must incorporate the student using the HIM e-Tool ‘as prescribed’. *The information collated from such is accurate* as the student is examined by Certified HIM Examiners that use the skillsets to extract all the truthful information. The objective is for the student to provide information *on the how and why* the skill sets can be used in their region of interest. The students provide weekly reporting besides specific essays that will display their abilities to comprehend the full narrative (big picture) besides their ability to be situationally aware by dissecting each working part of the story.

### Outcomes

1. The X Factor in risk management was discovered
2. There are professionals in the Polygraph Industry that are working unethically either due to naivety or by being corrupt
3. There is a reliable method for Hotel Security assessment and security architecture that adds this work to provide a well-rounded and secure solution
4. How to view situational awareness in Security, Project Management and Budgeting

Furthermore, the above methods feed information on situational awareness in job functions by using lie, deception detection and investigative situational interviewing. The information is current as it is based on real life situations taking place.

The information provides us ‘‘Learning Outcomes ‘‘ with continuous valuable input to qualify and quantify the content of applications which supports the learning curve to determine the situations in various regions of interest, careers, or job functions.

With regards the following for situational awareness in region of interest, I suggested that there were things happening on-the-ground that people were unaware of in their region of interest as people lied or hid information. What lies have they heard or what did they know that others were unaware of? By keeping their mind focused and having a conversation, the following contributions were born.

## The Questions and Results for SCIM (Security Criminology Investigation)

### Certificate of Completion: Security Criminology Risk Investigation

To determine the situational awareness of a region of interest we seek what issue, what type of crime, how and why the crime is being committed. We evaluate people – interview witnesses – investigate suspects using advanced interviewing techniques. This information provides the foundation to determine the situational awareness of a region of interest, the people on the ground or a person of interest.

- To identify situations by taking the necessary and appropriate steps before devastating issues could occur and lives are lost or ruined.
- Evaluate and take action-steps before or as volatile situations get out of control where property is damaged, and people could be placed into an awkward position to protect.

A. Submit a 2000-word essay on your day-to-day interaction with others paying attention to your level of situational awareness and your interactions with others.

- Reason to strengthen your ability to read people.

B. A 2000-word essay on various cultures that you interact with in personal or in business. What you notice with regards to cultural conduct, cultural communication and/or religious physical conduct paying attention to eyes, face, hands, and feet.

- Reason is to evaluate and interview without prejudice knowing that one can be misunderstood or misinterpret others.

C. A 2000-word essay on 'What does Situational Awareness mean to you in context to your region of interest?'

Reason - is for opening your own mind to your 'situation of interest' to gather usable and reliable information to clarify your S.P.I

Result:

Risk Management is a living science! By Danie Adendorff MSc. Sec Man.

## X Factor: The ‘Missing Link’ addressed in Risk Management

Based on a plethora of different definitions and descriptions Risk Management may involve divergent methodologies as methods vary from organisation to organisation. There is no known universal methodology for the process. These divergent methodologies of analysis cause subjective outcomes which is organisational problematic.

The concept of risk management has been in existence for centuries and in fact probably among the oldest recorded human activities. It has not gained much popularity until the latter part of the previous century as a science or academic topic. There are core strategies that underpin the modern concept of risk management and control that should be appreciated and considered as an art, besides a science. It is, therefore, an organizational management function that is, all about sound general management of organizational activities. There are steps or stages widely followed by risk professionals in the process which includes, risk identification, assessment, or evaluation, planning and monitoring. So why does it fail time after time, with miserable consequences?

For any risk management strategy to be appropriately selected and adopted within an organisational environment, the management process should first and foremost begin with the identification of the risks to be managed. The risk identification will then be followed with the subsequent evaluation or assessment of the risks to determine their extent in terms of impact on the organisation and the probability of their occurrence. It, then, can be planned or managed using the core strategies to be succeeded with constant monitoring.

Content analysis of contemporary cases studies which includes, VW (2015), Tesco (2015), Hitachi (2015), Banking crises (2008) indicates a single failure point namely risk identification. The information that the risk identification was based upon was not validated or tested for ‘the truth’, or the risk not being identified. How futile is the whole exercise when, the risk management process begins on inadequate, or plainly wrong risk identification?

Case study Example: Health and safety risk plan.

“ The issue – why did they not see that this was going to happen?”

A site manager intentionally withheld information regarding the microclimate on a railway depot to save cost. Should he have declared this information; the risk mitigation plan should have suggested that the patrol routes be covered with salt and a change in the footwear for the staff. This recommendation would have come at a financial cost to the company.

Working on a bonus system, link to financial gains, this risk mitigation would have an adverse effect on the site manager's bonus. To save cost, he, withheld crucial information. Withholding this information caused a 'slip and trip incident' on the black ice where an employee broke his leg and ended up with a life altering injury.

To put it in a simple and in a layman's perspective, risk refers to the degree of uncertainty in the consequences of an action. Consequently, the more accurate the information, the more successful will be the risk management plan.

Risk Identification is based on skilful investigation, interviewing, and evaluating of people and surrounding circumstances that could pose an adverse hazard.

Risk Professionals must be investigative minded. Identifying risk is based on information, however, people lie, hide information or volunteer information for their own agendas. The first objective of risk management should be to, 'Extract Reliable and Usable Information' using "Lie, Deception Detection and Situational Awareness Interviewing Skills

The second objective is to determine whether the identified risk is acceptable or not with respect to a predetermined scale. In this case management had to make the decision based on their strategic objectives. They are not able to make the correct decisions if the plan is based on flawed information.

Human Investigation Manager empowers the acquisition of skill sets and method to master the skill-craft addresses this specific point in the Risk management process.

Risk Managers should base their assessment on the "Nature of the Beast " *which is present* at this moment in time. There are times when historical data can be used to base an assessment, however, we are living in a constant state of change in relation to living in the global village.

Global issues could change the dynamic, for example, we are now in a state of a multicultural war of thoughts and actions, which could alter the Risk Managers Plan.

Risk Managers must gather reliable and all the information.

The Human Investigation Manager course is a dynamic situational awareness lie and deception detection training that can be utilized by Risk Managers to assist them in many aspects for assessing risk taking the Human factor into account

Information is usually obtained by the people on the ground. People do lie, hide information, or volunteer information for their own agendas. Therefore, the information must be tested for reliability as the assessment and planning against the risk is based on such information.

The knowledge is used in three Areas.

Client briefing: it is vital to get the correct information from the client to design an accurate "question set" for the specific issue at hand. The age-old theory *"ask the wrong question and you will definitely get the wrong answer"*.

Firstly, in the initial briefing and mandate given to the risk manager. The Risk Manager will be able to utilize the 'HIM' techniques to vet and verify the information provided "by the client" for the brief therefore clarifying the assignment.

Secondly, to assess the most 'at risk' consideration being the Human Factor. The Human Investigation Manager course will be able to assist in the Risk Manager to extract reliable and usable information using the HIM method to 'evaluate - interview - and investigate (using critical situational interviewing) ' the people on the ground.

Thirdly and most importantly – What is happening on the ground in the here and now. Gathering reliable information ensure that monitoring of action steps, compliance, validating accurate and reliable reporting. The reports must provide the Risk Manager reliable information in-order-to keep the Risk Management Plan current.

Risk Management Planning success depends on the level of situational awareness of the decision-maker and the people on the ground.

## Polygraph Examining Industry

### Situational Awareness in Polygraph Examining

In Stuart Senter, Dan Weatherman, Donald Krapohl, and Frank Horvath<sup>1</sup> (2010) and in Ronel Prinsloo (2017) ‘‘Exploring the use of the polygraph test in the workplace and as evidence in labour disputes’’ gives a good overview of the industry structure, laws, questioning methods, criticism & damning outcomes’’. This work takes this further by commenting on various aspects.

When the polygraph examiner is not situationally aware according to this work, then they could be interviewing the wrong people or using the wrong question set. An example, Scenario: You could have the security company that is providing a guard force for protection of any asset and has their own in-house or sub-contracted polygraph examiner. The polygraph examiner is instructed to reach a finding of no-responsibility when interviewing their own staff, as they fear being sued by the client.

There are cases where the security company has been sued for hundreds of thousands of dollars. With regards to methods in this document of lie and deception detection; this work herein provides reasons why some examiners are incapable of obtaining an accurate reading. Also view Annexure 1 Modus Operandi and Pattern

Let us begin this assessment by informing the polygraph examining stakeholders – be it the examiner or the client, that exams could determine if people are racist, biased, xenophobic or radicalizing. With the right question set, delivered in the right manner - the answers could be discovered. Therefore, the polygraph machine is only as good as the operator. Furthermore, these skills need to be included to get the suspect to talk more to discover why would they be hiding something.

The Client, Service Provider and the Polygraph Examiners that may have already or could impacted the lives of others by lying or hiding information. Innocent victims are now unable to obtain work in their chosen field or are unable to find work due to their method of termination. The client’s security manager may not pass on all the information to a polygraph examiner as their agenda may be for themselves when they are part of the insider threat. They are in the position of selecting the people to be polygraphed and may not invite specific people or focus on people that are dispensable in their eyes. This statement in question dictates the ethics and motivation.

It is known that there are people in management, oversight and governance that may have influenced the polygraph examiner by not providing the full brief and have only provided part of the information either on purpose or, by being naïve and uneducated with the methods of investigation. There are incidents where the examiner has been given a bribe of sorts. Furthermore, there are polygraph examiners that do not follow the full length of time on interviews, use outdated equipment and not know or use other skill sets to determine the truth of the matter at conception of the first interview with the client. They cannot very well polygraph the client to know if they are provided the full brief or their agenda. There are issues now discovered by this work that suggests that examiners could be responsible for the examinee's reactions without knowing so or doing certain things on purpose to generate a specific result. An example: The examiner may be biased or racist and the tone of voice or body language could invoke emotions and lastly use cultural gestures that disturb the cultural behaviour of the suspect and misread the responses and results.

There are other deceptive scenarios that have been used by security companies to avoid being sued. An example: A polygraph examiner was provided two people for investigation by an investigator working in concert with security management. These two people received a clean-bill, and it was concluded that they were innocent. Obviously, they were as it was later found out that they were on leave and therefore not at work at the time of the crime. If the polygraph examiner was aware of the true situation, then the outcome of the report would have concluded that the security was culpable and would have been sued for thousands of dollars. This document as you know is a living document, and it is expected that other scenarios will be uncovered with regards to Polygraph Examining Fraud.

Issues in polygraph examining in global structure, ethics, incorrect assessments and **being sued**: The American Polygraph Industry (APA) seems to be the most recognized professional association for polygraph examiners and has set the standards for regional polygraph associations in various countries, for example South Africa, besides being the umbrella body for each US State. The British Polygraph Examiners Association (BPA), European Polygraph Examiners Association (EPA). The revenue of globally must run into minimum hundreds of thousands of dollars per year.

Now the issue is that there are no oversight professional experts up to this date that have taken the stand to discredit other Polygraph Examiners who are on the board of their own association. If there are Polygraph Examiners called to be expert witnesses, then the Polygraph Examiner must investigate using the same techniques of testing from the Client's top management down-the-line to ensure that the brief is true and if there are agendas by including the skill sets in this work.

## Result on researching investigators using Polygraph

Concerns and Solutions in Polygraph Examining by Shaun McGuone

(Former Chairman (2012-2016) and President (2010-2012)

SAPPA South African Professional Polygraph Association) who was interviewed by the author.

The HIM ' Human Investigation Manager Course ' for the polygraph examiners is a dynamic critical situational awareness gearing lie, deception detection and investigative situational interviewing training that can be utilized by polygraph examiners to assist them in many aspects for polygraph examining.

There are occasions where the client intentionally does not give the correct or all the information on the specific case in question.

Client briefing: it is vital to get the correct information from the client to design an accurate "question set" for the specific issue at hand. There are times when the client does not give all the information or only bits of information for an agenda.

HIM can assist the examiner to extract reliable information from the client and solicit the correct information. It is not always possible to polygraph everyone (the client) and utilizing HIM skills will go a long way to discover if the client is hiding information or the reasons for volunteering certain information.

The Three primary areas that the knowledge will complement polygraph is firstly in the initial briefing and mandate given to the examiner, such as:

- The examiner will be able to utilize the HIM techniques to vet and verify the information provided "by the client" thus ensuring an accurate polygraph test with the best "question set" possible.
- Secondly, HIM will be to assist in the examiner in the "pre-test" phase to ensure that accurate information is being received by the examinee.
- Thirdly and most importantly, for the "post-test" interview. Should the person fail the polygraph test, then, the lie and deception detection skills will be used to investigate the matter further.

The objective is to discover the "why" and the "fear" as it would be used to manage emotions to obtain the truth-of-the-matter. Therefore, the essay-set is designed keeping in line with HIM principles

. (Shaun McGuone 2016)

- To establish if the examinee has divulged all the information or if the person is still hiding information on this case or other cases in question.
- Reason is that you cannot interview the person again for other cases in question after they have been dismissed.

## Situational Awareness of Hotel Security

The Security Manager may feel inadequate and know that their region of interest is not secure due to a lack of funding and support. It is common for management to view security as an expense/cost that needs to be reduced, while being unaware of the potential implications.

These implications may be realized after the brutal/horrendous experiences of pain and despair that can rock a country. One wonders if the security budget will be reviewed by senior management of the hotel in Las Vegas in the wake of the tragedy. Hopefully, there will be increased investment into the security officers themselves seeing that it was in fact a security officer that was a key factor in mitigating the threat.

Hotel Managers could be in either urban or rural locations that perhaps face different and unique challenges. Regardless of location, the mentality towards security must be the same. There are some professional security managers that apply their skills in unusual ways to management and derive more support as management enjoys the benefits of profit protection. (To know more - you can contact the author).

When asking a few security managers at a workshop the question ‘how many people you are responsible for?’, they replied “two or four”. However, they may not consider the outsourced security services as being part of their responsibility. I then asked, ‘how many people are in the hotel today?’, and their reply was ‘between 600 to 700 guests. ‘It is a grave concern that security managers, that could handle life impacting or life & death situations at any moment, are not aware that they are in fact responsible for hundreds of lives.

Hotels more than likely are captured to a degree by organized crime. When multiple perpetrators are working in concert with one another, staff being blackmailed, bullied, extorted, or raped and so many other crimes from external forces. In other words – the security officer could be your greatest asset or your biggest insider threat.

Furthermore, Hotels have been hit by terror with devastating outcomes. When it comes to terror and there is an attack, then the terror group obtains international exposure. This is especially, in countries when guests from those countries getting hurt in any way. Tourism generates employment and foreign exchange which a country is reliant on. When a terror group gets into gear and hits any tourist related venue, the damages are phenomenal. The costs are not only absorbed by the hotel chain but also the country.

Consequently, when we ask the security manager – ‘how many people’s lives are in your hands?’, the answer is not one or two but hundreds or if it is a global chain then it is thousands.

Position that the security manager is in now

They may not know what is truly going on the ground and unaware of the threat that is taking place in theatre. More than likely that some guests could feel that they are being disrespected and reacting aggressively. An example: International guests and foreigners react differently to situations, and interviewing methods. Not knowing the difference between cultural behaviour and body language, producers’ misinterpretations for threat assessment, solving disputes or calming down volatile situations. Not knowing the true situation makes could turn the decision-maker on the ground into the insider threat because they in-turn are unaware that they are the cause of incidents

Implications

Loss of revenue, increased theft and workplace violence or collateral damage due to life impacting or deadly outcomes.

## Result: Method for Security Architecture: Hotel Security

by Jean – Pierre Roux MPhil. Jean-Pierre is a student that is trained with HIM, and this research is based on using HIM principles and conceived during one-to-one training.

Protecting and creating profit by enhancing security

From years of working in the hospitality industry as a criminologist, the Director of Nouveau Criminology has recognised the dire need to, amongst other things, protect reputation, and therefore, profit. As a result, Nouveau Criminology has invested months of time, energy, and money into creating an Evidence-based Crime and Offending Management Solutions (ECOMS) package. We have spent time investigating policing literature and field-tested strategies and embedded ourselves at a five-star luxury hotel to conduct field research on the existing risks and necessary solutions that need to be implemented in-order to mitigate those risks.

In the competitive hotel industry revenue per room and guest satisfaction are the core drivers of innovation, risk, and excellence. To this effect, the greatest threat to any luxury hotel is reputational damage, which directly leads to profit loss.

In this era of social media proliferation, dependence on easy to access customer reviews, and brand loyalty, the easiest way to damage a hotel's reputation is through theft directly from guests and the harassment of guests. For example, there have been horror stories in Cape Town hotels where 'whales' and entire tour groups have stated that they are moving their business to competing hotels due to room theft. Reimbursement costs pale in comparison to the loss of repeat business which accumulates to the millions in lost projected profit.

Shortly prior to the field research and testing, I went for Human Investigation Management (HIM) training which was conducted in person by a HIM instructor. Once the seminar training was concluded, I began studying via the online training portal. The instructor and myself discussed my field investigation observations and thoughts on a near daily basis. It was invaluable to the field research as I was at the hotel full-time and was having informal, unstructured, and unplanned conversations with many of the hotel's staff. These staff ranged from food and beverage, security, and housekeeping amongst others. None of these conversations were recording for later analysis which meant that all information needed to be processed, analysed, and verified in real-time. Conversations with hotel employees, also required my awareness of cultural bias. Prior to HIM, I had not realised how important it was to be aware of my own cultural bias when perceiving others and processing the information that I was receiving from them.

Furthermore, I had no idea that my subconscious and habitual everyday behaviour may be offensive to the other cultures that I was engaging with. This is especially significant in the situation of an international luxury hotel, where guests and staff come from all over the world.

*Situational awareness, which is stressed in HIM, was a massive advantage during my research.* Every day and at every location, I was considering the situation, my position within the situation, and the possible implications of each interaction (SPI). SPI is an effective way of perceiving and structuring the environment in which we operate. SPI is a brain tool that one constantly must be using when “in theatre”. It requires daily practice but has benefits beyond belief.

Besides what was taking place at the hotel, there was also a need for regular meetings with prospective service providers, employees, and partners. The techniques and concepts taught in HIM allowed me to read the situation during these meetings in real-time and be able to see what others were thinking and feelings during the meetings. Mastering these skills provides one with a major advantage as one can communicate effectively and establish successful partnerships. During my field testing, it was essential to ascertain people's motives and separate those who are trustworthy and reliable from those who are not.

One of the core elements of HIM is the reliance on historical data. This was perfectly aligned with ECOMS which is an evidence-based approach to policing. HIM teaches that if one is operating with incomplete intelligence and inaccurate historical data, then one cannot effectively detect and mitigate threats within an organisation. Only once we have all the historic and current data, can we make effective decisions that affect hundreds of lives. HIM's teaching on continuous crime analysis falls squarely within the objectives of ECOMS.

Finally, we humans are neurologically hardwired to believe that we know everything that is essential for our well-being. This is how our brain protects itself from the objective reality of how little we know about the space in which we occupy. This subconscious self-protection mechanism could not be more dangerous in the security industry.

