

Emotional IQ (EiQ)
Electronic security for the real world



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Introduction

Computer security has been an issue since we started sharing files on floppy discs. We have seen the emergence of an entire industry from virus scanners to firewalls and beyond. The focus has however remained entirely on protecting the computer and data from attacks. This has created the current situation of our computers being very well protected while the users are exposed to malicious attacks that have become a very visible problem.

Social media and discussion forums have remained like the wild west with little limitations or consequences. We have repeatedly read stories that are all too familiar. Our teens and younger are facing very real dangers. Indeed it is even more dangerous when someone known to you can use it to destroy your reputation, social support and wellbeing. The outcomes of these attacks have been deadly on many occasions. Yet in spite of the many times we have asked "how do we stop this?", the solutions offered have not been successful.

The reason the solutions have been inadequate is because the problem hasn't been fully understood or even acknowledged.

The core problem is understanding the modus operandi of the most devastating bullies know to humanity! Narcissistic personality disorder (NPD) creates a person that is very similar to sociopaths. They need control and have no empathy! But the malignant narcissist has such an overwhelming need to be recognized as superior that they often destroy talented people around them.

They have mastered such a complete system of covert abuse and intimidation that we now have a virtual thesaurus of abuse tactics. These tactics show us a very structured system with a few sneaky tricks. This predictable pattern can be detected, identified, recorded and quantified!

The most successful attacks are subliminal. Something that registers on an emotional level may be internalized by a target with little knowledge of the manipulation other than a feeling that can't be explained without difficulty. But the message was sent and received as designed.

The market potential for an app based solution is impressive. The best data available is the US market due to the volume of research on the subject matter (*It must be noted that the US may not be very typical in global terms*).

Current research on the US population has put the percentage of NPD at 3-5%! So approximately 10 million Americans are directly affected. Globally the research is sparse but has come in at an estimated 1% of total global population!

So approximately 74 million humans are directly affected. So assuming that each NPD person has at least one regular victim at any given time! We can expect to have at least 74 million potential users globally that are currently suffering abuse. They would be very frequent users with a real need for information, advice and evidence. The appropriate links could be supplied for accurate information and professionally approved advice. The evidence gathered by the app could be saved and used by the target to gain the appropriate support from law enforcement, government agencies, employer, family and friends.

Occasional users could be any of us that regularly interact with new people. This could be protection within a social network, forum or messaging/email with simple text analysis. These users may use it for peace of mind and simply avoiding drama. These users could number in the billions.

The app could also be used to help people become aware of any potentially toxic communication or behaviour that they have learned. It isn't unreasonable to assume that many of the NPD persons themselves would need assistance in filtering out phrases that have become second nature. Even a narcissist with no intention of changing would feel the need to know what could be detected. Due to their greatest fear being exposure. The hope is that NPD sufferers would seek help at this point and also be targeted with information and services aimed at healing. Currently very few ever seek treatment with even fewer being healed.

The app could even in its first basic form provide a great deal of health preserving utility while helping us all communicate in a more thoughtful way!

The Technological Solution.

Computers can't be manipulated by these tactics. This is why I believe a technological solution is not only possible but has become the lowest lying fruit of the dot com era.

Medical professionals, therapists, counsellors, healers, investigators, pharmacies and lawyer's could expect to advertize to a more targeted and qualified audience! This advertising would be premium rate due to these factors and the dollar value of the services offered.

What are we looking for? The first point to understand is, we aren't simply talking about bullying! Some children bully until around the age of fourteen. At this age the child develops empathy for others as part of their natural development. From this point onwards most will stop their bullying. Most of those that continue this behaviour into adulthood can be classified with one of the antisocial personality disorders (Psychopathic Personality Disorder - **PPD** or Narcissistic Personality Disorder - **NPD**).

This is the point where we are no longer dealing with a spoiled child but with a dangerous well trained abuser.

On the surface it appears that the problem has just gotten far more complicated and difficult to solve. Yet knowledge of these personalities show a very structured and easily identifiable underlying strategy. Namely NPD individuals are walking encyclopedias of abuse tactics. Studying their tactics gives us the most complete picture of all the available tactics that can be used.

The aim isn't to diagnose individuals with personality disorders. We simply have to identify the individual tactics used to expose the extent of the premeditated and covert assaults being committed. Further simple analysis will also show many details of the abuse that would otherwise take years of personal research to discover.

Limiting exposure to the abuse is paramount to reduce the damage done to the victim. This can only be achieved by early detection and an informed understanding of the danger the person faces.

How do we detect this?

