

Chapter 8

Approach Techniques and Termination Strategies

8-1. Regardless of the type of operation, the initial impression that the HUMINT collector makes on the source and the approach he takes to gain the source's cooperation will have a lasting effect on the continuing relationship and the degree of success in collecting information. The approach used will vary based on the type of operation; the operational environment; the status of the source; the personality, position, and identity of the source; and the personality and experience level of the HUMINT collector and the time available.

8-2. The MPs will not take any actions to set conditions for interrogations (for example, "softening up" a detainee). Additionally, in accordance with DOD Directive 3115.09, military working dogs, contracted dogs, or any other dog in use by a government agency shall not be used as a part of an interrogation approach nor to harass, intimidate, threaten, or coerce a detainee for interrogation purposes. Leadership throughout the chain of command is responsible to ensure that HUMINT operations are in compliance with these governing regulations and guidelines, whether the HUMINT collection is to take place as part of HCT operations or in an internment facility.

8-3. The only authorized interrogation approaches and techniques are those authorized by and listed in this manual, in accordance with the Detainee Treatment Act of 2005. Two approaches, Mutt and Jeff and False Flag, require approval by the first O-6 in the interrogator's chain of command. The restricted interrogation technique "Separation" requires COCOM commander approval for use, and approval of each interrogation plan using "Separation" by the first General Officer/Flag Officer (GO/FO) in the chain of command. Coordination may also be required with the C/J/G2X, security, legal, or other personnel. Regardless of the coordination efforts required, use of all techniques at all locations must carefully comply with this manual and additional instructions contained in the latest DOD and COCOM policies.

NOTE: The word "source" will be used in this chapter to mean any person who is the objective of the HUMINT collector's approach, and is applicable in any collection situation unless otherwise noted in the text. This use of the term "source" is consistent with US Army Intelligence Center HUMINT collector training.

APPROACH PHASE

8-4. During the approach phase, the HUMINT collector establishes the conditions of control and rapport to facilitate information collection. The approach begins with initial contact between the source and the HUMINT collector. Extreme care is required since the success of the collection effort

hinges, to a large degree, on the early development of the source's willingness to communicate. Interrogators must have a deep understanding of the cultural norms, anomalies, and emotional triggers of the person being interrogated in order to select appropriate approach strategies and to interrogate effectively.

8-5. The HUMINT collector's objective during this phase is to establish a relationship with the source that results in the source providing accurate and reliable information in response to the HUMINT collector's questions. The HUMINT collector adopts an appropriate persona based on his appraisal of the source but remains alert for verbal and non-verbal clues that indicate the need for a change in the approach techniques. The amount of time spent on this phase will depend mostly on the probable quantity and value of information the source possesses, the availability of other sources with knowledge on the same topics, and available time. At the initial contact, a businesslike relationship should be maintained. As the source assumes a cooperative attitude, a more relaxed atmosphere may be advantageous. The HUMINT collector must carefully determine which of the various approach techniques to employ.

8-6. Sources will cooperate with the HUMINT collector for various reasons ranging from patriotic duty to personal gain, such as material gifts or money. They may also respond to emotion or logic. Regardless of the type of source and his outward personality, every source possesses exploitable characteristics that, if recognized by the HUMINT collector, can be used to facilitate the collection process. These characteristics may be readily apparent or may have to be extrapolated from the source's speech, mannerisms, facial expressions, physical movements, involuntary responses (perspiration, changes in breathing, eye movement), and other overt indications that vary from source to source. From a psychological standpoint, the HUMINT collector must be cognizant of the following behaviors. People tend to—

- Want to talk when they are under stress and respond to kindness and understanding during trying circumstances. For example, enemy soldiers who have just been captured have experienced a significant stress-producing episode. The natural inclination is for people to want to talk about this sort of experience. If the EPW has been properly segregated and silenced, the HUMINT collector will be the first person the EPW has a chance to talk to. This is a powerful tool for the collector to use to get the subject talking. The desire to talk may also be manifested in refugees, DPs, and even local civilians when confronted by an unsettled situation.
- Show deference when confronted by superior authority. This is culturally dependent but in most areas of the world people are used to responding to questions from a variety of government and quasi-government officials.
- Operate within a framework of personal and culturally derived values. People tend to respond positively to individuals who display the same value system and negatively when their core values are challenged.
- Respond to physical and, more importantly, emotional self-interest. This may be as simple as responding to material rewards such as extra

food or luxury items for their personal comfort or as complex as responding to support in rationalizing guilt.

- Fail to apply or remember lessons they may have been taught regarding security if confronted with a disorganized or strange situation.
- Be more willing to discuss a topic about which the HUMINT collector demonstrates identical or related experience or knowledge.
- Appreciate flattery and exoneration from guilt.
- Attach less importance to a topic if it is treated routinely by the HUMINT collector.
- Resent having someone or something they respect belittled, especially by someone they dislike.

8-7. HUMINT collectors do not "run" an approach by following a set pattern or routine. Each approach is different, but all approaches have the following in common. They—

- Establish and maintain control over the source and collection effort. This does not necessarily equate to physical control. Rather it means that the HUMINT collector directs the conversation to cover the topics that are of interest to him. This may be overt in a debriefing or an interrogation or subtle in an elicitation. In a very basic sense, the HUMINT collector is in control if he is asking questions and receiving answers. If the source is asking questions, refusing to answer questions, or directing or attempting to direct the exchange, he is challenging for control. If the source challenges this control, the HUMINT collector must act quickly and firmly to reestablish control.
- Establish and maintain a rapport between the HUMINT collector and the source. Rapport is a condition established by the HUMINT collector that is characterized by source confidence in the HUMINT collector and a willingness to cooperate with him. This does not necessarily equate to a friendly atmosphere. It means that a relationship is established and maintained that facilitates the collection of information by the HUMINT collector. The HUMINT collector may establish a relationship as superior, equal, or even inferior to the source. The relationship may be based on friendship, mutual gain, or even fear.
- Identify the source's primary emotions, values, traditions, and characteristics and use them to gain the source's willing cooperation.

8-8. The successful application of approach techniques, coupled with measures to ensure source veracity, results in the source providing accurate information in response to the HUMINT collector's requirements. The source may or may not be aware that he is providing the HUMINT collector with needed information. The approach does not end when the source begins providing information but is reinforced as necessary throughout the questioning.

DEVELOPING RAPPORT

8-9. The basis of rapport is source confidence in the HUMINT collector, which leads to a willingness to cooperate. Rapport does not necessarily mean a friendly relationship, although that may be the case. It means an establishment of a relationship in which the HUMINT collector presents a realistic persona designed to evoke cooperation from the source. The source responds with relevant, truthful information. Rapport is established during the approach and must be maintained throughout the questioning of the source. If the HUMINT collector has established good rapport initially and then abandons the effort, the source would rightfully begin to question the HUMINT collector's sincerity and may cease answering questions.

