



ONLINE ADVANCED CRISIS NEGOTIATIONS

COURSE OVERVIEW AND INSTRUCTIONAL GOALS

COURSE LENGTH: 24 Hours Online Live Instructor-Led (3 Days)

COURSE OVERVIEW

This entire course is conducted online via Zoom through the NTOA's Learning Management System. 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.

IMPORTANT NOTE: Students will participate in practical exercises/scenarios and group discussions. These exercises/scenarios/discussions will take place in a combination of full class and breakout room virtual settings. For this reason, it is mandatory that each student have their own computer equipped with BOTH a webcam and microphone capabilities to participate in this course.

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. Recruitment and Selection
4. Advanced Communications
5. Contemporary Issues Facing Negotiations Teams
6. How to Prepare for Unprepared Outcomes
7. Developing the Negotiations Team
8. Critical Incident Debriefings and Officer Wellness
9. Lessons Learned from Case Studies



ONLINE ADVANCED CRISIS NEGOTIATIONS

DAY TO DAY / HOUR TO HOUR AGENDA

ALL TIMES REPRESENT EASTERN TIME

DAY ONE

Hours:

1000-1030
1030-1130
1130-1230
1230-1400
1400-1500
1500-1700
1700-1900

Instruction:

Course Administration
Basic Course Review
Active Listening Skills Review
The Relationship Between Tactical Command and the Crisis Negotiations Team
Lunch (not provided)
Focused Listening and Bunches of Five
Incident Debrief / Case Study

DAY TWO

Hours:

1000-1030
1030-1230
1230-1400
1400-1500
1500-1700
1700-1900

Instruction:

Day 1 Review and Takeaways
Keeping Your Team Relevant
Contemporary Issues
Lunch (not provided)
Losing Cases
Active Listening Exercises

DAY THREE

Hours:

1000-1400
1400-1500
1500-1600
1600-1845
1845-1900

Instruction:

Scenario Exercise
Lunch (not provided)
Debrief Scenario Exercise
Table-Top Case Study
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. 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. Focused Listening
 - A. Aspects of Listening
 - B. Emotions
 - C. Biases
 - D. Focused Listening Examples



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- VI. Bunches of Five's

- VII. 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

- VIII. Keeping Your Team Relevant
 - A. Duties of Crisis Negotiators
 - B. Training Ideas
 - C. Policies and Equipment
 - D. Self-Care
 - E. Outside the box ideas

- IX. Team Development
 - A. Recruitment
 - B. Selection
 - C. Training

- X. Losing Cases
 - A. Concept of Losing Cases
 - B. Negotiator's Mental Health
 - C. Dealing and identifying stress
 - D. Training for Losses
 - E. Debriefing and Critical Incident Debriefing

- XI. Critical Incident Debriefings

- XII. Scenario Exercises in Classroom (Virtual Breakout Rooms)



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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 and Dropbox



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NTOA PROVIDED INSTRUCTOR MATERIALS

INSTRUCTOR PACKET (sent electronically)

- Course roster
- Instructor agreements

COURSE PRESENTATION MATERIALS

- PowerPoint presentations available on Basecamp for download



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STUDENT NOTEBOOK CONTENTS

TAB	DESCRIPTION
Preface	Overview, Instructional Goals, Agenda, Outline, Student & Co-host Logistic Requirements
1.	Active Listening Skills Review
2.	The Relationship Between Tactical Command and the Crisis Negotiations Team
3.	Focused Listening
4.	Bunches of Five's
5.	Contemporary Issues
6.	Keeping Your Team Relevant
7.	Team Development
8.	Losing Cases