HIM has identified the concept of the “X Factor” in an organisation. HIM teaches one to shed the subconscious mechanism and to recognise that there is always an unknown threat. It is that which we are unaware of, that is the ultimate threat. As many lives are in the hands of security operators, we need to be situationally aware enough to prepare for to investigate and mitigate unknown threats, (Jean-Pierre Roux MPHIL 2018)

## CHAPTER 12

### New Age Research Philosophies and Methodologies

- Biological Threat Security
- Using AI for Security Criminology-Risk Investigation by merging technology with people power

#### IMPORTANT NOTE

This chapter sets the stage for the ‘**New Norm**’ for security management besides security criminology-risk investigation. The Biothreat Security protocols for technology provides the insights and sets the standards for emerging technologies and also provides insights and sets protocols for managing the flow and behaviour of people by layering the workforce by skillsets

When new threats or evolving technologies come into theatre then the speed of research and protocols that may need to be set quickly is paramount. When practitioners are working with life impacting or deadly incidents then they are dependent on relative knowledge. The research and knowledge must be provided according to the speed of new threat damage identified or new tools created that may be required to assist.

*Why add AI (artificial intelligence) to Biothreat Security chapter?*

Technology enters a market when there is need to technology for example, when covid19 made its debut, the technical innovators introduced mask identification besides social distancing detection.

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## Biological Threat Security

*The adaptability of the experimental tool is only as good as the user which in-turn uses critical thinking (security styled) to comprehend the narrative and levels of situational awareness that should be considered. This is real-time research and following the pattern to predict threats in a state of disaster. The reason why the term 'real-time research' is used – is because of the phenomenal speed of technology development that we saw during covid19, e.g., thermal imaging, fever cams, analytics for social distancing and mask detection.*

'Security Operational and Protocol Guide for Managing Biothreats' that was reviewed by Dr Larry Barton, Ph.D., Distinguished University Professor of Crisis Management and Public Safety, University of Central Florida, USA that states "action steps and considerations that employers must take now, before rancour and situations of aggression emerges in the workplace is vital. While all of us want to be optimists, we must be realists- that the health checks and safety of employees in so many employment environments globally *do not meet a "one size fits all standard ."* If, employers' race to bring back employees without thinking about the many nuances that Juan Kirsten outlines, then they do so at their own peril".

The protocol guide was also reviewed by Dr Rommel K. Manwong, PhD (Prof-Philippines) that states that, "the guide is an excellent criminological tool for security and safety managers in packaging their industry-based pandemic protocols. It contains a unique formula in dealing with the current and future threats of public health crisis. The author creatively shared the most necessary direct options to counter COVID-19. A great source in formulating your own counter pandemic formula". Furthermore, the research of crime related to the threat predicted which was experienced in countries at various levels of intensity.

The research went further and more specific because the investigation followed the issues uncovered. I mentored a learner on Housing Management on covid19 protocols for hotels, old-aged homes, ships or any other site that is accommodation driven.

Thereafter the Covid19 Building Security Protocols and Vaccine Security was produced.

*The learning outcomes of each manuscript layered the scaffolding of knowledge that fed into a clearer perspective of the width and depth of the research along with suggested solutions.*

## Security Operational and Protocol Guide for Managing Biothreats

2020: The activate biological threat was brought to attention when it was first reported in China. Immediately the research began on knowing the ‘nature of the beast’.

It was noted that the Health Authorities set protocols for chemical testing for the virus and electronic testing for taking temperature besides criteria for the social movement of people and hygiene.

*However, it is the security industry in-fact are doing the job on the ground for the ministries of health by managing the health protocols on the ground and do more because there is crime related to the threats and tailing threats.*

When criminology, security and risk practitioners comprehend the big picture, then it was understood that distinct security protocols had to be introduced. The security industry

- takes the temperatures of people
- manages the flow and behaviour of the population
- finds the crime and stops it besides protects sites and save lives.

The research also took deeper considerations of the implications on the multiple threats associated to the pandemic that could come into theatre at different stages, for example: the economic meltdown.

### Protocol for Speed of Research

When the world is faced with a new threat that is life impacting or has deadly outcomes, then the reaction speed for *emergency response must take priority*. Most importantly, the research had to focus on predicated threats where some countries would go into a varied state of anarchy could immerge in various locations which in fact did happen world-wide. Therefore, the research was undertaken real-time and produced short video clips and booklets addressing biological threat security protocols in concept.

Then specific research focused on unique protocols for different sites because it is not a one size fits all situation as well as the *security of the entire logistic chain* in sectors and field of interest, e.g., buildings or any form of housing such as old-aged homes, hotels, boarding schools, ships, etc.

## Technologies for Biothreat Security

**Technology:** Keeping in mind that the instrument is only as good as the user. Investigating the crime related to technology – certain issues were uncovered for thermal imaging technology or temperature detection equipment gave direction in seeking the need to consider compliance governance.

Furthermore, the installation and the use of such must follow protocols. The security protocols that are suggested because of the research method point to two reference points for buyers to ensure the credibility and usage instructions to retain the authentic and correct usage of the technology or equipment .

Both referenced points must be used as they serve both different yet similar criteria. These would be the <sup>86</sup>FDA (USA) or a similar body in any country besides a private investigative technology laboratory such as IPVM.com (USA). IPVM is a laboratory besides an investigative journalistic media that checks and reports on ‘brand performance’ against FDA protocols are undertaken.

Also, IPVM investigate the manufacturers’ credentials. Some manufacturers could be including concepts that have been plagiarized or embedding algorithms that could be used for spying. This is important as security practitioners cannot afford to suffer reputational damage by using suppliers that could be compromised besides those that could access vital information or take control of systems.

Again, it is stressed that the installation of technologies must be followed as prescribed for many reasons besides the manual use of electronic thermometers by security staff. They must be just as proficient as nurses or doctors.

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<sup>86</sup> <sup>86</sup> US FDA( <https://www.fda.gov/medical-devices/general-hospital-devices-and-supplies/non-contact-infrared-thermometers>) & FDA for mass screening

<sup>86</sup> [IPVM](#)

## Security Workforce Managing Biothreats

### CBRN Government Emergency management and response protocol

When a country is facing various threats, the country may declare a state of emergency or a state of disaster. Initially the health authorities are in-charge for a biological threat. The health ministries should then instruct the ministries that police the private security industry regulators to active the largest workforce on the ground which is the public and private security industry.

### The narrative of the population during a pandemic

A particular outcome of this scenario drives the need to expand on ‘man’s basic needs’ compiled by Maslow (1948) that talks to basic needs and wants such as security, food, sex, shelter besides their wants which are love, attention and acceptance. This points to the needs of man changing when a pandemic is in session. When people denied their basic needs or wants then they can do horrendous deeds despite their moral code. People could have new needs since then such as equipment that is needed such as asthma pumps, oxygen bottles or other medications.

. There are also people that have needs that drive abnormal behaviour such as, alcohol, drugs, gambling, or have other addictions that could them to do anything to get their fix.

People could be desperate and react aggressively and violently which is dangerous during a pandemic for many reasons mentioned below in the protocol for training.

Against this backdrop, the workforce should be strategically layered by certain character traits and layered with specific skills **and also skills related to finding new crime related to the threat and tailing threats. The tailing threats would also be the global economic meltdown that began in 2020 besides the crime related to biothreat security that heightens the desperation by the population.**

## Protocol for Training methodology for pandemic

A new and different training methodology was devised because the practitioners were on the ground handling life impacting or deadly situations. The mechanics had to stimulate an appropriate attitude for the job. As we know, it is not the weapon that is the threat – it is the people that are desperate, insecure and have their emotional fears or controversial ideas that could cause more chaos. *When people shout, then they spew the virus. Their eyes are just as porous as the mouth.*

Subsequently, the practitioner on the ground would need to be educated on limiting the level of aggressive and violent behaviour because these mannerisms could also stimulate more infections. This then talks *to the importance to layering the workforce by character traits and skill sets*. It is vital to keep the population calm calling for unbiased personnel because whatever a person feels about someone else will be displayed in the tone of voice and body language.

Furthermore, conflict management and leadership skills are necessary to such because the practitioners are managing the flow of people besides the behaviour of the population as mentioned above. This calls for strategic methods in layering the orderly entry into sites and venues.

**Important note: Relevancy** During an active threat or issue then the reaction speed to pass along information to the practitioners on the ground is vital. HIM Short Video Clips were despatched relating to issues to look out for along with solutions. This method of mentoring system ensures relevancy.

## Crime related to biological threat security

When people are desperate then lone wolves, gangs and organized crime takes advantage of the situation besides ‘normal’ people that turn to crime to enrich or themselves using bribery and corruption.

### **Predicted Crime and Issues of concern**

The tailing threat of the pandemic is an economic meltdown with higher unemployment. A related issue would be the crime related to the threat or because of the threat.

Predictions were realized globally besides specific predications lead to different levels of anarchy. For any reason, the population would rise up as it did in South Africa (July 2021) where the crime and criminal methods for specific reason was predicated in the booklet. Organized crime and gangs did fuel the ‘political movement’ to guise their true intentions.

The delay by government in responding to this emergency impacted the health sector because of life impacting injuries and deaths besides the corruption of the financial integrity of the country both in government as well as in the private sector.

The illegitimate economy supported by organized crime would grow at alarming rates – more so – than between 1929 and 1939 (the great depression). This is besides the multi-cultural conflict and xenophobic attacks by pro-nationalist extremists that use joblessness as the excuse. So too in South Africa 2020-21 because the government banned the sale of cigarettes. Besides such the increase in looting enriched organized and gang crime.

## Mobilizing the Security Industry Worldwide

Capacity Building is key and must take the structured approach through the World Health Organization that in-turn would inform all ministers of health to instruct their ministries that regulate and oversee the private security industry in their location. The PSI capacity building by ISIO | International Security Industry Organization, CAPSI | Central Association for Private Security Industry and SASA | Security Association of South Africa resulted in a combined mission of 9.15 million security practitioners on mission for biological threat security. In 2023 IFPO | International Foundation for Protection officers joined the mission besides additional members joining other bodies pushing the size of the workforce to 9. 2 million. *By mobilizing the industry, we were able to quickly alert world-wide the officers on the ground of issues to look out for or use biothreat security methods to litigate issues.*

### Black fungus Mucormycosis

In 2021: Another biological threat in theatre during covid19 in India. The fungus was only to be found in countries and sites under certain environmental conditions. This is a parallel disease with a high mortality rate or lifetime scarring of either the eyes or the roof of the mouth. When India media reported 7000 cases and the author began using the research methodology. Within days ISIO, CAPSI & SASA structure was used to alert and direct millions of security practitioners to identify and arrange for the fungus's removal. The crime related to the threat was researched and further alerts and suggestions were despatched namely, the uninformed public and criminals should be alerted not to dabble in using old industrial oxygen cylinders or old and dirty assisted breathing machines (humidifiers).

The author informed CAPSI to alert the Indian Police. We must keep in mind that the *old industrial oxygen* cylinders, old tubes could contain black fungus and causing a higher infection rate.

Subsequently, a *suggested remedy would be* that the departments of health and safety should televise to the populations in all countries that the compliance standards for manufacturing, bottling, distribution, refilling and selling oxygen using *medical or industrial oxygen cylinders* must be adhered to.

## Mpox outbreak

In May 2022, the Mpox virus spread to eleven non-endemic countries. An alert was issued by me to inform all security practitioners to consult the protocols for covid19 and to pay attention to keeping people calm and use gloves besides eye protection when handling aggressing behaviour. Within a week Mpox was also found in many more countries numbering twenty-three. Researching the World Health Organization newsletters besides others from governments and scientists, it seemed to me that this is similar to the HIV/Aids virus that took the lives of millions. The difference is that HIV/Aids is deadly, and Mpox seemed to be more infectious because of the sores, lesions or blisters that could drool the virus therefore it is transmissible when people could contract it by simply touching bodily fluids on bedding or clothing besides sexual transmission and during aggressive or violent confrontations. This means that certain job functions are high risk. During May, the WHO set a 21-day protocol for quarantine to which Belgium announced compliance and Tanzania set their status for placing the country on alert status. In the first week in June the reporting by the <sup>87</sup>British Government discovered that the majority of cases were gay or bisexual men. A security alert was then issued via social media drawing attention to sites that are frequented such as gay clubs, massage parlours and saunas. The practitioners were informed of the biological threat security protocols that were similar to the covid19 but different in a way regarding the PPE (personal protection) equipment and hygiene protocols *to be used such as gloves*. Security managers must alert all housekeeping (hotels, ships and planes) *to glove-up*.

**NOTE: People of concern** regarding Mpox are pregnant woman. Therefore, pregnant security officers should not work on the frontlines in certain countries, cities and specific sites where Mpox has landed. There is good reason for such warning based on the research. Apparently in a study in the Democratic Republic of Congo in October 2017<sup>88</sup>, **one in four pregnancies are successful**. *Two of the pregnancies miscarried, and one born dead*.

This then tells us that the initial number of deaths recorded in 2022 will escalate *when more infant deaths related to pregnancies are reported*. (<sup>89</sup>National Library of Medicine). *The issue here is that miscarriages are not autopsied* Therefore, the protocols stipulate that pregnant officers or officers with pregnancy in their life space must not be placed on the frontlines. Having said such the 21 days of *quarantine could impact the already damaged economies*.

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<sup>87</sup> The British Government [UKHSA latest findings into monkeypox outbreak - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/news/ukhsa-latest-findings-into-monkeypox-outbreak)

<sup>88</sup> Oct 2017 Maternal and Fetal outcomes among pregnant women Placide K Mbala, John W Huggins, Therese Riu-Rovira, Steve M Ahuka, Prime Mulembakani, Anne W Rimoin, James W Martin, Jean-Jacques T Muyembe  
<https://academic.oup.com/ijt/article/216/7/824/4348689>

<sup>89</sup> National Library of Medicine 2022 [Monkeypox vaccines in pregnancy:](https://pubmed.ncbi.nlm.nih.gov/3548689/)

## Marburg virus

In March 2023, The author discovered according to <sup>90</sup>WHO (World Health Alerts) that Marburg Virus had two deaths in Equatorial New Guinea and needed to determine if it would be localized. Unfortunately, it crossed borders to Tanzania.

According to the medical fraternity Marburg has a mortality rate of over 80-90 percent. There is no cure yet despite that it is part of the Ebola Virus family that has two vaccines that are apparently working. Subsequently, we trust that a vaccine could be discovered shortly. The biggest nightmare is that the incubation period is 2 - 21 days. The implications of such mean that one could visit and exit those countries and infect many before it is discovered in other countries. Secondly, it is not easy to detect as the initial symptoms are similar to many non-life-threatening viruses.

If this virus jumps to more neighbouring countries such as Kenya or any others, then the implications are deafening.

## Africa's Armageddon or Haven

We must remember that during covid 19 countries did shut down their borders. *If Marburg or any other highly infectious and deadly diseases in Africa* jumped borders to more than two countries, then there is a high probability that the entire continent would be shut down and isolated from the world. No planes or boats to and from Africa will be allowed to travel.

If any other continent outside of Africa had to experience the same, then Africa would need to protect its entire continent in-turn would be a haven for mankind.

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<sup>90</sup> WHO [Marburg virus disease - Equatorial Guinea \(who.int\)](https://www.who.int/news-room/feature-stories/marburg-virus-disease-equatorial-guinea)

## Profit Protection for Pandemic

This work states that a global event impacts all countries and the practitioners on the ground and their job functions. When it is a pandemic then either people die or get sick and must be quarantined. All must consider that the expenses will increase when the workforce is unable to perform.

### **Therefore, the budgeting must consider the protocols**

- begin with the costs related to cross skill training of key people
- increased sick leave
- and the costs to screen and employ temporary staff

## AI & Tech

### AI merging technology & manpower for biothreats

During the covid19 pandemic, the IT specialists produced technology that they thought would be beneficial such as analytics to identify masks and social distancing. Biological Threat Security led to upgrading the <sup>91</sup>research focus for the AI (Artificial Intelligence) for security criminology-risk investigation booklet by merging technology with manpower whereas there must be standards set to ensure the authenticity of technology used for such

### History of Technology in the Security Industry

Just after 911 in September 2001, the security exhibitions in 2002 grew huge in size because all technologies ran onto the market. At the same time the analogue cameras shifted to IP (Internet Protocols) which I suppose was the inception of IoT (internet of things). Biometrics such as facial recognition and other forms of technologies joined the exhibitions shortly thereafter.

As the years went by the exhibitions grew smaller in size because the start-up companies that had something substantial were bought out. In 2020 covid-19 came into theatre, once again all the technology providers ran onto the market with thermal imaging cameras, fever cameras and electronic thermometers. One can see that much has changed over the twenty years but the most important thing to note is that the security industry are the ones that were using the technology from the beginning of each incident or change in technology.

**NOTE: During the covid19 period, certain brands of technology has been banned from Government sites in some countries for good reason. Furthermore, some manufacturers exaggerated their performance.** The private security sector should take note. It is suggested to check with laboratories similar to IPVM.com.

### The instruments are only as good as the users

There could be many companies that have purchased the bells and whistles of technology but not deriving the results that they would like to have or know what results that they could generate. HUMINT (human intelligence) that is driven by critical thinking out-and-in then in-and-out of the box geared by knowledge on security criminology-risk investigation and fuelled by a continuous flow of reliable information is required.

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<sup>91</sup> AI merging technology & manpower for security, criminology-risk investigation, Kirsten Juan 2021/2

Obviously, the people on the ground must be using the appropriate technology besides following the instruction for installation and utilization of such.

<sup>92</sup>Dr Raj Ramesh in his 5-minute video clip demonstrates AI [Artificial Intelligence] theory and relates such to HUMINT [Human Intelligence] and the technology mimics the human actions by being programmed. In this work ‘you are the hypothesis’ dictates the same and relates to the above that the instruments are only as good as the users. Furthermore, Dr Raj Ramesh mentions that the programming method for equipment is the same as NLP training (Neuro Linguistic Training) of a human which this research is based upon.

### **AI for security criminology-risk investigation mimics human intelligence and abilities**

AI can also be (programmed) to be situationally aware, make decisions quickly and react accordingly.

AI is capable of mimicking Humans

- Seeing: CCTV Video
- Feeling: Motion and Intrusion detection
- Listens: Gunshot detection software or audio recording
- Evaluating: Measuring distances and heights to restrict vehicle entry besides measuring speed using radar
- Following: Tracing and Tracking (GPS, RFID, etc)
- Remembering: Memory containing Video, Audio and all Reporting
- Analysing and Decision-making: Filtering out false alarms & flagging issues of concern or activates programmed instructions.
- Talking (asking for help): making sounds as in alarms or sending texted messages
- Confronting: Using the counter measures by using relevant means be it technology, equipment and/or manpower

*AI follows the decision-making process as a person.* In the database are images stored (memory) connected to a CCTV camera that views a man and an animal. It is instructed that if an animal is walking then cancel the alarm and if it is a man then alarm and send messages. The database may not have an image of a bird. Therefore, if the camera sees an unknown e.g., a bird, then it will save the image in the database and alarm besides send messages. Then the programmer will then insert the appropriate instruction when a bird is identified. AI is then self-learning by instruction.

