

THE CPIRC NEWS

CANADIAN PRIVATE INVESTIGATORS' RESOURCE CENTRE



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Handling the Angry Suspect

Every investigator has encountered a subject who exhibits symptoms of anger. Of all possible emotions, anger presents the greatest impairment of an investigator's ability to detect deception and persuade a suspect to tell the truth. Legitimate anger may precede physical violence and a personal safety issue may be at stake. Because anger is such an intense emotion, it often clouds other behavior symptoms. In fact, anger can mimic deceptive responses during a polygraph examination of a truthful subject. Finally, anger, real or feigned, offers a tremendous outlet for the deceptive suspect to vent the guilt or anxiety associated with his crime. Because of these reasons, an investigator should do everything possible to avoid causing a suspect to become angry or upset during an interview or interrogation.

Understanding Anger

Anger is part of a complex protective response that occurs when a person's ego (self-image) or physical well being is threatened. In addition to focusing perceptions toward the source of the threat, anger causes internal physiological changes such as the release of adrenaline into the blood stream which prepares the body to fight off the threat. (If the individual chooses to flee from the threat, fear is the primary emotional state involved). Anger describes the end-stage of other less intense emotional states which could be listed in the following hierarchy:

Legitimate anger, especially during an interrogation, is a good indication of truthfulness. Because it is the final expression of underlying emotional states, legitimate anger builds gradually, where it may be observed that initially the suspect's face becomes red, his hands are clenched and his eye contact is piercing. The suspect may then lean forward in the chair and once the anger erupts, it is difficult to dissipate. Despite the investigator's efforts to calm the suspect, the symptoms of anger persist. Finally, legitimate anger will be evident in all three channels of communication. The suspect will use descriptive language such as, "Listen, I did not rape anybody!" With respect to paralinguistic communication, each word of the response will be delivered in a staccato fashion.

What if a suspect's anger does not appear to be legitimate? This situation, which should be more strongly associated with deception, often involves feigned anger or self-propagated anger. Feigned anger is a learned response where the suspect has experienced prior success in avoiding consequences by raising his voice, making veiled threats and appearing upset. It is a well orchestrated act that the suspect performs when parents, teachers or police are close to finding out what he did wrong.

Feigned anger will suddenly erupt without warning, as if there is an internal anger but the suspect can push. Because it is not sincere, feigned

anger is easily dissipated if the investigator maintains his confidence and composure. Finally, feigned anger may be recognized because of inconsistent behaviors within the three channels of communication. For example, the suspect may be speaking in a loud tone, but has crossed arms and is leaning back in the chair.



Many deceptive suspects attempt to propagate their own anger by finding fault with the investigator or investigation. While this anger is real in the sense that the suspect is truly upset it is, nonetheless, an attempt to manipulate the investigator. The reason the suspect wants to become angry is to vent his internal feeling of guilt externally. Psychologically, it is similar to the child who throws a tantrum in the grocery store when his parents refuse to buy him candy. The pain caused by the child banging his head and kicking the floor is converted to anger toward his parents – the child is venting his internal disappointment externally. Furthermore, when a suspect generates anger toward the investigator it allows him to psychologically justify his lies.

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TOP 20



20 Reasons to Join The Canadian Private Investigators' Resource Centre Family

1. CPIRC DATABASE

Your company information will be added to our online database which is accessible to all who visit our site in need of your services.

2. REFERRAL SERVICE

We get inquiries from law firms, multi-national corporations, individuals and associations from around the world that contact us directly in need of specialized services in Canada. If your agency offers this specialized service we will refer the potential client to you and notify you via email. We **DO NOT** have any hidden costs or charge any extra for referring potential customers to your agency. It's all included in your annual membership!

3. ACCESS TO THE CPIRC RESOURCE CENTRE

Our members-only access CPIRC Resource Centre contains thousands of invaluable resources to aid members with their investigations. We are constantly adding new information to our database.

4. THE INTERNATIONAL NETWORK

Since 1999 we have been contacted by numerous public and private investigators from around the world. We have compiled a list of investigators and security specialists in several countries willing to assist CPIRC members in their operating country and return they have agreed to contact CPIRC or our members directly when needing assistance in Canada.

5. MARKETING

CPIRC advertises in trade magazines, the World Wide Web, by direct mail and has also joined forces with similar sites internationally to bring more domestic and international exposure to our members.

6. NEWSLETTER

THE CPIRC NEWS is read by thousands of private investigators and security specialists across Canada and world-wide.

Any CPIRC member who wishes to include in our newsletter an article that they have written may do so free of charge.

7. CPIRC CERTIFICATE

All CPIRC members receive a membership certificate.

8. CPIRC LOGO

As a CPIRC member you will receive an electronic version of our logo to add to your website and letter-heads.

9. FREE UV PEN & LIGHT

All new CPIRC members will receive a FREE UV PEN & UV LIGHT combo.



10. All CPIRC members receive \$150 rebate on the new iSOFT Private Investigation & Security Management software. The discount can be applied to the Basic and Advanced Edition.



11. PI Magazine

All CPIRC members receive a rebate on PI Magazine subscription.



12. CPIRC SURVEILLANCE SHOP

All members get up to 25% off most of our Surveillance Shop product line.

13. MONADNOCK POLICE TRAINING COUNCIL

All CPIRC members get a 10% discount on Monadnock Police Training Programs.



14. PRESSURE POINTS CONTROL TACTICS MANAGEMENT SYSTEM (PPCT)

All CPIRC members get a 10% discount on PPCT Training Programs.



15. PRO-VISION GROUP INTERNATIONAL INC.

All CPIRC members get a 10% discount on courses offered by PRO-VISION GROUP INTERNATIONAL.