BUILDING RAPPORT

8-10. Building rapport is an integral part of the approach phase. The establishment of rapport begins when the HUMINT collector first encounters the source. Depending on the situation, the HUMINT collector may introduce himself to the source. In debriefing and liaison operations, this will normally be the collector's true name and affiliation. In elicitation, the requirement and type of introduction depends on the operation. In interrogation operations, the HUMINT collector normally will not introduce himself unless he is laying the groundwork for an approach. If he does introduce himself, normally he will adopt a duty position and rank supportive of the approach strategy selected during the planning and preparation phase. The HUMINT collector must select a rank and duty position that is believable based on the HUMINT collector's age, appearance, and experience. A HUMINT collector may, according to international law, use ruses of war to build rapport with interrogation sources, and this may include posing or "passing himself off" as someone other than a military interrogator. However, the collector must not pose as—

- A doctor, medic, or any other type of medical personnel.
- Any member of the International Committee of the Red Cross (ICRC) or its affiliates. Such a ruse is a violation of US treaty obligations.
- A chaplain or clergyman.
- A journalist.
- A member of the US Congress.

8-11. The HUMINT collector should seek advice from his SJA concerning representing himself as holding any other sensitive position.

8-12. A good source assessment is the basis for the approach and vital to the success of the collection effort. The HUMINT collector continually assesses the source to see if the approaches—and later the questioning techniques—chosen in the planning and preparation phase will indeed work. Approaches chosen in planning and preparation are tentative and based on the limited information available from documents, guards, and personal observation. This may lead the HUMINT collector to select approaches that may be totally incorrect for obtaining this source's willing cooperation. Thus, careful assessment of the source is critical to avoid wasting valuable time in the approach phase. Whether the HUMINT collector is using reasoned argument

or emotion to get the source to cooperate, he must be convincing and believable and appear sincere.

RAPPORT POSTURE

8-13. Unless there is rationale for acting otherwise, the HUMINT collector will begin his interaction with the source in a businesslike manner. He will be neither hostile nor overly friendly. Based on the tentative approaches developed during planning and preparation and the verbal and physical clues from the source, the HUMINT collector will modify this posture to facilitate collection.

8-14. Based on planning and preparation, the HUMINT collector may decide to adopt a stern posture. He presents himself as a person in a superior position to the interrogation source and demands proper deference and obedience by the interrogation source. In the case of an EPW this is manifested by having the source remain at attention and address the HUMINT collector as "Sir." This can be effective in dealing with lower ranking military personnel or members of oppressed ethnic, tribal, or religious groups who are conditioned to respond to authority or civilians in lower economic or social positions who are used to responding to directions from various bureaucrats and civilian superiors. This posture can have negative results since many persons in the positions mentioned above have developed mechanisms for dealing with superiors that mostly involve giving minimal information and agreeing with whatever the authority figure says.

8-15. In most cases, either initially or after the interrogation source has begun answering questions, the HUMINT collector will adopt a more relaxed or even sympathetic posture. The HUMINT collector addresses the interrogation source in a friendly fashion, striving to put him at ease. Regardless of the posture selected by the HUMINT collector, he must stay detached emotionally while maintaining the appearance of total involvement and stay within his adopted persona. The HUMINT collector must control his temper at all times. He must not show distaste, disgust, or unease at anything the source says unless that reaction is a planned part of the approach strategy. He should not show surprise at anything that the interrogation source says since it might undermine source confidence in the HUMINT collector and their relationship.

8-16. The HUMINT collector must support his verbal approaches with appropriate body language. Just as the HUMINT collector is observing the source to identify non-verbal clues that support or contradict the verbal message, the HUMINT collector is being scrutinized by the source to identify the same clues. The techniques used in an approach are a totality of effort, not just verbal conversation between the HUMINT collector and the source. Body language is in many instances culturally dependent. Standing at a given distance from an individual may be perceived as comforting in some societies and hostile in others. The HUMINT collector must adapt his body language to the culture in which he is working rather than expect the source to adapt to his.

APPROACH TECHNIQUES

8-17. The approaches listed are not guaranteed solutions for every situation. Some individual approaches that may be suitable for one operating environment, such as when conducting HUMINT contact operations, may be ineffective in another, such as interrogation. Some will be successful with one source and ineffective with another. In any case, everything the HUMINT collector says and does must be in compliance with the applicable law and policy under which the HUMINT collector is operating. Applicable law and policy include US law; the law of war; relevant international law; relevant directives including DOD Directive 3115.09, "DOD Intelligence Interrogations, Detainee Debriefings, and Tactical Questioning"; DOD Directive 2310.1E, "The Department of Defense Detainee Program"; DOD instructions; and military execute orders including FRAGOs.

8-18. There are 18 approach techniques that can be employed on any detainee regardless of status or characterization, including EPWs. Additionally, there is one restricted interrogation technique called separation (see Appendix M). Separation cannot be employed on EPWs. With the exception of the direct approach, which may be effective by itself, approach techniques are used in combination with other approaches and techniques. Transitions from one approach to another must be smooth, logical, and convincing.

DIRECT APPROACH

8-19. (Interrogation and Other MSO) Almost all HUMINT collection begins with the direct approach. The exception to this is during elicitation operations that by their very nature are indirect. In using the direct approach, the HUMINT collector asks direct questions (see Chapter 9). The initial questions may be administrative or nonpertinent but the HUMINT collector quickly begins asking pertinent questions. The HUMINT collector will continue to use direct questions as long as the source is answering the questions in a truthful manner. When the source refuses to answer, avoids answering, or falsely answers a pertinent question, the HUMINT collector will begin an alternate approach strategy. The fact that the source is answering questions does not preclude the HUMINT collector from providing an incentive to reward the source and continue his cooperation as long as that incentive does not slow down the collection. For example, a HUMINT collector might offer the source coffee or cigarettes to reward his cooperation. See Chapter 9 for the use of Repeat and Control questions in detecting deception.

8-20. Statistics from interrogation operations in World War II show that the direct approach was effective 90 percent of the time. In Vietnam and in Operations URGENT FURY (Grenada, 1983), JUST CAUSE (Panama, 1989), and DESERT STORM (Kuwait and Iraq, 1991), the direct approach was 95 percent effective. The effectiveness of the direct approach in Operations ENDURING FREEDOM (Afghanistan, 2001-2002) and IRAQI FREEDOM (Iraq, 2003) are still being studied; however, unofficial studies indicate that in these operations, the direct approach has been dramatically less successful. The direct approach is frequently employed at lower echelons when the tactical situation precludes selecting other techniques, and where

the EPW's or detainee's mental state is one of confusion or extreme shock. However, the HUMINT collector must remember that just because a source is answering a direct question does not mean he is being truthful.