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<sup>92</sup> Dr Raj Raemsh What is Artificial Intelligence? In 5 minutes.

<https://www.youtube.com/watch?v=2ePf9rue1Ao>

## Technology Triangulation.

To select or use the technology the practitioners must triangulate various technologies. Furthermore, emphasis must be placed on Triangulation Research using relative and various yet reliable intelligence resources for theoretical data input along with multiple investigative methodologies (Norman Denzin's 1978)<sup>93</sup>. The technology issues talks to technology mimicking human intelligence that would impact *triangulated* results taking all into consideration thus calling that multiple variables could impact on outcomes for using AI. Subsequently, silo experts specialize in their field of interest and may adopt different investigational methods to obtain all-the-truthful information and suggest appropriate technology for distinct purpose. This may not be a one-size-fits all solution.

## Investigation using technology

The AI system is dependent on all the truthful data reported DATAINT (data intelligence) and recorded which is provided with HUMINT (human intelligence) as well as from other technologies or equipment as in COMINT (communications intelligence), ELINT (electronics intelligence) and TECINT (technology intelligence). We add to this Environmental Intelligence [ENINT] because it could impact the issues related to DATAINT and TECINT. There could be scenarios where OSINT (open-source intelligence) or other SIGINT categories such as FIST (foreign instrument surveillance technology) is included.

The <sup>94</sup>‘Critical Thinking Investigation method’ besides the research philosophy for security criminology-risk investigation is used to uncover new crime or monitor habitual crime levels besides for governance management when AI & technologies are used for investigation. Therefore, practitioners are able to use the HIM experimental tool to comprehend vulnerability and select the appropriate technologies and investigative methods required using silo experts besides their own teams to design, manage and litigate issues related to such.

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<sup>93</sup> Denzin, Norman 78

[https://books.google.co.za/books?id=UjcpXFE0T4cC&printsec=frontcover&dq=online+purchase+Norman+K.+Denzin+McGraw-Hill,+1978&hl=en&sa=X&ved=2ahUKEwik\\_aFvYHtAhUSiFwKHQD-BfQQ6AEwAnoECAgQAg#v=onepage&q&f=false](https://books.google.co.za/books?id=UjcpXFE0T4cC&printsec=frontcover&dq=online+purchase+Norman+K.+Denzin+McGraw-Hill,+1978&hl=en&sa=X&ved=2ahUKEwik_aFvYHtAhUSiFwKHQD-BfQQ6AEwAnoECAgQAg#v=onepage&q&f=false)

<sup>94</sup> Security Criminology-Risk Investigation Vol 4 2018 and Master Investigator Critical thinking investigation Vol 5 2019 critical thinking in investigation

## Technology saves lives

Tailing off covid19, we saw that the software designers came up with mask and social distancing detection software because they were under the impression that those are the applications that would be useful. The security industry that did the work on the ground for covid19 knows what is truly required. Other specific security apps are required through technology for biological threat security protocols as mentioned above in the previous chapter. The software must detect emerging high-risk situations such as *eye wear protection being dislodged, detect people falling down, a change of behaviour or formation and flow of a crowd.* Furthermore, *tailgaters are obviously breaking the covid19 distancing protocols, so it is required for biological threat.*

*Other situations also dictate* the reaction speed is vital and every minute counts.

We take the scope of applications furthermore as in ‘man-down identification’ and suggest that every street or site must have such technology because people do have strokes, heart attacks or are attacked and fall down on the ground. Every minute counts!

Another scenario will also describe the need for distinct software that can save not only lives but reduce crime such as, corruption using anti-tailgating by matching people with people and people with objects. This is when people are attempting to enter a site behind or alongside others to get into a site or carrying objects out of the site using specific doors. These people could also *be stalkers, rapists, murders or have other criminal intentions such as kidnapping.*

To prevent kidnapping an additional application must be triangulated into the formula which would be pairing facial recognition of people that are approved to escort certain people. The anti-tailgating solution must cover entrance as well as exit points. The applications must consider *being used not only for entry control but also for exit control.* It should be *considered for rehabilitation centres or old aged homes where patients with any mental ailments, e.g., delusional issues besides addicts or alcoholics that want to escape detention from such centres.*

*Behaviour Monitoring of the workforce is imperative.* The workforce on the ground must be layered by character traits and skill sets because they are the ones that manage the flow and the behaviour of people besides being the users of technology. The objective is to keep the crowd calm and reduce the incident rate of aggressive or violent behaviour besides seeking out new crime related to the threat. *One may identify staff of concern* that creates chaos or being victimized. Knowing this by using the technology could call for re-assignment or re-training of staff besides the purposely positioned staff with specific skill sets for example, educated in managing specific cultures.

## Using AI for Incident and Investigation

In the research booklets *Security and Criminology-Risk Investigation* and *The Master Investigator Critical Thinking Investigation* outlines the research philosophy and methodology for such. Identifying the MO (modus operandi) gives direction to following the patterns. Taking various variables into consideration for finding the perpetrators, comprehending the criminal culture and predicting outcomes provides solutions to mitigate the level of collateral damage or litigate the issues. *Therefore, in this instance* the people on the ground find the crime and then use the technology or equipment to build their case focused on evidence gathering and solving the case using various investigation techniques. Consequently, specific technology is purposely inserted into the system for e.g., detect and connect people with people or people with objectives.

### Privacy and Security

Investigators know the importance of *evidence protection*. The first point to be stressed is that any evidence that is collected or presented using technology and equipment must comply with standards set by governing bodies aligned to the field of interest. Furthermore, the technology must be highly encrypted to avoid audio, video, or picture manipulated. There may be criteria for time stamping or any other means that is necessary to authenticate evidence protection set out by the judicial system of the law of the land. Evidence leaders may request at least three copies of the evidence with each stored in different locations. Laws related to human rights must be regarded with the highest respect. Failing such could lead to reputational damage. This is where not only where one uses not only encryption but all forms of technology and security procedures to ensure that the data is tamperproof by staff inserting data, operators, and analysts of the data besides outside hackers.

### Conclusions

The security staff are the users of the technology subsequently the staff must know the nature of the crime related to their location and field of interest to find the crime and stop it besides protecting sites and saving lives using technology. This is when appropriate technology would then be used for distinct purpose. When there is no situational awareness of the true situation on the ground then obviously the desired results will not be realized. Also, when the appropriate technology is used then existing or new crimes could be uncovered along with clues to discover who is involved, how they are involved, and possibly why they are involved. The key to such would be by inserting technology for specific reason or by mapping and following the alarm notifications. Noticing the emerging abnormal pattern of alarms or reported incidents should bring the practitioner into theatre to litigate the threat.

# CHAPTER 13

## Compounding Global Threats

## RUSSIAN & UKRAINE Saga

On the 24<sup>th</sup> of February 2022, Russia according to their reasoning sent their troops into the Ukraine on a special operations mission which the world interpreted such as an invasion. This situation began a second global meltdown riding on the back of the first economic meltdown that was experienced because of the covid-19 pandemic. ***This global threat impacts the world even more-so*** because of the threat to global energy and food security. Research the <sup>95</sup>price of oil and conflicts besides the <sup>96</sup>price of grain in relation to wars. Furthermore, Russia exports fertilizer impacting that also impacts food security. The combination of all will cripple the global economy besides increased mayhem.

The research in ‘Security Strategic Protocol Guide for Biological Threat Security’ went into the situation in the 1930’s related to the economic meltdown (Wallstreet USA) at that time along with the rise in organized crime (Mafia Wars USA). The research direction using the methods herein **predicted specific crime** and reasons for such crime that was realized in some countries and more so in others.

### The Narrative

Regarding the Russian Ukraine situation, **some of the same predictions** will be the same as with the pandemic however there could be increased crime levels and scope of criminal methods besides new crime that would escalate for various reasons. For example, in South Africa (June 2021) under the guise of a political reason and motivated by criminals, looters randomly attacked large warehouses for food and accessories stripping them bare. There were other forms of crime which could be researched in the media at that time in a field of interest of the reader or perhaps a similar situation to South Africa. However, consider that any country could land up in the same situation of South Africa because there were countries that experienced crime and criminal methods that they have never seen before. The scale of crime could be copied anywhere else in the world, or it could take a different form. For example, also in 2021 robberies have taken place where an individual or group of predominantly young people simply walk into a store and loot it in broad daylight (ref flash mob smash and grab robberies in the USA). Then there are in some countries where small attack armed teams do the same and then larger mobs focusing on larger neighbourhoods after ransacking their local suppliers (once again referring South Africa).

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<sup>95</sup> Oil and conflict Down to earth <https://www.downtoearth.org.in/blog/economy/oil-price-shocks-have-a-long-history-but-today-s-situation-may-be-the-most-complex-ever-81929> and

<sup>96</sup> Grain Price & War USAID [https://pdf.usaid.gov/pdf\\_docs/PA00TH3Q.pdf](https://pdf.usaid.gov/pdf_docs/PA00TH3Q.pdf)

*It is a known fact that during times of war, there is an increase in common crime such as rape, serious bodily harm to any person besides theft. Also, when countries go into economic chaos that they will experience spats of anarchy, and the same common crime to that of a war and will escalate.*

Security practitioners may be gob-smacked and find it hard to believe that in some countries the rape and murder statistics have figures such as one person *reported* raped every 5 minutes in South Africa or one murder every twenty-four minutes every day would never happen in their country (<sup>97</sup>SAP). For the first quarter of 2022 the stats increased again (SAP<sup>98</sup>). Regardless of what figure is the statistics in any location, there will be an increase the common crimes of all countries during a global economic crisis especially related to *family abuse besides crime or other issues motivated by mental health issues*.

## Situational Awareness

### Situation of business

The reasons of businesses closing could be for the same reason as in the pandemic, as in, no customers because of the price to live – no business. The majority of people could only afford to service their basic needs and may not support business which could be considered a luxurious purchase. When businesses close then obviously the servicing companies such as security companies will suffer revenue loss, not being paid in-and-on time besides having to retrench workers.

### Position

General business costs should increase dramatically putting more strain on businesses that could retrench more staff or open up the door to increased levels of corruption of lower paid staff. Furthermore, as what happened during Covid19 ***if staff manage more aggressive incidents***, then there could be an increase in all related costs, such as, sick leave, cross-skill training or screening and employing temporary staff.

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<sup>97</sup> South African Police Stats 2021-22 [Services | SAPS \(South African Police Service\)](#)

<sup>98</sup> Minister of Police's report [Minister Bheki Cele: Quarter four Crime Statistics 2021/22 | South African Government \(www.gov.za\)](#)

## Implications

The example of security ground level staff that earn a few dollars an hour could try to keep their job instead of seeking new employment out of necessity. Their moral code could not be relied upon as they could be more susceptible to corruption out of desperation. If they have borrowed money or owe any debt to a gang or are being coerced in anyway then they may weaken to being the insider threat or co-conspirator.

The example is given to the security and investigation readers of this work so that the vulnerability hits home to comprehend the situation. The same reasons could apply to any lower income earning employee from any sector. In-fact any person that fears losing their need for security, shelter, food or their want for love, attention and acceptance from their social peers could break their moral code and resort to crime.

## Outcomes

### Survival of the smartest

The practitioners that fully comprehend the vulnerability landscape will be the ones that survive as they will know which markets and type of clients to target. Obviously, they need to be equipped with the related knowledge to sustain their clients and offer them effective methods of protection besides providing methodologies and logical solutions to profit protect the clients. An example could be by providing armed escort for petrol tankers or mass food deliveries.

## Profit Protect considering crime related to Workforce

Besides the considerations mentioned in the above chapter such as, cross-skill train key people, the costs related to screening and employing temporary staff then,

- Ensure strong governance management to litigate corruption in all forms
- When one does not comprehend the vulnerability landscape then it could turn out to be very costly as unforeseeable expenses would not be budgeted for.

Be daily focused on intelligence gathering using technology on the workforce besides subscribing to media and interacting with like-minded professionals in the location or field of interest. The objective would be for risk predication and solution generation before experiencing the consequences.

## Profit Protection using AI

False Alarms: Attending to false alarms costs money. AI (artificial intelligence) saves the clients and security companies money because the technology is able to read and distinguish between a false and positive alarm.

Also, AI and technology can

- notify appropriate people to respond thus not wasting money on irrelevant people that also cost money in transportation besides for their time.
- some perpetrators could be stopped before the crime is fully realized or caught quickly saving money and reducing the collateral damage.
- reducing the percentage of budget for loss prevention
- AI could identify mob formation and could activate counter measures using non-lethal methods before having to activate the workforce and related costs.
- Using AI provides the opportunity to increase the number of security investigators that are focused on looking for crime or handling aggressive and violent behaviour and stopping it.
- AI can reduce the possibilities of kidnapping for ransom using facial recognition by pairing escorts of people with those that are approved. Other technologies could be added in for access control to sites. Obviously, people that are denied access to others can be identified before the fact.
- AI object monitoring or other technology e.g., anti-tailgating could reduce corruption besides offering a formidable method for reputational protection that could be very costly. For example, if staff were allowing others to jump the queue or selling/refilling oxygen bottles, medicines or assisted breathing machines.

## CHAPTER 14

### Catastrophe Security

Omega status is planning for the worst

## Omega Status

As mentioned above, Covid 19 impacted and compromised the integrity of the global economy. This means that other or additional threats could compound the issues. *Adding a second global threat* (Russia and Ukraine's war) with the same outcome of an economic meltdown that is back-to-back with the covid19 meltdown will increase the levels of crime even more so because of the higher unemployment and desperation of the population because of the *higher costs to live as it impacted food and energy security*. The author then paid attention to the price per barrel of 'oil and conflicts globally' that occurred around the same time to determine if there was a correlation. Furthermore, attention was also focused on the price of grain and affiliated foodstuff such as palm oil, besides fertilizer.

With multiple Global threats arriving one after each other and sometimes at the same time they are compounding the risk and expanding the scope of issues to contend with. The impact of such has driven countries into disarray with the increase in inflation besides other issues impacting the cost to live to such a degree that the population rose up in countries such as seen in <sup>99</sup>Sri Lanka. Through-out the first quarter of 2022 the inflation rates has risen even more so and in July the United States of America declared a technical recession. The global impact could drive other countries deeper into their own recessions or economic depressions.

In August 2022, the United Kingdom put out a 'DEPRESSION WARNING'. This could impact tremendously the investment into security by the private sector. This in-turn would further impact specific spending in various sectors for example, the spend on security training would continue as all must comply with regulator's criteria. The professional development non-compliant training sector could reduce in size.

**Adding an additional threat.** *The attack on the Nord Stream gas line in August prompted the security industry ISIO, CAPSI & SASA to announce omega status world-wide so that all practitioners are called to pay attention and plan for the worst.*

### Climate Change adding an additional global threat

Food security is compromised because of climate change. Besides the issues related to the destruction to the land, the logistics and shipping costs are adding to the calamity. Some ships have had to carry half loads because the sea levels of certain routes have been compromised. This impacts the price to live stimulating chaos with devastating consequences.

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<sup>99</sup> Sri Lanka (April 3<sup>rd</sup>, 2002), USA technical recession announcement (July 2022)

## Incidents, Investigations and Emergencies

All security, criminology-risk investigation practitioners participate in one way or the other in incidents, investigations or emergencies. Through-out this dissertation over the past years one can see the vulnerability landscape increasing in size and frequency due to the compounding of multiple threats.

In some countries the critical infrastructure is being compromised by natural disasters as well as man-made *with some countries in particular experiencing emergency and food insecurity*. Let us keep in mind that one needs electrical power to draw water or dispel sewerage. Out of context but must be included is the thought that the inconsistency or loss of water for long periods of time will elevate opportunistic diseases (biothreats) placing additional intensive strain on the health sector.

It should be obvious that when the power grid of any country goes through power outages daily to the extent that the power grid system collapses then, the policing units would not be able to manage the number of incidents or investigations as manage the size and frequency of riots, demonstrations or mob attacks.

*The legitimate private security sector will be active* besides the policing authorities. Applying and using the workforce and technology in concert could assist in slowing the speed of collateral damage. The security regulator will be made accountable for issues related to unlicensed armed bodyguards.

**However**, if the power grid system fails to the extent that neighbourhoods being without electricity for many days at a time, then **democracy will end and would never be able to be revived again**. This means that no one trusts and respects the political system, nor the policing authorities and the organized crime and street gangs will be running local municipalities and even government.

**Never-say-never** that it could happen in any country. The basic needs of man override and could compromise the moral code, political affiliations or religious convictions.

## Urban Security

The Author's predications of chaos and crime were realized in many countries and for some that led to spats of anarchy. With the current situation of multiple threats, one should expect the same and to grow even more so in specific locations and/or fields of interest.

### **Predictive Situational Awareness considering**

- Increased numbers of starving people due to loss of jobs.
- People desperate for basic needs including, food, water and shelter. We must add medicines, alcohol and drugs.
- Increased Gang and Organized Crime besides common crime as in rape, domestic abuse and kidnappings.

### **Implications Following examples are the same as above but more intense**

- Increased theft in every form. From insider threats to intrusions by external forces.
- Mob attacks on warehouses which stock food and medicines. These attacks will also be directed at providers such as outlets in malls and shopping centres.
- Increased theft levels at ATMs, or any stores stocking or jewellery and mobile phones.
- Shops that sell weapons and ammunition will be looted.
- Attacks of logistical supply chain increasing the number of truck jacking.
- Increased home invasions.
- Neighbourhoods polarizing even more so with increased community security.
- Many more weaponized people without sufficient training and innocents getting caught in the crossfire.
- Many more people suffering from psychological disorders.

The security industry will suffer tremendously because clients may shut down their businesses or their clients could reduce the size of their guarding force. Their site may have required four security guarding officers and their accountant that considers security as an expense may cut down to only two.

The clients may even do worse by using illegitimate security companies that provides the four security guarding officers at the price of a legitimate company that provides only two. Regardless, the expected crime will increase in crime related to violence and aggressive behaviour and the security officer's lives are at risk besides the client's assets. Subsequently, the right technology could warn on an imminent threat and summon additional officers or the police quickly to assist in mitigating the threat. In other words, the technology provides more eyes on the ground and provides enhanced security for the security officers.

The policing authorities through the security authorities should provide intelligence and crime statistics to the PSI (Private Security Industry) and to the public. The information would be the common crime statistics as well as the crime related to vertical sectors and sites, for example, alcohol, food, medicines or any other crime. It is important to provide such information to the public so that business owners of such sites will invest more in security. They would need to secure if they wanted to keep their doors open and stay in business. The technology then could be used for common crime related to business such as to ligate corruption, smash and grab mob attacks besides other forms of crime that is prevalent in the reader's location. The security practitioners should educate their clients on profit protection 'security styled'.