This behaviour is covert in nature and must remain undetected to be effective. This is why the manipulation is done on an emotional level. Humans are vulnerable to covert emotional manipulation as it isn't consciously recognized, the message is internalized without the targets conscious knowledge.

Subconsciously the manipulation is recognized but is normally only experienced as a feeling consciously. This is why trusting our initial feeling about someone is essential. Our subconscious mind makes us aware of information by feelings and images. This is often misunderstood by our logical and verbal conscious mind. Identifying the "red flags" ourselves is our only defence at present.

Computers having no emotional component can't be manipulated in this way. Due to the structured and predictable tactics used computers are the obvious solution. The computer needs to be able to identify and record each tactic individually from a set of logical rules. Record the frequency, record the underlying emotion, record the order used and present this information to the user in an intuitive interface.

Not everyone that uses these tactics can be identified as a malignant narcissist. But these tactics can be identified as a part of a strategy that constitutes serious assault. Psychopaths and pedophiles also use these tactics among others. The personality disorder is the cause. We just need to provide the tools to identify the weapons used rather than get drawn into what could be called slander!

CORE TECHNIQUES

Isolation (this is a key element)
Emotional manipulation (Sprinkles)
Gaslighting (trying to convince someone that they are crazy)
Cognitive dissonance (a massive contradiction that has the result of causing confusion)
Warping reality / Flip the script (blame the victim for the abuse)
Injustice (to project rage)
Invalidation (refuse to understand the obvious)
Triangulation (get others involved in the abuse to disguise the source)

COMMON TECHNIQUES

Love bombing (grooming a new target)

Boundary testing (how far can I push)

Stalking (disempowering with projected fear)

Preemptive defence (talk of kind actions to erode personal defences of targets)

Forgive and forget (eliminating boundaries to abuse)

Public humiliation (isolation and shame)

Shaming (projected guilt and shame)

Name calling (redefining you, they are trapped at a child's level of maturity)

Destructive conditioning (sabotaging someone's ability to work or enjoy an activity)

Covert assault (using triangulation or sabotage normally)

Encouraging disregard for law and morals to use as blackmail.

Deliberately misrepresenting/redefining your thoughts and feelings.

Aggressive jabs disguised as jokes (projected rage)

Condescending sarcasm and patronizing tone (disempowering and projected rage)

Fake sensitivity, play dumb and disappearing memories (yes or no questions will be answered "I don't remember!")

Intimidation (fear and disempower int)

Shock tactics (destabilization and fear)

Covert and overt threats (projected fear, injustice and rage)

Withholding or destroying property (to project rage and disempower)

Narcissistic rage (when feeling backed into a corner)

Generalizations and blanket statements

Changing the subject to evade accountability (confusion tactics)

Nonsense conversations from hell (confusion tactics)

Nitpicking and moving the goal posts (confusion, sabotage and anxiety)

Bait and fain innocence (confusion tactics)

Parental alienation (a great source of pain is a great source of narcissistic supply)

The decision / The treatment (the conditioning of children to play the game)

Condensed primer on NPD:

Red flags

1. Empathy testing questions soon after being introduced
2. Too nice/fake
3. Little empathy themselves
4. Get nervous and evasive when asked empathy testing questions
5. Very manipulative
6. Very cruel
7. Needs to be in control
8. Needs to be recognized as superior
9. Greedy
10. Selfish
11. Insensitive
12. Boastful
13. Arrogant
14. Has someone they say terrible things about
15. Lie constantly even when caught red handed

Motivation

1. Narcissistic supply (needs to feel superior)
2. Money/prestige
3. Control of victims/events/reality
4. Project bad feelings away and onto their target

Projected feelings

1. Disempowerment
2. Rage
3. Confusion
4. Sabotage
5. Fear
6. Shame

Typical Targets

1. Low self esteme
2. Empathic
3. Isolated or easy to isolate tagets
4. Vunerable people (grieving, trusting, elderly, mentally ill, children and the poor)

Stages

1. Recon
2. Love bombing
3. Ideation
4. Information gathering
5. Gaining leverage
6. Isolation
7. Destabilization
8. Dependence
9. Destruction
10. Abandonment

Damage to the victim

Narcissist Victim Syndrome (NVS) as defined by the DSM IV comprises of the following symptoms.