INCENTIVE APPROACH

8-21. (Interrogation and Other MSO) The incentive approach is trading something that the source wants for information. The thing that you give up may be a material reward, an emotional reward, or the removal of a real or perceived negative stimulus. The exchange of the incentive may be blatant or subtle. On one extreme, the exchange may be a formal cash payment for information during some contact operations while on the other extreme it may be as subtle as offering the source a cigarette. Even when the direct approach is successful, the HUMINT collector may use incentives to enhance rapport and to reward the source for cooperation and truthfulness. The HUMINT collector must be extremely careful in selecting the options offered to a detainee source. He cannot deny the detainee anything that he is entitled to by law.

8-22. The HUMINT collector also should not offer anything that is not in his power to give. Although this might be expedient in the short term, in the long run it will eliminate source cooperation. When asked to provide something beyond his authority, the HUMINT collector can agree to help, check into, or otherwise support the request without committing himself to its successful accomplishment. HUMINT collectors must be cautious in the use of incentives for the following reasons:

- There is an inherent suspicion of the truthfulness of “bought” information. Sources may manufacture information in order to receive or maintain an incentive. Sources may also “hold back” information in the hopes of trading it at a later date for greater incentives. They may also hold back information if the incentive is not immediately available or guaranteed.
- The incentive must be believable and attainable. The incentive must be within the capability of the HUMINT collector's assumed persona to achieve. For example, if the detainee was captured after killing a US soldier, an incentive of release would not be realistic or believable. Likewise, if the interrogator is presenting himself as being a “harmless clerk” at the detention center, it would be unrealistic to expect a detainee to believe that a clerk could arrange to have the detainee's girlfriend brought to visit him. Such a visit might be possible, but the interrogator's assumed persona would not seemingly provide him with the authority to make it happen.
- The HUMINT collector must provide any promised incentive. A simple promise of an incentive may be sufficient to obtain immediate cooperation. If, however, the HUMINT collector does not follow through on providing the incentive, he will lose credibility and rapport with his source. This may end the cooperation of not only that source but also possibly any potential source who has contact with that source.
- The HUMINT collector may not state or even imply that the basic human rights guaranteed by applicable national and international

laws, regulations, and agreements will be contingent on a detained source's cooperation. An incentive for cooperation is viable only if the HUMINT collector has or is perceived to have the authority to withhold the incentive if the source is not cooperative. A HUMINT collector cannot promise an EPW that he will be treated in accordance with the GPW if he cooperates. This statement implies that the EPW will not be treated properly if he does not cooperate. Since the EPW must be treated in accordance with the GPW whether he cooperates or not, the HUMINT collector will rapidly lose credibility.

EMOTIONAL APPROACHES

8-23. (Interrogation and Other MSO) Emotional approaches are centered on how the source views himself and his interrelationships with others. Through source observation and initial questioning, the HUMINT collector can often identify dominant emotions that motivate the EPW/detainee. The motivating emotion may be greed, love, hate, revenge, or others. The emotion may be directed inward (feelings of pride or helplessness) or outward (love of family). The HUMINT collector employs verbal and emotional ruses in applying pressure to the source's dominant emotions. He then links the satisfaction of these emotions to the source's cooperation. Often, the presentation of like experiences and presenting the source with an opportunity to express his emotions is sufficient to result in cooperation. However, sometimes the source must be presented with a specific action or tangible manifestation of support.

8-24. Although the emotion is the key factor, an emotional approach is normally worthless without an attached incentive. The incentive must meet the criteria listed above for the incentive approach to ensure that the incentive is believable and attainable. For example, this technique can be used on the EPW/detainee who has a great love for his unit and fellow soldiers. Simply having the source express this emotion is not enough. After the source expresses this emotion, the HUMINT collector can take advantage of this by telling the EPW/detainee that by providing pertinent information, he may shorten the war or battle in progress and save many of his comrades' lives, but his refusal to talk may cause their deaths. This gives the source the alternatives of facing the status quo or expressing love of comrades through cooperating with the HUMINT collector.

8-25. Religion is an especially difficult topic to use in any emotional approach. An approach using religion may encourage the source to be further motivated by love, remorse, futility, or even pride to cooperate with the interrogator. On the other hand, an approach using religion may also encourage the source to end any rapport and cooperation with the interrogator. Although it is acceptable to use religion in all interrogation approaches, even to express doubts about a religion, an interrogator is not permitted to denigrate a religion's symbols (for example, a Koran, prayer rug, icon, or religious statue) or violate a religion's tenets, except where appropriate for health, safety, and security reasons. Supervisors should carefully consider the experience level of their subordinates before permitting the use of religion in any interrogation approach.

8-26. Similarly, supervisors should question the appropriateness of demeaning any racial group, including the source's, to elicit an emotional response during an interrogation approach.

8-27. One common danger to the use of emotional approaches is the development of an emotional attachment on the part of the HUMINT collector. It is natural that a source will develop an emotional attachment to the HUMINT collector. The HUMINT collector will often foster this attachment. However, it is vital the HUMINT collector not develop a corresponding emotional attachment to the source. This problem normally develops when a HUMINT collector has contact with one source or a group of similar sources over an extended period of time. There is transference of the source's problems to the HUMINT collector. For example, HUMINT collectors working in a refugee camp frequently begin to view the welfare of the refugees as a greater concern than HUMINT collection. The HUMINT collector, while developing emotion within the source, must act believably but at the same time he must remain detached. He must remember that the emotion is a means to an end (that is, information collection). Supervisors must carefully observe HUMINT collectors for signs of this emotional attachment to the source and take appropriate action ranging from counseling to reassignment.

8-28. The following are types of emotional approaches.

Emotional Love Approach

8-29. (Interrogation and Other MSO) Love in its many forms (friendship, comradeship, patriotism, love of family) is a dominant emotion for most people. The HUMINT collector focuses on the anxiety felt by the source about the circumstances in which he finds himself, his isolation from those he loves, and his feelings of helplessness. The HUMINT collector directs the love the source feels toward the appropriate object: family, homeland, or comrades. If the HUMINT collector can show the source what the source himself can do to alter or improve his situation or the situation of the object of his emotion, the approach has a chance of success.

8-30. The key to the successful use of this approach is to identify an action that can realistically evoke this emotion (an incentive) that can be tied to a detained source's cooperation. For example, if the source cooperates, he can see his family sooner, end the war, protect his comrades, help his country, help his ethnic group. A good HUMINT collector will usually orchestrate some futility with an emotional love approach to hasten the source's reaching the breaking point. In other words if the source does not cooperate, these things may never happen or be delayed in happening. Sincerity and conviction are critical in a successful attempt at an emotional love approach as the HUMINT collector must show genuine concern for the source, and for the object at which the HUMINT collector is directing the source's emotion. The emotional love approach may be used in any MSO where the source's state of mind indicates that the approach may be effective.

