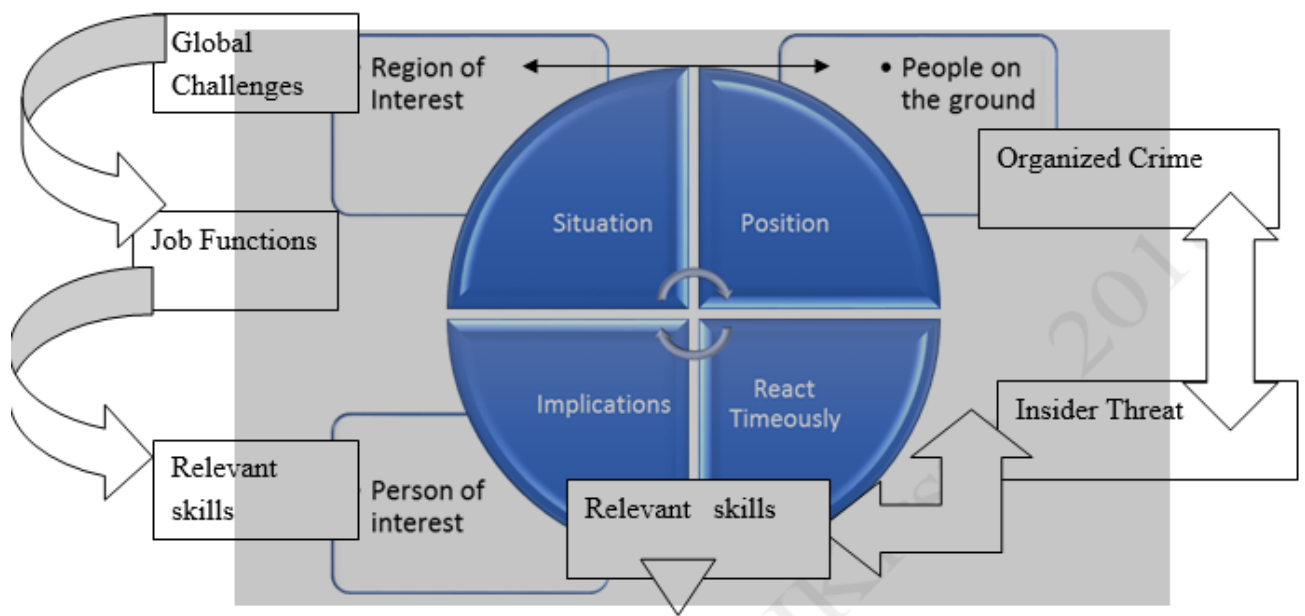


The Master Investigator

Critical Thinking in Investigation (Vol 5)

By Juan Kirsten

A strategic and operational guide
for investigation
& investigation management



ISBN 978-0-6399974-1-4

Foreword

This strategic and operational guide is based on research, by practically applying a combination of tools which continuously and consistently proves that investigation is a living science that moves and shifts at the speed of technology development and social changes.

This book translates the theory into a simple daily reference strategic and operational guide that reminds or reinforces bits of information for the Master Investigator, that must out-think and out-smart the daily plotting criminal.

Academics and practitioners have distinct words for critical thinking, be it, metathinking, thinking about thinking, design thinking, or thinking out of box. They are trying to define the concept, besides finding methods on how to teach it and prove it.

To comprehend the big picture of what is critical thinking, how it works and how to prove it, then each leg and working part must be *thought* through, by bridging narrative research and situational awareness using investigative methods and soft skills.

Consequently, *Critical Thinking [CT]* is herein defined by the research results obtained, which are uncover loopholes, discover damning issues and opportunities. (Kirsten, Critical Thinking the X Factor in Criminology, Security and Risk (Vol 3), 2018)

For Criminology and Security, it is therefore defined as, to uncover new crime, discover evolving copycat crime and the opportunity (method) to mitigate or limit the level of collateral damage. (Kirsten, Security and Criminology Investigation Management (Vol4), 2019)

Dedications

A special thank you to Dr. Jon Hodson, Dr Katerina Poustourli and Jean-Pierre Roux MPhil for the erudite and enlightening discussions

Note

This manuscript is written in a format of spaced repetition meaning that, the reader is re-introduced to specific bits of information or rephrased information to suit alternative concepts for Neuro Linguistic Programming [NLP] purposed to insure a high retention level.

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Peer Reviews on guide

This manuscript is a great resource for sure!

"The concept you arrived at Master Investigator is direct to the point and strikes the heart of every investigator. Critical thinking and situational awareness are the cores of the concept, which I believe to be the best foundation of strategic thinkers in solving crime problems.

The conceptual framework points out that one must be well versed on global issues and to align oneself on specific levels of skill in order to effectively solve crime problems and its complications.

It elevates the Master Investigator in understanding the special, organized and transnational characteristics of international crimes. The cases-in-points were great values that explain critical thinking.

You have shown how hybrid types of threats need hybrid types of solutions. You also well pointed out that, although software and technology may be available for crime solving, one cannot disregard the power tools of the mind"

By Prof. Rommel K Manwong, PhD, CST, CSP Filipino Criminologist for 23 years. Author of Various Criminology Books for Philippine Criminology including Security and Law Enforcement. Currently the Director of Law Enforcement and Public Safety Academy (LEAPS Academy) and the Special Operations Training Institute based in Metro Manila Philippines

An important addition to this field

I think this paper is excellent and is an important addition to the field. I really like the conceptualization of the Intelligent Investigator as it illustrates the crucial role of "critical thinking" by being proactive and by expanding systematic knowledge and learning entity.

Similar to reflexive security that alleviates the security skills shortage paradox by promoting the idea of "hybrid domain-security experts," HIM e-connect tools, workshops and virtual group meetings are enhancing the Critical Thinking qualities to pro-active experts and investigators who breaking silos, are highly conscious, familiar with the technology of today and being aware of consequent management.

A Master Investigator who understands and efficiently responds to the emerging risks and systemic vulnerabilities while remaining a resilient, flexible, creative, empathetic and accountable decision-maker. The document's added value reflects on the strong technical background of the author, the managerial capacities, the operational reflexives and the huge international experience in the field. A global issue for global stakeholders.

By Dr Katerina Poustourli PhD Pre-normative Security Research, Standardization and Innovation Expert, PhD Robust and Resilience Engineering

Cutting the fat and building muscle in the security industry

“What Juan Kirsten presents in the form of this book is a nuanced, highly detailed, and considered opinion on the modern-day crime and security practitioner. Master Investigator is not simply a training guide for practitioners, but rather also incorporates a conversation that Juan is having about the competences and skills needed by a crime and security practitioner in the modern era.

