Welcome!

Predictive profiling is a proactive security technique that attempts to avert or neutralize possible threats based on thorough observations. In our training we want to change the way we look around us to see <u>more</u>. When we observe more extensively and register more details, we can interpret and understand more correctly. This allows us to follow the line of thought of terrorists, criminals, predators, in short, of every organized enemy with plans to attack the community.

To achieve this we first have to take a closer look at ourselves and our colleague security officers*, at our procedures and dispositions, at the undisputed framework in which the police move and which we rarely question or critically review. We developed outerviewing* to uncover every hole and tear in the police approach. Because that's what the enemy does. They scan our strengths, and focus on the weakest links. They perceive buildings and sites as opportunities and see people and groups as targets. And that's what we must do as well!

Behind Enemy Minds

Referring to the phrase 'behind enemy *lines'* we want to emphasize our goal to learn more about our enemy in order to have a greater chance to obstruct, hinder and counter his attack.

To have any effect on his modus operandi we have to get inside of his mind and experience the same feelings of excitement, agitation and fear he does when preparing for the attack. Only then you fully understand his state of mind and clearly see what he sees: <u>opportunities</u> and <u>targets</u>. Safety procedures are often based on a risk concept (it is a virtual and unchallenged concept based on mathematical probabilities; we call it 'the cheese'), the attacker on the other hand challenges the procedures and strikes when he gets an opportunity (we call this 'the holes in the cheese'). Organizations have to be vigilant and *lucky* all the time. The attacker has to be *lucky* only once…

We want to invest in proactive strength when battling the enemy. We shouldn't wait until an attack (almost) happens, we want to act before the enemy strikes by reenacting his actions and detecting his behavior and successfully anticipating his next steps.

From sight to insight.

*Terminology marked with an asterisk will be explained in the glossary.

A

Alfa/Beta

In our training we use a different way of red teaming. It is a practical version of our weakspot analysis*. The red team, or alpha team, challenges the defense mechanisms of a site or an organization to improve its effectiveness by assuming an adversarial role or point of view; furthermore, the enemy role will check for (and take advantage of) any attack opportunity the site offers. The blue team, or beta team, aims to improve the security measures, and to calculate where to put obstacles and barriers on the path of the enemy.

The results are far broader than the regular red team exercise, which is limited to the testing of existing facilities.

B

Baseline scan

We attempt to start our scan with a baseline of behavior (or behavioral performance) which is steady in form and frequency. Because it is rather constant or stable, it serves as a standard or reference point for observing deviant behavior*. Against this behavioral baseline we compare the results when a new, independent variable or manipulation is introduced (stimulus* reception).

Barrier Behavior

In unknown or threatening situations or settings we unwittingly build literal and figurative barriers around our bodies. We cross our arms, hold a beverage, place a bag in front of us, or hide behind a table or other furniture.

C

Camera Conscious

in certain locations you should be aware of the camera placing during scanning or SQ*. In case of interpellation it is advised to reposition yourself and the other so that you have an image and record of your suspect.

Change Blindness

Change blindness is a perceptual phenomenon that occurs when a change in a visual stimulus* is introduced and the observer does not notice it. For example, observers often fail to notice major differences introduced into an image while it flickers off and on again. People's poor ability to detect changes has been argued to reflect fundamental limitations of human attention. Change blindness has become a highly researched topic and some have argued that it may have important practical implications in areas such as eyewitness testimony and distractions while driving.

Chatham House Rules

We subscribe to the Chatham House Rules. It is a system for holding debates and discussion panels (on controversial issues). At a meeting held under the Chatham House Rule, anyone who comes to the meeting is free to use information from the discussion, but is not allowed to reveal who made any comment. It is designed to increase openness of discussion.

Concentric circles

Concentric circles form a range of imaginary circles to indicate a series of radius from a central point (the target). Every circle will trigger a different kind of behavior from the enemy, depending on his closeness to the target. Changes in behavior when crossing the circle barriers can be detected or even provoked.

Congruence

We look for congruence in behavioral elements to determine sincerity, honesty and authenticity. Congruence then means a harmony or an agreement between the different elements expressed (facial expression, words, emblems, manipulators, illustrators,…) and an execution in which <u>timing</u> and <u>duration</u> make sense.

Criminal Planning Cycle

Criminal activities tend to follow predictable patterns. If understood correctly, the pattern can help victims and law enforcement thwart plots before they are successfully carried out. The pattern consists of following activities: target selection, information gathering (social engineering, OPSINT*), surveillance (mule method), planning, tooling up, dry run, execution, and get-away.

D

Deviant behavior

Any behavior deviating from the baseline scan* that is not logical, not legal and not desirable, is considered suspicious and should be explained. 'When in doubt, no doubt!'

