

ONLINE CRISIS NEGOTIATIONS AND DE-ESCALATION SKILLS FOR FIRST RESPONDERS



SCHEDULE

ONLINE

- COURSE INTRODUCTION AND ADMINISTRATION
 - BARRICADE TYPES AND CRISIS STATE
- SCENE RESPONSE AND INCIDENT ASSESSMENT
 - ACTIVE LISTENING SKILLS
 - TEAM ROLES
- INCIDENT DEBRIEFS/CASE STUDIES

8 HOURS OF TRAINING OVER 1 DAY

This course is designed to provide first responders, dispatchers and supervisors involved in responding to crisis and barricaded subject calls with skills to effectively communicate and de-escalate the situation. This course will provide the student with a basic understanding of scene response, communication methods, de-escalation skills, intelligence gathering, roles and responsibilities during crisis negotiations, incident assessments and incident debriefs.

This entire course is conducted online via Zoom.

LEARNING OBJECTIVES

- Scene Response
- Incident Assessment
- Active Listening
- Barriers and Communication Obstacles
- Roles and Responsibilities in Crisis Negotiations
- Critical Incident Debriefings and Officer Wellness
- Lessons Learned from Case Studies