From the contents, one can see that he has looked at the diverse needs of the industry, the existing practitioners within that industry, the absolute seriousness of the threats in the industry and has witnessed a worrying dissonance between them. This book gives us an almost unfiltered meditation on what the ideal Master Investigator should look like, behave, and know in order to be effective in minimizing the modern-day threat to human lives.

By Jean-Pierre Roux, Criminologist, BSocSc, Hons, MPhil, Compliance Management (UCT), CHIMC (HIM), Member of American Society of Criminology (#25014)

The HIM e-Connect Tools and virtual group meetings are endorsed by International Security Industry Organization ISIO and The International Foundation of Protection Officers IFPO

Concept outcomes by using Tools - Reviews

“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 DSyRM, MSc, H.Dip.Sec. Man, M.Sec.I.I. Training & Education (based review on using the HIM tool)

“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. This is a life skill that everyone should develop!”

By Dr Gavriel (Gav) Schneider FIS (SA), FGIA, FIML, AARPI, MAPIO, CPP Doctor of Criminology (Security) Degree, Personal Risk Management, Resilience and Security”
Program Director ACU Post Graduate Program in Psychology of Risk. (review based using HIM tool)

“Leaders, including but not limited to security professional must make the right decisions all the time and many that think they do until they face the consequences and the impact of their decision on the ground. There are many cases where leaders have made decision driven to service their own ego or, because they lack the skills of critical thinking, resulting in disasters. As an intelligence analyst, criminologist, security practitioner and mathematician, the HIM tools have streamlined my decision making and surprisingly has opened a situational awareness floodgate when working on investigation and problem solving.

By Dhafir Shammery MPICT, Intelligence Analyst, Master of Policing, Intelligence & Counter Terrorism, Licenced Security Consular / Trainer – Australia, Member -APIO (Australian Institute of Professional Intelligence officers) (based review using HIM tool)

Reviews of 1-hour virtual group meetings on MI concept

“The HIM’s virtual group meeting on hotel risks and security was an excellent learning experience. Juan Kirsten is an obvious expert in this field, and he and his team have worked on the ground with hotels for extended periods of time. He brought up trends and case studies regarding every day petty crime, plus larger, more punishing attack scenarios that stemmed from local, regional, and even international threat issues. In this, HIM is ahead of the curve, and the hotel sector would be wise to adopt this type of risk mitigation strategy

By Jeff M. Moore, PhD, CEO, Muir Analytics, Purveyor, SecureHotel.US, Member, American Hotel & Lodging Association

”A very interesting topic highlighting the importance of situational awareness where the whole is equal to the sum of the parts and how this is a global issue not isolated to any one specific country and cascades into many different areas like drugs, human trafficking, exploitation etc ...” **by Kim Bysted: MSc Risk Management**

” The virtual group meeting workshop was exemplary. The workshop sets a needed foundation for the security manager. No matter what your area of expertise; you benefit by expanding your knowledge base by being “pro-active” in critical thinking”

By George Clark: Security Consultant

Introduction

There were four blind men that went for a walk in the jungle. The first blind man bumped into something, and he described it to the others, ‘‘this feels like a rough wide and high wall that is mounted on thick stumps’’. The next man also bumped into something and described it as, ‘‘this feels like a long and thick knotted rope’’. The next blind man described it as, ‘‘ this feels like a long warm tube that is moving around and seems to be sniffing for something. I think it feels like a snake, he said. ’’Finally, the last blind man walked to the first man, and touching the animal walked over to the next man and so on. Finally, he says, ‘‘ this is an elephant! He comprehended the fact that each man was looking at one thing and by examining each part, he saw the big picture.

- Investigation Management success depends on the level of situational awareness of the people on the ground and their reaction speed
- Investigation success depends on the level of intelligence of the investigator

The biggest nightmare of the blind is not knowing what is truly happening on the ground. The elephant could have crushed the men because they had no idea of what they were dealing with, except for the last man. Addressing this issue, this book defines the loopholes, damning issues, *and the solution-in terms of an experimental tool.*

We are now in the decade of mastery of specific skillsets for investigation with *the innovative new generation experimental tools and by applying them, the results are in a greater understanding of what is required to succeed.* The applications must address the challenges of the vulnerability landscape, in terms of, changes in the social demographics, and the speedy development of technology besides information accessibility

Having investigated investigators with many years of experience, new crime has been uncovered besides evolving copycat crime discovered through research, it is now pertinent to present the master investigator. The research applies to comprehending investigation, investigation techniques and the management of investigation.

This is a quick reference guide based on the Main Research Manuscripts, namely, Security and Criminology Investigation Management (Vol 4) and Critical Thinking the X Factor in Criminology, Security and Risk (Vol 3). There is a vast amount of information to digest from the research and guidance articles that the knowledge in this work is based and improved upon.

The lab is daily social interactions in real life. The knowledge imparted in this guide is easily digested by using certain suggested tools, that scaffolds and drip-feeds the intelligence. Therefore, the Master Investigator [MI] applies the methods in the field by using the technology of today.

In this way, the MI can eat this elephant – one small bite at a time!

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Chapter 1

The Master Investigator needs
distinct character traits, knowledge, and skills

In this fast-changing world of technology or socio-changes and related issues, new threats delivering horrendous collateral damage are being orchestrated by criminals, terrorists, and extremists for whatever reasons.

The Crime Investigator is summoned *after* an incident has occurred. The Security Investigation Manager is also called in after the fact but, they must do more. The Security Investigator's biggest nightmare is not knowing what is truly happening on the ground under their nose. The security investigator must overview a wider range and all types of crime, such as information leakage, corruption, sexual harassment, drug use, bullying, blackmail, extortion, xenophobia, radicalization, or simple issues such as theft.

Both crime and security investigators are students of criminology. The crime investigator is usually specializing in a distinct sector of investigation, for example, homicide, carjacking, etc. The Security Investigator is focused on uncovering new crime, discovering evolving copycat evolving crime or opportunities (methods) to limit or mitigate collateral damage. This dictates that they must be able to identify the methods to comprehend structure and pattern by connecting the dots to unravel the crime. When the investigator has no idea of the structure of the culture of the crime, organized and gang crime and methods of crime, then they are unable to identify the nature of the beast. Subsequently, *the Master Investigator is therefore a security and criminology investigation expert* (Kirsten, Security and Criminology Investigation Management (Vol4), 2019)

The criminals and terrorists are in a constant state of trying to out-think and outsmart the 'system'. The security and criminology investigation 'Master', therefore, must be in a constant state of critical thinking situational awareness.