## **SPI formula**

### **Situation**

The security criminology-risk investigation must consider *where to find reliable intelligence resources*. This could come from reported facts from the government however the security practitioner must consider additional resources such as, connecting to practitioners in distinct fields to get a better and sometimes a more truthful picture. This is because the practitioners need to know the dissected statistics related to specific crime, sites and sectors for example,

- Carjackings
- Carjackings along with driver kidnapping
- Truck hijackings

The practitioners may have a site or know of a site that is a shopping centre where the above crime has occurred. Subsequently, they would use the necessary means be it technology along with manpower to litigate such. *Also, each statistic will point to the business potential* that the practitioners need to evaluate the risk versus the financial return. All risks must be considered, and it is suggested to consider all because the ones that are not thought of could land up crippling the investment.

Pay attention to the situation (crime reporting in the location and pay attention to specifics)

Sites that are targeted besides security officers being hurt or any other related issue

Intimately investigate those cases that could provide a MO (modus operandi) of what, where how and why the incident and type of crime that took place

### **Position**

By comprehending the landscape, the self-assessment of the security company and the clients at risk will clearly know where they stand. The security practitioners and clients may now realize what to budget for and should take-into-account things that was not previously considered. *Furthermore, to cover themselves then a larger contingency budget should be considered.*

### **Implications**

By knowing the true situation and where the insecurities lay besides knowing how to litigate the issues *would give the security practitioners an idea of what type of clients would require specific technology or workforce to survive or thrive for the years to come.*

## **Rural Security**

### **Situation**

When personal, food and energy security is threatened on a major scale in anyway then it could be highly probable that desperate people could migrate out of the cities towards the countryside and farming communities in particular.

### **Position**

The farming community crime statistics could escalate besides the motivations for crime could be different to urban security. This would be common crime that would be the same as in urban areas and distinct crime related to asset theft such as stock-theft. Do research your location to determine the statistics.

### **Implications**

*One could never say never happen in our location.* When it the threat is a global depression, all are impacted world-wide. This was seen when anti-vax covid-19 and anti-mask campaigners took to the streets world-wide in massive riots against the authorities.

Food security is a basic need of man – period. The farm murders are already happening in South Africa could happen anywhere. One living in another country may think it could never happen in their location however as we know now “never-say-never”. It would be interesting to investigate the theft of farming equipment in the reader’s location besides the criminal methods being used.

This could give guidance on the motivations for the criminal behaviour.

For example, when there is an extremely high level of farm owners that are raped or murdered then no one would buy those farms. Therefore, those farms would then eventually be easily occupied. The only time that the authorities would be summoned to verify the owners on the land would be if there are banks funding the land and banks wanted to take ownership of the land because the outstanding loans are not being repaid.

The physical landscape for urban security dictates that some of the security technologies could not be used for urban security on a large scale and others that are highly appropriate for rural security, for example drones besides other technologies for example portable covert surveillance technology that is not only reliant on the national power-grid.

## Capacity Building for related emergencies as in distinct crime

*Be it rural or urban* there is common crime in both sectors that increases dramatically during an economic depression, such as adult and child kidnappings, sex exploitation, trafficking and slavery.

ISIO formed a MoU (memorandum of understanding) joined ECPAT USA on their mission. ECPAT<sup>100</sup> is an organisation that is focused on litigating such crime and freely provides specific training as mentioned above in this document. ECPAT has specific and excellent training tools for distinct purpose be it the hotel security manager, all people that travel by plane, the parents, teachers and especially the youth.

In this way, the security industry is increasing security situational awareness and equipping a large population of situational awareness of the people on the ground being the communities.

ISIO, IFPO, CAPSI & SASA believe that the security companies and practitioners would not only be able to assist in litigating the threat but assist in two other ways, namely, the security companies can loyalty bond their clients by providing excellent free training to protect their own communities and families besides specific clients such as hotels or travelling executives.

And just as important, this display to all the knowledge and skills that are used by security practitioners to heighten situational awareness that in-turn should earn trust and respect for the security practitioners and the security industry at large.

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<sup>100</sup> <https://www.ecpatusa.org/>

## Using AI and Technology for Emergency Management

**Utilizing the principles,** ‘Security Success Depends on the level of situational awareness of the decision-makers on the ground and their reaction speed’ *we investigate the situation, the position and implications for emergency situation. Subsequently, consider situation – position-implications.*

*There is a saying Prevention is better than Cure* which could be considered as understanding the situational awareness in the form of knowing

- Knowing the nature of the beast, how it shapes and moves.
- Then once the beast is captured and caged, how would it shape and move.

Subsequently, intelligence is key to comprehend the true situation, and the position that one is in (if they have experienced such before) to determine the impact. People tend to quickly forget the emotions they had when they were under intense situations for example, anarchy.

In 2022, the author compiled a booklet ‘Security Emergency Management’ that contains the following, Before we go into describing methodologies, it is important to stress basic considerations for using AI and technology for emergency management because we need to *address important aspects such as the evacuation and crime impacting emergency management.*

### Predicting Risks using technology

There is software using AI technology that could predict the threats along with the implications. One would take historic data and then triangulating by adding resources with additional considerations and parameters for prediction. Then the ratios could be increased with projected criteria. The issue once again is the X Factor, and the protocols herein should be considered.

## What constitutes a security emergency?

### Situation

**In some countries a state of disaster is called when there is a natural disaster which may fall under the control of a Ministry of Health. When chaos erupts then the control could fall under the Ministry of Defence or Police.**

The crime related to economic meltdowns could also be impacting on a larger scale because of panic buying, along with mob-assault on various sites.

Increased crime that could manifest from criminals or desperate people during a state of economic hardship could lead devastating outcomes. Perpetrators take advantage of the situation and increase the number of emergencies.

### Dissect Situation

#### Job Functions (Security Situational Awareness is vital)

The importance of comprehending the nature of the beast and the implications calls for analytical skills or people that can utilize technology for risk and outcome predictions. **This is important** *because some locations or businesses may reach a state of emergency quicker than others.* Security Criminology-Risk investigation practitioners can assist for threat identification beside oversight and governance to reduce the criminal elements that erode the financial integrity calling for profit protection.

### People of the Ground

During a catastrophe consider **the people on the ground**. When people are in crisis, they could suffer the implications such as physical and physiological issues. A person having a stroke, heart attack, seizure, or any other physical illness makes sense when thinking emergency. Let us consider the answer to the question that if someone is being kidnapped, raped, or violently abused – is it a security emergency? Most certainly, just as if the person or group is attempting to penetrate a site would constitute an emergency.

Security Practitioners are advised to keep their eye on their local criminal stats or other issues of concern in in their location or field of interest. Being kept informed should prepare the security practitioners that could lead to emergency status thus activating appropriate protocols.

**Important Note:** CCTV analytical software could read if an emergency sign is being displayed. This could be a person hold up their hands or displaying a 'secret sign' such as another hand sign or which could be the quick fluttering of their eyelids could quickly or even a specific word (*sound detector*) could be picked up that is an S.O.S (save our souls). All of the above could be used in doors or even outdoors such as to counter home invasions or perhaps kidnappings.

## Hotspots to prepare for various emergencies

A global issue could impact all countries and the people on the ground besides job functions. Once again referring to Maslow (1948) stating that the basic needs of man are air, food, water, security, sex, shelter, etc and their wants are love, attention, acceptance. Today, the basic needs are the same as Maslow stated except for other needs such as medicines, drugs, alcohol, asthma pumps, oxygen and such like. When people could be denied access to the needs or desires then they could do horrendous acts.

This means the motivation (motive for action) because of desperation to service their needs as well as for gold and diamonds (*currency*) could point to hotspots of concern. The also relates to sources of energy be it solar or any powered generators besides petrol or natural gas *and we must include weapons (gun shops) for various countries.*

## PSIM and VMS

Incident, Investigation and Emergency could be managed by Physical Security Information Management systems and Video Management Systems as the 'control technology'. This a central controlled system that integrates technologies besides collecting the reporting from the technology and the ground by staff. Once an incident occurs then it could lead to emergency management subsequently there must be an effective method of communication between ground floor staff and the controllers. Obviously, predictive security research could reduce the number of incidents that could lead to emergencies.

One must consider a multitude of considerations related to designing, purchasing and using the PSIM and VMS technology system. It is the security criminology-risk investigator that must know the criminology, crime culture, and criminal behaviour to comprehend where, how and why technology will work. The IT world simply make the technology. The integrators or installers and must install according to instruction criteria. When selecting an integrator or installer then it is suggested to validate their knowledge.

They may refer to past clients or projects that they have undertaken. This does not mean that they have experience as there was a security practitioner that provided them guidance. For example, the practitioner could require a strong perimeter security system. However, the security practitioners in another location may be more educated and state that they require not only a strong perimeter but things that are just as important such as a system that also could inhibit drones flying into the perimeter. That sounds as if it easily makes sense, but it may not have been mentioned in the project management sheet that was provided.

In other words, if the system integrator or installer *asks what type of crime*, they need to litigate then it displays that they could be more knowledgeable than others. They may also suggest specific technology for other crimes or concerns besides reasons that the buyer never considered, such as profit protection.

### Situational Awareness using technology

As mentioned above there is technology that filters false alarms by way of recognizing visual, audio or motion detection and alters the alarm sequencing. In this way, the technology can distinguish for example,

- between a car back-firing and a gun shot and then locking building down
- a person carrying a trumpet and a bazooka then send S.O.S messages
- recognising a group of people with their hands raising and clapping or a group of people putting their hands up and standing still besides taking appropriate action and then react accordingly with technology and workforce.

### Technology and equipment fit for purpose

*Learn from the pandemic:* The protocols set by the security industry dictate that the technology and equipment must comply with the health regulators (e.g., thermal imaging, fever cams and electronic thermometers by the FDA or any such body in the location of interest). This includes the installation and usage of such. So, when IT offers this equipment, technology or apps be sure it complies with the protocols set by the ministries of health.

*Brand Performance:* There are laboratories or investigative journalist that check the brand performance and compliance for technology besides their claims in their sales literature. Any contravention or using such technology could lead to reputational damage. (Check IPVM.com).

The IoT of things connected for access control, perimeter security, industrial temperature detection, fire or smoke detection other devices must be verified and fit for purpose according to their own criteria for governance.

## Criminals creating emergencies

Security practitioners take this very seriously for many reasons. There are times when perpetrators take advantage of the situation and could attempt to hack or trigger the emergency system. This is especially important if the doors are programmed or triggered to open automatically for any reason. The system must be secured with high encryption security software (AES or Triple Des) besides the control centre must be secured with effective access control using all means, for example using all means restricting access to unauthorized people.

## Technological Applications can class emergency status

The biggest nightmare for any professional is not knowing there is a situation in theatre that should be managed as a state of emergency. Technology can notify the necessary stakeholders to activate emergency status. There could be sites that could experience the wrath of a '*Population in Panic*' or '*Terrorism*' which dictates that the same technology would be required.

Holistically speaking we should focus on human behaviour identification in aggressive mode or in distress, which could be human down, being attacked or kidnapped, to give the reader some idea when considering a 'must have list' as all of these issues demand emergency response.

- *Again, we address 'Human-Down'* is when a person falls the ground and motionless, crawling or having a seizure. The technology should also be *focusing on the front-line staff* at any site where they could be located internally or on the perimeter that could be involved in any scenario relating to aggressive or violent experiences. One must consider that also human traffic flow could contain people at any time that could faint, have an epileptic fit, heart attack, or stroke besides other physical ailments that are life threatening. Therefore, this technology should be installed on all streets and within all sites. Keep in mind that the technology must be able to *distinguish* between the various positions, movement and timing of a person on the ground to reduce the false alarms. For example, there could be a cleaner on the ground or a person in crisis to reduce the false alarm.

- *Crowd formation detection* where a limited number of people must be in a space and when such is outnumbered must summon an action by technology shutting doors or manpower deployed. Control a population in panic-buying mode by monitoring and controlling the flow of the *people flow* within a mall or building. This above could mean that *people counting technology* could be used or we could go further depending on the field of interest or location. Additional indicators may need to be added for visual, audio or motion detection. For example, if the people 'in-sight' are running or carrying something.

This information can be used by the emergency managing officers whereas they could plan and manage the internal layout to ensure easy and fast escape if the venue is under threat. Furthermore, practitioners would need to know quickly if a package or any object or item has been placed which is unattended for a brief period of time (Object Monitoring).

Therefore, this could also assist with evacuation control.

*There could be countries may experience acts of terrorism or high violent crime levels*

- Security technology and equipment could assist with an active vehicle assailant by stopping the vehicle and limiting the collateral damage.
- Gun shot or seismic detection software could activate the opening of access or exit points besides locking the site down.
- Weapon detection could be included
- *Also, defensive actions* using non-lethal means by way of, automating defensive and protection equipment such as, door closures, deploying security smoke, pepper vapour spray or arming electrified fencing.

## Monitoring and Reporting

**Most Important** Not knowing what is truly happening on the ground is the biggest nightmare of any practitioner. All practitioners should be educated on situational awareness. An incident would easily turn into an emergency that would need to be investigated or using the security investigation methodologies within this paper could identify crime or concerns before an incident occurs and set security protocols or other means to limit or litigate the threat.

*Reporting and monitoring is vital.* The data extracted from these devices or by HUMINT that can be downloaded into incident reporting and investigation management software that should be integrated into the system platform. This is also a vital component for vetting and compliance.

Analytics are able to detect the pattern of crime besides finding crime by inserting specific software or technology to litigate specific crime. This dictates that the technology could be used for the management of incidents, investigations and emergencies besides *profit protection* which is basically what all practitioners in this field should do (private sector is concerned about profit protection – **government institutions** should also practise such).

## Legitimacy to obtain budget

Catastrophe security dictates that the economic meltdowns will impact the security companies and their clients especially in a state of emergency. Subsequently, the clients must trust and respect the security practitioner in order to provide the budgets that will be required. Unfortunately, the accountants consider security as an expense. The security practitioner must be versed in threat identification in their location and field of interest besides being eloquent in their presentation so that the accountants can clearly comprehend the security mentality and knowledge regarding profit protection. **The profit protection** laid out in this work gives insight for expenses regarding the HR besides the use of *legitimate* ‘AI and Technology’ to reduce costs besides retaining a formidable secure structure. Furthermore, addressing issues that can lead to costs related to **protecting against reputational damage** using various methods *should impress the accountants to the width and depth of knowledge. Sharing common interests such as topics of investigation should loyalty bond the client as they also do investigations when they are looking for the money.*

**Trust and Respect** can only be earned by others when the practitioners in this field eloquently educate ‘the others’ on the knowledge, and skill sets.

# CHAPTER 15

## Critical Thinking Relevancy

Based on the learning method relating to unit standard and scaffolding the knowledge (page <sup>101</sup>120), the critical thinking principles conceived resourcefulness and relevancy.

The facts are

- Technologies are being developed at a phenomenal speed.
- There are millions of new criminals utilizing technologies.
- There is a distinctive increase of crime and mayhem because of the various reasons for migration of people besides natural phenomena related to global warming.
- The world has been impacted by biothreats and will again that could be just as destructive as covid19 or worse.
- The scaffolding of compounding threats alters the fast-changing vulnerability landscape. Each threat had its unique issues that has to be researched besides a constant awareness of the narrative and situational framework along with the impacting issues.

**The Critical Thinking (security styled)** skill dictates resourcefulness and relevancy is required for identification of patterns in emerging threats and for considering if the latest solutions and/or protocols could be utilized or need to be altered for compounding threats that are resulting with similar or common outcomes.

The question is ‘‘where else could it be used?’’. Everywhere and for everything because this is the new norm. Being technologically relevant is very much part of the security sector now and more so in the future because of the speed of development in the 4IR (Fourth Industrial Revolution). Also, the workforce’s ‘new norm’ methodologies will become the order of the day because of the demands, as well as protection of human rights and safeguarding reputational damage. Furthermore, we need to ensure continuity for biological threat security because we never know when one could again impact globally - this is inevitable because history repeats itself.

*Security must learn from experiencing threats besides keeping such in mind and always plan for the worst – this must be the fundamental code of conduct. Consequently, relevancy is key!*

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<sup>101</sup> Unit standards and scaffolding information

## CHAPTER 16

### EXPERIMENTAL TOOL RESULTS

The critical-thinking formula is a thinking method by acquiring knowledge using specific skills sets and going through experiences that prompts goals and sub-goals. This is identified by situational awareness of and in a narrative framework that provides amazing results. The levels of perception, learning, thinking, and evaluating to making decisions and solving problems by monitoring performance match the Dedoose statistical results. The Dedoose stats confirm that the professionals that obtain impressive results are in a constant state of self-awareness (Flavell 1979), Reed (1998), Lloyd & Bahr (2010) (Etherington 2007). This confirms that the structure of the research using the experimental tool from the beginning is in-fact the key ingredient to all. Self-awareness is crucial to have a balance in empathy and ego drive to avoid bias besides the mastery of the skill sets. Consequently, the researcher/investigator must be in-touch with their own emotional intelligence. The statistics too confirm that professionals that use critical thinking obtain impressive results by being in a state of self-awareness and self-regulation constantly considering the situation and narrative framework.

The Unique Outcomes gives guidance to explore more avenues where this knowledge could be used to consider the Unique Outcomes (X Factor). The X factor in this case, gives guidance to where this can be used to discover issues that we are unaware of. This can be tied in with the results of situational awareness when people now notice things they never did before, and comment about the importance or noticing and feeling the impact of cultural behaviour. Not only does the results confirm an increase in cultural awareness but the narrative reporting has intense life-changing experiences. An example would be when a person touched their heart to display thanks – the reader then deduced that the person was Muslim, which seemed to impact the reader's own emotions tremendously because the reader did not expect a courteous and grateful response. This emotional and physical experience was verbally relayed to the researcher that heard, saw and felt their truth.

The results above display that students that were focused on situational awareness for region of interest did pay attention to the people on the ground, whereas the people on the ground paid attention more so to a person of interest if they are educated on the topic which definitely is the objective for security training.

The results for decision-making are deduced by negative or positive results, as none of the reporting contained specific words citing 'decision-making'. An example, is, a security manager discovered an issue of a threat in theatre, called the police and the potential perpetrators were screened by the police, found to have criminal records and were wanted felons therefore, a decision was made quickly by the security manager in calling the police.

The research dictates that comprehending and using Critical Thinking alongside effective social interaction situational awareness skillsets provides the awesomeness and comprehension that there are loopholes or issues yet to be discovered and opportunities to tap into for not only content for professional development being in-line with current challenges but, most importantly the training methodology that should be used.

Also, the researchers discover that their level self-awareness and social interaction awareness dictates the depth and width of their critical-thinking abilities because it is not the tools or weapons but the person that creates all.