E

Emblems

Emblems are deliberate signals or gestures that have a (nearly) universal meaning (thumbs up, middle finger, shrug). Under stress or pressure these emblems can be shown indicating certain feelings or opinions. In this case they aren't always fully visible or executed.

F

Fight Flight Freeze

The fight-or-flight response (also called hyperarousal, or the acute stress response) is a physiological reaction that occurs in response to a perceived harmful event, attack, or threat to survival.

- The <u>sympathetic nervous system</u> originates in the spinal cord and its main function is to activate the physiological changes that occur during the fight-or-flight response. This component of the autonomic nervous system utilizes and activates the release of norepinephrine in the reaction.
- The <u>parasympathetic nervous system</u> originates in the sacral spinal cord and medulla, physically surrounding the sympathetic origin, and works in concert with the sympathetic nervous system. Its main function is to activate the 'rest and digest' response and return the body to homeostasis after the fight or flight response. This system utilizes and activates the release of the neurotransmitter acetylcholine.

Firewall composition

In analogy with the provision of a firewall for the security of ICT software, we install a system with two important objectives: to keep out hostile elements and if there was a penetration then we aim to quickly and prematurely eliminate the hostile elements.

The remedial interventions focus on two important elements:
- Creating a non-stimulating or facilitating environment for people with malicious intentions disrupting their plans.
- Infuse the setting with stimuli aimed at provoking behaviors, intentions and feelings.

Main points:
- Installation of an integrated, integral, dynamic and intentional system
- Installing concentric circles*
- Focus and investment on organizational and personnel measures
- Targeted incentive distribution to obtain behavioral interpretation
- Practiced and known concept

I

Illustrators

Illustrators are non-verbal clues we use to emphasize our words. We can use full body movements, but especially hands and arms are used for emphasis. Attention: there has to be a congruence* in execution between the <u>timing</u> and <u>duration</u> of the illustrator for it to be sincere.

Immediate Signals

Immediate signals are signals or gestures following a very painful or delicate situation (or a reference to it). A known immediate signal is the lip compression, possibly indicating strong frustration, anger or regret. Another known immediate signal is the jaw compression where you can clearly see the jaws clenching.

L

Leakages

When we feel stressed or pressured we might unwittingly show signs or gestures that are in fact contrary to our words. These leakages hint at the truth (e.g. nodding when saying no, half shrug, lapses,…)

Limbic Brain

The limbic brain is the part of the brain that defends our bodies and reacts to external stimuli. It is also responsible for emotions, triggering reassurance behavior* or the fight-or-flight response*. Nicknamed the 'honest brain', it will not be manipulated. It's in a permanent state of readiness and alertness.

M

Manipulators

When we feel stressed or pressured we feel the need to reassure and comfort ourselves. To this end we touch or hold a body part. Especially our hands often show the manipulators. This can be a 'cold hug' (embracing yourself), holding your other hand, holding your waist,…

O

OPSINT

Open Source Intelligence: the surveillance of open source information, the internet and public or accessible databases.

Outerviewing

Outerviewing is a new way of questioning (interviewing) persons of interest and observing non-verbal elements (the outside) of human behavior on an individual level or in a setting (group, building, square, area). The goal is to find access to the thoughts, emotions and intentions of an enemy relative to its target. Using widescreen observation* and two taxations, the technique of outerviewing can systematically single out suspicious behavior*.

Outerviewing combines stimuli* and security questions* to decode themes* (love, hate, fear) and stakes (high/low) to eliminate threats (yes/no).

P

Personal Space

Personal space is the physical space closely surrounding a person, which can lead to discomfort, anger or anxiety if encroached on. This also refers to an area which can be regarded as belonging to a person privately, in which to place belongings.

R

RAS

The Reticular Activating System (RAS) is a bundle of nerves at our brainstem that filters out unnecessary information so the important stuff gets through. The RAS is the reason you learn a new word and then start hearing it everywhere. It's why you can tune out a crowd full of talking people, yet immediately snap to attention when someone says your name or something that at least sounds like it.

Your RAS takes what you focus on and creates a filter for it. It then sifts through the data and presents only the pieces that are important to you. In the same way, the RAS seeks information that validates your beliefs. It filters the world through the parameters you give it, and your beliefs shape those parameters. The RAS helps you see what you want to see and in doing so, influences your actions.

Reassurance Behavior

When we feel stressed or pressured, our brain will demand us to stimulate the nerve ends in our bodies as to release endorphins and bring (temporary) reassurance. The tips of our fingers, the front of the tongue and the edges of nose and ears are frequently used to this end.

S

Security Officers

Security officers is the term we will use to refer to police officers of any level as well as other people who specialize in security matters.

Security Questioning (SQ)

After singling out deviant behavior* and identifying a person of interest it is recommended to use the following security questions to make the encounter most productive. Attention: we address the suspect in a non-aggressive and non-evasive customer friendly manner.