To out-think and out-smart the assailants, Critical Thinking is be used to comprehend the big-picture and the people involved in the quickest period-of-time. Investigation and security success depends on the level of situational awareness of the decision-makers (people) on the ground and their reaction speed (Kirsten, Critical Thinking the X Factor in Criminology, Security and Risk (Vol 3), 2018).

It is not the weapon that is of concern, it is the people that handle the weapons that cause the mayhem. Subsequently, it takes a person to detect, identify, plan, action, manage and monitor the scenarios. Simply put, it is the mind of investigators that is the secret weapon to out-think and outsmart the assailants.

Level of Intelligence

Investigation Success depends *on the mental and emotional intelligence* of the Master Investigator [MI].

They are critical thinkers and strategic thinkers who have to out-think and outsmart criminals and terrorists. These professionals know where and how to find specific intelligence (information). They also know when and most importantly, what skills to apply.

They are self-aware and must have the ability to regulate their thoughts, behavior, and actions.

They are socially capable being emotionally uninhibited with balanced empathy and ego-drive. They are open and wide minded professional besides being unbiased in every which way.

The Master, therefore, has the mentality, maturity, and capability to read the situation and the people or the person-of-interest involved with a clear perspective regardless of their culture.

The MI cannot afford to be intellectually arrogant. Most importantly, the MI knows that what they must be in a constant state of professional development of soft skills besides daily following the newsfeeds in their location or field of interest.

The Master knows what they can and must do

The MI has the knowledge for investigation management, besides being an investigator.

The Master Investigator is a security and criminology investigator and investigation management expert (Security and Criminology Investigation Management (Vol4), 2019). Their objectives are to identify issues on the ground that others are unaware of by identifying a person of interest to determine if they are working in concert with others to comprehend the big picture.

- *The Master is very aware that any action is based on truthful and all-the-information. They require such information to comprehend the true situation to limit or mitigate the true threat.*
- *Regardless of the field of expertise, the Master Practitioner acquire skillsets and master skill-craft that are in-line with investigation which, is the ability of being able to read people. People do lie, hide, or volunteer information for their own agenda regardless of culture - it is the human condition.*

The MI must find a person-of-interest to gather the information *and knows where to look and how to find the person*. This is done, by comprehending the big picture, knowing the mechanics and methods that are used for such crime. therefore, enabling the MI to locate the person in the links of the chain.

Managing Investigators

Not all can become Master Investigators

When considering recruitment or investing in education for investigation, consider that not all people are a good suit for the job, therefore, any investment in time and money will be wasted. *This may have nothing to do with the level of intellect but more so, related to the characteristics* that are conducive for using the soft skills – lie, deception detection and critical situational interviewing for extracting information and managing emotions.

The MI has the mentality and a work ethic that is just as proficient as a surgeon. Subsequently, they are in a constant state of participating or associated with professional bodies or professional organizations that provide updated or valuable information pertaining to the location or field of interest.

The MI knows that there are perhaps people that can read them better while they are reading others. Subsequently, they are a student in continuous professional development of cognitive training lie, deception detection and critical situational interviewing, *because the science is in a constant state of development using easier and more effective methods.*

When one is schooled in the west, does not mean that they can read others, because they could be misunderstood or misinterpret the reactions of others. If they have any form of cultural bias, then it will be *displayed in their tone of voice or body language* and therefore the potential informant will instinctively react by shutting down and not volunteer information

When they are more ego-driven and lack empathy then others may not want to part with information. Consequently, narcissists would most definitely not be fit for the job

You can tell a MI is a professional as they are excellent listeners and can comprehend the narrative. A bad listener does not serve characteristics of an investigator. They are in a constant state of gathering information and therefore are listening more than volunteering information.

The MI does not talk about people and knows not to confide in others that talk about others. The MI, therefore, *is highly conscious to information leakage by nature.*

The MI that has extreme views on a moral, religion or political standpoints would not make for an effective investigator or investigation manager because extreme viewpoints could cloud judgement.

Consequently, any investment in investigation education or placement of investigators with certain characteristics would not serve effectively and achieve desired results. *Practitioners that hold the Security and Criminology Investigation Management Certificate and/or Higher-level Critical Thinking Certificates using a specific method for reading people, are acknowledged to be regarded as experts in their fields*

The Master investigates investigators

Without realizing it, there are *senior managers in all fields* that do rely on the investigative abilities of their managers because the managers *should* be gathering reliable and all-the-information daily when making decisions.

- The Security Industry in-fact has the largest army of investigators that are responsible for asset and people protection.
- The Finance and business sector do investigations in fraud and theft besides due diligence investigation for mergers or acquisitions.
- The HR Department should investigate people when hiring or when sub-contracting personnel besides facilitating disciplinary hearings.
- The medical fraternity, law faculty, policing authority, building authority, the food or water regulating body, and the insurance community use malpractice investigators.

This list above can expand into all sectors for various reasons and gives direction and reason for master investigators to know where to seek information or to expand the services they render.

Any Manager in any field would need to investigate investigators because the investigator may have missed something, or they are unethical. Most importantly, the manager or investigator may be unaware of who is truly involved and then not the right people are investigated.

There are major issues with unauthentic investigators. For example, in some countries the polygraph examiner is used that charges per person per interview. There are some that are revenue driven by getting as many people on seats as possible per day. Subsequently, they may *not* be thorough thus compromising their work ethic.

The Master Investigator also attempts to interview as many investigators as possible *but*, does a thorough investigation because, the objectives are to determine the methods used besides comprehending the mind-set and thought pattern of the investigator. This information is required to know where, why and how others managed to uncover the crime or discover damning issues or opportunities (methods) used for distinct objectives or to reach successful outcomes.

Consequently, the MI must recognize patterns and changes in the structure of any person, group of people and all regions of interest and locations

The Master uses experts with specialist skills

The Master Investigator is aware that they must consult with investigation experts that are proficient in their distinct field of interest.

The e-book Security and Criminology Investigation Management (Vol 4) outlines where, how, and why to use experts but, furthermore the MI knows that they too must consult for themselves experts for distinct reasons. Example: The MI knows *that speed of technology development* is providing criminal advanced tools to breach the security systems. Keeping that in mind, *Hackers* could alter, contaminate, and delete the files containing oral and hard evidence calling for not only securing the evidence but who will hold and how the evidence must be safeguarded.

