COURSE OVERVIEW AND INSTRUCTIONAL GOALS

COURSE LENGTH: 24 Hours (3 Days)

24 Hours Classroom

COURSE OVERVIEW

This course is intended for law enforcement personnel who have prior training and experience in crisis negotiations. It is recommended that students have attended Basic Crisis Negotiations prior to attending this class. This course will include a review of critical basic course concepts and build upon them to provide officers with the best practices in the field of negotiations. The student will learn negotiation strategies from actual incident debrief/case studies, class discussions, and practical exercises/scenarios.

INSTRUCTIONAL GOALS

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

1. Active Listening
2. The Relationship Between Tactical Command and the Crisis Negotiations Team
3. Incident Assessment
4. Advanced Communications
5. Contemporary Issues Facing Negotiations Teams
6. The Art of Coaching
7. Developing the Negotiations Team
8. Critical Incident Debriefings and Officer Wellness
9. Lessons Learned from Case Studies
**ADVANCED CRISIS NEGOTIATIONS**

**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 Introduction and Administration</td>
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<tr>
<td>0830-0930</td>
<td>Active Listening Introduction Exercise</td>
</tr>
<tr>
<td>0930-1100</td>
<td>Active Listening Skills</td>
</tr>
<tr>
<td>1100-1200</td>
<td>The Relationship Between Tactical Command and the Crisis Negotiations Team</td>
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<tr>
<td>1200-1300</td>
<td>Lunch (not provided)</td>
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<tr>
<td>1300-1500</td>
<td>Incident Assessment</td>
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<tr>
<td>1500-1630</td>
<td>Focused Listening</td>
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<tr>
<td>1630-1700</td>
<td>Bunches of 5’s</td>
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**DAY TWO**

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<tr>
<th>Hours</th>
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<tbody>
<tr>
<td>0800-0900</td>
<td>Group Takeaways and Discussion</td>
</tr>
<tr>
<td>0900-1100</td>
<td>Contemporary Issues</td>
</tr>
<tr>
<td>1100-1200</td>
<td>The Art of Coaching</td>
</tr>
<tr>
<td>1200-1300</td>
<td>Lunch (not provided)</td>
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<tr>
<td>1300-1400</td>
<td>Team Development</td>
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<tr>
<td>1400-1530</td>
<td>Critical Incident Debriefings and Officer Wellness</td>
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<tr>
<td>1530-1700</td>
<td>Incident Debrief/Case Study</td>
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**DAY THREE**

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<tr>
<th>Hours</th>
<th>Instruction</th>
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<tbody>
<tr>
<td>0800-1200</td>
<td>Scenario Exercise in Classroom</td>
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<tr>
<td>1200-1300</td>
<td>Lunch (not provided)</td>
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<tr>
<td>1300-1645</td>
<td>Scenario Exercise in Classroom</td>
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<tr>
<td>1645-1700</td>
<td>Course Closeout</td>
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ADVANCED CRISIS NEGOTIATIONS

COURSE OUTLINE

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

II. Active Listening Introduction Exercise

III. Active Listening Skills Review
   A. Behavioral Change Stairwell
   B. Goals of Active Listening
   C. Empathy
   D. Empathy vs. Sympathy
   E. TEDS PIE
   F. Demonstrate Active Listening Skills
   G. Rapport
   H. Emotionality/Rationality Balance

IV. The Relationship Between Tactical Command and the Crisis Negotiations Team
   A. Team Environment
   B. Concepts of Time
   C. Common Operational Picture
   D. Training
   E. Case Law

V. Incident Risk Assessment
   A. Why Conduct Risk Assessments During a Crisis Negotiation?
   B. Understanding Motivation
   C. Incident Assessment
   D. Situational Factors
   E. Behavioral Factors
   F. Types of Behaviors
ADVANCED CRISIS NEGOTIATIONS

G. The Language of Assessment
H. Subject Actions

VI. Focused Listening
   A. Aspects of Listening
   B. Emotions
   C. Biases
   D. Focused Listening Examples

VII. Bunches of 5’s

VIII. Contemporary Issues
   A. Mental Health
   B. Working with LGTBQ
   C. Negotiating in Different Environments
   D. Cross Cultural Considerations
   E. Suicide by Cop
   F. Negotiating with One of Your Own
   G. Non-Responder
   H. SWAT Team/Negotiation Team Relationship

IX. The Art of Coaching
   A. Functions of a Coach
   B. Techniques of Coaching
   C. Coach Debriefing
   D. Common Coaching Errors

X. Team Development
   A. Recruitment
   B. Selection
   C. Training

XI. Critical Incident Debriefings
XII. Officer Wellness

XIII. Scenario Exercises in Classroom
CO-HOST LOGISTIC REQUIREMENTS

CLASSROOM

- Adequate seating for up to 34 students with tables, good ventilation
- Marker board & 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

OTHER

- Access to copier
- Two or three additional rooms needed (depending on class size) for class exercises and role-playing scenarios
STUDENT EQUIPMENT LIST

INDIVIDUAL

- Law Enforcement I. D.
- This course is conducted entirely in the classroom
- Laptop is helpful to the student, but not mandatory. Student notebooks will be made available via Dropbox.
- Business casual dress may be worn
### STUDENT NOTEBOOK CONTENTS

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<tr>
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<tbody>
<tr>
<td>Preface</td>
<td>Overview, Instructional Goals, Agenda, Outline, Student and Co-host Logistic Requirements</td>
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