*Consequently, critical thinking requires the following abilities*

- Mentality that demands and motivates curiosity
- Situational awareness of self (thought) and others during social interactions
- Ability to extract reliable and all the truthful information
- Finding the loopholes and uncovering issues by using what is known to find the unknown
- Identifying opportunities by innovatively providing methods to limit or litigate the level of collateral damage

**Table 1 Specific Outcomes and Results**

|                                                      |                                                                           |                                                                                                   |
|------------------------------------------------------|---------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------|
| Situational awareness level increase                 | 100%                                                                      | Students did e-connect as prescribed                                                              |
| Discovered X Factor related to situational awareness | 100%                                                                      | Students recognized issues never realized before about other people                               |
| Confessions                                          | Security Managers                                                         | obtained confessions                                                                              |
| Job Change                                           | There are Security Managers                                               | obtained new positions with promotion                                                             |
| Abusive Relationships                                | Two women reported interviewed                                            | left abusive relationships                                                                        |
| Supplier Changed                                     | We know of one multi-national company that                                | changed method of purchasing saving hundreds of thousands of GBP                                  |
| Service Provider Changed                             | We know of security companies that lost business                          | Client detected insider threat                                                                    |
| Investigators                                        | We have reports from specialist investigators that                        | reported more confessions or issues that led to disciplinary hearings or convictions              |
| Where and how to use skill sets                      | Students advised on best to use HIM                                       | In various faculties                                                                              |
| Journalists                                          | Hostile environment awareness                                             | Fixer, Whistle Blower, and Informants                                                             |
| Polygraph                                            | Oversight, governance management of polygraph examiners                   | Client Brief and to discover insider threat status plus convictions and dismissals                |
| Project Management                                   | Security style PM is more advanced.                                       | Client Brief and keeping in sync with team                                                        |
| Hotel Security                                       | Diversity training and methods of investigation and employing contractors | Cultural diversity for handling clients.<br>Determining the threat of insiders working in concert |
| Handling Blackmailer                                 |                                                                           | Blackmailer begged victim not to contact him                                                      |
| Dealing with Bully Extortionist                      |                                                                           | Bullying extortionist requested employment                                                        |

Situational Awareness: every student has reported an increase in situational awareness

Does this relate to Criminology? We see results of confessions, whereby security managers or investigators obtained confessions. The supporting results, such as, identify a person of interest, discovered deception, gathered more information, decided, reacted, and obtained a confession. This means that the interviewer had to know that there was a crime because of the behaviour of the criminal, what type of crime they were investigating, and by obtaining a confession was able to confirm that a crime had been committed. This is criminology!

Does this relate to Security? This entire document considers where the security professional utilizes situational awareness, provides the tools to gather reliable and all-the-information to decide and furthermore, suggests the skill sets to be used to mitigate issues in theatre with timeous response. Mitigating threats such as discovering crimes involving people working in concert and calling the police to apprehend suspects or sending staff up for disciplinary hearings confirm such.

Does this relate to Risk Management? Most definitely, and more importantly, brings up the subject of the X Factor. It is more important for the risk manager to be worried about things happening under their own nose right here and now. This realization brought about a more urgent attention and use of the course content to which they followed the instruction as prescribed with enthusiasm and determination.

Does this relate to new generation research philosophies and methodologies? Certificates validate that one has knowledge, and it is the skillsets that keeps one relevant. Throughout the work obvious discoveries were made that were uncovered because of pattern of thought. We can take this further and state that there is crime in all professions and job functions therefore the method can be adopted to any other faculty which dictates that the security criminology-risk investigation method is transferrable.

Finally, with the speed of change in global dynamics impacted by political or religious reasons and besides the speed of technology development that may impact the population of the world demands research in real-time mode of issues that have not yet been experienced before.

## Results Achieved

The first is conceiving the principle “Security success depends on the level of situational awareness of the decision-maker and the ground and their reaction speed”

**Addressed Qualitative research and discovers loopholes in conventional qualitative research** by introducing critical thinking in qualitative research by displaying the results for the question to the students on how they feel their level of situational awareness is progressing. We see this by the results provided in their narratives.

**Addressed Quantitative** with the information provided from their e-mails, besides their essays and the examined these methods using lie, deception detection, critical situational interviewing, and investigative situational interviewing to compile the levels of situational awareness.

**Addressed Triangulation research in two aspects.** The first was for assessing the outcomes of the learning results. The second was for the research philosophy for using AI for security criminology-risk investigation in relation to selection of technologies for data intelligence and investigation.

With regards to Situational Awareness of the Field of Interest, this paper addresses issues of current challenges and provides solutions. Furthermore, the situational awareness expands to the people on the ground where current challenges are addressed, and solutions provided.

This research paper addresses the person of interest which this paper displays positive results for the methods used and even more so, provides solutions to issues that are ignored by others as they may be naïve or do not comprehend the fact that lives of others are in their hands. When the skill sets were used in the narratives of the students then decisions were made when an outcome was realized. Lastly, this research paper addressed the learning method that confirms that the knowledge is embedded to the extent of deriving instinctive reactions.

*Using this method, we have uncovered loopholes, discovered damning issues and opportunity. The X factor is highlighted in each chapter and the experimental tool in all chapters of what is seen and what is heard besides how to think. This in-turn produced research philosophies and methodologies for Biological Threat Security and Using AI for security criminology-risk investigation by merging technology and manpower.*

**Consequently, using new philosophies and methodologies based on critical thinking the x- factor, research using the experimental tool is used to comprehend**  
**- what is seen, what is heard, how to think and when to react**

## Holistic Outcomes

*I had to ask myself questions where there were no answers to be found. I discovered contemporary issues that was not yet considered or discovered, namely,*

- The reasons why people were unable to read others effectively and why people may not like others (the entire culture) without knowing why.
- Perhaps others can read you better while you are busy reading them. HIM method can be used to disguise true emotions which is necessary for investigators, hostage negotiators and undercover operatives
- Skillsets must be acquired in-line with current challenges besides historic data and therefore Security Managers must not bank only on courses accredited by awarding bodies as there is a time – verses-current challenge problem.
- There is a difference between facial and micro expressions therefore, we first use facial expressions to identify emotions before micro-expressions as it is easier for the student to learn such. Even though Jack, Rachael E. (2010) affirms that cultural differences in the decoding and representation of facial expression signals, there are expressions that both Ekman and Rachel do not mention, namely, tight-lipped which is an expression in-itself of hiding something
- Reaction speed: We do not know how the brain unpacks knowledge (Acuna, B.D., Sanes, J.N. and Donoghue, J.P. 2002). I add to this, the physical and emotional experience play a significant role, as can be seen in the instinctive reactions in this paper.
- We can manage other's emotions by using eye, face and hand movement or expressions (Kirsten 2018), whereas, A. P. Atkinson, W. H. Dittrich, A. J. Gemmell, and A. W. Young (2004) confirm in their paper on media design that people react to stimuli.
- Could some have a better life if they were not bias towards others? People have stated in person that their lives are changed by understanding other cultures and therefore would be able to function better in their job functions and manage people differently. The decision-making ability of all students improved to the degree that some people changed their relationship status and other issues in their personal lives and changed their entire lifestyles. The emotional impact using this knowledge is spelt out in the learning curve. People have complied with learning outcome reports have all reported the ability to detect lies and deception and were able to gather more information from people than before they did this training. Some of them are not posted in the data collation as the information is not for public consumption.

All that have undergone the workshops in person testify the workshops in person is earmarked as one of the best training sessions they have ever attended with compliments to the trainers on the method of training and the high retention levels achieved. They, then volunteer information on their region of interest, thus gifting the trainer and HIM with valuable reliable information in various sectors. Interesting outcomes, such as:

- Money has been saved by identifying providers that are insincere (student saved their company thousands in discovering the issue and then changed their entire purchasing method)
- Trainers can conduct training and evaluations more effectively even by as much as 50 percent of time
- Investigators obtain a higher rate of confessions using the methods.

Professionals in different sectors have indicated where HIM could be used, namely, the criminology, security & investigation industry to advise or provide other sectors of industry valuable information. There are questions that can determine their mentality towards the job, their level of sincerity and how they would handle their own life impacting or life & death situations.

**Academics:** Examiners of academia should acquire the skill sets of lie, deception detection and investigative situational interviewing to determine the validity of ‘hear-say’ information. *Furthermore, the students themselves* need to acquire the skill sets to ensure that they are obtaining reliable and all-the-information.

**Directors and Managers:** No one knows who can read people. It is highly beneficial to know how to hide emotions, agendas, strengths, and weaknesses when necessary. Orchestrating situations that could unfold with opportunistic potential. In negotiations – the person that can ‘read’ the other better, compromises less and derives more out of the negotiation

Selecting stakeholders, monitoring, and managing projects

Verifying incident and validating accurate reporting

Knowing if-and-when to compromise

Governance Management

Performance evaluation

Situation Clarification

Handling disputes

The knowledge embedded within the tool educate on all fronts be it biological threat security, using AI and technology for investigation besides incident and emergency management.

HR, Coaches and Trainers should acquire the skills to read people. *A company is only as good as it is people.* When employing people or sub-contractors, it is vital to consider the global and regional current challenges to mitigate the risks associated or to validate their commitment towards the success to the goals set out in the job profile. [More to be found in the Annexes]

Trainers: The objective is to install specific emotions at appropriate times. This skill should be mastered as it provides the trainer the ability to know where the trainees are emotionally and intellectually positioned in the moment and to manage such.

In the comments section a top renowned company saved millions in changing their purchasing method because the physical security advisor (that used the HIM experimental tool) discovered that the supplier hiding information during their budget review. *Therefore, we can add as a positive result for performance evaluation and budget assessment.*

Staff assessment and evaluations: It is not just a question of detecting if someone is lying, but they could be not providing you all the information especially if they made a mistake and scared of losing their job, perhaps they are trying to protect someone else, could be an insider threat or working in concert with someone from outside. They may be being bullied, extorted, or blackmailed or doing something which they are unable to control. Furthermore,

- Verify if staff are accomplices to a crime, pilferage, corruption, or what would they do if they were placed into a compromising position
- Identify if staff are being radicalized or if they could be a lone wolf, working in concert with others either voluntarily or under duress and how they would react if they were absorbed by organized crime
- Handling of disputes or situations that involve diverse cultures
- Hiring of staff and verifying if staff can successfully undertake a job function or if they could be an insider threat
- Ensuring that trainers or sub-contractors can successfully fulfil projects
- Evaluate strengths and weaknesses of staff, such as, door supervisors, traditional security officers and close protection officers.
- Being aware of the implications of using inexperienced or polygraph examiners that are unethical and knowing the limitations of their abilities
- Objective to identify and evaluate the level of the intensity of the person that could be racist, bias, or xenophobic.

## CHAPTER17

### RESULTS BY APPLYING THE TOOL

In the opening summary, the following was stated; ‘ ‘ The research paper addresses numerous existing challenges that are now uncovered because of this research concept of *bridging situational awareness to narrative research using soft skills for critical thinking* ’ ’

This study has achieved the objectives and confirms the value of the research. ‘Objectives and Value of the Research’, these conclusions are addressed here, except for one major benefit that was realized when I did the demographics using the research formula. This is a philosophical living research paper, because history is changing minute-by-minute and impacting on current challenges. The suggested methodologies and skill sets are used in various job functions and sectors that prove the fact that once situational awareness is applied to the region of interest, loopholes are discovered and the ‘skill-set solutions’ are the most effective remedies. *Within the Annexures do find references and argument in-line with various aspects relating this work.*

### **Results: Region of Interest**

**Uncovered loopholes, discovered damning issues and opportunities in** Close Protection, Hotel Security, Polygraph Industry, e-Learning, Lie, deception detection, investigative situational interviewing training and Qualitative Research

*Furthermore, proves that the experimental tool works. Experimental tool:* Clarified why skill-set development of lie, deception detection, critical situational interviewing must be in-line with current and environmental challenges of today: There may be students that have studied kinetics, body language, micro-expressions, however, just watching pictures is not as effective as getting into conversation and asking the right questions at the right time for the right reason. *Aligning the content to first-hand and individualistic experiences*, besides professional issues provide a strong motive to *heighten situational awareness* as all people lie, hide or volunteer information. The method of training of applying the knowledge with real-life, in real-time and *hearing or seeing tangible results is highly effective to heightening situational awareness. This brings about the consciousness into session.* This work proves without a doubt that students acquiring the skill sets and mastering the skill-craft by using this method of learning derives a higher level of *situational of awareness* from when they first began to use this method, even if they have used other methods before.

**Conclusion e-learning method:** This work therefore supports the findings for e-learning critical thinking of Bissell and Lemons (2006) by way of content and in particular dissected content and skill-sets being relative to critical thinking, by taking the student on a cognitive journey using metacognitive skills (Flavell, 1979). *The research philosophy and methodology used to produce this result seems to be unique.*

### **Biological Threat Security**

The research philosophy and methodology Biological Threat Security set the protocols for the security industry considering

- Authentic selection and use of technology and equipment
- The layering of the workforce by skillsets
- Predicting the type of crime that could occur along with identifying soft targets that were attacked
- Alerting the security details on the ground to assist in litigating black fungus besides identifying networks that are trading on the oxygen supply chain with either stolen cylinders, refilling or selling old oxygen cylinders tainted with black fungus in the tubes and valves. This may have contributed towards life impacting or deadly outcomes related to black fungus. Research should be done world-wide on this particular issue. Unfortunately, there was no public announcements done in any country informing the masses to only purchase from authentic and approved suppliers.

### **AI for Security Criminology-Risk Investigation**

The research philosophy and methodology based on the Biological Threat Security contributed towards the protocol for complying with authenticity and usability of the technology. *The booklets on security criminology risk investigation and master investigator critical thinking* contributed to the research philosophy and methodology for investigation. The concept of such uses a beast that is part octopus, lizard and jellyfish to describe the investigative approach. Simply put, when there is a crime culture being formed then the technology is used to comprehend the pattern. Furthermore, it is used to identify and collect evidence using specific technology or equipment taking certain variables into consideration besides mitigating the level of collateral damage.

### **Russian- Ukraine saga**

This is a very dangerous situation for the entire world and displays the importance of energy and food security. The price to live will increase the numbers of desperate people resorting to doing desperate things thus increasing the scope and type of crime.

### **Catastrophe Security**

**By capacity building ISIO, CAPI & SASA with ECPAT**, we hope to assist in mitigating horrendous crime of human sex and slavery exploitation because this threat will escalate during hard times. Also, the mission is to earn trust and respect to use credible security companies. The security industry reducing in size could impact tremendously the global economy and increase the size of the illegitimate economy. The smart security companies that know security criminology-risk investigation will thrive or survive. Threat comprehension is key!

# Proposal

For under and postgraduates.

This manuscript is made up of eight studies which are interwoven because of the results based on the research philosophy and methodology besides the training method for Critical Thinking (security styled). Subsequently, the proposal could be used for one or all of the following besides could be fit purpose for example, as a SLP (Short Learning Program) for a module for Critical Thinking (Security Styled) besides Security Criminology-Risk Investigation Management.

- This means that the research scopes global or local locations and in all fields of interest. There needs to be a security criminology-risk investigation real-time threat research laboratory because of the fast-changing vulnerability landscape.
- Every field of interest needs to be included because crime lives in all professions besides job functions in all sectors. For example, policing polarized neighbourhoods, border security, hotel security, safer cities, hospital security, and any sector related to the logistics and distribution of goods that service the basic needs of man.
- Biological Threat Security has gifted the industry with new viewpoints of the importance of disaster planning and emergency management besides an understanding that the millions of security practitioners are a vital force that contributes to CBRN (chemical, biological, radiological and nuclear warfare).
- Artificial intelligence is the new norm, and the research philosophy and methodology set the stage for protocols in gathering information from the ground and to comprehend the use for such technology for investigation. Furthermore, the research dictates that security criminology-risk practitioners should advise IT technical teams because security knows the type of criminal methods to comprehend the scope of where the technology can be used and for what distinct purpose. *Consequently, the technology is only as good as the users and in particular in how they think.*

## SLP extending for Meta-research

***This living research during 2013 to 2023*** was built on the latest information at the time on many topics. The SLP learners could uncover loopholes, discover issues or opportunities that many are unaware of. Using the experimental tool for Critical Thinking (security styled) they could comprehend the living narrative of their own story in their time thus providing themselves a big picture of their true situation of that of others.

***Consequently, the SLP proposal extends to Meta-Research.*** This means that researchers can apply the research philosophies and/or use the methodologies to identify threats in all realms and reduce or litigate the level of collateral damage by employing appropriately skilled people and weaponize them quickly with relative knowledge in line with emerging threats or newly discovered issues of concern that are impacting the location or field of interest.

# CHAPTER18

## Meta Research Guidance

### Guidance Articles

Meta Research is researching the research.

The guidance articles resulted from questions being asked that need to be investigated as they would eventually impact with additional new discoveries. The following guidance topics were explored during the research period from 2016 to 2017 for different reasons either that came to mind that could evolve somewhere in the world or in a field of interest.

2020 to 2022 was truly a period of time that the predicted threats that were considered during 2016-2018 contributed to the further investigations and produced solutions that fed the concept of identifying threats and classifying such, along with solutions that could be quickly deployed by way of timely threat notifications along with suggestions and protocols.

2023 Looking through them now, one could see that they contributed in different ways that fed the work in one way or the other with new understandings and affirming once again that the formula's considerations could be used in all fields of interest.

*Consequently, the following contribution could be considered as a skeleton foundation for further research considerations.*

## 1. Situational Awareness: Silent Victim

There could be an abused staff member, student, mother, father, brother that knows that their abuser has threatened to attack their study centre, workplace or specific person and informs no one - says nothing. If they had only had the courage to come forward, they would have been able to save lives.

- Were they in denial?
- Were they fearful?
- Or where they simply embarrassed?

There are some countries that only have one rape a month or one murder a month, and then there are those that have a person murdered every twenty-four minutes and one person reported raped every five minutes – every day as in South Africa. The active shooter attacks in the USA, the drug related murders in Mexico or multi-cultural issues that lead to the beatings and murder besides the increasing rape rate globally dictate that there are millions of silent victims.

Staff could have issues and be silent victims regardless of their position in the company, as rest assured professionals could be just as much a victim as ground level staff. These victims could be outsourced staff or permanent staff which could attract incidents with collateral damage. There could be people that are abused at home or work who are silent victims and could lead to collateral damage with life impacting or deadly incidents. There have been many cases of workplace violence, rape by the manager or boss, a jilted boyfriend or husband that physically attacks the company, a student that maims and kills at school or university, and far too many other incidents that could be added to the growing list.

In <sup>102</sup>‘Silence Is Golden: Older Women 's Voices and The Analysis of Meaning Among Survivor 's Of Domestic Violence Virginia’ (Lee Cronin 2013), it is stated that abused woman may not disclose the true nature of their abuse for many reasons. The reasoning behind such, in in sync with staff that could be being bullied, blackmailed or extorted either one-on-one or manipulated by a group of people inside or outside the company by organized crime. There are instances where there is local citizens and staff that could intimidate immigrants using these above-mentioned methods simply because the immigrants are highly insecure in their new surroundings and must comply more so with criteria to obtain citizenship.