Law of the land or Management Standards of Relevant Bodies

The experts that the MI recruits must obviously comply with the laws of the land *and, also with the laws pertaining to their fields of interest.*

For example, DNA collection and preservation must comply with DNA management standards. *Oral or Hard Evidence must never be compromised and must comply with the management standards of relevant bodies for collecting and securing such.*

Consequently, MI must ensure that they know where to find the relevant body and law that standardizes the methods used for such. *These details will be necessary to know when vetting the required expert.*

Chapter 2

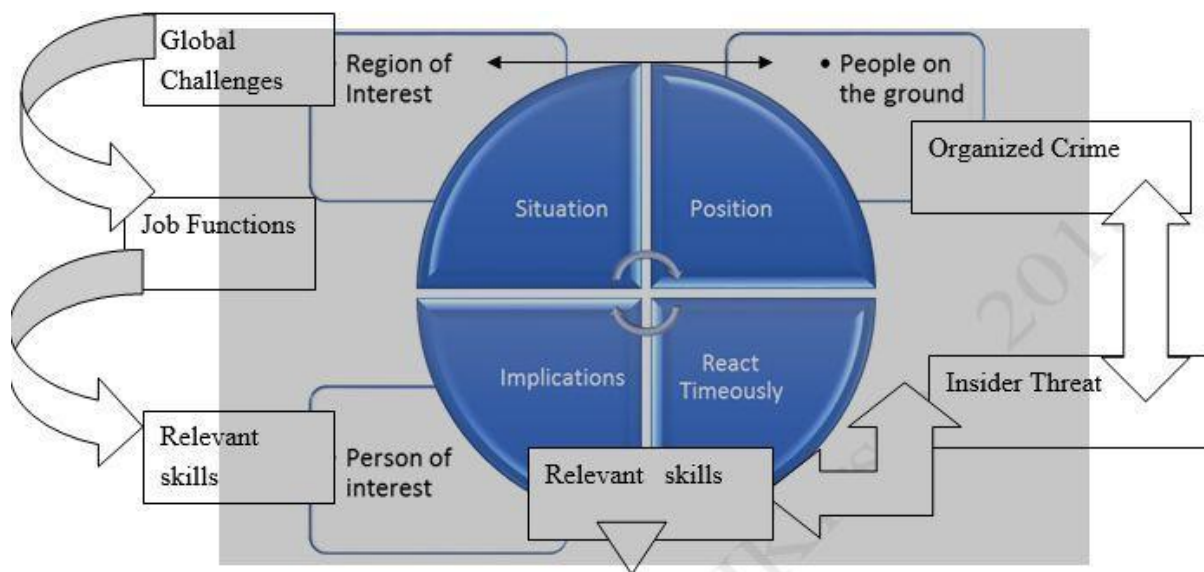
Relevance

The MI must use knowledge and skills that are relevant. Relevance of the suggested skills are to comprehend the big picture by knowing how crime works (structure and pattern) *because crime lives in ALL professions.*

The MI is unable to work in a silo, because organized or gang crime could manifest through HR, Finance, Logistics or even Security and work its way through to other departments. All departments in government, non-government or the private sector are involved in risk management, vetting and compliance dictates that they must investigate and seek compromising issues.

Therefore, the MI draws relevant departments or people in their inner circle. They may have to ‘unblind’ others by educating them, so that they are able to see their distinct situation to contribute knowledge and information. It is not only the crime investigator that is an investigator but all professions undertake investigation and perhaps term the actions as assessment, screening, governance management, vetting and compliance. The job functions in all forms of Management be it in politics, business, nature conservation, in-fact each-and-every sector where humans eat, travel, work and live does crime occur.

There are careers that *should* adopt investigation techniques to identify issues that are likely to happen, such as, schoolteachers. There are child suicides, cyber bullying or teen killers that have impacted their communities and therefore call for this intelligence to be part of the teacher training curriculum.



Consequently, it is highly relevant to add the suggested experiment tool (HIM e-Connect) ([HIM]) to all their training as it teaches *critical thinking* using lie, deception detection and critical situational interviewing. *This is the core-skill to comprehend the complete narrative, identify and read a person-of-interest.* Furthermore, the tool provides guidance articles of where, how, and why to seek newly uncovered crime or major issues discovered.

Chapter 3

Critical Thinking the concept

Many only see what they do know.

Critical Thinking is to see and understand something unknown,
with knowledge and skills that are known!

Out-thinking and Outsmarting the other using Critical Thinking

The Master Investigator is both Professional and Surgical

The investigator may not know that the criminal could read and manipulate them better while the investigator is reading the criminal. The method for critical thinking uses specific skillsets, knowledge, and information to comprehend and understand the structure of thinking and thinking pattern of others. Any deduction on the part of the critical-thinking person is reliant on their ability to extract reliable and all-the-information from others, because people lie, hide or volunteer information for their own agenda.

Furthermore, the investigator may be lacking in specific knowledge in their location, cultural impact and field of interest which inhibits their level of comprehension. This is required in investigation which places qualitative research into a higher sphere of narrative research for situational awareness.

The outcomes then describe the functional and structural pattern by uncovering loopholes, discovers damning issues and opportunities (methods) to limit or mitigate collateral damage of the known or unknown threats in theatre (biggest nightmare)

Information Gathering

The mission of the investigator is to obtain information period!

This mission for critical thinking investigation and must be taken as seriously as a surgeon because the lives of others are in the hands of the practitioner. The surgeon will not pick up a scalpel until they have all-the-information by viewing the bloodwork, the scans, x-rays, or any tests. Any action based on unreliable, or misinformation will deliver collateral damage.

Qualitative research is undertaken by the observation of people, in-depth interviews, and group consensus. *The problem is the fact that people do lie, hide, or volunteer information for their own agenda.* Consequently, the practitioner/researcher/investigator that is naïve or gullible will base their findings on inaccurate, unreliable, and unsubstantial information. The skillsets therefore that are highly relevant are lie, deception detection and critical situational interviewing because the objective is to gather reliable and all-the-information.

Knowledge

This is a question of what one knows! If one has no idea of its existence, then one will not seek it. *However*, it could be hidden and existing but only can be found by using critical thinking.

The Critical Thinking Master Investigator knows where, and how to find the information related to their ‘field of interest’ that will give them a baseline and know what to look for. Reason being is that issues recently uncovered somewhere in the world in their region of interest that they need to uncover in their location.

