COURSE OVERVIEW

This one-day, eight-hour seminar is an instructional overview of emergency operations center; command post and tactical operations center functions, structure, and operations. Command decision-making through a proven system that streamlines the flow of direction and information will be a central focus of this course.

INSTRUCTIONAL GOALS

Upon completion of this course the attendee will be familiar with:

1. Incident command system
2. Emergency operations center concept
3. Command post concept
4. Tactical operations center concept
5. Hostage negotiation strategies for a tactical commander
## DAY TO DAY / HOUR TO HOUR AGENDA

### DAY ONE

<table>
<thead>
<tr>
<th>Hours</th>
<th>Instruction</th>
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<tbody>
<tr>
<td>0800-0830</td>
<td>Course Administration</td>
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<tr>
<td>0830-1030</td>
<td>Incident Command System (ICS): How and Why it Works</td>
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<tr>
<td>1030-1200</td>
<td>Understanding the NTOA Tactical Response and Operations Standards (TROS) and the Impact of Personnel Resources</td>
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<tr>
<td>1200-1300</td>
<td>Lunch (not provided)</td>
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<tr>
<td>1300-1700</td>
<td>Tactical Command and Command Post Operations</td>
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MANAGING AN INCIDENT COMMAND POST AND TACTICAL OPERATIONS CENTER

COURSE OUTLINE

I. Preface
   A. Course Overview
   B. Instructional Goals
   C. Agenda
   D. Outline
   E. Co-Host Logistics

II. Incident Command System
   A. Review of Concepts
   B. Terminology
   C. Training levels
   D. Command and Management Elements
   E. Command vs Coordination
   F. ICS Features
   G. Staff roles
   H. Unified Command
   I. Single Incident Command
   J. Area Command
   K. MACS
   L. PIO and SWAT
   M. EOC operations

III. NTOA Tactical Response and Operations Standard
   A. Team Types
   B. Command Structures
   C. Personnel Resources

IV. Tactical Command and Command Post Operations
   A. Command Post (CP) vs Tactical Operations Center (TOC)
   B. C4 I2
   C. Primary Activities

V. Crisis Negotiations Strategies
   A. Hostage – Barricaded Subject (HOBAS) Database information
   B. Understanding the Active Listening Process
   C. Behavioral Change Stairway
   D. Decision Making Considerations
MANAGING AN INCIDENT COMMAND POST AND TACTICAL OPERATIONS CENTER

CO-HOST LOGISTIC REQUIREMENTS

CLASSROOM

Adequate seating for up to 34 students with tables, good ventilation
Marker board and markers
Flip chart with paper

AUDIO VISUAL

LCD Projector for computer presentation
Large projection screen (minimum of 6’x6’ screen size)
Speaker system to connect to laptop for audio
Extension cord and power strip
AV table or cart

OTHER

Access to copier
INDIVIDUAL

Law Enforcement ID
This course is conducted entirely in the classroom
Laptop is helpful to the student, but not mandatory
Business casual dress may be worn