

SCOTTSDALE, AZ



2019 CRISIS NEGOTIATIONS CONFERENCE

BY BUCK ROGERS

The NTOA's 2019 Crisis Negotiations Conference was held in Scottsdale, Arizona, at the Embassy Suites Hotel and Conference Center on Nov. 19-22. Negotiators from around the country came together to sharpen their skills through an assortment of courses and debriefs throughout the week, and took advantage of our outstanding trade show held over several days of the conference.

An opening ceremony kicked off the conference, with NTOA Executive Director Thor Eells serving as emcee for the event. The combined Honor Guard from the Scottsdale and Chandler police departments presented the colors and Chaplain Bob Fesmire of the Phoenix Police Department delivered the invocation.

The Arizona Tactical Officers Association was recognized for

co-hosting this year's conference and providing support throughout the entire event. Chief Alan Rodbell from the Scottsdale Police Department welcomed attendees. Eells also thanked Blackhawk and Federal Premium Ammunition for sponsoring 12 students to attend through our scholarship program. Other sponsors were recognized, including Verizon,

ZetX, Enforcement Technology Group and Justice Federal Credit Union.

A welcome reception was held Tuesday night in the Paloma Garden of the Embassy Suites. The reception featured an authentic mariachi band with live music. Food and drinks were provided as we kicked off a week of education and networking.





THE CRISIS NEGOTIATIONS CONFERENCE RETURNS TO SCOTTSDALE ON NOV. 16-19, 2020

Several incident debriefs were offered, including a detailed overview of the negotiation with the Pulse nightclub terrorist, an active shooter who entered a small nightclub on the outskirts of downtown Orlando in June 2016. Charles Crosby's debrief explored the involvement of negotiators who responded, offered a timeline of events from the perspective of the negotiators, provided insight into the thoughts of those on the phone and critiqued the crisis negotiation response.

The Fairview Barricade incident titled "No Way In" gave an overview of officers who responded to a barricaded subject at a Kansas residence in 2018. Sgt. Matt Balthazor debriefed this incident, which included Axon body-worn camera video and audio of negotiations.

One of the negotiators on scene of the ambush of five Dallas, Texas, police officers in July 2016 gave attendees a rare insider's perspective of the incident, in which five officers were killed.

In "The 20 Team Hacks for Crisis Negotiators," the NTOA's CNT Section Chair Pat Doering aimed to help teams develop and improve chemistry, skills and cohesiveness while also improving team standing within the department. These hacks represent tried-and-true methods from experienced crisis negotiation team leaders from throughout the United States.

Despite experiencing an unexpected power outage on Wednesday morning, Charles Crosby improvised to provide excellent information on building rapport during negotiations in his presentation, "Building, Maintaining, and Recovering Rapport."

J.D. Byas' course on "High Elevation Tactics Responding to Suicidal Jumpers" gave negotiators a different perspective regarding these types of negotiations, which can be stressful and difficult. The course lent insight on the options to consider, how to incorporate tactical maneuvers, and what skills



will assist negotiators in achieving a safer and more favorable outcome for the communities they serve.

On Thursday, Pat Doering gave an overview of an in-depth study of the 1980s pension fund scandal that occurred in the city of St. Louis, and the hostage-taking event involving a St. Louis police officer as the hostage taker and a police commissioner as the hostage. This event inspired the movie "The Negotiator."

A debrief presented by David Shackleton explored negotiating with a potential third-strike convicted felon. The presentation discussed how the negotiating team found itself communicating with a subject who had little incentive to surrender, dealing with the politics of having the mayor on-scene, outside influences from the media, and working through a transition of negotiating teams.

Kate Holloway gave a course on the FBI's Active Listening Skills (ALS). The in-depth review focused on the FBI's application of ALS within negotiations for the de-escalation of a subject's emotionality, return to equilibrium, and behavioral change.

Jeff Thompson's course on "Talking with a Terrorist, a Research Study" was an interactive experience using attendees' mobile devices to interact with actual statements that terrorists have made during an attack.

The Doubletree Resort by Hilton Paradise Valley-Scottsdale

2020

NOVEMBER 16-19, 2020
Scottsdale, AZ



20TH ANNUAL

CRISIS NEGOTIATIONS CONFERENCE

Incident Debriefs • Seminars • Vendors • Networking

National Tactical Officers Association | 800-279-9127 | ntoa.org

This participatory research study was an opportunity for officers to practice their active listening skills, figure out how rapport-building works in a tense environment, and determine the best strategy to gain voluntary compliance.

Harry Drucker's debrief of the "Hacienda Heights Barricade" by the Los Angeles County Sheriff's Department gave an overview of a negotiation that resulted from an ongoing neighborhood feud. The debrief discussed the use of TPIs, texting and other action-imperative factors utilized by negotiators.

The subject of mental health in law enforcement is rarely talked about. By sharing his powerful personal story of living with depression and working as a law enforcement officer for 20 years, Kyle Dooley helped students understand the importance of self-care for officers and their families. Participants learned firsthand how to overcome the common barriers and stressors that traditionally haunt the law enforcement culture and prevent officers from seeking treatment.

Kate Holloway's breakout session about the FBI's Hostage Barricade System (HOBAS) showed participants how the online law enforcement database can be used as a tool to quickly and accurately identify patterns within negotiation events that can lead to a peaceful conclusion. Participants also learned that HOBAS assists with training, funding requests and potential negotiator testimony.

Adam Chacon of Alentado Training Consultants presented "Bridging the Gap: An Essential Spanish Skillset for Every Crisis Negotiator." Students were introduced to a compact set of critical commands and pivotal expressions essential for "bridging the gap" until a Spanish-speaking negotiator/interpreter can dial in.

A debrief entitled "Aevnel Drive Negotiation" was presented by Sgt. Michael Hairston of the Farmers Branch (TX) PD. He presented an overview of the negotiation with a suspect who was high on drugs and had broken into his girlfriend's house with a gun. The stand-off lasted eight hours, used several means of communications and two different negotiations teams.

Det. Richard Sanchez debriefed a barricade incident in which an Inglewood (CA) PD officer was shot during a family disturbance call the day before Thanksgiving. Body camera footage of the entire incident, as well as audio portions of the negotiations, were presented. His experience during this incident was a valuable insight to attendees.

The final incident covered a kidnap for ransom review of a case that began in Sacramento, California, and was resolved in St. Louis, Missouri. The incident lasted several days, and the negotiations went on for over 24 hours. The discussion included actual audio of the TPI and suspects during the investigation.

The Crisis Negotiations Conference returns to Scottsdale on Nov. 16-19, 2020, at the Doubletree Resort by Hilton Paradise Valley-Scottsdale. Watch our website for agenda and online registration information. We look forward to seeing you there, where we will continue to provide you with first-class training for negotiators!



Executive Director Thor Eells



Chief Alan Rodbell, Scottsdale PD



Officer Ben Wetzel, Phoenix PD