1. Anxiety
2. Depression
3. Post Traumatic Stress Disorder (PTSD)

Detectable behaviour

Empathy/Sympathy testing (first encounter/meeting)

Manipulate emotions (sprinkles - most common tactic)

Gaslighting (2nd most common and most damaging tactic)

Warping reality/flip the script/cognitive dissonance

Invalidation (refuse to understand and dismissal)

Disempowering/micromanage/

Define/label/shame people and situations ("you are/think/act like")

Triangulation (bad mouthing others & indirect attacks)

Intimidation

Implying threats/slander/shame

Empathy testing questions

This may happen in a few basic ways. The NPD will relate a story that would normally get an emotional response. This generally happens when the NPD meets new people and has to assess who they can and can't target.

Being asked an empathy testing question when meeting someone for the first time is a major "red flag"!

Usually a story of cruel behaviour towards a vulnerable person or a hypothetical question aimed at testing emotional sensitivity to gauge whether a person has:

No empathy (potentially toxic person who will most likely assist in abuse rather than help the victim).

Normal empathy (a person that will not be as responsive to emotional abuse and could be manipulated).

High empathy (someone who may have been targeted before by another and would be easily upset and reactive).

Here are empathy Quotient (EQ) tests to show how this is established by professionals.

<http://downloads.self.com/self/pdfs/whats-your-empathy-quotient.pdf>

<https://psychology-tools.com/empathy-quotient/>

The latter test also includes questions that expose low empathy and could be used to flag this character trait.

Empathy testing questions are harder to put into simple logical terms for computers. But here we see a simple structure that could be used as a simple identification system.

To make this system complete would take a considerable amount of memory and processing would be slower. Yet a simple version of this could offer reasonable warning of this "red flag"!

<i>Event</i>	<i>Suffering</i>	<i>Validation/Invalidation</i>
Fall	Pain	Kissed knee
Responsibility	Overwhelmed	Laughing
Stalking	Fear	Paranoid
Hit	Terrified	Defended
Accusation	Shamed	Blamed

The words used would also normally correspond to the "sprinkles" emotionally charged words. This could potentially reduce the number of words that would need to be scanned for.

Manipulate emotions (sprinkles)

The English language has 171,476 words currently in use according to the Oxford English Dictionary. A very small number of these have emotional meaning associated with them. These are the words we need to be on the lookout for.

The target will be manipulated on a subconscious emotional level that will be felt but not recognized. Normally using less than 4,000 words the conversation will be laced with words with the same emotional associations. The target will feel these emotions each time his subconscious hears them and will think they are his/her own feelings on the matter.

This tactic is described openly by sales professionals on this site:
<http://www.thepersuasionrevolution.com/380-high-emotion-persuasive-words/>

All the algorithm would have a few simple tasks to catch this manipulation. First have these 4,000 words identified in a sentence along with the underlying emotion associated with the word.

If these words come up frequently in the conversation that would be considered a "red flag". Should the underlying emotion of the words also match then this would be proof that the manipulation is being perpetrated!

Gaslighting

Here is a good article in Psychology Today that explains this victim blaming and destabilization tactic.

<https://www.psychologytoday.com/blog/power-in-relationships/200905/are-you-being-gaslighted>

This would be relatively easy to identify. The phrases used are easy to spot. It doesn't just happen once or twice, it's an ongoing attempt to destroy a persons sense of reality and their sanity. It takes time and repeated use of these tactics.

The comments used can be very well hidden but they are almost always said in a definitive labelling way. "You are xxxxxx!" only after extensive gaslighting can the tactic be more subtle and still have the effect. "aren't you just over reacting?". Still invalidating and raising a question over the mental stability of the target.

This may not sound like a very bad attack on a person but when extended over years it does horrific damage to the target. The target just isn't aware of the attack so the self esteem of the person is destroyed. They feel they can't trust their own perceptions and this gives the covert abuser absolute power over the target.

The abusive wording is used hundreds of times. The message is always the same. "you are crazy/insane/unstable!".

Their is a limited number ways you can label someone crazy! That's why it is the most damaging yet most easily detected tactic used by abusers. This tactic is not saved up for special targets. it will be rolled out at the drop of a hat when even a minor disagreement takes place.

Gaslighting has been used so much that some phrases have become imbedded in our language. We have all told a dear friend or loved one they are crazy at some point. But we didn't push that message over months and years like the abuser does.

It isn't just for destabilization. It is also slander and a way of making others doubt you too! In an argument with an NPD these phrases will come out repeatedly in numerous forms with little deviation. Any deviations will be back and forth between other

tactics and will generally have the "sprinkles" tactic as a backing track.

Just these two tactics identified would prove the intent of the abuser is to assault you. If one phrase here or their would be highlighted it wouldn't mean much, but when the vast majority of the comments are highlighted it shows toxic, damaging behaviour. Proof by probability!