Furthermore, the MI studies the tools and methods that criminals or terrorists use, because they need to *comprehend the narrative by identifying the structure, mechanics, and pattern* to identify a person-of-interest on the ground in their ‘location’.

Proactive knowledge building

This is a question of who one knows! Some may know something that others need to know.

The MI has the mentality towards the job and keeps their level of intelligence fertile by gathering information and mixing with the right people. They are students in their field of interest and subscribe to any news relating to their field of interest. This could be cases in the news, subscribe to journals authored by renowned professionals.

They attend group meetings, workshops, or seminars with like-minded practitioners in the same and different fields of interest ([HIM]). *The Masters in other sectors* could uncover or discover issues in their field of interest which could be mimicked or altered that can be used in other fields or locations.

With knowledge, the Master Investigators are weaponized to read the situation and the people involved to assess the loopholes, discover damning issues and opportunities (*to determine where, how, and why the investigation must proceed*) from the first brief with the client.

Chapter 4

The Brief

Investigation Management or security success depends on the level of situational awareness of the people on the ground (decision-makers) and their reaction speed. Therefore, we must *first address situational awareness with the investigation at the first brief by the client.*

The MI is briefed by the client but is the brief - true and complete with all the information, or is it motivated by an unconscious desire or conscious agenda? For example, the person giving the brief may be protecting themselves or protecting others for whatever reason. There are cases where an investigator is already compromised from the beginning.

An example: a security company provided a report to their client which contained a report of innocence that was presented by the security company. The findings were that of their own polygraph examiner. The security company put forward certain security officers that were interviewed and resulting in innocence. A parallel investigation by a Master Investigator [MI] discovered that the security officers were not on duty at the time of the incident.

- Perhaps, the brief does not contain all the information or misinformation, because the author of the brief may not be aware of what is truly happening themselves.

Consequently, when there is no situational awareness from the first brief, the ramifications and collateral damage could manifest in many ways with reputational damage outcomes to others and possibly with life impacting issues and huge financial losses.

When, the Investigator is inexperienced in the location (never been to the country or state) or field of interest then they could also reap collateral damage.

- The brief may be for a national wide investigation, for example, there are carjacking or home invasion crimes resulting in deadly outcomes. Where does the Master Investigator begin to comprehend the narrative, as in, following the logistic chain to determine where, why, who or how to investigate to mitigate this horrendous crime?
- International briefs perhaps would involve a global aspect, for example, organ trafficking. To identify and mitigate the issues, the master investigator would need to know what is required to transport the goods and who to investigate.

To comprehend the brief fully, the MI knows their limitations besides the direction to follow with their knowledge of investigation management. This case calls for managing expert investigators and surveillance experts in distinct fields. These investigators would need to be knowledgeable (situational awareness) in their location or field of interest and the surveillance experts must be proficient in the latest technology specially in phone hacking or asset tracking.

This is a question of comprehending and identifying certain conditions or tools that are used by the respective players.

Consequently, The Master Investigator captain's the ship, able to fully comprehend the big picture *from the first brief by identifying the true situation*, places the right people with the relative skills, map the results, collate the evidence, and secure the information

Chapter 5

Location of Interest & Field of Interest

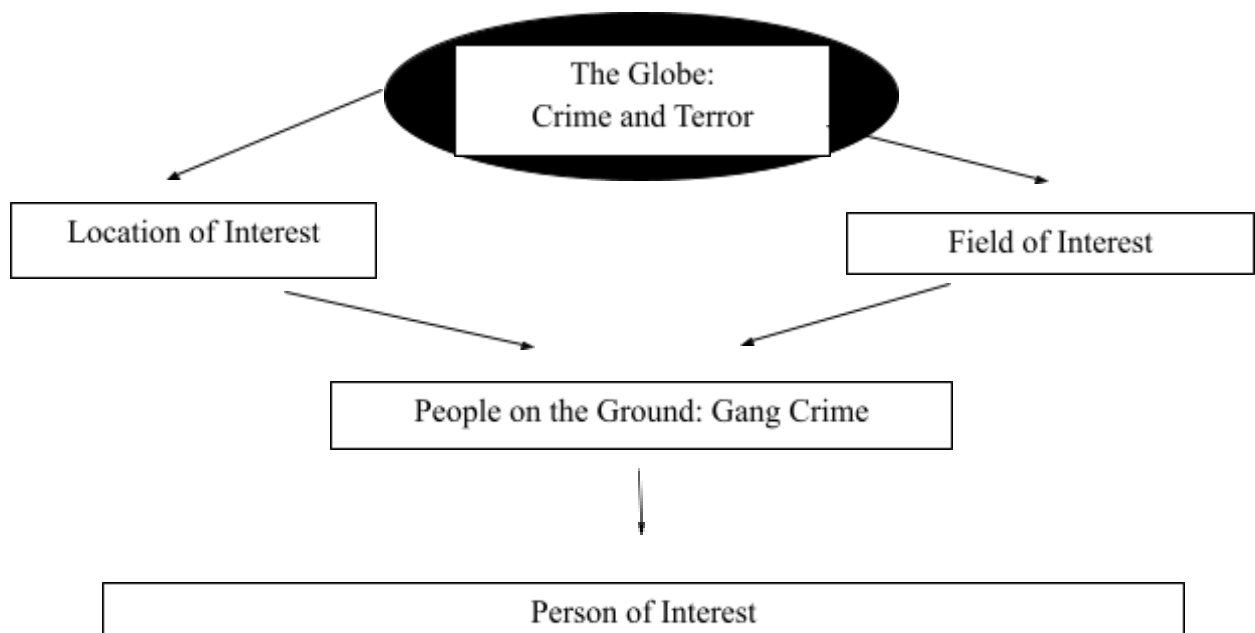
Global impact on the Location and the Field of Interest

The Master Investigator comprehends the fact that the issues of the world, does impact on their *location and field of interest*. These global changes that may affect the person of interest or the people on the ground.

The MI also knows that crime or terror in a location or a field of interest could be mimicked or evolved and used in their location or field of interest

Visual Comprehension

MI focusing on location of interest and field of interest



When the MI knows the international logistic chain of crime in their field of interest and how it impacts their location then they would be able to either identify the people involved on the ground or a person of interest

When the MI comprehends the methods used by the Organized or Gang Crime, then they can identify the person of interest and track back through the cycle to find the people involved and thereafter the international players that could be in collaboration.

Location of Interest

Rest assured that there is crime taking place, in your location, be it, transnational organized and local organized crime working through local gangs could service the underground with transportation of product, people or provides services as in, counterfeited documents or goods such as, drugs, weapons, etc.

