



Title and Description for Information Assurance and Security Conference IAS 2010

Suggested Title: Protection From Intent-driven Aggression

Description: Bob Duggan of ESI says it best:

Aggression Management differs from others in the market in that it will provide participants with the insights and skills to recognize agitation and aggression well before it is obvious and apparent to everyone else. The hidden symptoms of aggression in its early stages or the not-so-apparent signs of violence when it is deliberately being concealed are not easily detectable using standard assessment methods. Knowing WHAT to detect and HOW to discern aggression under these conditions is vital if protection professionals are to proactively intervene upon such deceptive aggressors.

Would it be helpful to distinguish between adrenaline-driven Primal Aggression, describing the person who is angry, frustrated, fearful, juxtaposed to the intent-driven Cognitive Aggressor: the person whose intent is to do harm, like the terrorist or combatant? Their body language and behavior is distinctly different and we find that most all Homeland Security, Law Enforcement and private security are looking for the wrong person!

In your endeavor to protect information systems you are looking for behavior that represents intent-driven Cognitive Aggression. Research has show that you cannot use profiling alone to identify intent-driven aggression, you must identify the behavior of someone who is emerging as an aggressor, in other words you need a Continuum of Aggression. Learn how to measure and thereby manage emerging aggression.

At the Conclusion of this presentation, attendees will be able to:

- Identify the emergence of aggression
- Measure aggression in others and in ourselves (metrics)
- Manage aggression in others and in ourselves
- Prevent aggression
- With support, provide a means to legal defensibility