Long term targets typically pick up many of the phrases and use them innocently thinking it is normal communication. Consequently many targets have problems adjusting afterwards and suffer guilt thinking they may be narcissistic themselves as they speak the same words.

The EiQ app could also monitor a persons out going communication and highlight questionable phrases. Teaching and rehabilitating the persons communication skills. Teaching them self awareness on this topic.

Warping reality / flip the script / cognitive dissonance

This tactic is very basic and completely infuriating. Should you disagree with the NPD they will see this as an attack. They are never wrong and know better than everyone else. So should you prove they are wrong they will do the equivalent of throwing the chess board across the room.

The facts are presented in a way that completely flips the meaning on it head. They take the facts and present the exact opposite conclusion that anyone else would see is completely backwards.

Cognitive dissonance is extremely uncomfortable for anyone subjected to it. like saying that "overspending is a good way to pay down your debt!" will lock your mind up as it tries to make sense of the backwards logic. They force the victim to constantly prove what is real while covertly causing almost unexplainable pain.

The infuriated target has to go back and logically explain what is wrong with the statement only to have the NPD repeat this until it's an angry confrontation. They will literally play dumb and refuse to acknowledge the reality of the situation.

This allows the NPD to appear passive and a bit slow witted while the assault continues. This is often done with witnesses present who are being manipulated to see the victim as the aggressor.

When the target gets angry they will immediately be labeled using gaslighting terms. This is the goal of the tactic.

Computers also have to deal with error correction of data. When this breaks down we see the "blue screen of death" and the computer needs a complete restart.

Reality warping could be detected only if the computer could detect illogical statements. The attack would then be shown as a repeat of this tactic and a refusal to admit error.

This would be a very resource dependant process which may not be able to be done in real time. This would be a more difficult function to develop but with the other tactics being identified in version 1.0 it wouldn't need to be in the first release for the app to be successful in most situations.

Invalidation

Invalidation is also a basic technique that is infuriating and confusing. The NPD simply has to play dumb and refuse to understand or acknowledge what they are being told. The choice phrases also minimize the issues while passing the blame back to the target.

We all have a deep need to be understood and feel connected. So much so that being misunderstood or invalidated can cause us great distress. Even more so when the situation is painful and we are asking for help.

They are basically denying your right to feel what you feel and shaming you for it! It is often used to silence their victims and avoid accountability for the previous assaults while covertly causing more pain for the target.

It can be as simple as saying the following statements in a circular conversation while the target has to re-explain the situation numerous times becoming increasingly frustrated and angry.

I don't know what your talking about!
I don't remember that!
That never happened!
You just made that up!
I don't believe you!
Your imagining things!
When did that happen!
Your exaggerating!
It wasn't that bad!
It was just a joke!
That was your fault!
You shouldn't think that way!
You always have to be the crybaby!
Your always upset about something!
You never think and always make everything harder!
It's not such a big deal!
You are so overreacting!
That is a ridiculous thought!
Here we go again, cry over nothing!
Crying over spilt milk!
It was an accident!

Your making a mountain out of a molehill!
You didn't feel that bad!
Your making me sound like a monster?
I'm not your baby sitter!
Suck it up buttercup!
Snowflake!
You whine about every little thing!
You take everything as a personal attack!
You blame me for everything!

This would require a list of phrases that would identify this tactic. The repeated use of these phrases one after another would be enough to prove the intent. The longer the string of invalidating phrases the more compelling the information is in terms of probability.

Triangulation

This is a tactic used to turn people against the target and manipulate them into taking part in the abuse. This role is called the "flying monkey".

This is achieved by slander disguised as concern in most cases. The standard phrase used is "I'm really concerned about xxxxx!". Then it is claimed that the target did something so bad that the person being manipulated would feel very uncomfortable asking the target about it. The conversation ends with "but don't say anything about it!".

Being unable to verify the facts the doubt and disgust is never resolved. The target will find themselves walking into a room full of colleagues who will now act very strange towards them. They experience isolation and a feeling that everyone knows something they don't. Trust and friendships are destroyed leaving the target feeling confused, fearful and helpless.

This short video by Sam Vaknin (narcissism expert) is a good introduction to the subject. His YouTube channel is an excellent resource for anyone navigating this subject.

<https://youtu.be/X0aOH6kw9ug>

This slander will never be written down and will be denied if challenged. Short of actually recording the conversation it will be almost impossible to prove.

For these horrible events the victim can only really be guided to a good source of information.

The intended flying monkey would only ever know if they suspected foul play or where tipped off.

