



ONLINE INTEGRATING MENTAL HEALTH PROFESSIONALS INTO CRISIS NEGOTIATION TEAMS

COURSE OVERVIEW AND INSTRUCTIONAL GOALS

COURSE LENGTH: 8 Hours (1 Day)
8 Hours Virtual Classroom Live Instructor-Led

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 assigned to Crisis Negotiation Teams (CNT), Supervisors, Tactical Commanders, and Behavioral Health Professionals involved in or preparing for operational integration into negotiation teams. This course reviews foundational negotiation principles and applies them specifically to the integration of Behavioral Health Advisors (BHAs) into Crisis Negotiation Team operations. Emphasis is placed on role clarity, legal safeguards, information-sharing boundaries, operational discipline, and maintaining unified command. Through instructor-led instructional blocks, facilitated discussions, and structured case studies students will examine both successful and problematic integration models and develop agency-specific implementation strategies.

NOTE: Students must have a computer equipped with BOTH a webcam and microphone capabilities to participate in this virtual course.

INSTRUCTIONAL GOALS

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

1. The history, purpose, and evolution of behavioral health integration into crisis negotiation operations
2. Understanding the role, authority, responsibilities, and operational boundaries of the Behavioral Health Advisor (BHA)
3. Legal, ethical, liability, confidentiality, and information-sharing considerations surrounding BHA integration
4. Crisis Negotiation Team structure, command relationships, and how BHAs function within operational environments
5. Recruitment, selection, onboarding, and integration of Behavioral Health Professionals into Crisis Negotiation Teams
6. Communication strategies, behavioral assessment, stress recognition, and decision-making support during crisis incidents
7. Common integration failures, role confusion, lessons learned, and strategies for avoiding operational pitfalls
8. Practical implementation strategies, case study application, and building a sustainable BHA integration model for agencies



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DAY TO DAY / HOUR TO HOUR AGENDA

ALL TIMES REPRESENT EASTERN TIME

DAY ONE

Hours:

1000-1010

1010-1030

1030-1130

1130-1230

1230-1330

1330-1430

1430-1630

1630-1730

1730-1845

1845-1900

Instruction:

Course Administration

Course Introduction and Philosophy of Integration

The "WHY" Behavioral Health Advisors in Crisis Negotiation and History

Roles, Authority, and Boundaries

Recruitment and Integration

Lunch (not provided)

Case Study #1

Operational Use and Legal Issues

Case Study #2

Course Closeout



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COURSE OUTLINE

- I. Course Introduction and Philosophy of Integration
 - A. Why Multidisciplinary Crisis Response Matters
 - B. Preserving Negotiation Principles While Modernizing Response
 - C. Philosophy of BHA Integration into CNT Operations
 - D. Building Trust, Credibility, and Operational Discipline

- II. The “WHY” Behavioral Health Advisors in Crisis Negotiation and History
 - A. Historical Development of Behavioral Expertise in Crisis Response
 - B. Evolution of Behavioral Science in Law Enforcement
 - C. Understanding the Modern Crisis Actor
 - D. Why Negotiators Increasingly Encounter Behavioral Health Crises
 - E. Benefits and Limitations of BHA Involvement

- III. Roles, Authority, and Boundaries
 - A. Defining the Role of the Behavioral Health Advisor
 - B. Command Relationships and Operational Authority
 - C. Role Separation: Negotiator vs. BHA
 - D. Ethical Boundaries, Confidentiality, and Liability Concerns
 - E. Information-Sharing and Legal Safeguards
 - F. Role Confusion, Red Flags, and Operational Failures

- IV. Recruitment and Integration
 - A. Identifying the Right Behavioral Health Professional
 - B. Selection Criteria and Onboarding Expectations
 - C. Training, Orientation, and Operational Familiarization
 - D. Integrating BHAs into Team Culture and Training
 - E. Maintaining Operational Readiness and Sustainability

- V. Operational Use and Legal Issues
 - A. Behavioral Assessment and Communication Strategy Support
 - B. Supporting Negotiator Decision-Making Under Stress
 - C. Documentation Considerations and Operational Notes
 - D. Legal Considerations, Discovery, and Policy Concerns
 - E. Maintaining Unified Command and Operational Discipline

- VI. Critical Incident Debriefings/Case Studies
 - A. Case Study #1
 - B. Case Study #2
 - C. Lessons Learned and Implementation Takeaways
 - D. Agency-Specific Integration Planning



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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 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

SECTION	DESCRIPTION
1.	Course Introduction and Philosophy of Integration
2.	The “WHY” Behavioral Health Advisors in Crisis Negotiation and History
3.	Roles, Authority, and Boundaries
4.	Recruitment and Integration