Emotional Hate Approach

8-31. (Interrogation and Other MSO) The emotional hate approach focuses on any genuine hate, or possibly a desire for revenge, the source may feel. The HUMINT collector must clearly identify the object of the source's hate and, if necessary, build on those feelings so the emotion overrides the source's rational side. The source may have negative feelings about his country's regime, immediate superiors, officers in general, or fellow soldiers. The emotional hate approach may be used in any MSO where the source's state of mind indicates that the approach may be effective.

8-32. The emotional hate approach may be effective on members of racial or religious minorities who have or feel that they have faced discrimination in military and civilian life. The "hate" may be very specific. For example, a source may have great love for his country, but may hate the regime in control. The HUMINT collector must be sure to correctly identify the specific object of the hate. The emotional hate approach is most effective with the immature or timid source who may have had no opportunity up to this point for revenge, or never had the courage to voice his feelings.

8-33. As in the emotional love approach, the key to the successful application is the linking of the emotion with a tangible manifestation of that emotion. The HUMINT collector must be extremely careful that he does not promise anything that would be contrary to national or international law or US interests or goals. For example, if an EPW feels he has been treated unfairly in his unit, the HUMINT collector can point out that, if the source cooperates and divulges the location of that unit, the unit can be destroyed, thus affording the source revenge. But he cannot promise that the unit if attacked would not be allowed to surrender or that the unit if it surrenders will be treated badly.

8-34. The HUMINT collector must be careful that he does not assume that casual negative comments equate to a strong hate. Many soldiers will make negative comments against their army but will support and defend their army against any "outsider." The HUMINT collector should also not assume generalities; for example, assuming that a member of an ethnic minority hates the ethnic majority just because most ethnic minorities hate those in the ethnic majority.

Emotional Fear-Up Approach

8-35. (Interrogation and Other MSO) Fear is another dominant emotion that can be exploited by the HUMINT collector. In the fear-up approach, the HUMINT collector identifies a preexisting fear or creates a fear within the source. He then links the elimination or reduction of the fear to cooperation on the part of the source. The HUMINT collector must be extremely careful that he does not threaten or coerce a source. Conveying a threat may be a violation of the UCMJ. The HUMINT collector should also be extremely careful that he does not create so much fear that the source becomes unresponsive. The HUMINT collector should never act as if he is out of control or set himself up as the object or focal point of the source's fear. If the HUMINT collector acts in this manner, it is extremely difficult to then act as

the outlet for the fear. Supervisors should consider the experience level of their subordinates before approving their use of this approach.

8-36. If there is a justifiable fear, the HUMINT collector should present it and present a plan to mitigate it if the source cooperates (combination of emotional and incentive approaches). For example, an EPW source says that he will not cooperate because if he does his fellow prisoners will kill him or, if a contact source says that if people find out he is cooperating, his family will suffer. In these cases, the HUMINT collector can point out that the source has already placed himself at risk and he or his family may suffer whether he cooperates or not (justified fear). But if he cooperates, the HUMINT collector will do his best to ensure that either no one will find out or that he will be protected (incentive).

8-37. If there is no justified fear, the HUMINT collector can make use of non-specific fears. "You know what can happen to you here?" A fear-up approach is normally presented in a level, unemotional tone of voice. For example, "We have heard many allegations of atrocities committed in your area and anyone that was involved will be severely punished" (non-specific fear). "If you cooperate with me and answer all of my questions truthfully, I can make sure you are not falsely accused" (incentive). The source should demonstrate some indication of fear, whether verbal or non-verbal, prior to using this approach. If a fear is pre-existing, the approach will work and is legal. If there is no indication of fear, another approach should be considered.

8-38. It is often very effective to use the detainee's own imagination against him. The detainee can often visualize exactly what he is afraid of better than the HUMINT collector can express it.

8-39. The "fear-up" approach is frequently used in conjunction with the emotional love or hate approaches. For example, the HUMINT collector has already established that a detainee source has a strong love of family but is now separated from them. He may state, "I wonder how your family is getting along without you?" (fear of the unknown). He then promises to allow the detainee more than the minimum two letters a month required by the GPW.

Emotional Fear-Down Approach

8-40. (Interrogation and Other MSO) The emotion of fear may dominate the source to the point where he is unable to respond rationally to questioning, especially in interrogation sources. However, the fear-down approach may be used in any MSO where the source's state of mind indicates that it would be an appropriate approach to use. In the fear-down approach the HUMINT collector mitigates existing fear in exchange for cooperation on the part of the source. This is not normally a formal or even voiced agreement. Instead, the HUMINT collector through verbal and physical actions calms the source. Psychologically, the source then views the HUMINT collector as the protector or the one who is providing the calm and wishes to help the HUMINT collector in gratitude and in order to maintain the HUMINT collector as the protector. When used with a soothing, calm tone of voice and appropriate body language, a fear-down approach often creates rapport and nothing else may be needed to get the source to cooperate. At times, however, the

HUMINT collector must describe concrete actions that he will take in order to remove the source's fear.

8-41. Frequently the object of the fear is too traumatic for the source to face directly. While calming the source, the HUMINT collector may initially ask nonpertinent questions and avoid the subject that has caused the source's fear. This develops rapport and establishes communication. The HUMINT collector must remember that his goal is collecting information, not concern with the psychological well being of the source. He will be concerned with the latter only insofar as it helps him obtain the former. This approach technique may backfire if allowed to go too far. After convincing the source he has nothing to fear, the source may cease to be afraid and may feel secure enough to resist the HUMINT collector's pertinent question.

Emotional-Pride and Ego-Up Approach

8-42. (Interrogation and Other MSO) The emotional-pride and ego-up approach may be used in any MSO. It exploits a source's low self-esteem. Many HUMINT sources including EPWs and other detainees, retained persons, civilian internees, or refugees may suffer from low self-esteem and feelings of helplessness due to their immediate circumstances. Others, such as individuals or members of social or ethnic groups that have been discriminated against or low-ranking members of organizations (including the military), may also show low self-worth. In this technique, the source is flattered into providing certain information in order to gain credit and build his ego. The HUMINT collector must take care to use a flattering somewhat-in-awe tone of voice, and speak highly of the source throughout this approach while remaining believable. This should produce positive feelings on the source's part as he receives desired recognition. The source will eventually reveal pertinent information to solicit more favorable comments from the HUMINT collector.

8-43. This technique can also be employed in another manner—by flattering the source into admitting certain information in order to gain credit. For example, while interrogating a suspected saboteur, the HUMINT collector states: "This was a smooth operation. I have seen many previous attempts fail. I bet you planned this. Who else but a clever person like you would have planned it? When did you first decide to do the job?"