The app could be setup to record a conversation when these "red flag" comments are detected in real time. Analyse the conversation and provide good information to the user.

Many people are unwittingly drawn into horrific attacks against colleagues. When discovered they are horrified and ashamed of

the damage the did to the victim. The damage is done and the flying monkey may find themselves paying a heavy price for taking the slander as fact. When it all comes out the NPD will always warp reality to blame the flying monkeys claiming they where the source of the slander.

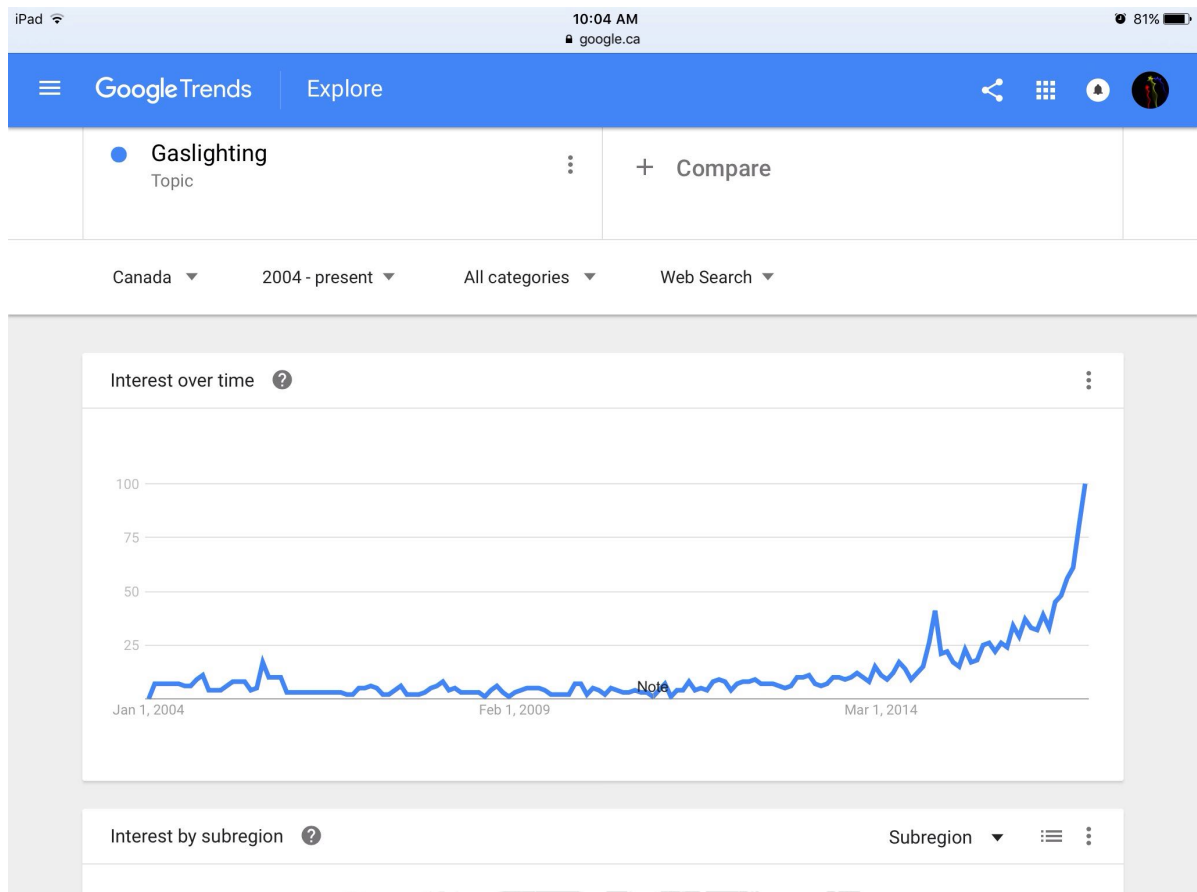
Conclusion

Being exposed to narcissistic abuse is very damaging and isolating. Being a coworker can have terrible consequences too.

The best defence against this abuse and slander is detection.

This EiQ app could literally save millions of victims from years of abuse and save countless lives. I haven't tried to explain how every tactic could be identified, just the most prominent ones. Making a fully fledged app with all the tactics wouldn't be necessary for the app to offer good protection. It could then be updated and expanded like any other app.

This is a subject matter that is coming to the forefront now! The following google trends image shows how this is now breaking out and becoming mainstream knowledge.



This is a virgin market with no supporting apps and a massive potential. It is just a matter of time before someone recognizes the opportunity!