SUMMARIES OF THE SCIENTIC CONTRIBUTION

of scientific works published following the defense of the doctoral dissertation by Senior Lecturer Dr. Diana Ancheva Bozhanova, submitted for a competition announced by an order of the Rector of the Academy of the Ministry of Interior (AMVR) for the academic position of "Associate Professor" (Docent). The field of higher education is 3. "Social, Economic, and Legal Sciences," professional field 3.2 "Psychology." The relevant academic disciplines include: "Psychology of Terrorism and Negotiation," "Business Negotiations," "Management Psychology," "Psychology," "Psychology of Operational-Investigative Activities," and "Psychological Interviewing, Interrogation, and Confession." The work is associated with the Department of "Psychology and Police Management" within the Faculty of "Police" at the Academy of the Ministry of Interior.

1. Verbal Indicators of Deception

(Monograph)

In contemporary society, lying has become a ubiquitous phenomenon. Few people stop to consider that such behavior runs counter to the ideals of integrity and dignity—fundamental human values. Lying is a fascinating phenomenon; while most individuals strive to be perceived as honest and sincere in their interactions, the reality is that lying exists and is employed from a very early age.

When the topic of lie detection arises—whether in scientific or public discourse—it is typically associated with a "lie detector" or instrumental examination using a polygraph. This work aims to present non-instrumental methods for lie detection—that is, human skills for determining whether a speaker is telling the truth or recounting a fabricated story. It is based on the premise that a lie—defined in its essence as the fully intentional presentation of a fictional, non-existent version of events—is entirely a product of human interaction and communication, manifesting across three channels: verbal, non-verbal, and paraverbal.

The work offers guidance designed to assist police officers in their efforts to uncover the lies they encounter daily in the line of duty. This monograph is strictly practical in nature. It is intended for various categories of police personnel—including patrol officers, investigators, and operational staff—as well as for anyone who wishes to discern whether an interlocutor is telling the truth or attempting to deceive them.

The study focuses on systematizing key verbal indicators that appear in the speech of those who are lying.

The monograph consists of four chapters.

The first chapter explores the nature of lying, providing a brief historical overview of research on the subject from ancient times to the present day. It also includes a concise summary of the most prominent definitions of a lie. Chapter Two examines the possibilities for lie detection based on various indicators that can be observed during communication, through the specific characteristics of the verbal, non-verbal, and paraverbal channels. Chapter Three systematizes the primary verbal indicators that appear in the speech of individuals exhibiting deceptive behavior. Chapter Four provides guidance on tactics that police officers can employ during interrogations and operational interviews to expose a false account regarding a crime or act under investigation.

The following data collection methods were used to conduct this monographic study:

- A documentary method for gathering qualitative and quantitative data from literature and online publications concerning research in the field of non-instrumental lie detection relevant to the subject of the study;

- A comparative analysis of various perspectives and studies on lying;

- Controlled observation, focused on the objective recording of actions, reactions, gestures, facial expressions, and statements within the context of a "Detect the Lie" role-playing exercise.

By synthesizing the most prominent contemporary research in the field of non-instrumental lie detection—and cross-referencing these findings with results from seminars conducted with cadets at the Academy of the Ministry of Interior—the most frequent verbal indicators appearing in the speech of a person telling a lie were identified and systematized. Recording them and providing a detailed explanation of the information related to them during an interrogation or operational interview increases the chances of` ...revealing the truth regarding a crime or act under investigation.

The monograph spans 113 typewritten pages. It was published by "Avangard Prima," Sofia, 2026; ISBN 978-619-279-257-2.

2. Negotiations in Hostage Crises

(Monograph)

The relevance of this topic is indisputable, as hostage crises continue to occur worldwide—including within our own country. Consequently, the training of professional negotiators capable of securing a peaceful resolution to such crises—while preserving the lives of the hostages—is a crucial prerequisite for a successful outcome. The significance of this work is further underscored by the notable lack of existing research on hostage crises within the field of Bulgarian criminal psychology.

The study examines the potential of negotiation as a tactic to support police operations in the successful resolution of hostage crises.

It consists of three chapters.

The first chapter outlines the nature of crises and the various criteria used to classify them. This is contextualized within the scope of police work, given that the containment and management of most human-induced crises fall under the purview of the police. Particular attention is devoted to hostage crises, the resolution of which is exclusively a police responsibility. The second chapter focuses on negotiation as a method successfully employed in police practice. It presents all the elements of a hostage crisis, including the fundamental principles of negotiation, the composition and functions of a negotiation team, the essential characteristics of both hostages and hostage-takers, the "Stockholm syndrome," and the preparation for negotiations as a crucial preliminary stage. The third chapter provides a detailed description of the stages through which any hostage crisis evolves.

The following methods for data collection were employed in the preparation of this monograph:

- Documentary research to gather empirical information from literature and online sources relevant to the subject of study;

- Comparative analysis of practical cases and expert opinions;

- Participant observation.