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<sup>102</sup> Silence Is Golden: Older Women 's Voices and The Analysis of Meaning Among Survivor 's Of Domestic Violence Virginia’’ by Lee Cronin (2013) <https://surface.syr.edu/cgi/viewcontent.cgi?article=1029&context=etd>

Without knowing it - people could be supporting an abusive system of locals or migrants being manipulated and abused for menial employment. No-go areas (polarized neighbourhoods) and businesses could be trafficking in woman, children, men that could have been enslaved or prostituted. They could be employed by a local citizen to clean, build, or to perform menial tasks when the citizen employs at a wage that is lower than the market price. *People are not forthcoming with information and lie or hide information* as they could be in denial about their situation or could feel embarrassed and fearful of the implications to seek assistance from the security manager.

Example: *How to identify if a person has sincere emotions – or is it abuse?* According to In Malcolm Gladwell's book "Blink" Power of thinking without thinking M Gladwell (2012),<sup>103</sup>Gottman states that there are four major emotional reactions that are destructive to a relationship: defensiveness, stonewalling, criticism, and contempt. (Four Horseman of the apocalypse). Gottman agrees and supports<sup>104</sup>Ekman that the emotional impact of abuse can be seen in facial expressions (<sup>105</sup>Posner 2005).

The tight-lipped expression (not sharing information) in the<sup>106</sup>HIM research is a facial expression that could be seen when the person may be hiding something on purpose (their true intentions) or stonewalling as they may just be ignoring the other. In other words, a person is simply not prepared to divulge any information and they are tight-lipped for whatever reason.

It is not only in what one could see but furthermore, in what they would say. This work pays attention to both what one would see and what one hears. It is in the language that uncovers the intentions of others. **It could also be in the chemistry, where people are attracted to abused people without knowing consciously why.** In an intensive study Kent C. Berridge 2002 'Pleasure of the brain' the ingredient of neurochemistry is a vital component with regards to emotions. The region of the brain that is responsible for sexual arousal is the frontal lobe (Kolb & Wishaw, 1990). An abused person may say that they are in love. You cannot tell someone who to love. *People must work it out themselves. Abused people cannot distinguish between love and lust.*

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<sup>103</sup>Four Horseman - Gottman

<http://www.counseling.usu.edu/services/The%20Four%20Horsemen%20of%20the%20Apocalypse.pdf>

<sup>104</sup> P Ekman <https://www.paulekman.com/micro-expressions-training-tools/>

<sup>105</sup> Posner R Blinkered Review <https://newrepublic.com/article/68000/blinkerred>

<sup>106</sup> HIM [www.human-investigation-management.com](http://www.human-investigation-management.com) (Critical Situational interviewing tool : how to see, hear and think)

When a person is abused, then they can pick up quickly certain emotions and expressions such as contempt, disgust and the flashed look just before they are verbally or physically assaulted. This immediately increases their adrenalin levels.

A person could eventually break the relationship and go out and socialize. They may be looking at some people speaking, and a person may display those expressions. Their eyes pick up the display and immediately their own adrenalin rushes. Immediately they are attracted to that person. There is a fine line between lust and love and the judgements are made based on the chemistry they feel. People can go from abusive relationships to more abusive relationships as they are adrenaline junkies. They get bored with nice people that do not give them the adrenalin rush (Juan Kirsten 2018)

*Solution:* The only way to assist an abused person is to provide them the skill sets of HIM Critical Situational Interviewing (lie, deception detection and investigative interviewing taking cultural behaviour into account), *so that they can see the other person's true emotions and intentions for themselves*. They then realize that the other person is not authentically in-love with them, as, the other person is in love with their own self and has their own agendas. (Juan Kirsten 2018)

**It is important to** assist an abused woman as there have been cases of workplace violence leading to horrendous outcomes undertaken by a jilted lover or husband. These may be a lower rate than other reasons of homicide in the workplace, but it is a <sup>107</sup>statistic.

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<sup>107</sup> USA Dept of Labour <https://www.bls.gov/opub/ted/2018/there-were-500-workplace-homicides-in-the-united-states-in-2016.htm>

## 2.Situational Awareness: Survive the kidnap

Hundreds of people are kidnapped world-wide for numerous reasons. These incidents have taken place in South Africa, Uganda, Mexico, Philippines, Yemen, Nigeria, and other countries mentioned in the <sup>108</sup>NYA Global Kidnap Report (August 2017).

In some countries, a person is kidnapped for only a few hours or for a few days. Those cases could be when a person is carjacked and kidnapped for their valuables and their bank cards. It seems that some kidnapers use their victims to transfer funds using a computer or through the phone so that they reduce the risk of having their features recorded by cameras. It makes sense that they may use the transfer methods if there is a daily withdrawal restriction on the card used at a teller machine. We suppose that if they use the transfer method then the kidnappers may not hold the victim for days on end. If that is the case, then perhaps open up another account and place a small bit of money in such and provide them a password for that account. (Research the modus operandi in your location).

There are other motives for the kidnap besides quick money. In these instances, one would have to strategically out-think and outsmart the perpetrator/s. In the amazing work on Stockholm syndrome of <sup>109</sup>Christen Marie McLaughlin (2015), she outlines certain emotional bonds between the abductee and the kidnapper. The emotions in common would be that both dislike the police or authorities, and they have positive feelings towards each other which could initially start as a manipulation by the kidnapper and resulting in spontaneous and mutual positive feelings between the kidnapper and the abductee.

Being kidnapped by a person or persons of a different culture bring about issues to consider. Without knowing one could aggravate the kidnap situation with simple physical gestures, because distinct cultures find certain behaviour highly offensive. You may touch the kidnapper with your left hand, cross your legs or expose parts of your body that is highly forbidden to some religions and cultures. Being aware of cultural behaviour of the kidnappers would reduce negative emotions towards the abductee. Furthermore, people of the same culture could talk to each other right in of the abductee without the abductee knowing by using cultural communication with their body movement. This cultural communication through body movement of the hands or facial expressions displays words in physical movement and expressions.

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<sup>108</sup> NYA Global Kidnap Report (August 2017)

<sup>109</sup> Christen Marie McLaughlin (2015): Fear or Love: Examining Stockholm Syndrome in the Elizabeth Smart Kidnapping case [https://digitalcommons.salemstate.edu/cgi/viewcontent.cgi?article=1073&context=honors\\_theses](https://digitalcommons.salemstate.edu/cgi/viewcontent.cgi?article=1073&context=honors_theses)

### Objectives for longevity

1. Clarify the mission of the kidnapper/s.
2. Clarify the situation of the people on the ground (kidnappers) or focus on a person of interest. Using the HIM methods identify which person in the group is a possible person that may be a likely person of positive emotions. Try expressing the same dislike as they or the kidnapper possibly feels towards the authorities or anything that is in-line with their profile. The ones that agree or smile at the comments are most likely to support the abductee
3. Use the HIM methods to get the person of interest to talk as much as possible to gather reliable and all-the-information to determine their likes and dislikes. In other words, know where they truly stand in relation to their personal life and beliefs.
4. Make sure that you are asking questions or making comments that generate approval which can be seen or heard using the HIM methods.

### 3. Situational Awareness: Human Resources

The HR department must work together with the Security department. A professional knows that a company is only as good as its people and a person of interest or people working together could contribute to the success or demise of a company. Strangely enough, there is a saying in the world of security that there is more HR in security than HR itself. Security professionals could interact real-time with violent issues, thieves, con artists, criminals, and terrorists. Security professionals are involved in constantly evaluating people, interviewing and experts in investigative situational interviewing methods. There are times that they must evaluate and deduce the intentions of a person of interest within seconds to avoid life impacting or deadly situations even at ground level by way of a security officer.

On interviewing the HR looks for people that have a value system, and moral code which is in-line with the company besides their experience, knowledge, and skill sets. However, there are people that want to be employed by a specific company to further their own devilish agenda which could be on mission to disrupt, thief or to set in place a terrorist plot. HR do consider back-ground screening checks. Furthermore, HR do interview applicants to determine the ability and character of the applicant. [They], use situational interviewing by asking what the applicant would do in certain situations to discover their solution ability to problems. Furthermore, the interviewing is to determine if the person has certain characteristics, e.g., honesty and a personality that will fit the team dynamics.

On conclusion of the conversation or interviewing HR analyse the responses by the applicant either by judging against a pattern, job function test or another form of behaviour test (<sup>110</sup>Myrna Gusdorf 2008) (<sup>111</sup>Pernilla Bolander, Jorgen Sandberg 2013).

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<sup>110</sup> Myrna Gusdorf

<https://www.shrm.org/academicinitiatives/universities/TeachingResources/Documents/Recruitment%20and%20Selection%20IM.pdf>

<sup>111</sup> Pernilla Bolander, Jorgen Sandberg 2013 <http://journals.sagepub.com/doi/full/10.1177/0170840612464757>

There could be issues related to location as in; having to select diverse cultures to fill diversity quotas (<sup>112</sup>Myrna Gusdorf 2008), perhaps the work location is near or bordering a polarized neighbourhood where certain cultures or religions are at higher in risk , therefore, HR must consider additional questions sets to determine,

- If the person could the person be bias, racist, xenophobic? This could contribute to workplace violence
- What would the person do if they were being bullied or blackmailed?
- There could be issues such as sexual harassment or abuse that can damage companies or political parties (Former Israeli President Moshe Katsav jailed for 5 years 2016), and numerous celebrities in all spheres from the movie business, financial institutions, and industry. The collateral damage of sexual harassment or abuse can lead to the demise in companies (<sup>113</sup>Fred C. Lunenburg 2010). HR must be the gatekeeper and be able to identify characteristics that could be reputational damaging.

Note: HR: Do refer to Security Protection Service Threat and The Silent Victim in this paper to consider issues for HR in Security, as this discussion will consider the implications of using service providers. HR could recruit service providers giving access to company or staff information that could cause elevated levels of collateral damage.

## HR situation during an economic meltdown

The Pandemic and the Russian Ukraine war will impact the HR and company profit margins dramatically. Regarding the pandemic, where the hospitalization may not be high but there will be an increase in sick leave. This will impact the costs for employing temporary staff besides additional cross-training of specific staff. Let us keep in mind that when employing any staff there are costs for security and competence vetting of staff be they permanent or temporary.

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<sup>113</sup> Fred C. Lunenburg 2010 INTERNATIONAL JOURNAL OF MANAGEMENT, BUSINESS, AND ADMINISTRATION VOLUME 13, NUMBER 1, 2010

#### 4.Situational Awareness: Security Protection Service Threat

In most countries the compromised energy and food security caused by the Russia Ukraine war has set the inflation rates and cost to live at unaffordable levels for the ground level security officer. Desperate people will break their moral code when their fundamental needs such as food and no electricity in the winter is compromised besides other needs could drive people to do unthinkable things to survive.

Nevertheless, *the public employing non-licensed security companies and security officers could have even greater and major problems* as the decision to save money will open the door to organized and gang crime that could hijack the business and enforce protection fees.

Using a legitimate security company that is versed on profit protection protocols using distinct methods then *the security expense would be an actual investment* to protect the financial integrity of the clients.

*The security officer could be the biggest insider threat* and has been responsible for mass murder and destruction. Any attack by a security guarding officer could destroy the security company's reputation. The most horrific attack of all was in, Orlando Florida in June 2016 when Omar Mateen, a security officer killed fifty people and wounded fifty in a gay club.

Throughout the world there are reports of security officers charged with insider theft and working in concert with others. In Feb 2015, In Kempton Park, South Africa where seven officers were charged for the theft of metal and iron from a scrap yard that their company was outsourced to protect. (Citizen News Paper). May 2017, South Africa, where ten armed robbers stole money at a coal mine and which three of them are security guards in Mpumalanga. Furthermore, other security officers were charged with bribery for letting coal trucks filled with coal leave the site without registration and payment for the coal. (News 24 Feb 5th, 2018)

The Security Manager either outsources security officers, bodyguards and close protection services or recruits their own security officers. The officer wearing a uniform and badge has free access to the site and does not draw attention when carrying bags which could be filled with chemicals, weapons, or any items which could cause elevated levels of collateral damage. Furthermore, the security officer could damage the reputation of the client by insulting or violating the client's staff or visitors.

Today, the mobile phone can easily capture video footage and publicize bad behaviour of any sort of the security officer that will deliver devastating to the security company's reputation within minutes.

Security Officers may not be forthcoming with information for numerous reasons, which presents the highest risk factor being, the security manager has no idea of what is going on the ground right here and now. They could be working on their own or in concert with organized crime either voluntarily or under duress.

Managers must insist that their security service suppliers do the following, namely,

1. Insist that the security guarding service reduce the risk when recruiting and vetting keeping in mind certain aspects pertaining to and for insider threat considerations in-line with current challenges.
2. Security Managers know that officers could use corruption or obtain counterfeited certification from awarding bodies, therefore a third party should vet staff to determine the security knowledge of the guard.
3. The security company must ensure that the management team are constantly updated with meaningful threat intelligence and ensure that all officers are quickly mentored down the line. The managers and supervisors should vet and ensure the workforce is continuously being monitored to identify issues in-line with current challenges in theatre.

Identify if,

- The officer is racist or biased
- knows villains or gangsters in organized crime
- marches with or supports left or right-winged groups or is politically driven in any which way or has xenophobic tendencies
- is becoming more conservative in their religion such as being radicalized
- has the tendency to bully or belittle others
- and how they would react if they were bullied, blackmailed or extorted by others

The security officers that are skilled with specific skills should be considered as high-value assets. An example: security officers that are familiar with cultural diversity are best to handle and manage international clients, visitors or tourists depending on the client's portfolio, for example: hotel foyer security.

Reason being, is that they would handle disputes more easily by being understood and viewed as polite when confronting cultural behaviour of others. Security Officers that are unskilled in cultural diversity could offend other cultures and therefore the reputation of the client.

## 5.Situational Awareness: Hostage Negotiator & Undercover Operative

There are perpetrators that also could read people besides instinctively react to their own natural emotions. When an operative cannot hide their true or intentions then there could be devastating outcomes.

*The lives of others are in your hands!*

When the practitioner is unable to read the situation, the people involved or a person-of-interest, then there will be collateral damage that could lead to deadly outcomes.

There will be globally deployed security managers and regionally based in different countries that will contend with increased kidnappings of staff, family or friends which could be saved or beheaded.

With some of the above - you simply cannot negotiate

*You do not want to be in a situation, but you may land up being in a situation whether you like it or not. More than likely, you have dealt with life impacting or deadly situations and can comprehend the importance of having the mentality suited to address the issues.*

*Operations - Mobilization - Training*

Let us get right to the issue - do you truly know your job?

Your mission is to gather all, usable and reliable information! And may have to manage other's emotions.

You may think you have reliable information and pass the information onto the professional experts, but how sure are you that the information is reliable? Giving unreliable information to any stakeholder could cause detrimental levels of collateral damage.

What could happen if they discovered that you are an undercover operative on mission or if the hostage negotiator stand-in is lying or hiding something. You have no idea who can read your true emotions, your pet hates, your secret desires, your strengths, and weaknesses - all is on public display.

*When you try to bluff* in a hostage situation or interviewing a criminal, they may not take your bait and simply escape your line of questioning as they can read you and know what you are up to.

*The threat increases when you upset the perpetrator*

The Practitioner have read a book or two, perhaps have done a course and believe for some reason they believe that they are smarter than the criminals or staff. There are three issues that you may find difficult to hide, such as, your political affiliations, your moral fibre, or your religious conviction. These issues stimulate highly emotional reactions which are difficult to hide. The problem is that perhaps the other person could read you better than them and they are able to discover your true intentions and know how you truly feel.

Scenario: The perpetrator may be a person from another culture, and you have no idea that when you summon them using your index finger. or try to hand the target a phone with your left hand then you may be infuriating and fuelling the situation as they now find you disgusting and impolite and insulting them. Also, they may not want to share any information with you.

You are in an unclear Situation - Not knowing your True Position - and have no clue on the implications will be by taking actions.

It is not your skills of weapon handling or close combat that is going to save your skin, nor is it the MSc or Security diploma that is going to equip you in handling and managing the situation. It is not the weapon that is the threat – it is the person. The negotiation is only as good as the negotiator in the sense that the interview is only as good as the interviewer. One must be quite aware of self-awareness and to regulate one's method of approach as the other person could be in a highly emotional state or on a mission of destruction. Any form of bias could be displayed in tone of voice, physical expressions or in the use of cultural behaviour that could cause the mission to fail.

- To react consciously or instinctively the professional must train-their-brain using a simple. real-time method to master the skill sets. Therefore, repeat the cycles of the training as prescribed. NO SHORT CUTS – when it comes down to being responsible for the lives of others

## 6. Situational Awareness: Prison officers, Correctional services & Detention centres

Critical Thinking is uncovering loopholes, discovering damning issues and opportunities. For this case, we consider that the practitioner must be able to read the situation, the people on the ground or a person-of-interest to limit and mitigate collateral damage to the prison officer, whilst suggesting a professional development tool to out-think the criminal.

Prison Officers cannot afford to being misled.

In the in-depth research <sup>114</sup>“Researching prisoner experiences with prison officers” by Deborah Drake (2014), she goes into conventional qualitative research by using prison officers to undertake interviews with the inmates. Drake reported successful results whereas the officers acknowledged the inmates now more so as human beings, but some were traumatized on hearing sad histories of inmates. This work suggests that the interview is only as good as the interviewers. Who knows if the inmate could read the officer better while the officer was interviewing them? Some inmates are highly skilled in reading people as it could be the skills that they traded to manipulate, intimidate, and deceive victims. Furthermore, were these officers in daily contact with the inmates, as perhaps their methods of bonding with the victim to extract information could confuse the inmate thinking that they have a personal relationship with the officer, which could cause collateral damage.

The officers that cannot read the situation, the people or a person-of-interest involved could realize collateral damage in many aspects. The non-fatal and fatal results in <sup>115</sup>Occupational Injuries among U.S. Correctional Officers by Konda, Reichard and Triesman (2015) display officer PTSD and suicide percentages recorded. These types of results suggest that there is a possibility of inmates that do have the skills to unsettle officers.

In Predictors of Vicarious Trauma and Secondary Traumatic Stress Among Correctional Officers by <sup>116</sup>Bertee Thomas Jr (2012), goes into stress and burn-out impacting the officers relating to macro-vision of the negative environment and suffering because of various hypothesis.

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<sup>114</sup> Drake (2014) <http://oro.open.ac.uk/40068/1/Drake2.pdf>

<sup>115</sup>Konda, Reichard, Tiesman (2015) <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC4562411/#>

<sup>116</sup> Thomas Jr(2012) [https://digitalcommons.pcom.edu/cgi/viewcontent.cgi?article=1227&context=psychology\\_dissertations](https://digitalcommons.pcom.edu/cgi/viewcontent.cgi?article=1227&context=psychology_dissertations)

This work focuses highlights that inmates could be attacking an officer or officers on purpose as they may be on a mission of sorts. The quicker the officer identifies who, what, when and how the inmates are doing such, the more effective to limit and mitigate the damage.

