



ADVANCED CRISIS NEGOTIATIONS

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

Hours:

0800-0830

0830-0930

0930-1100

1100-1200

1200-1300

1300-1500

1500-1630

1630-1700

Instruction:

Course Introduction and Administration

Active Listening Introduction Exercise

Active Listening Skills

The Relationship Between Tactical Command and the Crisis Negotiations Team

Lunch (not provided)

Incident Assessment

Focused Listening

Bunches of 5's

DAY TWO

Hours:

0800-0900

0900-1100

1100-1200

1200-1300

1300-1400

1400-1530

1530-1700

Instruction:

Group Takeaways and Discussion

Contemporary Issues

The Art of Coaching

Lunch (not provided)

Team Development

Critical Incident Debriefings and Officer Wellness

Incident Debrief/Case Study

DAY THREE

Hours:

0800-1200

1200-1300

1300-1645

1645-1700

Instruction:

Scenario Exercise in Classroom

Lunch (not provided)

Scenario Exercise in Classroom

Course Closeout



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 LGBTQ
 - 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



ADVANCED CRISIS NEGOTIATIONS

- XII. Officer Wellness

- XIII. Scenario Exercises in Classroom



ADVANCED CRISIS NEGOTIATIONS

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**



ADVANCED CRISIS NEGOTIATIONS

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



ADVANCED CRISIS NEGOTIATIONS

STUDENT NOTEBOOK CONTENTS

TAB	DESCRIPTION
Preface	Overview, Instructional Goals, Agenda, Outline, Student and Co-host Logistic Requirements
1.	Active Listening
2.	The Relationship Between Tactical Command and the Crisis Negotiations Team
3.	Incident Assessment
4.	Focused Listening
5.	Bunches of 5's
6.	Contemporary Issues
7.	The Art of Coaching
8.	Team Development
9.	Critical Incident Debriefings
10.	Officer Wellness