16. JOHN E. REID & ASSOCIATES

All CPIRC members receive special discounts on course registration fees, training materials and products.



17. CITYFONE Offers discount wireless products and services as well as long distance telephone programs to all CPIRC members.



18. WORLD CELLULAR RENTALS

All CPIRC members receive 20% off Cellular and Satellite phone rentals for use in Canada and World-Wide.

19. AVIS CAR RENTAL has agreed to offer all CPIRC members corporate flat rates or discounts off lower promotional rates, with reduced liability to the Avis car when renting on the corporate rate. These savings alone can pay for the annual CPIRC membership!



20. PROUD TO BE CANADIAN

Best of all the "Canadian Private Investigators' Resource Centre" was developed by Canadians for Canadians and we will continue to strive to bring Canadian Private Investigators to a whole new level at home and internationally.



Handling the Angry Suspect (cnt'd)

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An axiom of lie-detection is that it is much easier to lie to someone we dislike than to someone who treats us with respect and dignity. It is for this reason that every deceptive suspect would love to make an enemy out of the investigator.

To avoid self-propagated anger, the investigator should recognize the suspect's efforts to engage the investigator in an adversarial relationship. As an example, consider that when an investigator enters the room he notices that the juvenile suspect has his feet resting on the investigator's chair. If the investigator responds, "Get your feet off my chair you skum bag!" he is providing fuel for the suspect's self-propagate anger. A much more effective response to this situation would be for the investigator to politely introduce himself and engage in introductory questions while he gradually moves his chair from under the suspect's legs. By not even commenting on the suspect's attempt at manipulation, the investigator will have maintained control of the interview without giving the suspect cause to express anger. Other suggestions in this regard are:

Responses to Anger

The most appropriate response to legitimate anger (coming from a probably truthful suspect) is to tactfully step down the interrogation. The easiest way to terminate an interrogation is to ask questions. Therefore, the investigator should return to the interviewing format and perhaps revisit some of the topics that were covered during the interview, i.e., "Tell me again what you did last Friday night." Eventually, it would be appropriate for the investigator to say something like the following, "John, we are still at an early

stage in this investigation. There are other people we need to interview and evidence that has not yet been analyzed. I fully understand your position in this matter and if you had nothing to do with (crime) your innocence will be proven. I will let you know if we need to talk to you further."

When dealing with feigned or self-propagated anger, certainly it would be wrong for the investigator to decrease his confidence of the suspect's guilt, e.g., "Well, John, there's something here that you haven't completely told the truth to". This retreating position will reinforce the suspect's belief that if he maintains his anger long enough, the investigator will eventually be convinced of his innocence. A much more productive response to feigned or self-propagated anger is an insight statement such as the following, "Joe, I can tell from your emotional state that you are very worried about what will happen to you because of this thing. I wish I could tell you that if you tell me the truth nothing would happen to you, but I'd be a liar if I said that. I'm not here to give you a hard time. The only reason I came back in here to talk to you is to give you an opportunity for input in my report before I send it out."



This response accomplished a number of important goals. First, the investigator has not backed off at all on his confidence of the suspect's guilt. Second,

the investigator is actually using the suspect's apparent anger as further evidence of his guilt through an insightful connection to the suspect's fear of punishment. To further refute the suspect's attempt to avoid consequences through feigned anger, the suspect is essentially told that he will be punished for his crime. Finally, the investigator makes a statement

against self-interest implying that a confession is not needed and that the only reason the interrogation is being conducted is to give the suspect an opportunity to explain the circumstances behind his crime.

The topic covered in this web tip is derived from information covered during our advanced course on interviewing and interrogation. If you have attended our basic course and are ready to enhance your ability to detect deception and elicit confessions, check our course calendar for the location of the advanced course nearest to you.

For further information on interrogation or interviewing techniques consider attending our advanced course on interviewing and interrogation. All CPIRC members get discounts on Reid seminars.

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Resource Centre Roundup

Are You Still Paying for Directory Assistance?

Use this free directory assistance from anywhere in the U.S. and Canada from all phones, whether you're calling from home, your business, or your cell phone. If you call from a cell phone your cell phone carrier may charge you minutes according to your cell phone plan just as they would with you dialing any other 800 number, but they will not charge you anything.

What's the catch? In turn for this free service callers will often here a 15 second advertisement.

Click the **Free Directory Assistance** link found in the "Telephone Directories/Area Codes/Postal Codes" category in the Resource Centre.



The ExPat Show

Tai Aguirre, decided to create a radio program that addresses the issues expats face: how to buy property abroad, what to do about health care issues, taxes...all those things that those of you who live abroad face.

Listen to the radio show from our "Business Name Search/Land Titles/ Personal Property" category by clicking on **The Expat Radio Show** link found in the Resource Centre.



Counter-Terrorism Blog

The first multi-expert blog dedicated solely to counterterrorism issues, serving as a gateway to the community for policymakers and serious researchers. Designed to provide real-time information about terrorism cases and policy developments.

Find the **Counter Terrorism Blog** in the "Security and Intelligence Community" category in the Resource Centre.



Encryption Tool

Looking for a secure means to hide your confidential data in inconspicuous graphic files? Now you can save all your passwords for email accounts, etc. in a text file and hide it safely from intruders.

Find this and other encryption tools in the "Free Investigative Software & Publication Downloads" category in the Resource Centre.



CANADIAN PRIVATE INVESTIGATORS'
RESOURCE CENTRE

"Knowledge is Power"

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General Information: info@cpirc.com
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Thanks to all who support us!

