



## ONLINE MANAGING CRITICAL INCIDENTS

### COURSE OVERVIEW AND INSTRUCTIONAL GOALS

**COURSE LENGTH:** 8 Hours (1 Day)  
8 Hours Online

#### COURSE OVERVIEW

**This entire course is conducted online via Zoom through our Learning Management System and covers the same material as the residency version.** This one-day course is designed to provide law enforcement supervisors and command personnel with the information and tools needed to manage a large-scale critical incident. This course will include a NIMS review, but the focus of the course is providing the tools for supervisors and command personnel to succeed when responding to active threats. The roles and responsibilities of the Incident Commander will be discussed and applied through practical group exercises. Command decision-making through a proven system that streamlines the flow of direction and information will be a central focus of this course.

**NOTE: This version of Managing Critical Incidents is conducted entirely online through a live instructor-led process (not on-demand). Participants must have their own computer or tablet with both webcam and microphone capabilities to participate in this course. Participants attending from the same agency must also be located in a separate work area while attending the course.**

#### INSTRUCTIONAL GOALS

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

1. The Incident Command System – Why and how it works
2. Emergency Operations Center concepts
3. Command Post concepts
4. Responding to active threats and Incident Commander responsibilities
5. Incident resolution strategies for an Incident Commander or Tactical Commander



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### DAY TO DAY / HOUR TO HOUR AGENDA

#### ALL TIMES REPRESENT EASTERN TIME ZONE

#### DAY ONE

##### Hours:

1000-1030

##### Instruction:

Course Introduction and Administration

1030-1100

Group Exercise

1100-1230

NIMS Review

1230-1400

Responding to Active Threats and Incident Commander Responsibilities

1400-1500

Lunch (not provided)

1500-1600

Responding to Active Threats and Incident Commander Responsibilities

1600-1645

Group Exercise – Mall Incident Scenario

1645-1800

Incident Resolution Strategies

1800-1845

Final Group Exercise

1845-1900

Course Closeout



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## 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. Incident Command System (ICS) Features
  - G. Staff Roles
  - H. Unified Command
  - I. Single Incident Command
  - J. Area Command
  - K. Multi-Agency Coordination Systems (MACS)
  - L. PIO and SWAT
  - M. Emergency Operation Center (EOC) Operations
  
- III. Responding to Active Threats and Incident Commander Responsibilities
  - A. Evolution of an Incident
  - B. Responsibilities of First Responding Officer / Responsibilities of First Responding Supervisor
  - C. Eight Critical Steps of Incident Command
  - D. Incident Command Structure
  - E. Command Post (CP) vs. Tactical Operations Center (TOC)
  - F. Command / Control / Communication / Coordination / Information / Intelligence (C4 I2)
  - G. Family Reunification Considerations
  - H. Lessons Learned



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- IV. Incident Resolution Strategies
  - A. Hostage Barricade Database System (HOBAS)
  - B. Understanding the Active Listening Process
  - C. Behavioral Change Stairway
  - D. Decision-Making Considerations



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### STUDENT EQUIPMENT LIST

#### INDIVIDUAL

- This course is conducted entirely online
- A high-speed internet connection is mandatory (slower internet can severely impact your online learning experience and could negatively impact the scenario exercises)
- Zoom will be used to deliver the online training through our Learning Management System – students are responsible for ensuring they have appropriate security settings in place based on the device being used and any current agency restrictions (direct Zoom links are not provided – access must be done through our Learning Management System)
- Instructions for accessing the course are provided electronically 7-14 days before the start of the course
- **Each student must have their own computer or tablet device with BOTH webcam and microphone capabilities to participate in class**
- Student notebooks will be made available via the NTOA's Learning Management System



## ONLINE MANAGING CRITICAL INCIDENTS

### NTOA PROVIDED LOGISTICS ITEMS

#### INSTRUCTOR PACKET (sent electronically)

- Course roster
- Instructor agreements

#### COURSE PRESENTATION MATERIALS

- PowerPoint presentations are available on Basecamp for download

#### INSTRUCTOR EQUIPMENT

- Laptop computer

#### OTHER



## ONLINE MANAGING CRITICAL INCIDENTS

### STUDENT NOTEBOOK CONTENTS

<b>TAB</b>	<b>DESCRIPTION</b>
Preface	Overview, Instructional Goals, Agenda, Outline, Student and Co-host Logistic Requirements
1.	NIMS Review
2.	Responding to Active Threats and Incident Commander Responsibilities
3.	Incident Resolution Strategies