



## ONLINE CRISIS NEGOTIATIONS TEAM LEADER DEVELOPMENT

### COURSE OVERVIEW AND INSTRUCTIONAL GOALS

**COURSE LENGTH:** 16 Hours (2 Days)  
16 Hours Virtual Classroom

#### COURSE OVERVIEW

**This entire course is conducted online via Zoom.** This course is designed for law enforcement personnel who are responsible for deploying in the capacity as a Crisis Negotiation Team Leader or as a supervisor who is responsible for the training and deployment of crisis negotiation teams. The focus of this training will be on pre-incident training, planning, organizing, and the decision-making process used in the resolution of crisis negotiation operations. Also included in the curriculum is an overview of negotiation training topics including selection and testing, training issues and liability, national CNT standards and critical incident reviews. The student will learn negotiation strategies from actual incident debrief/case studies, class discussions, and practical exercises/scenarios.

**NOTE: Students are required to have a computer, or tablet with BOTH microphone and webcam capabilities to participate in this class.**

#### INSTRUCTIONAL GOALS

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

1. NTOA Tactical Response & Operational Standards for Law Enforcement
2. Team Leader Legal Liability Concepts
3. Recruitment and Selection
4. Creating the perfect team
5. Team Leadership
6. Handling Unique Situations
7. Survival for the Negotiation Team Leader
8. Lessons Learned from Case Studies



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### DAY TO DAY / HOUR TO HOUR AGENDA

#### ALL TIMES REPRESENT EASTERN TIME ZONE

#### DAY ONE

<b>Hours:</b>	<b>Instruction:</b>
1000-1030	Course Introduction and Administration
1030-1200	Crisis Negotiations Team Standards and Legal Review
1200-1400	Creating the Perfect Team
1400-1500	Lunch (not provided)
1500-1700	Crisis Negotiations Team Leadership
1700-1900	Incident Debrief / Case Study

#### DAY TWO

<b>Hours:</b>	<b>Instruction:</b>
1000-1030	Review and Take-aways from Day 1
1030-1200	Recruitment and Selection
1200-1400	Negotiating in Unique Situations
1400-1500	Lunch (not provided)
1500-1700	Survival for the Team Leader
1700-1900	Incident Debrief / Case Study



## ONLINE CRISIS NEGOTIATIONS TEAM LEADER DEVELOPMENT

### 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 ensure they have the appropriate computer settings to allow access to Zoom
- **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 and through Dropbox