Location of Interest may be a city, country, or continent

The massive migration of different cultures for numerous reasons and displacement of people over the recent years has impacted the political infrastructure of many countries. The pro-nationalist shift with extremist aggression and retaliation by the immigrants could be played out by cross-cultural crime or abuse, rape, and murder and could trigger a domino building of the threat with devastating outcomes. The polarized neighborhoods (no-go areas) will grow-in-size whereas organized crime and gang crime duplicating appropriately in size.

The Master must know the culture of crime because we live in a global village. Locals and immigrants have something in common, such as, they are from different cultures. People associate with religious, political, or morally correct or morally corrupt groups. This is said in context that; what some may find pleasing, others would not and consider it as crime, for example, drinking or gambling. In one culture a crime may be considered a crime, but in another culture – it is not considered a crime but a cultural norm

Pro-Nationalists or Local Gang Crime could sky-rocket with increased demonstrations under the guise of a political, religious belief or a moral code, *for example*, xenophobia.

Street Gangs loot and kill under the guise of Xenophobia

The MI keeps their eyes fixed on their location of interest because sudden changes could impact hundreds of thousands or millions within hours.

A good example: happened in South Africa (August 2019) where, an incident of a Nigerian Drug-lord killing a local South African taxi-driver who was angered because of the sale of drugs to locals. Under the guise of Xenophobic attacks, street gangs killed people and looted migrant shops. *Within hours* counter attacks on South African Government and South African corporate business occurred in specific African countries. The revenue lost, revenue, theft of goods, asset destruction such as trucks and buildings, besides reputational damage impacting sport events and Africa tourism to South Africa has run into the Billions

Problems in finding the network on the ground

The location is inhabited by different people from all cultures and religions. *The Master is a student of anthropology* whereas they comprehend the social demographic changes and what contributes to crime and terror. The location of interest would host religions or people that live with extremist or strong beliefs in religion, moral standing, or political affiliations. Besides the economic or environmental immigrants, there are also those arriving from war-torn countries that may have suffered emotional and mental abuse that could impact on security and the investigation

The MI would consider the culture of the people on the ground as issues related to cultural behavior could inhibit the flow of information. Against this backdrop the MI must study the cultural behavior of the people on the ground or a person of interest.

Florence Nightingale Case

There was a case where there was an investigation into a hospital. The nurse was asked why some of the other nurses called her “Florence Nightingale”. She replied “ they were not happy that I outshined a nurse and hence was labeled with the term”. The nurse was asked to name the nurses that call her by the nickname, and she refused with fear in face. She did however disclose that if she did tell on them, they would summon the traditional healer (Sangoma /South Africa) to place a spell upon her. This may sound ridiculous to some but, suicide bombers also have their beliefs that motivate them to kill and maim others. Never underestimate the cultural or religious behavior of people.

To find the person of interest, the MI picked up that there was a person that was earmarked by others and identified the person by the derogatory nickname. Questioning the person privately the big picture emerged on what was truly happening on the ground.

When the MI comprehends the nature of the people on the ground then they would be able to mitigate such. For example, with regards the above-mentioned scenario, *the smart MI would then call in a well-known and recognized traditional healer that would place a protection spell on all, thus mitigating the motivational block for those that would like to volunteer information.*

The importance of cultural awareness and how to use methods of cultural behavior dictates that not all people can be master investigators. Personal character traits could cloud their vision of others impacting on the quality and quantity of information extracted. Critical thinking investigation demands that skillsets must be used, which are to read a person-of-interest to determine if they are working in concert with others - either voluntarily or under duress. Consequently, the investigator must be self-aware of their emotions, for example, any form of bias towards human beings in any which way will impact on their methods of gathering information. This bias may extend towards their personal ideals, as in, compromising their moral fiber, religious beliefs, or political affiliations.

Field of Interest

When the MI knows the global culture of the crime mechanics of the global players, then they can trace the people on the ground to find the person-of-interest. To undertake this route the MI must be knowledgeable in their field of interest to determine the impact on their location.

Transnational Organized Crime is a global trader in crime. They specialize in their field of interest by providing products or services. All of them eventually provide the necessary to the street gangs on the ground. Consequently, knowledge of how, where, and why Transnational or local Organized Crime works (structure and pattern), be it, with or without collaboration with street gangs, gives the MI guidelines to identify issues in their 'location' that is related to their field of interest.

A good method would be to check the list on the size of the Transnational Crime by the UNODC (United Nations Office on Drugs and Crime). This will give direction of which industries or sectors related to a field of interest.

Different global destinations are highly lucrative routes in the shipment of weapons, human organs, drugs besides human trafficking. Subsequently, they may use distinct forms of transport for specific items.

Also keep in mind that, Crime Globally exists in every society, e.g., politics, industry, faculty, and career could experience identity and information theft, corruption, sexual harassment, intimidation, and theft of products, services, or time. A distinct crime could be uncovered in industry in a country that could be mimicked or copied and altered in another country.

Organ Trafficking

Organ Trafficking is undertaken by Transnational Organized Crime

The MI would *consider the requirements and the methods in the* trafficking of organs. It would require cold-storage and logistics for such. Subsequently, the MI must consider any logistic shipping service or related products that requires cold storage, be it, vegetables, fruit, fish, meat, milk-based products, or any other products, to consider when investigating organ-trafficking.

The MI must be familiar with the illegal or legal goods and services that are required in their location or region of interest, besides the intended country for destination. This is required when considering distinct logistic related crime or, crime using logistics for transportation.

For Example, there may be countries where bodily organs are imported because of cultural or country laws because there is an illegal or immoral need for such. This must be known by the MI to break organized crime rings involved in organ trafficking. The same applies to any shipment of any products or services. There is only one country that allows their citizens to sell their organs, namely, Iran.

All forms of Trafficking

Companies could be involved without knowing that Transnational or Local Organized Crime has compromised their logistics by shipping humans, illegal products, or weapons. The logistic manager or the truck drivers could be working in concert with the organized crime. One must keep in mind, that when company facilities or storage are found to be used, and exposed, the reputational damage could cripple the company.

Consequently, the MI would focus on vetting the companies along with the Directors. Thereafter, vet the Security Manager and the security team, the loading crew and then the drivers. They may need to take it further and monitor the truck at the depots that are used to refuel the trucks before passing border controls.

