



## ONLINE CRISIS NEGOTIATIONS SKILLS FOR FIRST RESPONDERS

### COURSE OVERVIEW AND INSTRUCTIONAL GOALS

**COURSE LENGTH:** 8 Hours (1 Days)

#### COURSE OVERVIEW

##### **THIS COURSE IS NOT INTENDED FOR CRISIS NEGOTIATORS**

**This entire course is conducted online via Zoom.** This course is designed to provide first responders (patrol/detective), dispatchers, supervisors, and fire/EMS personnel involved in responding to crisis and barricaded subject calls with skills to effectively communicate and de-escalate the situation. This course will provide the student with a basic understanding of scene response, communication methods, de-escalation skills, intelligence gathering, roles and responsibilities during crisis negotiations, incident assessments, and incident debriefs.

***NOTE: Students will participate in group discussions. This version of Crisis Negotiations for First Responders is conducted entirely online through a live instructor-led process. Students will need a computer or tablet with webcam and microphone capabilities to participate in this course.***

#### INSTRUCTIONAL GOALS

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

1. Scene Response
2. Incident Assessment
3. Active Listening
4. Barriers and Communication Obstacles
5. Roles and Responsibilities in Crisis Negotiations
6. Critical Incident Debriefings and Officer Wellness
7. Lessons Learned from Case Studies



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### DAY TO DAY / HOUR TO HOUR AGENDA

#### ALL TIMES REPRESENT EASTERN STANDARD TIME

#### DAY ONE

##### Hours:

1000-1030

1030-1100

1100-1130

1130-1400

1400-1500

1500-1700

1700-1900

##### Instruction:

Course Introduction and Administration

Barricade Types and Crisis State

Scene Response and Incident Assessment

Active Listening Skills

Lunch

Team Roles

Incident Debriefs/Case Studies



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### COURSE OUTLINE

- I. Preface
  - A. Course Overview
  - B. Instructional Goals
  - C. Agenda
  - D. Outline
  - E. Co-Host Logistics
  
- II. Barricade Types and Crisis State
  - A. Types of Barricaded Situations
    - a. Armed Barricade, No Hostage
    - b. Armed Barricade with Hostage
    - c. Armed Barricaded Suicidal Subject
    - d. Armed Barricaded Suicidal Subject with Significant Other
  - B. Understanding the Crisis State
    - a. Physiological Changes
    - b. Importance of Time
  
- III. Scene Response and Incident Assessment
  - A. Barriers
  - B. Managing Officer Created Jeopardy
  - C. Safety Priorities
  - D. Emotional Triggers
  - E. Initial Response and Actions
  
- IV. Active Listening Skills
  - A. Crisis Intervention Process
  - B. Communications Obstacles
  - C. Phases of Negotiating
    - a. Venting
    - b. Dialog



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- c. Exit Plan
- D. Active Listening Skills
  - a. Minimal Encouragers
  - b. Open-Ended Questions
  - c. Reflecting/Mirroring
  - d. Emotional Labeling
  - e. Paraphrasing
  - f. "I" Messages
  - g. Pauses
  - h. Summarizing
- E. Rapport
  
- V. Team Roles and Intelligence Gathering
  - A. Team Roles
    - a. Primary Negotiator
    - b. Secondary Negotiator
    - c. Team Leader
    - d. Intelligence Officer
    - e. Situation Board Negotiator
    - f. Scribe
    - g. Tactical Liaison
    - h. Technical/Equipment Officer
    - i. Mental Health Professional
    - j. Others
  - B. Measuring Progress
  - C. The Exit Plan
    - a. Communication with Tactical
  - D. Self-Care
  
- VI. Incident Debriefs/Case Studies



## ONLINE CRISIS NEGOTIATIONS SKILLS FOR FIRST RESPONDERS

### STUDENT EQUIPMENT LIST

#### INDIVIDUAL

- This course is conducted entirely online
- Zoom will be used to deliver the online training – students do not need a Zoom account, but they do need to download Zoom software
- **Computer or tablet with webcam and microphone to participate in class discussions (mandatory) and stable internet connection to avoid disruptions during the presentation**
- Student notebooks will be made available via Dropbox and the NTOA's Learning Management System (LMS)
- Business casual dress may be worn



## ONLINE CRISIS NEGOTIATIONS SKILLS FOR FIRST RESPONDERS

### NTOA PROVIDED INSTRUCTOR ITEMS

#### **INSTRUCTOR PACKET** (sent electronically)

- Course roster
- Instructor agreements

#### **COURSE PRESENTATION MATERIALS**

- PowerPoint presentations available on Basecamp for download



## ONLINE CRISIS NEGOTIATIONS SKILLS FOR FIRST RESPONDERS

### STUDENT NOTEBOOK CONTENTS

<b>TAB</b>	<b>DESCRIPTION</b>
Preface	Overview, Instructional Goals, Agenda, Outline, and Student Requirements
1.	Course Introduction and Administration
2.	Crisis Negotiations Skills for First Responders