During the processing and analysis of the collected data, the information was refined from a general scope to a specific focus, rendering it suitable for scientific analysis, synthesis, and practical application. The identification of fundamental principles for reaching acceptable agreements with specific offenders—along with key techniques for influencing them and fostering behavioral change within the situation—will prove highly beneficial to all personnel directly involved in field operations to resolve hostage-taking incidents.

The monograph spans 116 typewritten pages. Published by the Academy of the Ministry of Interior, Sofia, 2026, ISBN 978-954-348-257-3

3. THE PERSONALITY OF THE TERRORIST

(Article)

In contemporary society, terror and terrorism are reaching new levels of manifestation. Widespread terrorist attacks, occurring in various parts of the world, have serious consequences—not only for global security and stability but also for the psychological well-being of individuals. This impact extends beyond those who directly experienced an attack; due to extensive media coverage, it also affects people living thousands of kilometers away from the site of the incident. Terrorism is a phenomenon rooted in violence, fear, and ideology. To understand it, one must analyze not only its manifestations but also the personality of the terrorist—their motivations, specific personality traits, and the factors that drive an individual toward extreme actions.

This article analyzes and synthesizes the personality traits of individuals who engage in terrorist activity, including their religious, political, and social beliefs, as well as the characteristics of the environment in which they grew up and were raised. It provides a brief overview of psychological theories that explain why an individual might become involved in terrorist activity. The text explores the possibility of a unified "psychological profile of the terrorist," while also describing the specific characteristics that distinguish leaders from operatives within a terrorist organization.

The article is 11 pages long and is published in the *Bulletin of the "Police" Faculty – Academy of the Ministry of Interior*, Issue 18/2025, pp. 64–71. ISSN 1312-6679 (print), ISSN 2683-0957 (online).

4. "Burnout Syndrome: Risks of Professional Burnout Among Fire Safety and Civil Protection Personnel and Its Link to Satisfaction with Professional Development"

(Article)

The high-risk nature of the work performed by Fire Safety and Civil Protection (FSCP) personnel—which necessitates making urgent, high-stakes decisions—influences the communication styles and behavior of those working in the field of fire safety. The daily resolution of critical situations—involving the suffering of victims in fires, accidents, and other incidents—as well as the abrupt transitions from periods of low

activity to intense operations (which often pose a direct threat to physical survival), generate high levels of stress. This impacts the mental health of the personnel, with the development of "Burnout Syndrome" being one potential consequence.

The article examines the characteristic features of professional burnout (Burnout Syndrome). A study conducted among personnel across various FSCP units—the first of its kind in Bulgaria—reveals the extent of professional burnout and its correlation with the employees' satisfaction regarding their professional development. The study was conducted via a survey among 396 employees of the Fire Safety and Civil Protection Directorate General (PBZN), categorized by area of activity, length of service, and location. The research examined stress, the perception of stress (as a risk factor), self-assessment, and coping styles in the context of job burnout.

Many employees, absorbed in their work and driven by a desire to prove themselves, fail to notice the progression through various stages of stress and its eventual transformation into professional burnout. Professional support for burnout syndrome can be provided through two types of interventions: working with employees at risk of burnout, and minimizing the impact of organizational factors. Furthermore, a key principle in preventing burnout is the maintenance of personal mental hygiene by the employee, alongside the use of individual stress-coping strategies. The article is 6 pages long and is published in the *Bulletin of the Faculty of Fire Safety and Population Protection – Academy of the Ministry of Interior*, Issue 3/2025, pp. 5–10. ISSN 1318-6687 (print), ISSN 2815-2891 (online).

5. “Hate Speech – A Different Psychological Perspective”

(Article)

In contemporary society, “hate speech” is generally defined as the expression of hostility, discrimination, or intolerance directed toward individuals based on specific group characteristics—such as race, ethnic or national origin, religion, gender, sexual orientation, or disability—as well as toward minorities, migrants, and people of immigrant background. In other words, it is directed at those who think differently—those whose beliefs, ideas, or feelings differ from our own.

The article defines “hate speech” as an aggressive style of communication—one that, with few exceptions, is becoming the new norm throughout society. It is a mode of interaction permeated by hostility, inappropriate remarks, mockery, derision, irony, cynicism, and rudeness—all of which are employed on a daily basis against those who hold different views. Being different—ranging from the way individuals dress to their aesthetic and cultural preferences—is not accepted; on the contrary, it creates significant challenges for proper adaptation and normal functioning within contemporary society. This text seeks to identify the psychological mechanisms that explain why an increasing number of people are so easily influenced and inclined to emulate what is bad, negative, or destructive—a trend linked to the rapid transformation of evaluative stereotypes regarding concepts of good and evil.

The article spans 9 pages and is published in the proceedings of the international scientific conference "Social Changes in Post-Communist Eastern Europe" (UNIBIT, "Za Bukvite – O Pismeneh" Publishing House, Sofia, 2024, pp. 237–245). ISBN 978-619-185-694-7