8-44. A variation of this approach can also be used on individuals with strong egos. It is based on the premise that everyone likes to talk about what they do best. The HUMINT collector shows interest in and asks the source to explain an aspect of his job. The questioning begins with nonpertinent aspects of the source's job. The HUMINT collector displays interest and asks increasingly technical and pertinent questions. For example, if the source is an EPW who was a pilot, the HUMINT collector might begin by asking him what it is like to fly. As the source talks about this, the collector demonstrates interest and gradually uses questions to lead the conversation to capabilities of specific aircraft, specific missions that the pilot has flown, tactics, or whatever topic is a priority for collection.

Emotional-Pride and Ego-Down Approach

8-45. (Interrogation) The emotional-pride and ego-down approach is based on attacking the source's ego or self-image. The source, in defending his ego, reveals information to justify or rationalize his actions. This information may be valuable in answering collection requirements or may give the HUMINT collector insight into the viability of other approaches. This approach is effective with sources who have displayed weakness or feelings of inferiority. A real or imaginary deficiency voiced about the source, loyalty to his organization, or any other feature can provide a basis for this technique.

8-46. The HUMINT collector accuses the source of weakness or implies he is unable to do a certain thing. This type of source is also prone to excuses and rationalizations, often shifting the blame to others. An example of this technique is opening the collection effort with the question, "Why did you surrender so easily when you could have escaped by crossing the nearby ford in the river?" The source is likely to provide a basis for further questions or to reveal significant information if he attempts to explain his surrender in order to vindicate himself. He may give an answer such as, "No one could cross the ford because it is mined."

8-47. The objective is for the HUMINT collector to use the source's sense of pride by attacking his loyalty, intelligence, abilities, leadership qualities, slovenly appearance, or any other perceived weakness. This will usually goad the source into becoming defensive, and he will try to convince the HUMINT collector he is wrong. In his attempt to redeem his pride and explain his actions, the source may provide pertinent information. Possible targets for the emotional-pride and ego-down approach are the source's—

- Loyalty.
- Technical competence.
- Leadership abilities.
- Soldierly qualities.
- Appearance.

8-48. There is a risk associated with this approach. If the emotional-pride and ego-down approach fails, it is difficult for the HUMINT collector to recover and move to another approach without losing his credibility. Also, there is potential for application of the pride and ego approach to cross the line into humiliating and degrading treatment of the detainee. Supervisors should consider the experience level of their subordinates and determine specifically how the interrogator intends to apply the approach technique before approving the interrogation plan.

Emotional-Futility

8-49. (Interrogation and Other MSO) The emotional-futility approach is generally used in an interrogation setting, but may also be used for other MSO, if indicated by the source's state of mind. In the emotional-futility approach, the HUMINT collector convinces the source that resistance to questioning is futile. This engenders a feeling of hopelessness and helplessness on the part of the source. Again as with the other emotional approaches, the HUMINT collector gives the source a "way out" of the

helpless situation. For example “it is hopeless for your forces to continue fighting because they can no longer get supplies, but you can help end the war and their suffering.” When employing this technique, the HUMINT collector must have factual information. The HUMINT collector presents these facts in a persuasive, logical manner. He should be aware of and able to exploit the source's psychological and moral weaknesses, as well as weaknesses inherent in his society.

8-50. The futility approach is effective when the HUMINT collector can play on doubts that already exist in the source's mind. Factual or seemingly factual information must be presented in a persuasive, logical manner, and in a matter-of-fact tone of voice. Making the situation appear hopeless allows the source to rationalize his actions, especially if that action is cooperating with the HUMINT collector. When employing this technique, the HUMINT collector must not only have factual information but also be aware of and exploit the source's psychological, moral, and sociological weaknesses. Another way of using the futility approach is to blow things out of proportion. If the source's unit was low on, or had exhausted, all food supplies, he can be easily led to believe all of his forces had run out of food. If the source is verging on cooperating, it may aid the collection effort if he is told all the other sources have cooperated.

8-51. The futility approach must be orchestrated with other approach techniques (for example, love of comrades). A source who may want to help save his comrades' lives may be convinced the battlefield situation is hopeless and they will die without his assistance. The futility approach is used to paint a bleak picture for the prisoner, but it is not normally effective in and of itself in gaining the source's cooperation.

Other Approaches

8-52. There are numerous other approaches but most require considerable time and resources. Most are more appropriate for use with sources who are detainees, but some, such as change of scenery, may have application for elicitation or MSO.

8-53. **We Know All.** (Interrogation) In the “we know all” approach technique, the HUMINT collector subtly convinces the source that his questioning of the source is perfunctory because any information that the source has is already known. This approach may be employed in conjunction with the “file and dossier” technique or by itself. If used alone, the HUMINT collector must first become thoroughly familiar with available data concerning the source and the current situation. To begin the collection effort, the HUMINT collector asks questions based on this known data.

8-54. When the source hesitates, refuses to answer, or provides an incorrect or incomplete reply, the HUMINT collector provides the detailed answer himself. The HUMINT collector may even complete a source's answer, as if he is bored and just “going through the motions.” When the source begins to give accurate and complete information, the HUMINT collector interjects pertinent questions. Questions to which answers are already known are also asked periodically to test the source's truthfulness and to maintain the deception that the information is already known. There are some inherent

problems with the use of the "we know all" approach. The HUMINT collector is required to prepare everything in detail, which is time consuming. He must commit much of the information to memory, as working from notes may show the limits of the information actually known. It is also only usable when sufficient prior information exists to convince the source that "we know all."

8-55. **File and Dossier.** (Interrogation) The file and dossier approach is a variation of the "we know all" approach. The HUMINT collector prepares a dossier containing all available information concerning the source or his organization. The information is carefully arranged within a file to give the illusion that it contains more data than actually there. The file may be padded with extra paper if necessary. Index tabs with titles such as education, employment, criminal record, military service, and others are particularly effective. It is also effective if the HUMINT collector is reviewing the dossier when the source enters the room and the source is able to read his name on the dossier and sees the numerous topics and supposed extent of the files.

8-56. The HUMINT collector proceeds as in the "we know all" approach. He refers to the particular labeled segment of the dossier before, during, or after asking a question. In the early stages of questioning, the HUMINT collector asks questions to which he has the answer. He may answer along with the source, complete the information for the source, or even show the source where the information is entered in the dossier. He never lets the source physically handle the dossier. As the source becomes convinced that all the information that he knows is contained within the dossier, the HUMINT collector proceeds to topics on which he has no or little information. In doing so, he still refers to the appropriate section of the dossier and may even nod his head knowingly or tell the source that the information the source is providing still matches what is in the dossier.

