

**From:** Glow, Andrew  
**Sent:** Mon, 22 Feb 2010 08:18:14 +1100  
**To:** Sandy White-O  
**Subject:** RE: Consistency

I will be around lunchtime ish - bring back Imprest books and firearm from OST. Also have some training mags that were given to me by SSU for SAPS.

AG

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**From:** Sandy White-O  
**Sent:** Monday, 22 February 2010 8:17 AM  
**To:** Glow, Andrew  
**Subject:** RE: Consistency

Will be ready later today

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**From:** Glow, Andrew  
**Sent:** Monday, 22 February 2010 8:16 AM  
**To:** Sandy White-O  
**Subject:** RE: Consistency

Morning Sandy White

This article would explain my need to have a mug of hot coffee during the ops updates.... Speaking of which are the last ones done and available. I will provide a copy if required to Paul S.

AG

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**From:** Sandy White-O  
**Sent:** Monday, 22 February 2010 8:09 AM  
**To:** Glow, Andrew, Ms Boulevard, DS-Preston, Fox-O, Green-O, Anderson-DS, Anderson-L, Ms Street, Woir-O, Peter Smith-O, Richards-O, Haven-O, Haven-O  
**Subject:** Consistency

Here is a link to an article about 'consistency'. It is worth reading and provides some food for thought about how to influence people who have views formed from habits, ie in our world, people who would 'never' talk to police.

The point about encouraging people to make a voluntary statement about goals and intentions is certainly relevant to us. ie 3838: constant reminders about why a source became a source, (to get the MOKBELS) will help keep a source on track, (behaviour consistent with publicly stated principles), and therefore easier to manage.

In the case of 3838, constant reminder that she wasn't in it for the money, worked for a long time in deflecting her comments about money or being forced into a position where she had no choice.

Food for thought.

<http://www.insideinfluence.com/inside-influence-report/2010/02/the-habitual-consumer.html#more>

Sandy White-O