When the truck is flagged at the border-control, then the reverse investigation begins along the same route back to eventually vetting the company directors and all staff that must be investigated. The MI must also investigate the security department because they know and accepts the fact that, the most dangerous insider threat would be the security team. The team wearing a uniform, carrying a badge has rite of passage and could walk in or walk out carrying whatever.

Uncovering the ring by identifying the person-of-interest

Crime Methods: Structure and Pattern

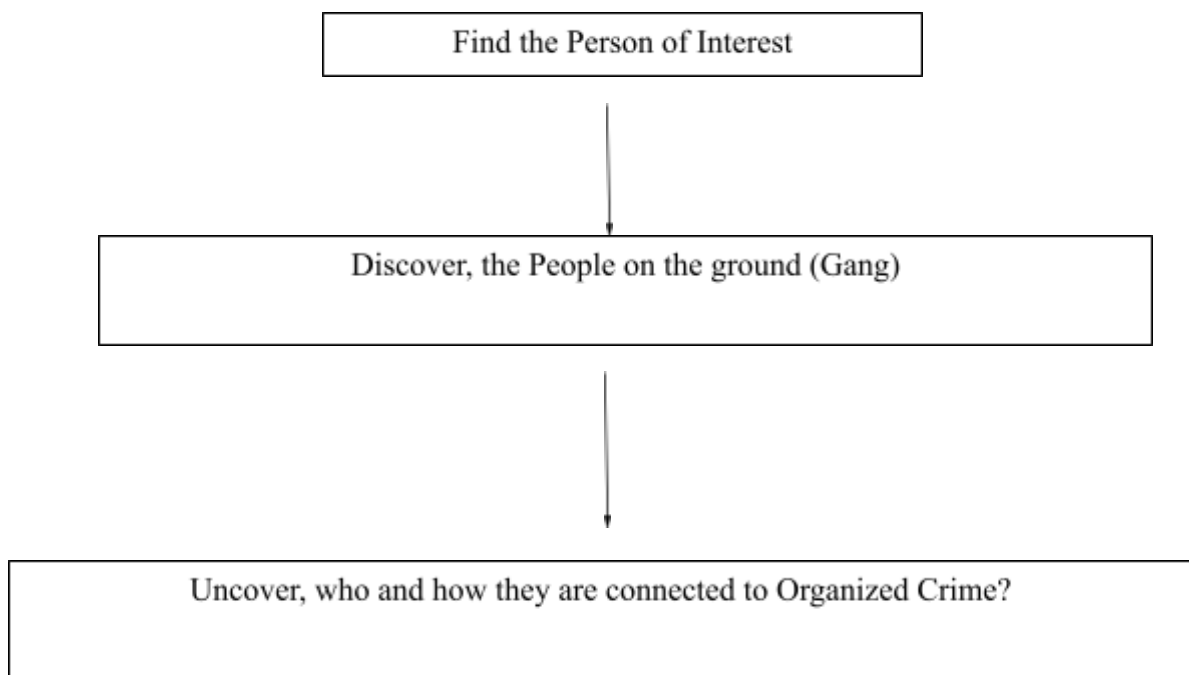
Street Gang Syndicates are location based and territorial focused.

- They do use the same mechanisms and tools as Organized Crime which is to capture new business or to nurture existing clients using bullying, blackmail, and extortion.
- The products and services are targeted to individuals on the ground and baited by their needs. For example, and related to, money, sex, security, or drugs.

Consequently, to comprehend the structural formation, the MI seeks the person-of-interest by identifying the products or services that capture the person-of-interest.

Furthermore, the person-of-interest is identified by their reactions to the methods used by transnational organized crime, local organized or gang syndicates.

The MI then determines if the person is working in concert voluntarily or under duress to uncover the chain of the people involved.



Chapter 6

The Readers

The Master Investigator's scalpel

Finding a person of interest

The MI seeks to identify the methods used by others and the emotions related to the situation to determine a baseline to work from.

The MI knows that the criminal structures manipulate and control others by using bullying, blackmail, and extortion. Subsequently, the MI looks for the person that has been targeted by their reactions related to such. Taking it further, the MI determines if that person is working in concert voluntarily or under duress.

An example: a worker was identified by their fearful disposition.

The worker was an immigrant illegally working in the country and was illegally employed by the boss besides having a close relationship with the boss. The MI picked up on the fearful disposition of the worker and investigated further. The worker initially confessed that the other workers were taking advantage of his insecurity by teasing and harassing him. The MI read that there was more to this issue than what the worker disclosed. Taking this further, the MI discovered that the worker was being forced to participate *in theft* by being blackmailed by the others. The MI was then focused on determining which workers were involved in the harassment and the theft.

Problems related

As stated earlier, the issue about gathering information from the people on the ground is that they may lie, hide, or volunteer information for their agenda. *Furthermore, they may interpret the investigator in such a way according to their standard of cultural conduct that would influence their willingness to provide information.*

There may be other issues that are covered in the research manuscripts that this book is based upon, where the suspect may be able to read the investigator better while the investigator is reading them. *Do not discount this concept* because there are con artists that rely on their ability to read or intimidate people to earn their living.

Solution

The MI practices and exercises their skillsets daily to master the skill-craft for lie, deception detection and critical situational interviewing taking cultural behavior into account. *The Master Investigator obviously is a master of reading the situation by reading the people!* This is quite different to investigative interviewing as the skills may have to be applied in seconds without preparation and planning (critical situational interviewing) besides knowing who and why in terms of strategy. Furthermore, critical situational interviewing identifies characteristics such as abuse, bullying and the manipulators of such.

Chapter 7

Monitoring and Mapping

Looking for Structure and Pattern

Incident and crime mapping software is used to comprehend the big picture by viewing the analytics to search for the syndicated threat or a distinct issue in theatre and crime pattern.

Problems using incident or crime mapping software

There is a saying in the computer programming world, “garbage in and garbage out”. This describes the point that when insufficient, unreliable or contaminated information is inserted into the mapping software, then the results are garbage. One can have bought the graphic design or the bells and whistles of the software, *but it has no value when the information is unreliable, insufficient, tainted or the person that captures or codes the data or codes is uneducated.*

Subsequently, *the analytic software* will only be as good as the information collected and analysed. Reading and understanding the data is reliant on knowledge and certain skillsets, such as critical thinking situational awareness, knowledge of the location, the field of interest and the ability to ask the right questions.

Identifying evolving structure and pattern

The MI needs to search the index of analytics by asking questions.

The MI (security and criminology investigator) must keep in mind that.