8-57. This technique has several limitations and drawbacks. The preparation time in developing the dossier is extensive. The success of this technique is largely dependent on the naiveté of the source, volume of data on the subject, and skill of the HUMINT collector in convincing the source that the dossier is more complete than it actually is. There is also the risk that a less naïve source will refuse to cooperate, claiming that, if the collector already knows everything, there is no need for him to talk. Also with this technique, the HUMINT collector is limited in the method he may use to record new information. If the HUMINT collector writes down information, it destroys the illusion that all the information has already been obtained. The HUMINT collector is normally limited to using electronic recording devices or his memory. The HUMINT collector can also arrange ahead of time for another interrogator or analyst to take notes for him, undetected by the source. This could be especially effective in a situation where a separate monitoring area (for oversight) is used by the analyst.

8-58. **Establish Your Identity.** (Interrogation) In using this approach, the HUMINT collector insists the detained source has been correctly identified as an infamous individual wanted by higher authorities on serious charges, and he is not the person he purports to be. In an effort to clear himself of this

allegation, the source makes a genuine and detailed effort to establish or substantiate his true identity. In so doing, he may provide the HUMINT collector with information and leads for further development. The HUMINT collector should initially refuse to believe the source and insist he is the individual wanted by the ambiguous higher authorities. This will force the source to give even more detailed information in order to convince the HUMINT collector he is who he says he is.

8-59. **Repetition.** (Interrogation) The repetition approach is used to induce cooperation from a hostile source. In one variation of this approach, the HUMINT collector listens carefully to a source's answer to a question, and then repeats the question and answer several times. He does this with each succeeding question until the source becomes so thoroughly bored with the procedure, he answers questions fully and candidly to satisfy the HUMINT collector and gain relief from the monotony of this method. The repetition technique must be judiciously used, as it will generally be ineffective when employed against introverted sources or those having great self-control. It may also provide an opportunity for a source to regain his composure and delay the collection effort. In this approach, the use of more than one HUMINT collector or a tape recorder has proven effective.

8-60. **Rapid Fire.** (Interrogation) The rapid-fire approach is based upon the principles that—

- Everyone likes to be heard when he speaks.
- It is confusing to be interrupted in mid-sentence with an unrelated question.

8-61. This approach may be used by one, two, or more HUMINT collectors to question the source. In employing this technique, the HUMINT collectors ask a series of questions in such a manner that the source does not have time to answer a question completely before the next one is asked. This confuses the source, and he will tend to contradict himself as he has little time to formulate his answers. The HUMINT collectors then confront the source with the inconsistencies causing further contradictions. In many instances, the source will begin to talk freely in an attempt to explain himself and deny the HUMINT collector's claims of inconsistencies. In this attempt, the source is likely to reveal more than he intends, thus creating additional leads for further exploitation. This approach may be orchestrated with the emotional-pride and ego-down or fear-up approaches. Besides extensive preparation, this approach requires experienced and competent HUMINT collectors, with comprehensive case knowledge and fluency in the source's language.

8-62. **Silent.** (Interrogation) The silent approach may be successful when used against either a nervous or confident source. When employing this technique, the HUMINT collector says nothing to the source, but looks him squarely in the eye, preferably with a slight smile on his face. It is important not to look away from the source but force him to break eye contact first. The source may become nervous, begin to shift in his chair, cross and re-cross his legs, and look away. He may ask questions, but the HUMINT collector should not answer until he is ready to break the silence. The source may blurt out questions such as, "Come on now, what do you want with me?" When the HUMINT collector is ready to break silence, he may do so with questions

such as, "You planned this operation for a long time, didn't you? Was it your idea?" The HUMINT collector must be patient when using this technique. It may appear the technique is not succeeding, but usually will when given a reasonable chance.

8-63. Change of Scenery. (Interrogation and Other MSO) The change-of-scenery approach may be used in any type of MSO to remove the source from an intimidating atmosphere such as an "interrogation" room type of setting and to place him in a setting where he feels more comfortable speaking. Bringing a source into a formal setting to conduct an interrogation or debriefing has psychological implications. On the positive side, it places the HUMINT collector in a superior position since he is operating on his "home turf" and has set the conditions for the meeting. It allows the HUMINT collector control over the immediate environment including the positioning of the participants, to establish the desired atmosphere for the approach.

8-64. However, there are potential negative factors in the conduct of questioning in an "Interrogation Room" environment. The source may be intimidated and more guarded; he may consider the formal setting in terms of an adversarial relationship; and he may limit his answers as a mode of self-protection. In some circumstances, the HUMINT collector may be able to invite the source to a different setting for coffee and pleasant conversation. When removed from the formal environment, the source may experience a feeling of leaving the interrogation behind. The perceived reduced pressure may lower his guard and allow him to attach less significance to conversation that occurs outside the formal setting, even though pertinent information is still being discussed. During the conversation in this more relaxed environment, the HUMINT collector steers the conversation to the topic of interest. Through this somewhat indirect method, he attempts to elicit the desired information. The source may never realize he is still being questioned.

8-65. Mutt and Jeff. (Interrogation) The goal of this technique is to make the source identify with one of the interrogators and thereby establish rapport and cooperation. This technique involves a psychological ploy that takes advantage of the natural uncertainty and guilt that a source has as a result of being detained and questioned. Use of this technique requires two experienced HUMINT collectors who are convincing actors. The two HUMINT collectors will display opposing personalities and attitudes toward the source. For example, the first HUMINT collector is very formal and displays an unsympathetic attitude toward the source. He may, for instance, be very strict and order the source to follow all military courtesies during questioning. Although he conveys an unfeeling attitude, the HUMINT collector is careful not to threaten or coerce the source. Conveying a threat of violence is a violation of the UCMJ.

8-66. At the point when the interrogator senses the source is vulnerable, the second HUMINT collector appears (having received his cue by a signal, hidden from the source, or by listening and observing out of view of the source), and scolds the first HUMINT collector for his uncaring behavior and orders him from the room. The second HUMINT collector then apologizes to soothe the source, perhaps offering him a beverage and a cigarette. He

explains that the actions of the first HUMINT collector were largely the result of an inferior intellect and lack of sensitivity. The inference is that the second HUMINT collector and the source share a high degree of intelligence and sensitivity.

8-67. The source is normally inclined to have a feeling of gratitude towards the second HUMINT collector, who continues to show sympathy in an effort to increase rapport and control for the questioning that will follow. If the source's cooperation begins to fade, the second HUMINT collector can hint that he is a busy person of high rank, and therefore cannot afford to waste time on an uncooperative source. He can broadly imply that the first HUMINT collector might return to continue the questioning. The Mutt and Jeff approach may be effective when orchestrated with Pride and Ego Up and Down, Fear Up and Down, Futility, or Emotional Love or Hate.