The officers using critical situational interviewing can identify if the person is lying, hiding something or question themselves why would an inmate is volunteer information? Critical thinking designed with metacognition (self-awareness and self-regulation) using cognitive behaviour skills could reduce the anxiety brought upon by inmates.

There are times when the prison officer must make quick decisions to limit or mitigate collateral damage. Instinctively they need to identify, decide, and react. Security success will depend on the level of situational awareness of the decision-makers on the ground and reaction speed. Environmental or special awareness training could service the training but, there are instances where the officer cannot afford to be misled by social interaction. Investigative interviewing using critical situational interviewing is used to read the situation, the people involved or a person-of-interest because the situation could be a person acting on their own or in concert with other inmates or someone outside the prison either voluntarily or under duress. Furthermore, the objectives must be to uncover new methods of crime or to detect copycat crime.

There are people charged for crime or terror and have gone to prison. In the prison itself, it has been recorded that people did radicalize and on exit from the prison caused the deaths of others. In ‘‘The Radicalisation of Prison Inmates: Exploring Recruitment, Religion and Prisoner Vulnerability’’<sup>117</sup> Authors Mulcahy, Elizabeth, Merrington, Shannon, Bell, Peter (2013) research page, the process of radicalization in prisons is described.

*This work adds that additional stimuli* to the radicalization of migrants in prisons. The cultural conduct and behaviour of the prison guards or authorities without knowing are offending the migrants, therefore, contributing to the sub-conscious motivations of migrants towards radicalization. Unfortunately, people in the West do not comprehend the level of emotion related to cultural behaviour of distinct cultures or the impact on deeply religious people.

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<sup>117</sup> ‘The Radicalisation of Prison Inmates: Exploring Recruitment, Religion and Prisoner Vulnerability’  
[https://research-repository.griffith.edu.au/bitstream/handle/10072/64669/98691\\_1.pdf?sequence=1](https://research-repository.griffith.edu.au/bitstream/handle/10072/64669/98691_1.pdf?sequence=1)

Furthermore, the policing authorities must ensure according to this work must ensure that the guard-force of prisons and detention centres are emotionally capable and screened to ensure that they are not racist, biased, or xenophobic, as these emotions will play out in their tone of voice, language used or displayed in their body language that will agitate and infuriate the natural-instinct of detainees.

Being versed in all aspects of cultural behaviour and cultural conduct, the guard-force would be able to read when people are working in concert and therefore, would be able to mitigate and prepare for threats that are about to enter the theatre of riots or attacks.

There is substantial proof by researchers that discover issues and validate the benefits of knowing cultural behaviour for team-building multi-cultural project management <sup>118</sup> (Sharma. V, (2016), <sup>119</sup>Farah & Vuniqi (2012), <sup>120</sup>Onal & Endsley (2012), Vardaan Sharma (2016).

The detention centres host migrants and therefore, the skill sets of lie, deception detection and investigative interviewing must add cultural diversity knowledge as outlined in this work. *However, do keep in mind* that Critical Situational Interviewing is different to investigative interviewing because there are times when the practitioner has only seconds to comprehend the narrative, know the situation that they are dealing with making-decisions and their success will be determined on their timeous reaction speed

The protection officers must acquire the skill sets and master the skill-craft.

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<sup>118</sup> Vardaan Sharma (2016) <https://www.slideshare.net/VardaanSharma9/msc-project-management-dissertation-58805447>

<sup>118</sup>Farah & Vuniqi (2012)

<sup>119</sup> <http://www.diva-portal.org/smash/get/diva2:538974/FULLTEXT01.pdf>

Onah & Endsley (2012) *Requirements and Design for Cultural Awareness*

## 7. Situational Awareness: Critical infrastructure & border security

Critical thinking uncovers loopholes, discovers damning issues and opportunities. To discover uncovered crime, discover evolving copycat crime, this work comprehends the narrative (full picture), dissect the situational structure, analyse issues that impact each aspect and design a method to limit or mitigate collateral damage. *Critical infrastructure would be any government aligned region of interest such as, border control, the transport intermodal system, power supply, water supply, etc.*

The theory that global threats besides issues related to moral code, religious conviction or political affiliations, could impact the people on the ground and a person-of-interest: All cities or neighbourhoods are part of critical infrastructures. To explain the concept, we will consider Border Security. Border security is perhaps the largest captive entry point for multi-nationals at any one time. Subsequently, it is the busiest gate in critical infrastructure when it comes down to the tracking of weapons, drugs, smuggling of illegal items and human trafficking by organized crime and organized terror. Consequently, this is the first line of defence where situational awareness on the region of interest must be considered.

When we do not know the types of crime and how to identify such, then we are unable to read the true situation.

To consider the situational awareness to this region of interest; we must consider the following:

- A. Historic data: What crime has passed through the gate
- B. Current challenges: Criminals and Terrorists are focused and devising new methods to activate or transport the tools of their trade
- C. X Factor: Issues going on that the authorities are unaware of

For this part of situational awareness, we focus on the arrivals, and the workforce only. There may be goods that need to be found to find a person or interest or to identify crime however this could be classed on using AI technology besides equipment to do so.

## Managing the flow and behaviour of the people

There could be a multitude of people passing through certain critical infrastructures to which the workforce manages the flow and behaviour of the people. It is stressed in this document that lack of knowledge of cultural behaviour could lead to violent and aggressive behaviour. The mission of the workforce is kept people calm at all times as we know.

Subsequently, it is advised to layer the workforce according to character traits and skill sets. From the covid-19 experience the security protocols for biological threat security are applicable. People without bias and equipped with conflict management or leadership skills could be the frontline staff. The supporting staff that may need to use physical intervention should also be unbiased and skilled in their physical training that could demand specific and relative character traits.

## Situational awareness at the gate

### Children and Adults

Outlined in this document, it talks to the of people from ‘exampled’ regions and countries where adults and children were trained to kill for different reasons. It is also advised that the local crime statistics of the host country related to ‘domestic violent crime’ be taken into consideration to profile the children in particular. Intelligence could gather pin-pointed information of mapped regions, cities or villages besides the age groups to consider as high risk. Depending on the information and criteria, some of the children may need to be debriefed and undergo a period of time to rehabilitate. This means that the data at the gate could give direction to *the border security workforce direction to manage the flow but most importantly direction in using specific questioning methods to determine the level of threat.*

Regardless the authorities need reliable and all-the-information to make decisions to allow people to pass through. We ask the question ‘’ why people are not being screened with their luggage at the entry point?’’ The luggage would provide more information to the authorities to assess the intentions and motives of the people passing through the gate.

We know from this work that people are unable to accurately read distinct cultures to determine the truth of the traveller’s intentions, unless they are aware of the cultural behaviour, conduct and communication of the culture of the person. *If a person of interest is elevated up the ladder for deeper investigation, then make sense to use investigators from the same culture such as the person of interest.*

Questions of Concern; People – Why are they visiting?

- being transported against their will
- or voluntarily based on lies and promises that will find a horrific ending to their trip
- to truly tour, set up home, or for something else deemed illegal or on mission of destruction

To determine the intentions, the interview must determine if they are an insider threats working on their own or in concert with others voluntarily or under duress? For example, Identify the silent victim (view item 1 identifying the silent victim)

### *Gatekeepers/Door Security/Customs Officers*

The interview is only as good as the interviewers. We layer the conversations by-way of; evaluating all people, use critical situational interviewing methods to extract more information and investigative situational interviewing to determine the intentions of others. This must be done within seconds and therefore this work provides the methodology to do such.

The gatekeeper that has character traits or negative disposition will not be able to read others effectively as their bias will impact their interviewing. Furthermore, they themselves could be the insider threat. Subsequently, vetting, and continuous monitoring to determine specific character traits is high priority, especially when HR or the security manager is not aware of what to look for in the gatekeeper. This is because a person can change in their feelings towards a cultural group from the day there are employed because of an incident that happens to change their status-quo.

Considering the management and staff to determine; here are a few examples

- Are they racist, biased, or xenophobic?
- Are they the insider threat working on their own or in concert with others either voluntarily or under duress?
- What would they do if they were blackmailed or bullied to participate with organized crime?
- Are they being monitored to determine if they are radicalizing for any reason?

In various regions of critical infrastructure, we adopt the same reasoning for the protection-force for such.

Nuclear plants cannot afford to have an insider threat and perimeter security must be able to screen within seconds any visitors to the facilities.

These measure includes cyber terrorism that is protected and manned by silo experts.

## Governance Management with increased investigation

The Russian and Ukraine war dramatically impacting food and energy security has damaged the global economy with a second meltdown building upon the first economic meltdown from the covid-19 pandemic. The third issue is global warming that is also compromising food security in some countries. The cost to live stimulates desperate people to do desperate things which opens up the doors to a high probability of crime such as corruption. This is a threat of concern in all sectors and not specifically directed to critical infrastructure and border security.

The ‘war’ has generated a higher influx of migrants into neighbouring countries. These migrants could react differently from others as their levels of post-traumatic stress could be enhanced. It is advised that for governance management should include the monitoring the flow and behaviour by assessing the incident levels. Attention should be paid to who was involved, how and why they were involved relating to the workforce besides the migrants. In this instance one should consider the crime related such as corruption, human trafficking and sextortion.

## 8.Situational Awareness: Child/Teen Killers, Teen suicide and Bullies

Security practitioners do specialize in identifying the insider threat!

When the mentor is in constant interaction with a child then they may initially pick up on the child's natural pattern. When there is a change in pattern which displays a negative shift to the norm then the mentor could identify the level of concern.

It seems that all research on active shooters relating to schools, the researchers define characteristic such as, mental illness, and the psychology of the killer, as in; a narcissist, or a child coming from an abused home or was bullied at school, a loner, and other abnormalities of anti-social behaviour. (Langman, Spokane 2013<sup>121</sup>). <sup>122</sup>Bruce Bower (2018) published an article with the title that science still cannot pinpoint a mass shooter in the making and concludes with the fact that researchers must do more background research on individuals-of-concern. The point to this work is simply – for the layperson and how to identify a person-of-concern.

Regardless, all shooters are 'out-of-norm' and to spot a person-of-concern, one must be able to identify *the silent victim* ( that is being bullied), *a loner*, or *a child in distress* for whatever reason. These characteristics must be spotted in order to limit or mitigate the level of damage. Sure, the security manager may be able to spot someone that is being bullied or abused, but it is the parents and teachers that are best suited to spot a distressed or a child of concern, because they socially interact one-to-one more so than security managers.

When the issue relates to an immigrant, then it gets slightly complicated in the way that, different cultures misinterpret or are misunderstood due to cultural behaviour. Children or Teens could easily be offended if another does not look in their eyes or is touched by the wrong hand. They may believe that the other is weak whereas it may be not so. The assessor/interviewer must realize that if they are schooled in the west to read people, they may not be able to read other cultures.

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<sup>121</sup> School Shooters – Inside their Minds (Interview Langman, Spokane 2013 )<https://ed.lehigh.edu/theory-to-practice/2013/school-shooters>

<sup>122</sup> Bruce Bower 2018 Science News <https://www.sciencenews.org/article/science-mass-shooter-psychology-guns-research>

<sup>123</sup>Eric Madfi (2018) in his ‘‘Search for meaning’’ states that the active shooter does not usually undertake an impulsive attack but [they] begin their planning months or weeks before going to actioning the event.

What to do: Against that background, a central capture of reporting must be monitored. When there are two or more reports of concern are reported by different sources, then the individual of concern must be flagged, and investigation must begin. Therefore, security success will depend on the level of situational awareness of the decision-makers (all the people) on the ground and their reaction speed.

How to do it; Educating all stakeholders be it at the parents-teachers association or the neighbourhood security company will provide this booklet to their clients which is a great method to loyalty bond with the client.

The experimental tool containing this knowledge could be the easiest and most effective method for numerous reasons because it may be difficult for parents or peers to evaluate their own children. I say this, is because, who really wants to admit to themselves besides others that their child is in distress because they are being bullied. Perhaps the assailant (teen or child) could have psychotic issues or have narcissist tendencies.

Parents would love to have a normal, mentally healthy, self-motivated, socially accepted child but they many not want to admit it to themselves or to others for numerous reasons. Perhaps, they too may suffer from some form of abuse or mental disorder. Therefore, the parents could be motivated to acquire the skills for neighbourhood-security-watch-groups.

The person that is unable to read the situation or a person-of-concern, could lead to outcomes involving life impacting or deadly situations.

Consequently, the skillset must contain self-awareness, regulating one’s emotions and using the skillsets for social interaction that will assist the person to read and evaluate others. The self-awareness is important to come to terms with oneself when there is a teen or child that is in crisis.

**REMEMBER:** It takes a village to raise a child!

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<sup>123</sup> Eric Madfi (2018) Psychology today <https://www.psychologytoday.com/us/blog/slightly-blightly/201802/clues-the-mind-the-florida-school-shooter>

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## Peer Profiles

## Laurence Barton, Ph.D (Prof), CST, CSP

Laurence Barton, Ph.D. is a risk, threat assessment and crisis management expert who transcends both academe and the private sector.

The youngest person ever appointed to the faculty of Harvard Business School at age 27, he went on to join the faculties of Penn State, the University of Nevada at Las Vegas, Boston College and The American College of Financial Services where he served as President and CEO from 2003-2013. He has lectured at INSEAD, the University of Glasgow and Shizouka University of Japan among other institutions on risk mitigation, public health and terrorism. Today he serves as Distinguished Professor of Crisis Management and Public Safety at the University of Central Florida, USA.

Larry has worked with non-profit health systems and multinationals for nearly 35 years on risk mitigation, threat management and incident response. He has led the response with human resource, security and legal talent across many situations that include hostage taking, product recall, natural and biochem disaster and mass shootings and often been interviewed on the BBC, CNN and elsewhere during high profile events.

He is the author of five textbooks on these subjects, more than 50 peer reviewed articles in Oxford University Press, from the American Bar Association and in engineering, medical and management journals. He also teaches these topics as a frequent speaker at The FBI Academy.

More information is available on Wikipedia: [Larry Barton](#)

## Rommel Manwong PhD (Prof), CST, CSP

Dr Rommel K. Manwong is a criminologist, security consultant, and author. His expertise is intensive on law enforcement management, crime investigation, security management, and penal management

He is the pioneering Dean of Criminology at Jose Feliciano College Foundation and the Systems Plus College Foundation in Angeles City. He was formerly the Assistant Dean of the College of Criminal Justice Education of Angeles University Foundation. He earned his baccalaureate degree in criminology and master's degree in public administration at the University of the Cordilleras in 1996 and 2000, respectively. In 2007, he was conferred the master's degree in criminology by the University of Baguio.

He earned his doctorate degree in public administration from the Angeles University Foundation in 2011. At the most, he earned post graduate studies in security and resiliency management, and terrorism studies.

While serving as Dean, he holds professorial position as faculty member in the graduate schools of criminology and public administration. Also, he handles consultancy work for specialized training in the security sector and the corporate industries.

Moreover, he published various books for Philippine criminology, most of which are being utilized as library resources. Dr Rommel K. Manwong attended several scientific conferences in the field of criminology, law enforcement and criminal justice. He presented his papers in Japan, Taiwan, Hong Kong, and South Korea. He is a member of the International Society for Criminology, Asian Criminological Society, and the American Society of Criminology. He was awarded as the Most Outstanding Criminologist of the Philippines in 2011 and 2012.

Dr Rommel K. Manwong served once as Executive Vice President of the Professional Criminologist Association of the Philippines (PCAP). Internationally, he received training in Business Continuity Management (Singapore) and Counter Terrorism (USA) that adds on to his skill sets as an academician. Locally, he continually hones his credentials keeping him on the loop and the advances of modern trends in the industry.

Currently, Dr Rommel K. Manwong is the CEO-President and concurrent Academic Director of the Law Enforcement and Public Safety Academy (LEAPS Academy Philippines)

## Visiting Professor Philip Baum Aviation Security, Coventry University

Managing Director, Green Light Limited; and, Chair, Behavioural Analysis 2023

A security professional with an international civil aviation background, Philip's reputation is built on his common-sense approach to risk management. He encourages others to think outside the box and develop effective security solutions capitalising on human intuition and the intelligent use of technology.

In 2021, he was the recipient of the Lifetime Service to Aviation Security Award presented by Emirates Group Security and Edith Cowan University.

Philip devised and developed T.R.A.P.<sup>®</sup> (Tactical Risk Assessment of People), a risk-based security system based on non-racial profiling, observational and questioning techniques. He has developed and chaired conferences, including *Behavioural Analysis* (2018, Cardiff; 2019, Minneapolis; 2020, Online; 2022, Northampton), *DISPAX World*, addressing unruly airline passenger behaviour (2009, Istanbul; 2014, London; 2019; London), and *Body Search* (2015, London).

He is the first port of call for event organisers in need of a dynamic speaker or conference chair, regularly being called upon to facilitate debates at international symposia.

He was an expert witness in the United Kingdom's House of Commons' Home Affairs Committee inquiry into aviation security in the aftermath of the attempted downing of an aircraft by a suicide bomber on Christmas Day 2009.

He is a visiting professor of Aviation Security at Coventry University. He is an accredited instructor and courseware developer for both the Airports Council International (ACI) and the International Air Transport Association (IATA), for whom he has led projects around the globe.

Philip devised and delivered the Inflight Security courses for IATA.

Philip was editor-in-chief of the global journal of airport and airline security, *Aviation Security International*, between 1997 and 2021. He also appears on CNN, Sky News and the BBC, providing expert comment on aviation security issues.

In 2016, his book, *Violence in the Skies: a history of aircraft hijacking and bombing*, was published.

## Dr. Aikaterini Poustourli

PhD, PEng, MScE, PGCE, SAC, MAG, SO

Dr. Aikaterini POUSTOURLI is a Scientific/Technical Officer of the Greek higher education (IHU), a lifelong Researcher oriented to problem-solving, building capacities and synergies mindset, dedicated to continues improvement and Expert in the field of Security Standardization and Innovation.

She is honoured to contribute as a Member Advisory Group in many R&I projects of the EU Horizon 2020 Framework Programme in the fields of the Disaster Resilience Security (DRS), Security (SEC), Critical Infrastructure Protection (CIP) and CBRNe. The last ten years she indulges to security domains after a career path aligned to safety, risk assessment, optimization, decision making and conformity assessment. She strengthened her knowledges to the DRS, CBRNe and CIP domains during the length of service she had completed with the EU Research and Policy Organisations (EC DGs). Situational Awareness, Crisis Management, Emergency Preparedness and Risk Management were fundamental pillars of the thematic projects and working groups that she has been involved. She contributed on aspects and dimensions related to standardization, innovation, interoperability and in general to pre-normative and co-normative research. She also contributed on the work done by the relevant Technical Committee of the CEN CENELEC (TC/391) on the aforementioned topics.