- What are you doing here?
- Who are you with?
- How did you get here?
- How long have you been here?

At first the person interrogated can come up with a cover story. The information in his/her answers will help you to ask follow up questions, combined with your own observations. You will also confront the suspect with contradictions and doing so you will destabilize him/her while your colleague can read the non-verbal behavior displayed, preferably starting from a baseline scan*. Therefor you should never undertake a security questioning alone.

Selective Perception

Selective perception refers to a cognitive bias in psychology related to the way expectations affect perception. Human judgment and decision making is distorted by an array of cognitive, perceptual and motivational biases while ignoring opposing viewpoints, facts or elements in reality. People tend not to recognize their own bias, though they tend to easily recognize (and even overestimate) the operation of bias in human judgment by others.

To understand when and why a particular region of a scene is selected, studies observed and described the eye movements of individuals as they go about performing specific tasks.

Stimuli/Incentives

By sending stimuli or creating incentives for the people around us, we can change their behavior. Certain stimuli or provocations can trigger actions we can either detect or use to our advantage.

Suspect Indicators/Red Flags

Once we have set the baseline* behavior (in a setting) we will scan for deviations. New signals, false signals, exaggerations (timing and duration), asymmetrical signals, contradicting signals, illustrations, manipulators, (partially) hidden emblems,…

Suspicious Behaviour

Any behavior deviating from the baseline scan* that is not logical, not legal and not desirable, is considered suspicious and should be explained. 'When in doubt, no doubt!'

Symmetry

When reactions, gestures and behavior are real, authentic and sincere (supported by the whole body, in congruence* with facial expressions and words), they will be most likely symmetrically executed. Simulated or false expressions are often asymmetrically executed.

T

Themes

Decoding the signals and red flags* using outerviewing* should result in a theme (either love, hate or fear). Determining the correct theme in a scanning or interaction will lead to a correct assuming of fight-or-flight response* and a corresponding approach.

W

Weakspot analysis

The weakspot analysis consist of discovering the weak spots – the weakest link, the opportunities, optimizing and enriching the collected information through explorations, observations and participations (extramural and intramural). The analysis includes an active (in-depth) search for (attack) opportunities and the visualization of potential targets. The analysts adopts the mindset of the enemy on and in the targeted location to spot undetected opportunities.

We do not allow ourselves to be impressed by the many resources and the staff capacity (= the cheese); we are interested in weaknesses (the holes).

Widescreen observation

Widescreen observation is a technique to break free from limited observations obstructed by cognitive biases, change blindness*, selective perception*, (racial profiling) and years of unchallenged police routine.

In order to know your surroundings, you should look systematically at everything twice. A first taxation is an scan to set a baseline*. Describe a triptych of people, objects and the elements of your setting. Do this in an orderly fashion from left to right or from back to from. Leave nothing out and use words to describe what you see. To describe people you use DUS: observe their dynamics, their ease or unease in the location and their response to stimuli*.

A second taxation scans for deviation*. What grabs your attention? What changes? What doesn't belong? When looking for suspicious of questionable behavior, we propose behavior that is either not legal, not logical or not desirable.

Deviant elements and red flags* should be explained. Deviant behavior* should be questioned. Something is either a threat or not. When in doubt, no doubt!

Your goals (what you want to achieve during and with the conversation) largely determine the way you interact. Don't forget that your own behavior is decisive for the behavior of the other party (action-reaction). <u>Attention</u>: the other party can also be knowledgeable about the principles of interpretation of non-verbal communication.

Respect the phased structure and roll-out of the decoder. No reliable detection and interpretation is possible without a baseline scan. Cold reading is not an option.

The rule of <u>timing</u> and <u>duration</u>:
a gesture or behavior must always be shown at the appropriate time and manifests itself briefly and intensely (some signals take less than a quarter of a second).

Behavior has an emotional component; no visible emotion still conveys an emotion. An emotion is real when it is supported by the body (hands, arms, head, ...) (pay attention to timing and duration). Make sure you always have a clear view of the relevant body parts and movements.

Assess the importance of the interaction for your counterparty:
high stakes (HS) vs low stakes (LS).

<u>Attention</u>: an interaction or situation can change very quickly from LS to HS. Watch for signals from the limbic brain or from the sympathetic nervous system.

When assessing conflicting signals or gestures, you attach the most credibility to the most negative behavior and you pay more attention to signals given by the part of the body furthest away from the head (from toe to head).

Symmetry and fluency are the main characteristics of an authentic and sincere signal.

When in doubt about the power or meaning of a behavior or signal,
try to perform it yourself.

The control and direction of the conversation should at all times remain in your hands. If you lose control of the conversation, you immediately abort. Use the setting to your advantage. Never start a conversation unprepared.