8-68. **Oversight Considerations:** Planned use of the Mutt and Jeff approach must be approved by the first O-6 in the interrogator's chain of command. The HUMINT collector must include as a part of the interrogation plan—

- No violence, threats, or impermissible or unlawful physical contact.
- No threatening the removal of protections afforded by law.
- Regular monitoring of the interrogation shall be performed by interrogation personnel.

8-69. **False Flag.** (Interrogation) The goal of this technique is to convince the detainee that individuals from a country other than the United States are interrogating him, and trick the detainee into cooperating with US forces. For example, using an interrogator who speaks with a particular accent, making the detainee believe that he is actually talking to representatives from a different country, such as a country that is friendly to the detainee's country or organization. The False Flag approach may be effectively orchestrated with the Fear Down approach and the Pride and Ego Up.

8-70. **Oversight Considerations:** The interrogation chain of command must coordinate an interrogation plan that uses the False Flag approach with the legal representative and the 2X, and receive approval from the first O-6 in the interrogator's chain of command for each specific use of the False Flag approach.

- The use of the False Flag approach must complement the overall interrogation strategy and other approach techniques listed in the interrogation plan.
- When a HUMINT collector intends to pose as a national of a third-party country, that country must be identified in the interrogation plan.
- No implied or explicit threats that non-cooperation will result in harsh interrogation by non-US entities.
- HUMINT collectors will not pose or portray themselves as any person prohibited by this manual, paragraphs 8-10 and 8-11 (for example, an ICRC representative).

8-71. **Separation.** See Appendix M, Restricted Interrogation Technique – Separation.

Selecting an Approach

8-72. There often is insufficient information available to determine an approach other than the direct approach. In this case where the source answers questions but will not discuss pertinent issues, the HUMINT collector may ask direct but nonpertinent questions to obtain sufficient information to develop an approach strategy. This technique is also useful in debriefing to establish rapport. Nonpertinent questions may include—

- Asking about immediate past events. This includes asking an EPW about the circumstances of his capture or asking a refugee about the circumstances concerning his arrival at the refugee point or checkpoint. By doing this, the HUMINT collector can gain insight into the source's current state of mind and, more importantly, he can ascertain his possible approach techniques.
- Asking background questions. This includes asking about the source's family, work, friends, likes, and dislikes. These types of questions can develop rapport and provide clues as to the source's areas of knowledge or reveal possibilities for incentives or emotional approaches.
- Considering what are culturally and socially acceptable topics of discussion. For example, asking an Arab male about his wife could be considered extremely rude, whereas not asking an American the same question might be seen as insensitive.

Making Smooth Transitions

8-73. With the exception of the direct approach, no other approach is effective by itself. HUMINT collectors use different approach techniques or combine them into a cohesive, logical technique. Smooth transitions, sincerity, logic, and conviction are needed to make a strategy work. HUMINT collectors must carefully assess the source's verbal or nonverbal clues to determine when a change in approach strategy is required. The HUMINT collector must guide the conversation smoothly and logically, especially when moving from one approach technique to another. Using transitional phrases can make logical and smooth tie-ins to another approach. By using nonpertinent questions, the HUMINT collector can move the conversation in the desired direction and, as previously stated, sometimes can obtain leads and hints about the source's stresses or weaknesses or other approach strategies that may be more successful.

Recognizing Source Cooperation

8-74. Each source has a point where he will begin to cooperate and answer questions. Some sources will begin answering questions completely and truthfully with no preparation; others might require hours or even days of work. The amount of time that a HUMINT collector spends on an approach depends on a variety of factors. These include—

- The quality and criticality of the information believed to be possessed by the source.
- The presence or absence of other sources that probably possess that information.
- The number of HUMINT collectors and sources available.
- The LTIOV that the HUMINT collector is attempting to obtain.

8-75. The HUMINT collector needs to identify the signs that the source is approaching or has reached the point of cooperation. For example, if during the approach the source leans forward with his facial expression indicating an interest in the proposal or is more hesitant in his argument, he is probably nearing the point where he will cooperate. The HUMINT collector must also be aware of the fact that a source can begin to cooperate in certain areas while continuing to resist strongly in other areas. The HUMINT collector should recognize the reason for refusal, overcome the objection, and stress the benefit of cooperating (reinforce the approach). Once the HUMINT collector determines the source is cooperating, he should interject pertinent questions. If the source does not answer the question, the HUMINT collector should continue with his approach or switch to an alternate approach technique and continue to work until he again believes the source will cooperate. If the source answers the pertinent question, the HUMINT collector continues asking relevant questions until the questioning session is completed.

8-76. If a cooperative source balks at answering a specific line of questions, the HUMINT collector must assess the reason for the refusal. The HUMINT collector may have arrived at a topic that the source finds particularly sensitive. Other reasons that might cause a source to stop answering questions are fatigue or unfamiliarity with the new topic. If this topic is critical, the HUMINT collector may have to reinforce the previously successful approach or may have to use a different approach.

APPROACH STRATEGIES FOR INTERROGATION

8-77. Interrogation does not mean a hostile relationship between the HUMINT collector and the source. In fact, most interrogation sources (90 percent or more) cooperate in response to the direct approach. Unfortunately, those sources who have the placement and access to make them high priority sources are also the ones with the highest degree of security awareness. A source who uses counter-interrogation techniques such as delaying, trying to control the conversation, or interrogating the HUMINT collector himself may—

- Be an intelligence trained soldier.
- Be survival, evasion, resistance, and escape (SERE) trained.
- Be a terrorist.
- Have been a detainee or previously incarcerated.

8-78. In stability and reconstruction operations and civil support operations, detainees are often politically motivated and resistant to most approaches.

8-79. EPWs are normally vulnerable to basic incentive and emotional approach techniques. Most EPWs are traumatized to various degrees by the events preceding or surrounding their capture. They tend to be disoriented and exhibit high degrees of fear and anxiety. This vulnerable state fades over time, and it is vital for HUMINT collectors to interrogate EPWs as soon as and as close to the point of capture as possible. The earlier that an EPW is questioned the more likely he is to cooperate. And the earlier that he begins to cooperate, the more likely he is to continue to cooperate. It is also vital that the HUMINT collector be the first person that the EPW has a chance to talk to. This means that proper silencing and segregation of the sources by whoever is transporting them is an important part of a successful approach.

8-80. The vulnerability of civilian detainees to approach techniques available to the HUMINT collector may be dependent on the exact nature of the conflict. US HUMINT collectors are obligated to treat all detainees in accordance with applicable law and policy. Applicable law and policy include US law; the law of war; relevant international law; relevant directives including DOD Directive 3115.09, "DOD Intelligence Interrogations, Detainee Debriefings, and Tactical Questioning"; DOD Directive 2310.1E, "The Department of Defense Detainee Program"; DOD instructions; and military execute orders including FRAGOs. Detainees and, in particular, EPWs are guaranteed certain rights and privileges. The HUMINT collector may not take any action to remove, state that he will remove, or imply that he will remove any guaranteed right if a detainee fails to cooperate. Under the GPW, EPWs cannot be denied their rights or their privileges accorded them by rank as guaranteed by the GPW. Privileges afforded to them, however, which are not guaranteed by the Geneva Conventions or other applicable law or agreements, may be withheld. (See Appendix A, Section I.) Consult your SJA for questions concerning rights and privileges.