Her professional background includes more than 20 years of working experience back in Greece on the Standardisation/Certification/Accreditation issues on several domains both in the public and private sectors, which was gained while working for the National Standardisation Body and for 3rd Party Conformity Assessment organisations as ISO Management Standards' Systems Lead Auditor, as Quality Consultant in the private sector and as Quality Manager in Greek Industries and other organisations.

She used to work in tandem as adjunct professor and invited lecturer of undergraduate and postgraduate courses on the above and other relevant topics while she used to teach also in vocational training courses.

Aikaterini received the Industrial Engineering integrated master's degree from the Technical University of Crete (1992) and her Doctorate in Quality-Robust-Resilience Engineering from the National Technical University of Athens (2011). As a believer in continuous improvement, during 2019 she was successfully completed the Emeritus MIT postgraduate program on Innovation Management and Design Thinking. She is a lifelong learner on the Psychology, Philosophy and ICT scientific disciplines. She is a member of many national, European and international scientific groups where she voluntarily contributes since 1992.

Her main research interests are focused now on the application of knowledge management, design thinking, innovation, IPR, robust and resilient engineering on the DRS, CBRNe and CIP fields and their interdependencies to the areas of health, environment, climate, smart specialization and cybersecurity. She has authored and co-authored more than 50 scientific publications.

## CAPT SB TYAGI [Prof (Hon)] COAS' CC\*, FISM, CSC, CSP, NCR

*Co-founder and Chief Councillor of "International Council For Industrial Security and Safety Management"*

Prof Capt. SB Tyagi holds Masters' degrees in Philosophy, Sociology, Defence Studies & Political Science beside B.Sc. and LLB. He also holds Master's degree in Business Administration and post graduate diplomas in Business Administration, Personnel Management & Industrial Relations and Safety & Security Management. He had short but outstanding tenure in Indian Army where he was awarded Commendations by Chief of The Army Staff twice for devotion to duty and exemplary performance.

He has thirty-four years' experience in the field of industrial security management. Presently he is working in GAIL (India) Limited as Chief of Security at O&M. He has been regular faculty in Management Institutes. Various articles are published in related magazines and internet sites. He also has made presentations in more than thirty-two international seminars.

He is astute security consultant with in-depth knowledge of best practices and the technologies suitable to specific needs. His cost-effective security solutions are found to be pragmatic and helpful in loss prevention. His 'out-of-the-box' approaches have been path-breaking in modelling new concepts in security management. Both as 'thought leader' and outstanding professional, Capt. Tyagi is well recognized world over for his achievements.

He was bestowed the coveted 'Best Security Manager' in 2007. The award is testimony of untiring efforts, constant application of noble approaches in security management, innovation and leadership in the profession which have been distinctly displayed. He has been recognized in past too for the similar qualities when he was awarded 'Best Security Manager' in 2002 and 'Best Security Operation Manager' in 2004 by IISSM (International Institute of Security and Safety Management). He is given 'Certification of Recognition' and awarded as 'Best Security Practitioner' in GAIL in year 2009.

He is recipient of "Award of Fellowship (FISM)" and is "Certified Security & Safety Consultant (CSC)" by the "International Institute of Security & Safety Management".

He is co-founder and Chief Councillor of "International Council For Industrial Security and Safety Management" which is a common platform of working security and safety professionals aimed to professionalize the professionals!

## Dr Declan Garrett

DSyRM, MSc, H.Dip.Sec. Man, M.Sec.I.I.

Dr Declan Garrett is a Security Risk Management Consultant. He is a Doctor of Security Risk Management.

He describes himself as a pracademic, an academic and a practitioner of security risk management. He anchors his expertise in the security risk management body of knowledge and practice. He is a thought leader on Private Security Career Paths.

His research interests include training and education, human resource management in private security, professionalism of private security, situational crime prevention, counterterrorism, art crime and museum security.

He serves on ASIS Internationals Cultural Properties Council and chairs their Museum Committee. He is also the Head of International Research and a Governor of the Board of Governors for Academic Standards at the Security Institute of Ireland. Dr Garrett has presented at seminars on topics including Museum Security, Counter Terrorism, Advancing the Private Security Sector, Career Paths and Training and Education and he has contributed to European research project teams that developed competences for the private security sector and intercultural training for the prevention of extremism.

His publications include Asset Risk Management, Protecting Works of Art from Theft, and Private Security Career Paths: establishing the foundations of a structured progression model for the manned guarding sector.

## Dr Gavriel Schneider

FIS (SA), FGIA, FIML, AARPI, MAIPIO, CPP

Dr Gavriel Schneider is an acknowledged leader in the field of human based risk management and the psychology of risk. He is a serial entrepreneur and has been running his own businesses since 2001. He has conducted business in over seventeen countries and provided a wide range of services for a diverse, client base ranging from heads of state to schoolteachers. He is a leading academic and subject matter expert in his field and is a much sought-after international speaker. He has trained thousands of people in his own right and to date, his companies have trained more than 150,000 people in various countries.

### Summary:

- Acknowledged subject matter expert on Integrated & Human Centric Risk Management, Safety, Emergency, Crisis Management, Security & Counterterrorism with Extensive senior level management and leadership experience.
- Fellow of the Governance Institute of Australia as well as Fellow of the Australian Institute of Management & Leadership
- He holds a Doctor of Criminology (Security) Degree as well as a Master of Technology (Security) Degree (UNISA).
- CEO of the Risk2Solution Group which is a group of risk, security, safety, medical and emergency response companies that focus on innovative integration and consolidation solutions.
- Program Director for the Australian Catholic Universities (ACU) post graduate program on the Psychology of Risk.
- Author of “Can I See your Hands: A Guide to Situational Awareness, Personal Risk Management, Resilience and Security” as well as “Beyond the Bodyguard” a guide to protective practices success and numerous academic and advisory articles.
- Numerous high-level consulting and advisory projects as well as two decades of Specialised Security, Safety, and Risk Management experience in over 17 countries.
- Extensive involvement in International Risk Management and related industry associations (Msyl, FIS (SA), FISSM, ASIS CPP, FAIM, AARPI, MAIPIO).
- Has served as an Industry Expert Witness for the Legal Sector.

- Dr Gavriel Schneider has a wide range of additional qualifications including Graduate Diplomas in Strategic leadership as well as Management Learning, Advanced Diplomas in Project Management, Integrated Risk Management, Work health and safety and several other related qualifications.
- In addition, he holds numerous trainers, educational and coaching qualifications, has been a martial arts full contact champion, is a 7<sup>th</sup> degree black belt and has been an Instructor to Royalty Protection teams, Presidential Protection teams and Military and Police Special Units. In his own right Dr Gavriel Schneider has trained thousands of people globally.

Dr Jon Hodson

DTECH, PHD (HON), MBA, FAICD, FAIM. PROF, CATS, CHIMC, TTMC, CISM, CIPM, CISCP, CISCN

Trainer and Assessor (and remains a current Victoria Police approved Trainer/Assessor for Security Operations Cert II/III as well as Security & Risk Management Cert IV level plus the Vocational Education teaching qualification Cert IV Training and Assessment)

#### Career Overview

Jon has 30+ year's global career experience comprising; Board, executive/non-executive director/C-suite leadership, thought leadership, business management, risk management, compliance/governance, consulting/advisory, executive/Board reporting, lecturing/training & assessing, operations, recruitment, procurement/supply chain, security/national defence - encompassing national and international roles stemming both the Public and Private sector

Over the past 20+ years, he has advised/contracted (and/or directly overseen and managed aspects) of international and national business operations in roles - stemming strategy through execution across 5 Countries. His corporate clients have included some of the world's most successful organisations. In short, his career roles/ assignments and activities have spanned numerous industries and a wide variety of products and services within Australia as well as overseas. His experience has exposed him to some of the most effective business operations, philosophies, tools/techniques, and business practices in the World available today.

Jon's sector experience comprises: Security, National Security, Private Security, Military, Property Services, National Department of Defence related, Advanced Systems Engineering, Retail & Consumer Goods, Communication/Telco, Heavy Engineering, Building & Construction Products, Printing, Wood & Paper Products, Information, Telecommunications, Entertainment, Biotechnology, Pharmaceutical, Health, Optical, Scientific Equipment, Textile, Clothing, Footwear & Leather, Chemical, Rubber & Plastics, Utilities, Energy, Mining, Fertilisers, Natural Resources, Petroleum, Education, Food & Beverage, Transportation, Electrical & Electrical Components, Packaging, Postal, Fabricated/ Primary Metal Products, Machinery & Equipment.

Jon is a certified anti-terrorism specialist, an ISIO accredited master trainer& examiner, licensed security officer/trainer (armed/unarmed), investigator, bodyguard, and registered security adviser with Victoria Police.

He is an internationally renowned master in the combat martial art of Ninjutsu and has been recognised and awarded numerous accolades, such as:

- Australia Day Award nominee, City of Casey
- Member, U.S. Grand masters Council
- Master Coach & Master Instructor, Martial Arts Australia
- Master Instructor (Shihan Shidoshi JugoDan15th Dan Black Belt in Ninjutsu & Budo Taijutsu, Bujinkan, Japan
- Accredited Trainer& Examiner, International Security Industry Organisation (ISIO)
- Master Teacher–Reiki
- Master Teacher–Seichim
- MasterTeacher–Kuji-In
- Master Knight, (Sir)Knighthood of the Crowned Heart
- Master Practitioner, NLP
- Master of Business Administration, RMIT University
- Doctor of Technology, Deakin University
- Doctor of Philosophy (Honorary), International University San Diego
- Professor of Ninjutsu, U.S. Grand masters Council
- Diploma in Vocational Education and Training
- Diploma in Training Design and Development

Dr Vijay Sewduth

Qualifications Doctor of Philosophy, Ph.D.

Post-Traumatic Stress counselling especially for the security industry and for that matter any staff that could encounter horrific incidents.

MA Social Sciences Studies and Industrial Psychology “ Personality assessing and vetting consultant to reduce workplace violence

The Qualified Assessor, Moderator and Facilitator

MA (Social Behaviour Studies)

University of Durban Westville:

BA (Social Work) Hons

Diploma Industrial Relations UNISA

Industrial Psychology SETA

- HWSETA Assessor (HW592AR0600350)  
Moderator (HWSETA/KZN1343/07)
- Skills Developer/Facilitator  
SERVICES SETA Assessor (6108030020080)  
ETDP SETA Assessor (ASE15804)  
MERSETA Assessor (17-QA/ASS/1551/08)  
WR SETA Assessor (617/ASS/02698/08)

BA (Metaphysical Science) Diploma (Metaphysical Practitioner) Reiki

National Certificate in Occupationally

Directed Education, Training and Development (OD- ETD). UNISA

## Dr. Rajkumar s Tyagi (Dr RK Tyagi)

Experience in Security : 22 Years.

Previous Experience : Served Indian Air Force as Instructor (1981-2001)

Educational Qualification : Arts Graduate

Professional Qualification:

1. Passed LLB (Law Graduation) -03 years. 1994-1997
2. Post Graduate Diploma in Industrial Relation & Personal Management -1999
3. Doctorate in Management – 2006

Danie Adendorff

MSc. Sec Man, ND Pol Admin

Winner Sir Wilf Knight 2009 award and he also won the ASC Lord Imbert 2010 prize UK (Contributed on HIM X Factor assessment for Security and Risk Management)

Danie has been involved in the international security industry for the past 30 years. Danie graduated in 2009 at Loughborough University with an MSc in Security Management with distinction. Danie's research won the inaugural **Sir Wilf Knight 2009 award**, and he also won the **ASC Lord Imbert 2010 prize** for the best university dissertation. After graduation Danie joined the Business school at Loughborough University as Director of the Postgraduate Security Management Program and served in this position till March 2015

Dhafir Shammery

## MPICT CHIMC

Masters, Policing, Intelligence and Counter Terrorism, Macquarie University, 2011

*Terrorism issues • Terrorist Support Networks and Operations • International Security and the State • National Security and Counter Terrorism Issues • Intelligence and National Security • Strategic Policing*

## EDUCATION

Certified Human Investigation Management – Criminology CHIMC, ISIO/MiM 2016 March – November 2016

Advanced Diploma of Project Management, Royal Brisbane International College, 2012 – 2013

Advanced Diploma of Management, Future Academy, 2011 – 2012

Master, Policing, Intelligence and Counter terrorism, Macquarie University, 2011

Post Graduate Diploma, Policing Intelligence and Counter Terrorism, Macquarie University, 2008 – 2010

Bachelor of Science, Major in Maths, Mosul University, 1983 – 1988

Organizations

Australian Institute of Professional Intelligence Officers (AIPIO), member since 2015

ASIS International, Australia, member since 2011

Certified

HIM Certified Trainer

## SECURITY EXPERTISE

Security Management • Physical Security • Counter terrorism • Security Audits • CCTV • Crisis Management • Operations Management • Intelligence Analysis • Private Investigations • Security Policy • Policing • Crime Prevention • Loss Prevention • Surveillance • Emergency Management • Security Operations • Personnel Protection • Executive Protection • Intelligence • Security Training • Corporate Security • Asset Protection • Access Control • National Security • Shopping Centre Security • Incident Investigation • Investigation Techniques • Information and Data Analysis • Managing Multiple High Profile Projects • In-Depth Analysis • Leveraging Innovative Technology

## Publications

Dhafir Al. MPICT, (March 6, 2008), Fraud – Act and Impact, [www.grandgroup.com.au](http://www.grandgroup.com.au)

Dhafir Al. MPICT, (May 30, 2012), The British and the US concepts of National Security, European Arabic Centre for Intelligence and Counter Terrorism Studies, The European Arabic Centre for Intelligence and Counterterrorism Studies

Dhafir Al. MPICT (2011), Police and Human Rights, [www.grandgroup.com.au](http://www.grandgroup.com.au)

Dhafir Al. MPICT, (May 2010), The positive and negative consequences of involvement in international policing operations, PICT

Dhafir Al. MPICT, (March 2009), Al Qaeda Activities in Afghanistan and Pakistan today, long-term significance, PICT

Dhafir Al. MPICT, (May 2011), Terrorists use of Technology for Fundraising, PICT

Dhafir Al. MPICT, (April 2010), The use of Charitable Organisations for terrorists' fundraising and money laundering, PICT

Dhafir Al. MPICT, (October 2010), The 'war on terror' – If war ends, how does terrorism end? European Arabic Centre for Intelligence and Security Studies

More articles and studies published in Arabic newspapers in Australia

Regular security and counter terrorism analyst guest on SBS Arabic Station Australia

## Languages

English (full professional proficiency) Arabic (full professional proficiency) Russian (elementary proficiency)

Jean – Pierre Roux MPhil

PhD Candidate (Universities Edinburgh and Glasgow)

Jean–Pierre Roux conceived and implements evidence-based crime and offending management solutions (ECOMS) which incorporates HIM methodology along with the skill sets.

Criminology Criminal justice

BSc.Soc (Hon) Sociology MPhil

Criminology and Security Auditor

Hospitality Specialist

Evidence-based Crime and Offending Management Solutions (ECOMS)

Director of Nouveau Criminology (Pty) Ltd.

## Shaun McGuone

(Former Chairman (2012-2016) and President (2010-2012)

SAPPA South African Professional Polygraph Association)

Forensic Investigator and Criminal Justice

Member of South African Professional Polygraph Association (SAPPA #102)

Member of American Polygraph Association (APA #7638)

International Member of British & European Polygraph Association (BEPA #101168)

Member of Association of Certified Fraud Examiners (SA Chapter) (AFF 1828)

Member of Private Security Industry Regulatory Authority (PSIRA 1041519)

Managing Director of INVESTIPOL

Contributions found within this work

## Mr Peter Constandine

Mr Peter Constandine is the publisher of many books and videos. A consultant and instructor for the UK Home office for the National Police Training (NPT), HM Prison Service (Control & Restraint HQ), He is a world-renowned trainer with a 9<sup>th</sup> Dan in Karate.

### *Review on the HIM/MIM Tool*

“The best way to describe why this are the critical core skills for CPO is mentioned by the finding of a world-renowned CPO who underwent the training of HIM (formerly MIM). Peter Constadine (UK). ‘ I have been immersing myself in the MIM [HIM] material and found it very interesting and well presented. What HIM helps with in this regard is that whilst we can train people to be ‘aware’ this is only half the problem as they must be equally alert (something which triggers an alert), which means they must not only be taking information in about the situation around them but be able to identify when this is in congruent and ‘reading’ people by means of the HIM concepts completes this jigsaw.

Over several years, I worked in the field of Executive Protection, operating in some 30 countries and your guide to cultural nuances is invaluable in that field of operations. *The HIM concepts very much enhance the ‘people’ aspects of this and on the occasions when I must interview candidates for security positions it will be an invaluable tool to bring to bear in determining any embellishment of skills or blatant lying.* I am very much enjoying the learning, thank you, and well done with the development and presentation of all this. The skill sets are used in several ways for specific reasons and desired outcomes which are confirmed in the holistic and specific outcomes is contained within this document”

## About the Author

Juan Kirsten: At the age of 21, a dear friend Michael presented Juan with a book called ‘Man Watching’. Juan was astonished since this amazing gift as it connected immediately to his interest that manifested when the title was read.

Throughout the following years, Juan studied all forms of human behaviour methods in all its aspects. One concept learnt during this period was with a company that trained a motivational method. This training method has played a major part in this course design and training methodology which is based on goal setting and the power of spaced repetition (Success Motivation International. SMI). The concept of ‘watch & learn – do, experience and embed’, was conceived by Juan through comprehending and conventionalising a formula learnt from previous experience on motivational training. Besides using planned goals – he related it to today’s reality, which is ‘be in the here and now’ being situationally aware because the goals can change at a moment’s notice in this field of interest. Despite such, the learning and application method must be followed as prescribed.

In his career Juan was the CEO of the AITC which took him into the Diplomatic world. Hosting Presidents, Ambassadors, and International visiting delegations from all over the world enabled him to hone in on his skills of international cultural gestures. The 9.11 tragedy impacted the founding of ISIO, which provided a foundation for the security industry to introduce latest ideas of technology and services to the industry. Technological advancements were being made in giant leaps; however, it was a small step for mankind since the weak link is the human factor.

The course was rolled out to the security industry and initially to top security and investigative minds. The results of this course were implemented to design unique features, set a standard for learning by presenting a learning curve and an instructional guide which addresses the emotional and intellectual growth of the learner. Theories were tested leading Juan to believe that as this is a new science, and which one cannot be rigged with a steadfast belief of only one aspect. New concepts on investigation methods were conceived based on the results of Juan’s research. Furthermore, each school-of-thought contains a contributing factor. Regardless of the school-of-thought, this training method is key to using knowledge instinctively and can be used by all faculties and job functions.

### Professional Profile

ISIO International Security Industry Organization Director General 2002 – Present

[www.intsi.org](http://www.intsi.org), Author of HIM Human Investigation Management 2013 - Present

[www.human-investigation-management.com](http://www.human-investigation-management.com)

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