



## ONLINE CRISIS NEGOTIATIONS AND DE-ESCALATION SKILLS FOR FIRST RESPONDERS

### COURSE OVERVIEW AND INSTRUCTIONAL GOALS

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

#### COURSE OVERVIEW

**This entire course is conducted online via Zoom.** This course is designed to provide first responders, dispatchers and supervisors 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 and De-escalation Skills for First Responders is conducted entirely online through a live instructor-led process. Students will need 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

#### DAY ONE

**Hours:**

0800-0830

0830-0900

0900-0930

0930-1200

1200-1300

1300-1500

1500-1700

**Instruction:**

Course Introduction and Administration

Barricade Types and Crisis State

Scene Response and Incident Assessment

Active Listening Skills

Lunch (not provided)

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



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### 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 the NTOA's Learning Management System



## ONLINE CRISIS NEGOTIATIONS AND DE-ESCALATION 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 and De-Escalation Skills for First Responders