8-81. The HUMINT collector is frequently under a great deal of pressure to "produce results." This situation, coupled with the facts that the HUMINT collector is dealing with threat personnel who may have been attempting to kill US personnel just minutes before questioning and the fact that the source is in a vulnerable state, leads to a tendency to use fear-up techniques. This may, in some circumstances, be the proper approach; however, the HUMINT collector must ensure that in doing so he neither loses control of his own emotions nor uses physical or mental coercion.

APPROACH STRATEGIES FOR DEBRIEFING

8-82. Sources who are debriefed vary even more widely than those who are interrogated. Since debriefing is the systematic questioning of individuals not in the custody of the questioning forces, the HUMINT collector needs to engender an atmosphere of cooperation and mutual benefit. Some sources for debriefing include members of the friendly forces and local personnel. HUMINT collectors often believe that approach techniques are not required for friendly forces and that friendly forces should view debriefing as part of their duties and in their own best interest. However, this is not necessarily the case.

8-83. Many people see debriefing as an interruption in their normal duties and a waste of their time. HUMINT collectors must be sure to stay focused on the purpose and goals of the debriefing. They should be businesslike and must maintain the proper relationship with the source based on his rank and position. The HUMINT collector should allow senior sources more latitude to interpose their opinions and evaluations. A change of scene often facilitates the debriefing of a high-level source since it removes him from his normal distractions, such as the telephone, and allows him to concentrate on the topics being discussed.

8-84. Refugees and DPs are subject to many of the same anxieties and trauma that are experienced by EPWs or other detainees, with the added benefit to the HUMINT collector that they normally have an obvious vested interest in cooperating. Basic incentives usually are sufficient to induce their willing cooperation. The emotional support that can be provided by the HUMINT collector by simply listening and commiserating with their hardship is often sufficient to gain cooperation. The emotional approaches such as love of family and hate toward those who made them refugees are strong motivators toward cooperation.

8-85. The approach techniques used in the questioning of local civilians are probably the most difficult. The approach techniques chosen must take into consideration the attitude of the local population toward the US and its presence and cultural considerations. The local population must see their cooperation as self-beneficial.

APPROACH STRATEGIES FOR ELICITATION

8-86. Elicitation is a sophisticated technique used when conventional collection techniques cannot be used effectively. Of all the collection methods, this one is the least obvious. However, it is important to note that elicitation is a planned, systematic process that requires careful preparation. It is always applied with a specific purpose in mind. This objective is the key factor in determining the subject (which source to question), the elicitor, and the setting. The subject will be selected based on access to or knowledge of the desired information.

8-87. Before approaching the subject, it is necessary to review all available intelligence files and records, personality dossiers, and knowledge possessed by others who have previously dealt with the subject. This will help determine the subject's background, motivation, emotions, and psychological nature. It also may require unobtrusive observation of the subject to establish such things as patterns of activity and likes and dislikes. The setting can be any number of social or official areas. It is important to note that the source should be approached in his natural surroundings, as this will diminish suspicion.

8-88. The key to elicitation is the establishment of a rapport between the elicitor and the source, normally based on shared interests. In the initial stages of an elicitation, the collector confines his conversations to innocuous subjects such as sports and social commentary. Dependent on the value of the source, the collection environment, and the security consciousness of the

source the initial stage could last from a few minutes to numerous seemingly accidental meetings over a period of weeks or months. The HUMINT collector will gradually shift the conversation to topics of collection interest but will be prepared to return to more unthreatening topics based on negative reactions on the part of the subject. Once a topic of interest has been introduced, the HUMINT collector keeps the conversation going by asking for clarification (for example, "I agree, however, what did you mean by....?") or expressing a hypothetical situation.

8-89. There are two basic elicitation approaches: mild flattery and provocation.

- **Mild Flattery:** Most people like talking about their interests and like talking to those who are knowledgeable and interested in the same topics. People also like to speak to someone who values their opinion on shared interests. The HUMINT collector takes advantage of this. The HUMINT collector leads the conversation into areas that he wishes to collect but does it in such a way that it appears to the source that the source is leading the conversation. Above all in elicitation, the HUMINT collector plays the role of the rapt, attentive, and inquisitive listener.
- **Provocation:** This is a more dangerous approach and, if used too early in an operation, can alienate the source. Once the HUMINT collector has established shared interests with the source, he can selectively challenge some of the source's statements, encouraging the source to provide more information in support of his view. The HUMINT collector can also insert bits of actual information into the conversation to cause the source to confirm and expound on the topic. Care must be taken so as not to give away more information than is gained.

TERMINATION PHASE

8-90. When it is necessary or prudent, the HUMINT collector will terminate the questioning of a particular source. Whatever the reason for terminating, the HUMINT collector must remember there is a possibility that someone may want to question the source at a later date. There are many reasons why a HUMINT collector may want or need to terminate questioning:

- The source remains uncooperative during the approach phase.
- The collection objective cannot be met in one questioning session.
- The HUMINT collector fails to maintain rapport and loses control of the questioning.
- The collection objectives have been satisfied.
- The HUMINT collector or the source becomes physically or mentally unable to continue.
- Information possessed by the source is of such value that his immediate evacuation to the next echelon is required.
- The HUMINT collector's presence is required elsewhere.

8-91. There are many ways to conduct a termination, but the following points must be conveyed to the source:

- The HUMINT collector should sincerely and convincingly reinforce successful approaches. All promised incentives should be rendered.
- The source must be told the information he gave will be checked for truthfulness and accuracy. His reaction to this statement should be closely monitored. The exact form of this statement will be dependent on the situation. It should not be done in a manner to alienate a cooperative source.
- The source must be told that the same or another individual may speak to him again. This sets the stage for future contacts.
- Any identification must be returned to the source. If the HUMINT collector has other documents or belongings of the detainee (such as letters or photographs), he will either return them to the detainee, if appropriate, or will turn them over to the MP guard. Depending on the circumstances and the legal status of the detainee, the MPs will retain the detainee's property and return the property to him at the end of his internment.
- In a debriefing, the HUMINT collector will normally ask the source not to discuss the subject of the questioning for his own protection. In interrogation operations, the HUMINT collector normally coordinates with the holding area guards to have the detainees who have been interrogated kept separate from sources who have not yet been interrogated if the situation allows.