- there may be something unknown and not recorded.
- knowing that the information may be tainted
- the fact that, the sooner that a crime can be identified the better
- it is most importantly to identify if there is a pattern to the crime, and to comprehend if, there is the possible structural formation of a new syndicate, the rejuvenation of a syndicate or another leg of a syndicate being formed

There is a saying “follow the money” to find the source of the crime which is basically following the pattern. This talks to the importance of the MI being knowledgeable of their location and field of interest to be able to easier identify the big picture as it may have already been uncovered or discovered by others.

The MI that is skilled on critical thinking situational awareness would furthermore focus on the pattern of a person-of-interest to determine if they are part of a structure, by working in concert with others voluntarily or under duress. These steps are to identify the formation of an existing syndicated structure or under construction, besides a *distinct pattern emerging for any other reason*. This could be identified by any deliberate changes in the baseline in the linkage from a person-of-interest, the people involved or the culture of the syndicate.

The MI focuses on uncovering new crime and discovering evolving crime by paying attention to incidents taking place. As soon as a unique incident is logged and the second 'unique' log is noted – then it would be flagged. The problem is that the first person that logs the incident as unique could be considered by another person not so, because they did not see it as unique, or they have seen it before. Therefore, they may not ask pertinent questions to comprehend the big picture because they did not believe the questions were relevant or they did not know what question to ask that would be highly relevant.

Concluding, all the team must be trained with the relevant skills and not only the investigator on the ground, but also, the staff that will be using the technological skills that will be recording and coding the information. In this way, more than one person layers the vetting of information.

Objectives to finding Solutions

- *The investigators and team players must find and record reliable and all-the-information to record*
- *The MI needs to search the index of analytics by asking pertinent questions therefore, they must be trained on critical thinking situational awareness*
- *The MI knows that the knowledge of the structure of syndicated crime, culture of crime and methods gives indications on what to look for and how to identify such to limit or mitigate collateral damage of the known and to uncover the unknown*

Solutions

Tools and virtual group meetings with like-minded practitioners

- *What you know [Tools]*

All stakeholders should consider the easiest and most effective way (15 minutes a day) to prime and steer their thought patterns methods to read the situation and the people involved. Daily the investigator may have to outthink or outsmart the criminal. The investigator may not know that the criminal may be better reading the investigator while the investigator is reading them, so how could the investigator be obtaining reliable information? Further, included in the tools are guidance articles and manuscripts to know where and how to use the skill-craft

- *Who you need to know [Interacting live with group meetings in-house or with like-minded practitioners]*

All stakeholders must participate in group meeting discussions in-house or with like-minded practitioners to synergize because combined brainpower may see issues that one may not see.

Consequently, to use the software, we need to draw your attention back again to the information gathering suggestions of paying attention to region of interest, and the location of interest to find and comprehend the patterns.

Once a pattern has been identified then the structural formation will be able to be comprehended that can provide a larger picture of what is truly taking place. Then by dissecting the narrative, one could be able to consider where the story is heading, who will become involved, how they will be involved and why they will get involved.

Master's Record

You will find that Master Investigators compile an overview of the investigation for their own records besides the standard reporting of such because, they are self-aware and regulate their thoughts and actions.

This overview is distinctly focused on the methods of what drew attention to the person of interest that stimulated further investigation and how the sequence of events unfolded. The example herein ‘‘Florence Nightingale’’ incident describes this concept. The benefit of recording such, gives a possible route to follow when investigating people from the same cultural group or other cultures.

The Mapping of the overview would give a distinct understanding of the emotions related to the threats in theater which could give direction for the investigation. For example, the methods used to blackmail, bully, or extort others.

Impacting Ethics

Investigators must know that they handle life impacting or life & death situations because, the lives and reputations of others are at stake.

There are unethical professionals that are simply criminals themselves and even though they may believe they are smarter than others, there may come a day when they and their deeds are disclosed to the world that they live in. The consequences of reputational damage could be unimaginable.

The MI must always be highly conscious and be aware of consequent management. This speaks to their own reputation and that of others because most of their investigations would be to spotlight people that are part of any and all crime. When their perceptions based on insufficient or unreliable information are made public to any person then they place themselves into being sued for deformation of character.

Furthermore, when they discuss cases openly, they place the entire case at risk which could breach their contractual obligations of non-disclosure and also opening themselves up to being sued for damages by their client and that of persons that have not yet appeared before the courts and found guilty.

Against this backdrop, it may be highly appropriate for the MI to use an alias when attending virtual group meetings to interact with like-minded practitioners. Obviously, they will ensure that their video camera is switched off. In this way, they can describe a case in question to obtain input from other professionals that could assist. In this way, they will be able to protect their identification and possible productive or innovative ideas besides loopholes that must be considered.

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Chapter 8

Conclusion

The seed of crime

The snake persuaded Eve to give Adam the apple

and Adam ate the damn apple!

Every person in this world is guilty of something, be it, because of their unconscious desire or conscious agenda. Some people try their best not to be nasty but there are others that are plainly selfish or cruel by nature. They may be sleeping with others (*adultery*) or little things that may not feel as 'bad' but, people that talk badly about others, is in-fact a crime (*deformation of character*). Hopefully, there are still people that find unacceptable, the chilling stories of the manipulation (*rape/stalking/sexual harassment*) of one person or that find gobsmacking with distaste - the mutilation of thousands or millions of others.

The means related to extreme religious beliefs or political viewpoints would motivate emotional crime, physical crime and financial crime or terror. The issues and problem with this thought, is that, in one culture a crime or terror incident may not be considered an issue but in another culture, it could be considered as inhumane and an unspeakable crime against humanity. *Regardless, all people have suffered some form of the 'crime of betrayal'* and mostly from close family or friends - which hurts mostly.

Today, the forbidden fruit could be addictions of, drink, drugs and sex, besides, love, jealousy and money.

Knowing these trinkets of desire, the Master Investigator will find crimes to investigate which could be either caused by such or, result in outcomes that reward such

The Master Investigator knows that snakes persuade others by lying, hiding or volunteering information to get the fruit. Subsequently masters the skills to read others

To find these people, the Master masters puzzle building by comprehending that criminals are from changing or distinct structures that house the undesirables and desirables

They too, find the houses and break them down to find a person of interest that could be root of all evil – the snake

the Author

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This book and training methods are based upon the cited works Human Investigation Management ([HIM]) www.human-investigation-management.com

(Kirsten, Critical Thinking the X Factor in Criminology, Security and Risk (Vol 3), 2018)

(Kirsten, Security and Criminology Investigation Management (Vol4), 2019)

Note: All Pdf books available on the HIM tools

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